

# REPUBLIC OF LIBERIA



## SERVICE DELIVERY CHARTER

For the

**LIBERIA IMMIGRATION SERVICE**

**LIS**

JANUARY 23, 2025

**Table of Contents**

Table of Contents ..... 1

LIST OF ACRONYMS ..... 2

FOREWARD ..... 3

ACKNOWLEDGEMENT ..... 4

1 INTRODUCTION..... 5

    1.1 Background ..... 5

    1.2 Rationale..... 6

    1.3 Objectives..... 6

    1.4 Scope of Application..... 7

2 WHO WE ARE ..... 7

    2.1 Vision ..... 8

    2.2 Mission..... 8

    2.3 Values..... 8

3 OUR CUSTOMERS..... 9

4 OUR COMMITMENT TO YOU ..... 9

    4.1 Service Guarantee ..... 9

    4.2 Service Standards ..... 10

5 FEEDBACK AND COMPLAINTS MECHANISM ..... 11

    5.1 Providing Feedback..... 11

    5.2 Submitting a Complaint ..... 11

        5.2.1 How to File a Complaint:..... 11

        5.2.2 Complaint Handling Process: ..... 11

    5.3 Escalation Process ..... 12

    5.4 Confidentiality and Anti-Retaliation..... 12

6 WHERE WE ARE LOCATED ..... 12

7 OVERVIEW OF OUR SERVICES ..... 13

    7.1 List of Services, Eligibility Conditions, and Timelines by Department ..... 7-- 14 -

        7.1.1 Naturalization Department..... 7-- 14 -

        7.1.2 Residence Permit Renewal, provided by the Liberia Immigration Service (LIS) ..7-- 25 -

7.1.3	Re-entry, Visa on Arrival, and other services, provided by the Liberia Immigration Service (LIS).....	7-- 32 -
8	YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER.....	8-- 45 -
8.1	Your Rights as a Service User.....	8-- 45 -
8.2	Your Obligations as a Service User .....	8-- 45 -
9	ANNEXES.....	9-- 46 -
9.1	Sample Feedback Form:.....	9-- 46 -

## LIST OF ACRONYMS

### List of Acronyms

APV	VISA on Arrival or Airport Visa
COS	Change of Status
ECOWAS	Economic Community Of West African States
GOL	Government of Liberia
LIS	Liberia Immigration Service
SDC	Service Delivery Charter
SAR	Semi-Annual Report
PMCS	Performance Management and Compliance System
NGO	Non Governmental Organization
CSOs	Civil Society Organizations

## FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the Liberia Immigration Service for the forthcoming five years 2024 - 2029. The Service Delivery Charter (SDC) will serve as a guide to the public on the quantity, quality, and conditions of services that we provide. The Charter also provides information about your rights and the channels for which you can report and get redress when your rights are violated.

With this Charter, we are making a commitment to providing our services at the highest possible standards and we'll do our best to and sure effective implementation of the Charter. We welcome feedback from the public so that we can continuously improve on these standards and by extension, the quality of our services, for the betterment of the people of Liberia.

The Liberia Immigration Service also recognizes that the delivery of quality service can only be achieved through a motivated professional workforce. We shall, therefore, continue to invest in our staff and retrain them on a continuous basis. By outlining its commitments to you, the LIS is seeking to match its quality of service to customers' needs. The Liberia Immigration Service, therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.



Hon. Elijah F. Rufus  
Acting Commissioner-General  
Liberia Immigration Service

## ACKNOWLEDGEMENT

A document like this takes the collective effort of numerous stakeholders, tirelessly contributing to the initiation, information gathering processes, document completion, and most importantly, to the effective implementation of this all-important document.

Accordingly, our sincere appreciation goes to the President of the Republic of Liberia, His Excellency, President Joseph N. Boakai Sr., through whose signature initiative, the Performance Management and Compliance System (PMCS), this requirement for service excellence was instituted. Our profound appreciation also goes to the Director General of the Cabinet, Hon. Nathaniel T. Kwabo, and the staff of the Cabinet Secretariat, for their guidance and support with this noble initiative.

The development of this Charter would not have been possible without the vital technical assistance from the Consultant, Mrs. Doris Idahor, at the national level.

Our appreciation also goes to Torwellie Sackie, Mohammed P. Solee, R. Yealay Bieh, and William T. Saa, of the LIS for their valuable contribution and inputs to the development of this Charter. Your consistent focus and efforts have brought remarkable progress with the successful completion of this project.

Finally, our deepest appreciation goes to our many hardworking and dedicated staff, particularly the frontline employees, who daily represent the Liberia Immigration Service in interfacing with our valued customers and providing quality services to meet their needs. Your efforts and professionalism will bring to life the spirit of this Service Delivery Charter.



