

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

MINISTRY OF YOUTH AND SPORTS LIBERIA

November 19, 2024

Table of Contents

Table of Contents	1-- 2 -
LIST OF ACRONYMS	1-- 4 -
FOREWARD	1-- 5 -
ACKNOWLEDGEMENT	1-- 6 -
1 INTRODUCTION	1-- 7 -
1.1 Background	1-- 7 -
1.2 Rationale	1-- 7 -
1.3 Objectives	1-- 8 -
1.4 Scope of Application.....	1-- 9 -
2 WHO WE ARE	2-- 10 -
2.1 Vision.....	2-- 10 -
2.2 Mission.....	2-- 10 -
2.3 Values	2-- 10 -
3 OUR CUSTOMERS.....	3-- 11 -
4 OUR COMMITMENT TO YOU	3-- 12 -
4.1 Service Guarantee	3-- 12 -
4.2 Service Standards.....	3-- 12 -
5 FEEDBACK AND COMPLAINTS MECHANISM	4-- 14 -
5.1 Providing Feedback	4-- 14 -
5.2 Submitting a Complaint	4-- 14 -
5.2.1 How to File a Complaint:.....	4-- 14 -
5.2.2 Complaint Handling Process:	4-- 15 -

1-- 2 -

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

5.3	Escalation Process.....	4-- 15 -
5.4	Confidentiality and Anti-Retaliation.....	4-- 15 -
6	WHERE WE ARE LOCATED	5-- 16 -
7	OVERVIEW OF OUR SERVICES	6-- 18 -
7.1	List of Services, Eligibility Conditions, and Timelines By Department	Error! Bookmark not defined.
7.1.1	Department 1.....	Error! Bookmark not defined.
7.1.2	Department 2.....	Error! Bookmark not defined.
7.1.3	Department 3.....	Error! Bookmark not defined.
8	YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER.....	7-- 29 -
8.1	Your Rights as a Service User	7-- 29 -
8.2	Your Obligations as a Service User	7-- 29 -
9	ANNEXES.....	8-- 30 -
9.1	Sample Feedback Form:	8-- 30 -

1-- 3 -

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

LIST OF ACRONYMS

list out all acronyms used in this document in alphabetical order. Some examples have been provided

BDOTC	Business domestic occupational training center
GOL	Government of Liberia
JVTC	Jilijuah Vocational training center
KAVTC	Klay Agriculture vocational training center
MVTC	Monrovia vocational training center
SDC	Service delivery charter
TAVTC	Tumutu Agriculture Vocational training center
TVET	Technical vocational educational training
YOJT	Youth on job training
YATC	Youth Agriculture training center

1-- 4 -

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

FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the Ministry of Youth and Sports for the forthcoming three years 2022-2025. 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 would 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 Ministry of Youth and Sports 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 is seeking to match its quality of service to customers' needs. The Ministry of youth and Sports, therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.

Cllr. Jeror Cole Bangalu

Minister

Ministry of Youth and Sports

1-- 5 -

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

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, and Tarnue Z. Morlu,sr, Moses S. Gaypia jr, and Hilary Freeman at the institutional level.

[UNFPA, UNICEF, EU, UNIDO, WORLD BANK, MERCY CORP, ECOWAS, UN-WOMAN UNDP]

Our appreciation also goes to the [Hon. Henry B.Yonton, Hon. J. Bryant McGill Hon. Laaramaah Nyonton Hon. G.Andy Quamie] 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 Ministry of Youth and Sports 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.

Cllr. Jeror Cole Bangalu

Minister

Ministry of Youth and Sports

1-- 6 -

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

1 INTRODUCTION

1.1 Background

The Ministry of Youth And Sports is an arm of the Government of Liberia (GOL), responsible for youth and Sports Development created by the national Legislature in 1982 as the ministry of youth and sports, the mandate of the ministry includes the direction of youth affairs of the nation, to enable them to most effectively discharge their responsibilities as useful citizens, contribute to the development of the republic and promote, control and direct all programs and activities relating to sports. This mandate includes:

- ✚ Develop the social and national consciousness of Liberian youths, male and female. Educating them to be ready morally and physically to answer o the call of their county.
- ✚ Initiate and develop plans and provide means and facilities to enable the youths of Liberia to perform public service to fulfil current needs
- ✚ Accredite national youth and sports organizations, federations and associations;
- ✚ Coordinate and strengthen activities in all Liberian youth organizations in the interest of national development.

