



MINISTRY OF GENDER, CHILDREN AND SOCIAL PROTECTION  
EJS Ministerial Complex, Oldest Congo Town

Monrovia, Liberia

## **SERVICE DELIVERY CHARTER**

### ***Our Vision:***

The vision of the Ministry of Gender, Children and Social Protection] is to bring about a more just, humane, and equitable society where the full potential of all citizens—irrespective of gender, age, ethnic background, physical ability or income; can be fully realized and harnessed for self-improvement and for rapid development of Liberia.

### ***Our Mission:***

Protection is “to promote inclusive growth, ensure equitable access of all persons to the outcomes of development and good governance with special emphasis on the disadvantaged, victimized, excluded and marginalized population groups which now comprise the vast majority of the Liberian population-given the current social, cultural, and economic contexts”.

### ***Our Core Values:***

**Integrity-**The MGCSP believes in the principles of honesty and good morality in the implementation of its mandate. As a major component of our core values, integrity serves as the hallmark to how we deal with our beneficiaries, development partners and all other primary and secondary stakeholders of the MGCSP  
**Excellence-**At all times, the MGCSP pursues outstanding outcomes for all its program interventions. We ensure that our staffs obtain the relevant skills in their respective jobs in order to enhance their performance to excellence. Our secret to upholding and ensuring quality control of the outputs and outcomes of our work is our willingness to not only accept feedback about our weaknesses, but also our ability to internalize lessons learned from critical voices.

**Social Justice-**As per its Mandate, the MGCSP works to ensure that justice is served to all regardless of their gender, societal status, ability or disability, religious, political and socio-economic affiliation. Accordingly, and consistent with UN declaration of the universal human rights, the Ministry stand to advocate for and with women, youth, children, and the marginalized groups for the protection and enjoyment of their full human rights at all levels and at all times.

## ***Our Key Services***

<b>Service</b>	<b>Eligibility</b>	<b>Cost</b>	<b>Timeline</b>	<b>Contact Point</b>
<b>Service 1: Sectoral Clearance</b>	NGOs (both local and International, CSOs and CBOs)	CBOs:\$75USD +\$1,500LRD CSOs:\$100USD +\$1,500LRD INGOs:\$200USD D+\$1,500LRD	22 working days for processing first time applicants; 10 working days for processing renewal applicants	Emmanuel G. Ballah 0770933692 0886631306/0777719577 mgcspdmrppta@gmail.com
<b>Service 2: Adoption Services</b>	All qualified individuals and institutions	Domestic adoption-\$250USD International adoption-\$1500USD	[30-90 days for processing]	Cecelia L. Askie 0775910380 <a href="mailto:caskie@mogcsp.gov.lr">caskie@mogcsp.gov.lr</a> askiececelia1990@gmail.com
<b>Service 3: Persistent Non-Support Cases</b>	All parents	Not applicable	2-3 months depending on clients	Viola F. Nanoh vnanoh@mogcsp.gov.lr
<b>Service 4: Street Child Project</b>	Child must be living street situation The child must be vulnerable Identify the family/care giver of the child If there is no parent/care giver, take the child to the Police for record, and subsequent referral to the transit center Conduct family tracing for possible unification In the instance case where there is no parent/kinship, the is placed in an alternative care arrangement Support services Free academic re-enrolment or	At no cost	Between 1-3 weeks	Alex Devine 0776149616 adevine@mogcsp.gov.lr Sylvestrees Johnson 0775313945 sjohnson@mogcsp.gov.lr

	<p>enrolment          Compulsory free quality health care          Compulsory free rehabilitation and Psychosocial counselling where necessary          Unconditional economic empowerment for family/caregiver          Free TVET education for over-grown children          Small scale business group (SSBG) support for over grown children are interest in business</p>			
<p><b>Service 5: SGBV Referral Pathway</b></p>	<p>All sexual and gender based violence cases</p>	<p>At no cost attached for only SGBV cases</p>	<p>Most preferably, within 72 hours</p>	<p>Rose Taweh          0776535656/0886670118 <b>(116)</b>          lisartflowers@gmail.com</p> <p>One Stop Centers:</p> <p>Montserrado County:          JFK (20<sup>th</sup> Street, Sinkor)</p> <p>Duport Road Clinic (Duport Road)</p> <p>Hope for Women Int'l (AB Tolber Road)</p> <p>JDJ Memorial Hospital (Neezoe)          Redemption Hospital (New Kru T)</p> <p>Star of the Sea (West Point)</p> <p>Other Counties          One Stop Centers:</p> <p>Margibi County          CH Rennie Hospital (kakata City)</p> <p>Bong County</p>

CB Dunbar Hospital (Gbarnga,  
Phebee Hospital, (Suakoko)

Nimba  
GW Harley Hospital  
(Sanniquellie City)  
Saclepea Comprehensive Health  
Center (Saclepea)

Grand Cape Mount County  
St. Timothy Government Hospital  
(Robertsport)

Senje Health Center (Senje)

River Cess  
St. Francis Hospital (Cestos City)

Gbarpolu County  
Chief Jallalou Medical Hospital  
(Bopolu City)

Sinoe County  
FJ Grant Hospital (Greenville city)

Bomi County  
Liberia Government Hospital  
(Tubmanburg City)

Lofa County  
Telewonyan Hospital (Voinjama C

Grand Bassa County  
Liberia Government Hospital  
(Buchanan City)

Grand Gedeh County  
Martha Tubman Hospital  
(Zwedru City )

River Gee County  
Fish Town Hospital (Fish Town)

Grand Kru County  
Rally Time Hospital (Barclayville  
City)

Maryland County  
JJ Dossen Hospital  
(Harper City)

<b>Family Mediation &amp; Psychosocial Services</b>	Every citizen with family/relationship issues	At no cost	Between 1-3 months	Bennietta Jarbo (Ministry's email) 0770152882  Central and County Offices: Monrovia Office: GBV Division  County Offices: Gender County Offices
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**OTHER PROJECT RELATED SERVICES OFFERED:**

**1. LIBERIA WOMEN EMPOWERMENT PROJECT (LWEP)**

The Liberia Empowerment Project provides women's economic empowerment opportunities to women in six (6) counties: **1) Rural Montserrado, 2) Gbarpolu, 3) Grand Bassa, 4) Grand Gedeh, 5) Lofa, and 6) Grand Cape Mount**

**2. RECOVERY OF RURAL ECONOMIC ACTIVITY FOR LIBERIA INFORMAL SECTOR EMPLOYMENT (REALIZED) PROJECT:**

The Project provides poor households with cash transfers to beneficiaries in 4 counties: **1) Grand Kru, 2) Grand Bassa, 3) River Cess and 4) River Gee**

***We Commit to:***

- ✓ Provide timely, efficient, and professional services.
- ✓ Acknowledge and resolve your complaints
- ✓ Provide equitable access to services for all citizens.

***How You Can Reach Us:***

We value your feedback and are committed to improving our services.

- **In Person:** Visit our Customer Service Desk at Ministry of Gender, Children and Social Protection.
- **Phone:** 0775381734/0775901698/0886924412 **(116)**
- **Email:** [gendersecretariat@gmail.com](mailto:gendersecretariat@gmail.com)
- **Suggestion Boxes:** Available at all service locations.
- **Online:** ([www.mogcsp.gov.lr](http://www.mogcsp.gov.lr))