Hon. Elijah F. Rufus  
Acting Commissioner-General  
Liberia Immigration Service

# 1 INTRODUCTION

## 1.1 Background

The Liberia Immigration Service is an arm of the Government of Liberia (GOL), responsible for the following:

- a. To enforce all laws and regulations relating to immigration, citizenship, naturalization and related matters in Liberia.
- b. The Liberia Immigration Service shall in particular:
  - Guard and protect the borders and boundaries of Liberia against Illegal entry of persons into the country;
  - Manage all air, land, sea and other border posts of Liberia;
  - Admit and exit all travellers to and from Liberia;
  - Assist relevant government agencies to conduct background checks and vetting of applicants prior to the issuance of travel and national identity documents;
  - Issue resident and other permits to persons desirous of residing in Liberia;
  - Monitor and regulate the movement of non-citizens entering and residing in Liberia;
  - Issue visas on arrival, where necessary, consistent with the Immigration laws to persons visiting Liberia;
  - Issue border crossing passes;
  - Board and search aircrafts, vessels, railways, vehicles and other means of transportation where there is reason to suspect a Violation of Liberia immigration laws;
  - Handle aspects of cases involving smuggling and trafficking of persons in which aliens are involve;
  - Determine whether or not person or persons should be deported for the commission of an deportable offence ;
  - Make determination as to the citizenship of persons claiming to be Liberian;
  - Enforce all stop orders from the Liberian courts for exit and entry of persons;
  - Impose fines on persons for being in violation of the Immigration laws of Liberia;
  - Levy fees for Immigration services rendered by the Service; and
  - Perform any other security duties that the Minister may assign to the Service.

This Service Delivery Charter (SDC) for the Liberia Immigration Service therefore, constitutes a social contract, commitment and agreement between the Liberia Immigration Service and citizens of Liberia. It sets out our services and responsibilities to continuously improve performance and quality of services to citizens. It enhances and fast tracks the delivery of services to improve the lives of our people. The SDC enables service beneficiaries to understand what they can expect from us, and forms the basis of engagement between Liberia Immigration Service and citizens.

## 1.2 Rationale

The rationale for the development of this Service Charter is to guide the delivery of quality services to the people and ensure optimal utilization of limited resources in the shortest time possible. The Charter explains what Liberia Immigration Service is supposed to provide in terms of services, as well as eligibility conditions for accessing these services. The charter will also serve as a benchmark to assess the Liberia Immigration Service's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the Liberia Immigration Service to:

- Define the services offered by us to the citizens and Migrant population
- Outline the service standards that underpin the services offered
- Inventory our commitments towards meeting the general and specify needs of the public.

## 1.3 Objectives

The objectives of this Service Delivery Charter (SDC) are to establish clear service commitments and enhance the relationship between the Liberia Immigration Service and the beneficiaries of the service. This Charter is designed to guide the institution in delivering high-quality, accessible, and responsive services. Specifically, the objectives are to:

1. **Enhance Service Delivery Culture:** Foster a culture of high standards and responsiveness within the institution, ensuring that public services are delivered effectively, efficiently, and professionally.
2. **Clarify Roles and Responsibilities:** Define the responsibilities of both the institution and service users, helping to set clear expectations and promoting accountability on both sides.
3. **Promote Accountability and Transparency:** Strengthen accountability by openly stating service standards, timelines, and processes, and by providing mechanisms for feedback and redress when standards are not met.
4. **Encourage Continuous Improvement:** Establish a foundation for ongoing improvements to service quality, informed by citizen feedback and periodic reviews of institutional performance.
5. **Strengthen Public Trust:** Build and maintain public confidence in the Liberia Immigration Service by demonstrating commitment to service excellence and addressing public needs with integrity and fairness.
6. **Support National Development Goals:** Align institutional service delivery with the Government of Liberia's broader goals for development, good governance, and citizen engagement.
7. **Combat Corruption and Promote Ethical Standards:** Reinforce ethical standards in public service, reduce opportunities for corruption, and promote fair and equitable treatment for all citizens.

This Service Delivery Charter serves as a framework to fulfill these objectives, ensuring that the Liberia Immigration Service operates with transparency, reliability, and a focus on citizen-centered service.

#### **1.4 Scope of Application**

This Service Delivery Charter (SDC) applies to all departments, offices, and staff members of the Liberia Immigration Service, encompassing both central and regional levels. It is intended to guide all personnel in delivering consistent, high-quality public services to the citizens of Liberia, aligning with the standards and commitments outlined within this document.

Specifically, this Charter covers:

**1. All Service Locations:**

- This includes the central office, regional, County offices and any sub-national offices that provide public services on behalf of the Liberia Immigration Service..

**2. All Service Personnel:**

- The SDC applies to all staff, from frontline service providers to senior management, who interact with the public or contribute to service delivery.

**3. All Public Services Provided by the Institution:**

- Each service offered by the Liberia Immigration Service falls under the standards and commitments described in this Charter. It defines expected service levels, timelines, and customer care practices for all public-facing services.