This Service Delivery Charter (SDC) for the [Ministry of Youth and Sports] therefore, constitutes a social contract, commitment and agreement between the [Ministry Of Youth and Sports] 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 [Ministry of Youth and Sports] 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 [Ministry of youth and Sports] 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 Ministry of Youth and Sports performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the Ministry of Youth and Sports to:

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

1-- 7 -

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

1.3 Objectives

The objectives of this Service Delivery Charter (SDC) are to establish clear service commitments and enhance the relationship between the Ministry of Youth and Sports and the citizens of Liberia, 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 Ministry of Youth and Sports 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 Ministry of Youth and Sports 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 Ministry of Youth and Sports, 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 branches, and any sub-national offices that provide public services on behalf of the Ministry of Youth and Sports.

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 Ministry of Youth and Sports 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 Ministry of Youth and Sports.

This Charter establishes a unified approach to service delivery across all levels and locations of the Ministry of Youth and Sports ensuring that every citizen receives the same high standard of service, regardless of location or point of contact.

2 WHO WE ARE

The Ministry of Youth and Sports is a key institution within the Government of Liberia, dedicated to providing essential services to the public. Our mission is to enhance the well-being of citizens through effective service delivery, accountability, and a commitment to excellence.

The ministry of youth and sports is to develop and implement all youth and national sports related programs .and to operationalize its mandate, the ministry was established on four cardinal departments to effectively execute the mandate-department of youth Development, Department of TVET, Department of Sports and the Department of Administration.

2.1 Vision

The vision of the Ministry of Youth and Sports is championing the empowerment and provision of youth opportunity programs and development of sports for all youth in Liberia. This vision reflects our commitment to long-term improvements in public service and to promoting an inclusive, responsive government.

2.2 Mission

The mission of the [Ministry of Youth and Sports] is to [to develop and implement appropriate youth opportunity programs and provide long lasting options intended to address emerging needs of youth in Liberia in a sustainable manner in an enabling environment for the promotion of sports, where youth can have the opportunity to realize their athletic potential and exhibit their talents]. Through this mission, we aim to address public needs with professionalism and dedication.

2.3 Values

The ministry of youth and sports believes in and strives to achieve and promote the following values in carrying out its mandates, these value include:

- ❖ **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.
- ❖ **Responsiveness:** We strive to address the needs and concerns of the public promptly, ensuring timely and effective service delivery.

2-- 10 -

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

- ❖ **Professionalism:** We uphold professionalism in all our duties, delivering services with expertise, reliability, and a focus on quality.
- ❖ **Equity and equality:** We ensure impartiality in our services, providing equal treatment and opportunities for all individuals, regardless of background or status.
- ❖ **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 Ministry of Youth And Sports 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 Ministry of Youth And Sports.

2. Residents and Non-Citizens

- Individuals residing in Liberia who may require access to certain public services offered by the Ministry of Youth And Sports.

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 Ministry of Youth And Sports for permits, licenses, compliance, or other regulatory services.

5. Development Partners and International Organizations

3-- 11 -

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

- 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 Ministry of Youth And Sports to support transparency, accountability, and citizen rights.

OUR COMMITMENT TO YOU

The Ministry of Youth And Sports 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.

3.1 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.

3.2 Service Standards

The Ministry of Youth And Sports 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.

3-- 12 -

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

- 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 citizens, 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.

4 FEEDBACK AND COMPLAINTS MECHANISM

The Ministry of Youth And Sports 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.

4.1 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 Ministry of Youth And Sports office, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website **moys.gov.lr** to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at **[feedback email address]**, and we will acknowledge receipt within 48 hours.
- **Suggestion Boxes:** Use suggestion boxes available at all of our service locations to submit anonymous feedback.

4.2 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.

4.2.1 How to File a Complaint:

- **By Phone:** Call us at **[+231886995160]** 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 **Richard Saydee Benson, ICT Technician**.
- **Complaint Form:** Access and fill out our online complaint form on our website at **[]**.

4-- 14 -

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

4.2.2 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.

4.3 Escalation Process

If you are not satisfied with the initial resolution, you may request an escalation to higher authorities within the [Ministry of Youth And Sports]. We are committed to addressing escalated complaints with diligence to ensure a fair outcome.


4.4 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.

5 WHERE WE ARE LOCATED

The Ministry of Youth and Sports 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
	ELWA Highway	0777434309 0777544570	moys.gov.lr	0777517389 0886907196
KEY CONTACT ADDRESSES AT REGIONAL LEVEL				

Regional office

Regional office

Regional office

Regional office

Rivercess	077828300	Bassa	0770926005
Margibi	0770150843	Cape Mount	0777187611
Maryland	0886824761	Nimba	0770415212
Bong County	0886618139	Grand Gedeh	0886133663
Lofa	0777486743	Sinoe	0770361421
River Gee	0776516051	Grand Kru	0777837634
Bomi	0777291624		
Gbarpolu	0770915598		

.

