

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

NATIONAL LOTTERY AUTHORITY (NLA) LIBERIA

July 25, 2022

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LIST OF ACRONYMS

<i>DG</i>	<i>Director General</i>
GOL	Government of Liberia
NLA	National Lottery Authority
SDC	Service Delivery Charter
SOP	Standing Operation Procedure

FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the *National Lottery Authority* 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 We will do our best to ensure 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 *National Lottery Authority* 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, that is, seeking to match its quality of service to customers' needs. The *National Lottery Authority* therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.



Reginald Kpan Nagbe

Director General

National Lottery Authority

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 George Manneh Weah, 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 Cabinet, Hon. Jordan Sulonteh, 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 International Consultant, Mrs. Doris Idahor, at the national level.

Our appreciation also goes to *Mr. Sellie Yengbeh, Director for Policy & Programs, Mrs. Garmeh C. Jeremiah, Director for Procurement, Mr. Jacob Barnes Jr. Official- in-charge of License, Mr. Calvin W. Campbell, Director for Monitoring & Evaluation, Mr. Quaqua G. Karbedeh, Director for Human Resource, Mr. James K. Smith, Director for Finance, Mr. Lawrence P. Maurice, Director for Information Communication Technology, Mr. Samuel G. Toe, Director for Administration, Mr. Prince Dempster Weah, Chief of office Staff/ Director General's Office and Mr. Emmanuel A. Stevens, Assistant Director for Policy, Programs and Projects* 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 *National Lottery Authority (NLA)* 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. Reginald Kpan Nagbe
Director General
National Lottery Authority

1 INTRODUCTION

1.1. Background

The *National Lottery Authority (NLA)* is an arm of the Government of Liberia (GOL), responsible for regulating all games of chance, reference to NLA Acts of 2014 section 6 and 7.

This Service Delivery Charter (SDC) for the *National Lottery Authority (NLA)* therefore, constitutes a social contract, commitment and agreement between the *National Lottery Authority (NLA)* 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 *National Lottery Authority (NLA)* 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 *National Lottery Authority (NLA)* 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 *National Lottery Authority (NLA)*'s performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the *National Lottery Authority (NLA)* 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.

1.3. Objectives

The objectives of the service charter are set to:

- 1.3.1.** Improve service delivery culture of public institution to the general public, with specific reference to the Gaming Sector and players
- 1.3.2.** Clarify the rights and obligations of each of the parties (service provider and service users):

- a. Responsibilities and obligations of the service provider:
 - i. Power to regulate and supervise all game of chance
 - ii. To collect rightful revenue for the government of Liberia in support of the National Budget.
 - iii. Support people with disability, the physically challenged, destitute children, mentally afflicted, the aged, the orphans through the revenue generated from the lotto game.
 - b. Responsibilities and obligations of the service users
 - i. To be in compliance with all of the laws of the Republic of Liberia and the regulation promulgated by the NLA.
- 1.3.3.** Reinforce the commitment between partners to service delivery improvement for the benefit of all citizens
 - 1.3.4.** Acknowledge and reward good performance
 - 1.3.5.** Professionalize and encourage excellence in the public service
 - 1.3.6.** Facilitate a process of defining service standards in various departments
 - 1.3.7.** Strengthen processes and initiatives that prevent and combat corruption
 - 1.3.8.** Strengthen the culture of transparency and equity.
 - 1.3.9.** Ensure an effective, efficient and responsive *National Lottery Authority (NLA)* .

1.4. Scope of Application

This charter shall apply to the central, regional and decentralized employees under the *National Lottery Authority (NLA)*.

2 WHO ARE WE

- 3 “AN ACT TO REPEAL AN ACT INCORPORATING THE LIBERIA NATIONAL LOTTERIES CORPORATION OF 1993 AND TO ENACT IN LIEU THEREOF THE NATIONAL LOTTERY AUTHORITY (NLA) ACT TO CONDUCT, MANAGE, REGULATE, AND SUPERVISE NATIONAL LOTTERIES, LOTTO AND GAME OF CHANCE”. This transitioned the corporation to an authority, thereby giving the authority the mandate to regulate all games of chance through the promulgation of regulations, rules, and guidelines which govern all the operators in the gaming sectors of the republic of Liberia for proper monitoring and evaluations. The authority is further mandated to generate revenue for the government and cater to the persons with disabilities and the physically as well as the mentally afflicted, the needy, the aged orphans, and destitute children.

2.1. Vision

The vision of the National Lottery Authority is to ensuring quality regulation, through managing, supervising and the collection of lawful revenue and restoration of integrity in the gaming industry in Liberia.

2.2. Mission

Regulating the gaming industry in a responsible and ethical manner in order to generate revenue to support the welfare of the disability communities and government by ensuring compliance with legislation.