**4. Interactions with All Service Users:**

- The Charter governs the institution's interactions with all clients, including citizens, businesses, and organizations that seek or utilize services from the Liberia Immigration Service.

This Charter establishes a unified approach to service delivery across all levels and locations of the Liberia Immigration Service, ensuring that every individual receives the same high standard of service, regardless of location or point of contact.

## **2 WHO WE ARE**

The Liberia Immigration Service is a semi-autonomous agency under the Ministry of Justice responsible to enforce all laws and regulations relating to immigration, citizenship, naturalization, and related matters in Liberia.

The Liberia Immigration Service is subject to the general authority and supervision of the Minister and shall have a single structure of organization for the entire Republic over which its mandate extends.



## 2.1 Vision

To remain the preferred agency for ensuring quality in migration and border management services in Liberia.

## 2.2 Mission

To provide comprehensive strategy for enforcing laws on citizenship, naturalization, residence, movement, border protection and other migration services in Liberia.

## 2.3 Values

*Our core values are:*

- ❖ **Border Security:** We remained committed to Guiding and Protecting the Borders and boundaries of Liberia against illegal entries of persons and illegal goods into the Country.
- ❖ **Integrity:** We adhere to the highest standards of honesty, ethics, and accountability in all our interactions and decisions.
- ❖ **Transparency:** We commit to openness in our actions and decisions, ensuring that our processes are clear and accessible to the public.
- ❖ **Professionalism:** We uphold professionalism in all our duties, delivering services with expertise, reliability, and a focus on quality.
- ❖ **Equity and Fairness:** We ensure impartiality in our services, providing equal treatment and opportunities for all individuals, regardless of background or status.
- ❖ **Gender balance:** We uphold a more inclusive and equitable environment for both men and women.
- ❖ **Upholding human rights:** We ensured that all Citizens, Migrant, asylum seekers, and refugees are treated with dignity and respect.
- ❖ **International best practice:** Upholding the tenants of international best practices,
- ❖ **Continuous Improvement:** We are committed to innovation and continuous improvement, **seeking** feedback and regularly evaluating our processes to enhance service quality.

### 3 OUR CUSTOMERS

The Liberia Immigration Service is committed to serving a wide range of customers who rely on our services for various needs. Our customers include:

#### 1. Citizens of Liberia

- All Liberian citizens, regardless of background, who seek services provided by the Liberia Immigration Service

#### 2. Residents and Non-Citizens

- Individuals residing in Liberia who may require access to certain public services offered by the Liberia Immigration Service

#### 3. Government Entities

- Other national, regional, and local government agencies, ministries, and commissions that collaborate with or depend on our services for public administration and governance.

#### 4. Businesses and Private Sector Organizations

- Companies, non-profits, and other private sector entities that engage with the Liberia Immigration Service for permits, licenses, compliance, or other regulatory services.

#### 5. Development Partners and International Organizations

- International organizations, NGOs, and development partners working with the Government of Liberia who depend on our services and information for project planning, implementation, and policy support.

#### 6. Civil Society Organizations (CSOs)

- Advocacy groups, community organizations, and other CSOs that partner with or engage with the Liberia Immigration Service to support transparency, accountability, and citizen rights.

### 4 OUR COMMITMENT TO YOU

The Liberia Immigration Service is dedicated to providing high-quality, efficient, and transparent services to all our customers. We are committed to upholding the following standards to ensure that every interaction is productive, respectful, and responsive to your needs.

#### 4.1 Service Guarantee

Our service guarantee ensures that we will:

- **Listen and Respond to Your Needs:** Actively listen to your questions, concerns, and feedback, and respond promptly.

- **Provide Friendly and Professional Service:** Approach every interaction with courtesy, professionalism, and a focus on helping you achieve your goals.
- **Deliver Accurate and Timely Services:** Strive for precision in all services provided and adhere to published timelines, minimizing delays whenever possible.
- **Ensure Confidentiality:** Safeguard your personal information and handle all inquiries with the utmost respect for privacy.

## 4.2 Service Standards

The Liberia Immigration Service upholds specific standards of service excellence to ensure that our commitments are met consistently. These standards include:

- **Timely Responses:**
  - Answer phone calls within three rings.
  - Respond to emails and written inquiries within five business days.
  - Acknowledge receipt of complaints within 48 hours and provide updates throughout the resolution process.
- **Professional Conduct:**
  - Treat every customer with respect, fairness, and dignity.
  - Offer clear, accurate information, avoiding technical jargon to ensure understanding.
  - Adhere to best practices in customer service, including follow-ups to confirm satisfaction.
- **Accessibility and Inclusivity:**
  - Make services available to all, including provisions for individuals with disabilities or special needs.
  - Provide information through multiple channels (e.g., online, in person, by phone) to ensure accessibility for all.
- **Commitment to Continuous Improvement:**
  - Regularly review our performance against established standards and adjust services based on customer feedback and new best practices.
  - Conduct periodic assessments and seek customer input to refine and improve our services over time.