—

5-- 17 -

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

6 OVERVIEW OF OUR SERVICES

The **Ministry of Youth and Sports** 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

6.1 List of Services, Eligibility Conditions, and Timelines By Department

6.1.1 Department (1) YOUTH

CO DE	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
MY S-Y001	At-Risk Youth Support Program	Open to vulnerable youth; proof of vulnerability required	Free	Voluntary recruitment	11-12 weeks	Department of Youth Services	Sam M. Jomah samjoma@yahoo.com	J.Bryant McGill jbryantmcgill@yahoo.com Kuta Gbarkola kutagbakolay@gmail.com/s	Suggestion box; Email: feedback@mot.gov
MO Y-Y002	National Cadet Program	Recent graduates; under 35 years; application required		Provide educational certificates	52-53 weeks	Department of Youth Services	Samuel Mappy Samuelmappy95@gmail.com	J.Bryant McGill jbryantmcgill@yahoo.com	Suggestion box; Email: feedback@mot.gov

6-- 18 -

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

MO Y- Y00 3	Adolescent Sexual Reproductive Health Program (ASRHP)	Adolescents aged 10-19	Free	Parental consent for minors	Immediate access during sessions	Department of Youth Services	Gifty S. Pewu Pewugiftys1@gmail.	J. Bryant McGill jbryantmcgill@yahoo.com	Suggestion box; Email: feedback@mot.gov
MO Y- Y00 4	National Youth Community Literacy Program (NYCLP)	Youth aged 15-35	Free	Enroll in community youth centers	Ongoing program	Department of Youth Services	Tuman J. Nyennety Tuman2004@gmail.com	J. Bryant McGill jbryantmcgill@yahoo.com	Suggestion box; Email: feedback@mot.gov
MO Y- Y00 5	Youth Connect Initiative	Open to all youth; must register	Free	Attend workshops and provide valid ID	Based on the event schedule	Department of Youth Services	Kuta Gbarkolay kutagbakolay@gmail.com Sando James sandojames2014@gmail.com	J. Bryant McGill jbryantmcgill@yahoo.com	Suggestion box; Email: feedback@mot.gov
MO Y- Y00 6	Action for Adolescent Development	Adolescents aged 10-19	Free	Join A4AD clubs	Ongoing program	Department of Youth Services	Arkie Gailor gailorarkie@gmail.com	J. Bryant McGill jbryantmcgill@yahoo.com	Suggestion box; Email: feedback@mot.gov

6-- 19 -

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






	ment (A4AD)								
MO Y- Y00 7	Let Us Learn Initiative	Children and youth in rural areas	Free	Proof of residence	3-4 weeks	Department of Youth Services	Isaac K. Bropleh Broplehl6@gmail.co m	J. Bryant McGill jbryantmcgill@ yahoo.com	Suggestion box; Email: feedback@ mot.gov








6.1.2

6-- 20 -

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

6.1.3 Department (2) TVET

C O D E	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
M Y S- T 0 0 1	Monrovia Vocational Training Center (MVTC) Building Department  Plumbing  Carpentry  Architectural drafting  Masonry  Graphic Arts	Simi literate, inclusive of people with disability, no age limit	The service cost is \$180.00 USD	Entrance, Admission letter, 4 pieces tissue, 2 ream of sheets etc.	It takes 18 instructional months	Building Trade and	Wilfred S.K Payne Wilfredpayne2018@gmail.com	Hon. Laaramaah Nyonton Hon. Collins Tamba	<ul style="list-style-type: none"> Suggestion box Email feedback@mot.gov

C O D E	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
	Monrovia Vocational Training Center (MVTC) Mechanical Department  Auto Mechanic  Heavy Duty Mechanic  Welding & Fabrication  Auto Electricity	Semi literate, inclusive of people with disability, no age limit	The service cost is \$180.00 USD	Entrance, Admission letter, 4 pieces tissue, 2 ream of sheets etc.	It takes 18 instructional months	Mechanical	Wilfred S.K Payne Wilfredpayne2018@gmail.com	Hon. Laaramaah Nyonton Hon. Collin Tamba	•
	Monrovia Vocational Training Center (MVTC)  Electricity  Air condition & refrigeration  Electronic+	Semi literate, inclusive of people with disability, no age limit	The service cost is \$180.00 USD	Entrance, Admission letter, 4 pieces tissue, 2 ream of sheets etc.	It takes 18 instructional months	Electrical	Wilfred S.K Payne Wilfredpayne2018@gmail.com	Hon. Laaramaah Nyonton Hon. Collin Tamba	

