



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

Service	Eligibility	Cost	Timeline	Contact Point
Service 1: Sectoral Clearance	NGOs (both local and International, CSOs and CBOs)	CBOs:\$75USD +\$1,500LRD CSOs:\$100USD +\$1,500LRD INGOs:\$200USD +\$1,500LRD	22 working days for processing first time applicants; 10 working days for processing renewal applicants	Emmanuel G. Ballah 0770933692 0886631306 eballah@mogcsp.gov.lr
Service 2: Adoption Services	All qualified individuals and institutions	Domestic adoption-\$250USD International adoption-\$1500USD	[30-90 days for processing]	Cecelia L. Askie 0775910380 caskie@mogcsp.gov.lr askiececelia1990@gmail.com
Service 3: Persistent Non-Support Cases	All parents	Not applicable	2-3 months depending on clients	Viola F. Nanoh vnanoh@mogcsp.gov.lr
Service 4: Street Child Project	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</p> <p>Compulsory free quality health care</p> <p>Compulsory free rehabilitation and Psychosocial counselling where necessary</p> <p>Unconditional economic empowerment for family/caregiver</p> <p>Free TVET education for over-grown children</p> <p>Small scale business group (SSBG) support for over grown children are interest in business</p>			
Service 5: SGBV Referral Pathway	All sexual and gender based violence cases	At no cost attached for only SGBV cases	Most preferably, within 72 hours	<p>One Stop Centers:</p> <p>Montserrado County: JFK (20th Street, Sinkor)</p> <p>Duport Road Clinic (Duport Road)</p> <p>Hope for Women Int'l (AB Tolbert Road)</p> <p>JDJ Memorial Hospital (Neezoe) Redemption Hospital (New Kru Town)</p> <p>Star of the Sea (West Point)</p> <p>Other Counties One Stop Centers:</p> <p><u>Margibi County</u></p>

				CH Rennie Hospital (Kakata City)
				Bong County 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)

				City) 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)
Family Mediation & Psychosocial Services	Every citizen with family/relationshi p issues	At no cost	Between 1-3 months	Central and County Offices: Monrovia Office: GBV Division Bennietta Jarbo 0770152882 bjarbo@mogcsp.go v.lr County Offices: Gender County Offices

OTHER PROJECT RELATED ACTIVITIES 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) River Cess, 4) Grand Gedeh, 5) Bomi, 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
- **Email:** gendersecretariat@gmail.com
- **Suggestion Boxes:** Available at all service locations.
- **Online:** Website: mogcsp.gov.lr/[Social Media Link available]

Quality Services for a Better Liberia