Our commitment to you is a promise of quality and reliability. We invite you to hold us accountable to these standards and to share your experiences so that we may continue to improve and serve you better.

10

*We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs*

## 5 FEEDBACK AND COMPLAINTS MECHANISM

The Liberia Immigration Service values your feedback and is committed to addressing any concerns promptly and effectively. Our feedback and complaints mechanism is designed to ensure that every citizen has a voice in improving our services. We welcome both positive feedback and constructive criticism to help us continuously enhance the quality of our service.

### 5.1 Providing Feedback

We encourage you to share your experiences with us, whether positive or negative, so that we may understand your needs and expectations better. You can provide feedback through the following channels:

**In-Person:** Visit our customer service desk at any Liberia Immigration Service office, where a representative can assist you in submitting feedback.

- **Online Form:** Access our online feedback form on our website <https://lis.gov.lr> to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at [lis.ict.lr@gmail.com](mailto:lis.ict.lr@gmail.com), and we will acknowledge receipt within 48 hours.
- **Suggestion Boxes:** Use suggestion boxes available at all of our service locations to submit anonymous feedback.

### 5.2 Submitting a Complaint

If our services do not meet your expectations or if you encounter any issues, please feel free to file a complaint. We are committed to addressing all complaints with urgency and transparency.

#### 5.2.1 How to File a Complaint:

- **By Phone:** Call us at +231 886920595 to speak directly with a representative who will document your complaint and assist you with next steps.
- **Written Complaint:** Submit a written complaint by mail or at our service counters, addressed to **Hon. Commissioner – General, Liberia Immigration Service, Ministry of Justice, and Monrovia, Liberia.**
- **Complaint Form:** Access and fill out our online complaint form on our website at <https://lis.gov.lr>

#### 5.2.2 Complaint Handling Process:

1. **Acknowledgment:** We will acknowledge receipt of your complaint within 48 hours.
2. **Investigation:** Your complaint will be assigned to the relevant department for investigation. We will contact you if additional information is needed.
3. **Resolution:** We aim to resolve complaints within 21 days. If a resolution requires more time, we will provide you with regular updates.

4. **Follow-up:** After resolution, we may follow up with you to ensure satisfaction and receive any additional feedback.

### 5.3 Escalation Process

If you are not satisfied with the initial resolution, you may request an escalation to higher authorities within the Liberia Immigration Service. We are committed to addressing escalated complaints with diligence to ensure a fair outcome.

### 5.4 Confidentiality and Anti-Retaliation

We handle all complaints and feedback with confidentiality and respect. Your feedback will not affect your access to services or result in any form of retaliation. We are committed to creating a safe environment for citizens to voice their concerns.

This feedback and complaints mechanism enables us to hear from you, respond effectively, and improve our services continuously. We value your input and are dedicated to providing the best possible service to the public.

## 6 WHERE WE ARE LOCATED

The **Liberia Immigration Service** is committed to providing accessible services to all citizens, with multiple locations to serve the public effectively. Below are the main locations, contact information, and operating hours where our services can be accessed.

CENTRAL DEPARTMENTS	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL
LIS HEADQUARTERS	Sekou Toure Ave., Mamba-point, Monrovia, Liberia	+231 886920595	lis.ict.lr@gmail.com	+231 886920595

## **7 OVERVIEW OF OUR SERVICES**

The Liberia Immigration Service is dedicated to providing a range of services to meet the needs of Liberia's citizens. This section outlines the specific services we offer, including eligibility requirements, timelines, and contact information for each department.

**7.1 List of Services, Eligibility Conditions, and Timelines by Department**

**7.1.1 Naturalization Department**

**1. Residence Permits – Change of Status (COS), provided by the Liberia Immigration Service (LIS)**

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
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CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LIS-0001	Processing of Residence Permit (Change of Status) for Non-African	<ul style="list-style-type: none"> <li>No n-African</li> <li>Holder of Valid Travel Document</li> <li>Must have passed through a legitimate border crossing point in Liberia, with evidence of an immigration stamp affixed in the travel document</li> <li>Must be physically and mentally healthy.</li> </ul>	\$750 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General</li> <li>4 Passport-sized photo</li> <li>Bond and Notary (Obtained through the LIS guidance)</li> <li>Complete and Signed COS form.</li> <li>1 Manilla Folder</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of Change of Status Section (COS)	Chief of COS Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email: <a href="mailto:lis.ict.lr@gmail.com">lis.ict.lr@gmail.com</a></li> </ul>