Commented [TT1]:

C O D E	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
M Y S- T 0 0 2	Business Domestic Occupational Training Center (BDOTC)	Candidate must be, literate or illiterate and inclusive of people with disability	The program cost is \$16,200.LD	3 letters from community, church and school/organization, detergent, 1ream of sheet and practical materials	The service is provided within the period one (1) year	: Hospitality, Beauty Care and Tailoring	Yartu C. Josiah yartujosiah6@gmail.com	Hon. Laaramaah Nyonton Hon. Collin Tamba	<ul style="list-style-type: none"> • Suggestion box • Email feedback@mot.gov
M Y S- T 0 0 3	Klay Agriculture Vocational Training center (KAVTC)	Not in Education and Training	No Cost	Fill-up personal data Form	9month	General Agricultural	Michael Tamba Michaeltamba3@yahoo.com	Hon. Laaramaah Nyonton Hon. Collin Tamba	<ul style="list-style-type: none"> •
M Y S- T 0 0 4	Tumutu Agriculture Vocational Training Center (TAVTC)	Simi literate,	\$2500.00LRD		9month	General Agriculture	Prince M. Kormah Princekormah99@gmail.com	Hon. Laaramaah Nyonton Hon. Collin Tamba	<ul style="list-style-type: none"> •

6-- 23 -

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

C O D E	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
M Y S- T 0 0 5	Youth-on-the job Training (YOJT)	Illiterate (not in education and training)	No cost	Fill up personal data form	12 month	Tailoring Mechanic, plumbing, masonry	Kaema H Jones kaemajones@yahoo.com	Hon. Laaramaah Nyonton Hon. Collin Tamba	•
M Y S- T 0 0 6	Jiljuah Vocational Training Center JVTC)	Not in education and Training (NIET)	No cost		9 month	Tailoring	Aaron B. Boimah boeboimahjr@gmail.com	Hon. Laaramaah Nyonton Hon. Collin Tamba	•

MYS-T007	Youth Agriculture Training Program (YATP)	Must be a youth and a high school graduate	No Cost	Non	12month	General Agriculture	Joseph D. Adebodun Jadebodun2013@gmail.com	Hon. Laaramaah Nyonton Hon. Collin Tamba	•
MYS-T008									•

6-- 24 -

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

6-- 25 -

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

6.1.4 Department (3) SPORTS

1. Example

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get services	Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
MYS S001	National County Sports Meets	All Liberian	\$600,000	<ul style="list-style-type: none"> NIR Passport 	Dec to Jan	Sports	Thomas Kojo	G. Andy Quamie andyquamie@gmail.com V. Murvee Gray murveegrau200@gmail.com	<ul style="list-style-type: none"> Suggestion box Email feedback@mot.gov
MYS-S002	Up-country Basketball	Sr / jr high schools students and actively in school	\$20,000	<ul style="list-style-type: none"> Students who are Bonafide with his or her Student's ID card 	Nov 1 st week	Sports	Thomas Kojo	G. Andy Quamie andyquamie@gmail.com V. Murvee Gray murveegrau200@gmail.com	<ul style="list-style-type: none"> Suggestion box Email feedback@mot.gov

6-- 26 -

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	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
MYS-S003	Grass Roots Football	All Liberian from 8yrs to 15yrs	\$5000	<ul style="list-style-type: none"> Birth certificate Passport Should be a student 	Jan-March	Sports	Thomas Kojo	G. Andy Quamie andyquamie@gmail.com V. Murvee Gray murveegrau200@gmail.com	<ul style="list-style-type: none"> Suggestion box Email feedback@mot.gov
MYS-S004	Ministerial league	All GOL Ministries /Agency employee /contractor	\$15,000	<ul style="list-style-type: none"> NIR Passport Working ID Card 	May-June	Sports	Thomas Kojo	G. Andy Quamie andyquamie@gmail.com V. Murvee Gray murveegrau200@gmail.com	<ul style="list-style-type: none"> Suggestion box Email feedback@mot.gov
	All Universities game	All universities student		<ul style="list-style-type: none"> University ID# Planning sheet 	Sept-Oct	Sports	Thomas Kojo	G. Andy Quamie andyquamie@gmail.com	<ul style="list-style-type: none">

6-- 27 -

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
				•				V. Murvee Gray murveegrau200@gmail.com	
									•

H

6-- 28 -
We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

7 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER

7.1 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.

7.2 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.



**[Ministry of Youth and Sports]
Republic of Liberia
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.

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

8-- 30 -

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

8-- 31 -

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