*We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs*



CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LIS-0002	Processing of Residence Permit (Change of Status) for NON-AFRICAN SPOUSE	<ul style="list-style-type: none"> <li>No n-African Spouse</li> <li>Holder of Valid Travel Document</li> <li>Must have passed through a legitimate border crossing point in Liberia, with evidence of an immigration stamp affixed in the travel document</li> </ul> <p>Must be physically and</p>	\$600 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General</li> <li>4 Passport-sized photo</li> <li>Bond and Notary (Obtain through the LIS guidance)</li> <li>Complete and Signed COS form.</li> </ul> <p>1 Manilla Folder</p>	7 working days for processing	Department of Naturalization	All Staff of Change of Status Section (COS)	Chief of COS Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email <a href="mailto:lis.ict.lr@gmail.com">lis.ict.lr@gmail.com</a></li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		mentally healthy.							
LIS-0003	Processing of Residence Permit (Change of Status) for NON-AFRICAN MINOR CHILD	<ul style="list-style-type: none"> <li>• No n-African Spouse</li> <li>• Holder of Valid Travel Document</li> <li>• Must have passed through a legitimate border crossing point in Liberia, with evidence of an immigration stamp affixed in the travel document</li> </ul>	\$400 USD	<ul style="list-style-type: none"> <li>• Letter of Application addressed to the Commissioner-General</li> <li>• 4 Passport-sized photo</li> <li>• Bond and Notary (Obtain through the LIS guidance)</li> <li>• Complete and Signed COS form.</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of Change of Status Section (COS)	Chief of COS Section	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email lis.ict.lr@gmail.com</li> </ul>

7-- 17 -

*We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs*

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		Must be physically and mentally healthy.		1 Manilla Folder					
LIS-0004	Processing of Residence Permit (Change of Status) for NON-ECOWAS CITIZENS (OTHER AFRICAN)	<ul style="list-style-type: none"> <li>• Non-African Spouse</li> <li>• Holder of Valid Travel Document</li> <li>• Must have passed through a legitimate border crossing point in Liberia, with evidence of an immigration stamp</li> </ul>	\$600 USD	<ul style="list-style-type: none"> <li>• Letter of Application addressed to the Commissioner-General</li> <li>• 4 Passport-sized photo</li> <li>• Bond and Notary (Obtain through the LIS guidance)</li> <li>• Complete and</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of Change of Status Section (COS)	Chief of COS Section	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email <a href="mailto:lis.ict.lr@gmail.com">lis.ict.lr@gmail.com</a></li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		affixed in the travel document  Must be physically and mentally healthy.		Signed COS form.  1 Manilla Folder					
LIS-0005	Processing of Residence Permit (Change of Status) for NON-ECOWAS CITIZENS SPOUSE (OTHER AFRICAN)	<ul style="list-style-type: none"> <li>No n-African Spouse</li> <li>Holder of Valid Travel Document</li> <li>Must have passed through a legitimate border crossing point in Liberia, with evidence</li> </ul>	\$500 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General</li> <li>4 Passport-sized photo</li> <li>Bond and Notary (Obtain through the LIS guidance)</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of Change of Status Section (COS)	Chief of COS Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		of an immigration stamp affixed in the travel document  Must be physically and mentally healthy.		• Complete and Signed COS form.  1 Manilla Folder					
LIS-0006	Processing of Residence Permit (Change of Status) for NON-ECOWAS CITIZENS MINOR CHILD (OTHER AFRICAN)	• No non-ECOWAS (Other African) • Holder of Valid Travel Document • Must have passed through a legitimate border	\$300 USD	• Letter of Application addressed to the Commissioner-General • 4 Passport-sized photo • Bond and Notary (Obtain	7 working days for processing	Department of Naturalization	All Staff of Change of Status Section (COS)	Chief of COS Section	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email <a href="mailto:lis.ict.lr@gmail.com">lis.ict.lr@gmail.com</a></li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		crossing point in Liberia, with evidence of an immigration stamp affixed in the travel document  Must be physically and mentally healthy.		through the LIS guidance ) • Complete and Signed COS form.  1 Manilla Folder					
LIS-0007	Processing of Residence Permit (Change of Status) for ECOWAS CITIZENS	• ECOWAS Citizens • Holder of Valid Travel Document • Must have passed	\$150 USD	• Letter of Application addressed to the Commissioner-General • 4 Passport-sized	7 working days for processing	Department of Naturalization	All Staff of Change of Status Section (COS)	Chief of COS Section	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email lis.ict.lr@gmail.com</li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		through a legitimate border crossing point in Liberia, with evidence of an immigration stamp affixed in the travel document  Must be physically and mentally healthy.		<ul style="list-style-type: none"> <li>photo</li> <li>Bond and Notary (Obtain through the LIS guidance )</li> <li>Complete and Signed COS form.</li> </ul> 1 Manilla Folder					
LIS-0008	Processing of Residence Permit (Change of Status) for GRATIS	<ul style="list-style-type: none"> <li>Holder of Valid Travel Document</li> <li>Government Institution</li> </ul>	\$50 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of Change of Status Section (COS)	Chief of COS Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email <a href="mailto:lis.ict.lr@gmail.com">lis.ict.lr@gmail.com</a></li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		s, UN System, Religious Institutions, Educational Institutions, and Humanitarian Organization) Persons providing Humanitarian Services through Government Institutions, and People Providing Religious Services <ul style="list-style-type: none"> <li>• M</li> </ul>		<ul style="list-style-type: none"> <li>• 4 Passport-sized photo</li> <li>• Bond and Notary (Obtain through the LIS guidance )</li> <li>• Complete and Signed COS form.</li> </ul> 1 Manila Folder					



CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		<p>Must have passed through a legitimate border crossing point in Liberia, with evidence of an immigration stamp affixed in the travel document</p> <p>Must be physically and mentally healthy.</p>							

### 7.1.2 Residence Permit Renewal, provided by the Liberia Immigration Service (LIS)

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LIS-0001	Processing of Residence Permit (RENEWAL) for Non-African	Holder of Valid Resident Permit	\$350 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General (guidance)</li> <li>Complete and Signed COS form.</li> <li>1 Manilla Folder</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of Renewal Section	Chief of Renewal Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>
LIS-0002	Processing of Residence Permit (RENEWAL) for NON-AFRICAN SPOUSE	Holder of a valid Resident Permit.	\$250 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General (guidance)</li> <li>Complete and Signed COS form.</li> <li>1 Manilla Folder LIS</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of Renewal Section	Chief of Renewal Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LIS-0003	Processing of Residence Permit (RENEWAL) for NON-AFRICAN MINOR CHILD	Holder of valid Resident Permit	\$200 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General (guidance)</li> <li>Complete and Signed COS form.</li> </ul> 1 Manilla Folder	7 working days for processing	Department of Naturalization	All Staff of Renewal Section	Chief of Renewal Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>
LIS-0004	Processing of Residence Permit (RENEWAL) for NON-ECOWAS CITIZENS (OTHER AFRICAN)	Holder of valid Resident Permit	\$300 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General (guidance)</li> <li>Complete and Signed COS form.</li> <li>1 Manilla Folder)</li> </ul>	5 working days for processing	Department of Naturalization	All Staff of Renewal Section	Chief of Renewal Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LIS-0005	Processing of Residence Permit (RENEWAL) for NON-ECOWAS CITIZENS SPOUSE (OTHER AFRICAN)	Holders of valid Resident Permit	\$200 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General guidance)</li> <li>Complete and Signed COS form.</li> </ul> 1 Manilla Folder	7 working days for processing	Department of Naturalization	All Staff of Renewal Section	Chief of Renewal Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>
LIS-0006	Processing of Residence Permit (RENEWAL) for NON-ECOWAS CITIZENS MINOR CHILD (OTHER AFRICAN)	Holders of Resident Permit	\$200 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General guidance)</li> <li>Complete and Signed COS form.</li> <li>1 Manilla Folder COS form.</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of Renewal Section	Chief of Renewal Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LIS-0007	Processing of Residence Permit (RENEWAL) for ECOWAS CITIZENS	Holders of valid Resident Permit	\$100 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General (guidance)</li> <li>Complete and Signed COS form.</li> </ul> 1 Manilla Folder	7 working days for processing	Department of Naturalization	All Staff of Renewal Section	Chief of Renewal Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>
LIS-0008	Processing of Residence Permit (RENEWAL) for GRATIS STATUS	Holders of Gratis Resident Permit	\$50 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General (guidance)</li> <li>Complete and Signed COS form.</li> <li>1 Manilla Folder</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of Renewal Section	Chief of Renewal Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LIS-0009	Replacement of lost or depleted Residence Permit booklet for NON-AFRICAN CITIZENS	<ul style="list-style-type: none"> <li>No n-African Citizens whose Resident Permits got missing</li> </ul>	\$100 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General, requesting for replacement of Resident Permit booklet</li> <li>Photocopy of Bio-data and stamp Pages within the Permits that got missing</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of the Unit Responsible for Issuance of Permit booklet	Head of the Unit Responsible for Issuance of Permit booklet	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>
LIS-0009	Replacement of lost or depleted Residence Permit booklet for NON-ECOWAS CITIZENS (Other African)	<ul style="list-style-type: none"> <li>No n-ECOWAS Citizens whose Resident Permits got</li> </ul>	\$75 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General, requesting for</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of the Unit Responsible for Issuance of Permit booklet	Head of the Unit Responsible for Issuance of Permit booklet	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>

7-- 29 -

*We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs*

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		missing		replacement of Resident Permit booklet <ul style="list-style-type: none"> <li>• Photocopy of Bio-data and stamp Pages within the Permits that got missing</li> </ul>					
LIS-0010	Replacement of lost or depleted Residence Permit booklet for ECOWAS CITIZENS	<ul style="list-style-type: none"> <li>• EC OWAS Citizens whose Resident Permits got missing</li> </ul>	\$50 USD	<ul style="list-style-type: none"> <li>• Letter of Application addressed to the Commissioner-General, requesting for replacement of Resident Permit booklet</li> <li>• Photocopy of Bio-data and stamp Pages within the Permits that</li> </ul>	5 working days for processing	Department of Naturalization	All Staff of the Unit Responsible for Issuance of Permit booklet	Head of the Unit Responsible for Issuance of Permit booklet	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email lis.ict.lr@gmail.com</li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
				got missing					



**7.1.3 Re-entry, Visa on Arrival, and other services, provided by the Liberia Immigration Service (LIS)**

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
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CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LIS-0001	Processing of RE-ENTRY PERMIT (Multiple, one year)	Holders of valid Residence Permit	\$250 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General,</li> <li>Photocopy of Bio-data and stamp Pages within the Permits that got missing</li> <li>1 Passport size photo</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of the Re-entry Section	Chief of Re-entry Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email <a href="mailto:lis.ict.lr@gmail.com">lis.ict.lr@gmail.com</a></li> </ul>
LIS-0002	Processing of RE-ENTRY PERMIT (Single, Six months)	Holders of valid Residence Permit	\$150 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of the Re-entry Section	Chief of Re-entry Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email <a href="mailto:lis.ict.lr">lis.ict.lr</a></li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
				<p>d to the Commissioner-General,</p> <ul style="list-style-type: none"> <li>• Photocopy of Bio-data and stamp Pages within the Permits that got missing</li> <li>• 1 Passport size photo</li> </ul>					@gmail.com
LIS-0003	Processing of RE-ENTRY PERMIT (Special Alien without Resident Permit)	Holders of valid Passport	\$300 USD	<ul style="list-style-type: none"> <li>• Letter of Application addressed to the Commissioner-General,</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of the Re-entry Section	Chief of Re-entry Section	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email lis.ict.lr@gmail.com</li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
				<ul style="list-style-type: none"> <li>Photocopy of Bio-data and stamp Pages within the Permits that got missing</li> </ul> 1 Passport size photo					
LIS-0004	Processing of RE-ENTRY PERMIT (Alien holding Gratis Status)	Holders of valid Residence Permit	\$50 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General,</li> <li>Photocopy of Bio-data and stamp Pages</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of the Re-entry Section	Chief of Re-entry Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email <a href="mailto:lis.ict.lr@gmail.com">lis.ict.lr@gmail.com</a></li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
				within the Permits that got missing 1 Passport size photo					
LIS-0005	Processing of RE-ENTRY PERMIT RENEWAL (One Year)	Holders of valid Residence Permit	\$150 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General,</li> <li>Photocopy of Bio-data and stamp Pages within the Permits that got missing</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of the Re-entry Section	Chief of Re-entry Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email <a href="mailto:lis.ict.lr@gmail.com">lis.ict.lr@gmail.com</a></li> </ul>

7-- 36 -

*We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs*

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
				1 Passport size photo					
LIS-0006	Processing of RE-ENTRY PERMIT RENEWAL (Six Months)	Holders of valid Residence Permit	\$75 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General,</li> <li>Photocopy of Bio-data and stamp Pages within the Permits that got missing</li> <li>1 Passport size photo</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of the Re-entry Section	Chief of Re-entry Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email <a href="mailto:lis.ict.lr@gmail.com">lis.ict.lr@gmail.com</a></li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LIS-0007	Processing of VISA ON ARRIVAL (Non-African and Non ECOWAS African Citizens)	Citizens from Countries who meet the eligibility criteria to enter Liberia	\$100 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General, by the applicant hosts</li> </ul> Photocopy of Passport Bio-data Page	7 working days for processing	Department of Naturalization	All Staff of the VISA Section	Chief of VISA Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>
LIS-0008	Processing of GRATIS VISA ON ARRIVAL (Government Institutions, UN System, Religious Institutions, Educational Institutions, and Humanitarian Organization)	Citizens from Countries who meet the eligibility criteria to enter Liberia	\$50 USD	<ul style="list-style-type: none"> <li>Letter of Application addressed to the Commissioner-General, by the applicant hosts</li> </ul>	7 working days for processing	Department of Naturalization	All Staff of the VISA Section	Chief of VISA Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
				Photocopy of Passport Bio-data Page					
LIS-0010	Processing of EXTENSION OF STAY (Non-African Citizens and ECOWAS African Citizens	Non-African Citizens and African Citizens who legally enter Liberia and have exhausted the given at the point of entry	\$25USD		7 working days for processing	Department of Naturalization	All Staff of the EXTENSION Section	Chief of EXTENSION OF STAY Section	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email lis.ict.lr@gmail.com</li> </ul>



CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LIS-0011	Processing of Semi-Annual Report	<ul style="list-style-type: none"> <li>Letter of Application address to the Commissioner-General</li> </ul>	\$20 USD	<ul style="list-style-type: none"> <li>Attachment of list of Aliens employed, with Name, nationality, Permit number, Position, Salary, and Tenure of Service.</li> <li>List of all Liberian employed with the Name, nationality, Position, Salary, and Tenure of service</li> </ul>	7 working days for processing	Department of Administration	All Staff of the Record and Statistics Section	Chief of Record and Statistics Section	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email <a href="mailto:lis.ict.lr@gmail.com">lis.ict.lr@gmail.com</a></li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LIS-0012	Processing of EXTENSION OF STAY (ECOWAS CITIZENS)	ECOWAS Citizens who legally enter Liberia and have exhausted the given period of stay at the point of entry	Gratis (Free)		1 working days for processing	Department of Naturalization	All Staff of the Registration Section	Chief of Registration Section	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email lis.ict.lr@gmail.com</li> </ul>
LIS-0013	Processing of Border Crossing Pass	All Liberian Citizens who are eligible to travel	Gratis (Free)		1 working days for processing	Department of Operations	All Officers assigned at every Border Point	Commanders at Border Points	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email lis.ict.lr@gmail.com</li> </ul>
LIS-0014	Processing of Exit Clearance	All Minor (Child), Citizens or Non-Citizens desirous	Gratis (Free)	Presentation of Sealed document from the Child Justice Section,	7 working days for processing	Office of the Commissioner-General	All Officers assigned at Anti-Human trafficking Section	Chief, Anti-Human Trafficking Section	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email lis.ict.lr@gmail.com</li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		of travelling out of Liberia. Except where both Parents are travelling along with the Child.		Ministry of Justice					
0015	Processing of Adjustment of Status(Unemployed to Employee)	<ul style="list-style-type: none"> <li>Holder of a valid Residence Permit</li> </ul>	\$ 300 USD		7 working days for processing	Department of Naturalization	All Staff of the Adjustment of Status	Chief of Adjustment of Status	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> <li></li> </ul>
0016	Processing of Adjustment of Status(One Employment to Another)	Holder of a valid Residence Permit	\$ 300 USD		7 working days for processing	Department of Naturalization	All Staff of the Adjustment of Status	Chief of Adjustment of Status	<ul style="list-style-type: none"> <li>Suggestion box</li> <li>Email lis.ict.lr@gmail.com</li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
0017	Processing of Adjustment of Status( Employee to Self-Employed)	Holder of a valid Residence Permit	\$ 350 USD		7 working days for processing	Department of Naturalization	All Staff of the Adjustment of Status	Chief of Adjustment of Status	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email lis.ict.lr@gmail.com</li> </ul>
0018	Processing of Adjustment of Status( Self-Employed to Employed)	Holder of a valid Residence Permit	\$ 400 USD		7 working days for processing	Department of Naturalization	All Staff of the Adjustment of Status	Chief of Adjustment of Status	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email lis.ict.lr@gmail.com</li> </ul>
0019	Processing of Adjustment of Status( Spousal Dependent Employee )	Holder of a valid Residence Permit	\$ 250 USD		7 working days for processing	Department of Naturalization	All Staff of the Adjustment of Status	Chief of Adjustment of Status	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email lis.ict.lr@gmail.com</li> </ul>

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
0017	Processing of Adjustment of Status( ECOWAS Citizens, all categories)	Holder of a valid Residence Permit	\$ 100 USD		7 working days for processing	Department of Naturalization	All Staff of the Adjustment of Status	Chief of Adjustment of Status	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Email <a href="mailto:lis.ict.lr@gmail.com">lis.ict.lr@gmail.com</a></li> </ul>

## 8 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER

### 8.1 Your Rights as a Service User

As a service user, you have the following rights:

- **Right to Quality Service:** Receive efficient, timely, and respectful service in all interactions.
- **Right to Information:** Access clear information regarding services, requirements, and timelines.
- **Right to Privacy:** Have your personal data handled with confidentiality and in accordance with data protection laws.
- **Right to Redress:** Lodge complaints and receive appropriate and timely responses to resolve issues.

### 8.2 Your Obligations as a Service User

To help us serve you better, we ask that you:

- **Provide Accurate Information:** Ensure that all documentation and information submitted are complete and accurate.
- **Respect Service Protocols:** Follow the established procedures for each service to facilitate smooth processing.
- **Maintain Courtesy:** Treat staff members with respect and patience, as we are committed to helping you.

## 9 ANNEXES

### 9.1 Sample Feedback Form:



**Republic of Liberia  
Liberia Immigration Service  
Ministry of Justice**

#### **Customer Service Feedback Form**

We value your feedback and are committed to improving our services. Please use this form to share your experience with us. Your comments help us serve you better.

<b>Name:</b>	
<b>Date of Service:</b>	
<b>Service Department:</b>	
<b>Feedback/Comments:</b>	
<b>Suggestions for Improvement:</b>	
<b>Contact Information (optional for follow-up):</b>	