2.3. Values

Our core values are:

- **Integrity:** To serve the Liberian people with honor and honesty, cultivating the confidence and trust of our stakeholders.
- **Respect:** In the discharge of our duties and responsibilities, we shall respect all of our stakeholders and our people at all times
- **Responsibility:** To accept responsibility towards our most important resources, our employees and to maximize the development and utilization thereof.
- **Consultation:** To strive towards a healthy relationship through interactive communication and consultation with our stakeholders.
- **Transparency:** We pledge that our policies and actions will be clear, consistent, and opened to all stakeholders, in accordance with good governance principles and practices.

- ▣ **Diversity:** To accept and respect the uniqueness and difference of all people and to provide a safe, positive and nurturing environment for the exploration of these differences.
- ▣ **Teamwork:** To value the complementary talents and perspectives of the board and personnel in achieving our objectives.
- ▣ **Professionalism:** We shall implement our mandate in a proficient and skilled manner. We will adopt a proactive, customer-focused approach.
- ▣ **Accountability:** We shall be answerable to all stakeholders for the decisions we make, the actions we take, results we achieve, and the resources we manage.
- ▣ **Quality Services:** We exist to provide services to our people. We shall strive to provide land services that are effective, efficient, and distinctive.

4 OUR CUSTOMERS

Our customers are essential to our success. They include:

- ❖ *Citizens and Non-Citizens of Liberia who have met all requirements to be licensed by the NLA.*

5 OUR COMMITMENT TO YOU

We are committed to respecting the rights of our customers, including:

- *First come first serve basis*
- *Respect for all customers regardless of your social, political, religious, ethnicity and cultural affiliation*
- *The right to review and appeal;*
- *The right to lodge a complaint;*
- *The right to privacy and confidentiality;*
- *The right to get full information (freedom of information)*
- *The right to access services, facilities and information in a manner which meets customer needs.*

5.1. Service Guarantee

We will provide you with high quality service by:

- *listening actively and acting responsively to your needs at the NLA*
- *Smiling to our customers to create a warm and friendly environment*
- *Providing excellent and largely error-free services that assures the welfare of our estimate customers are met in a timely manner.*

5.2. Service Standards

We undertake to provide service of a high quality. In this regard we aim to:

- *Attend to all inquiries promptly*
- *Answer the telephone within 3 rings*
- *Acknowledge written complaints within 4 working days*
- *Deal with written request within seven working days*

When you communicate with National Lottery Authority, we will:

- *Be courteous*
- *Willingly assist you and be responsive to your needs*
- *Treat you fairly and professionally with mutual respect to all parties*
- *Be accountable and adhere to sound business practices*

When we perform services for you, we will:

- *Explain our services, core values, standard of operating procedures (SOP) and deliverables to you*
- *Aim to exceed your expectations*
- *Demonstrate technical and professional competence in providing the services*
- *Respect and maintain customer confidentiality.*

After we have performed our service, we will:

- *Use our customer satisfaction survey questionnaires electronically that is available on our website(www.nla.gov.lr) to seek feedback on our performance.*
- *Review the feedback provided by our customer to measure our performance and initiate further improvements*
- *Maintain our customer confidentiality beyond the term of our commitment*

6 DEALING WITH COMPLAINTS

7 *We respect the right of citizens to complain if our services are poor or unsatisfactory.*

In this regard;

- *Your writing must be addressed to the office of the Director General (DG)*
- *We undertake to investigate and respond to your complaint within fourteen (14) working days of receipt*
- *We will endeavor to apologize and take corrective measures if it is our fault*
- *We will maintain a complaint registration and follow-up mechanism*
- *We undertake to treat any information on fraud and corruption seriously*
- *You may use our official Contact details on our website to report fraud, corruption and any unusual treatment by NLA employees*

- ***When you call us, we undertake to:***
- *Answer calls as promptly as possible*
- *Identify ourselves by name and department*
- *Assist you in polite and helpful manner*
- *If you cannot be helped, you will be referred to the appropriate department within the institution,*
- *We will maintain a complaint register and follow-up mechanism and work towards reducing service complaints in the future.*

8 WHERE WE ARE FOUND

CENTRAL DEPARTMENTS	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL
Montserrado County Liberia	Clay Building, Sekou Toure Ave. Mamba Point P.O Box 3402 Monrovia, Liberia	+231770683500 +231770104362 +231777919890	odg@nla.gov.lr jjbarnes@nla.gov.lr	+231770104362 +231777919890 +231777676088 +231775460414

KEY CONTACT ADDRESSES AT REGIONAL LEVEL				
	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL
Grand Bassa Region-1	Tubman Street	<u>Enoch G. Seegar</u>	seegarenochgarmobol@gmail.com	+231 770762980
	Lower Buchanan Grand Bassa County- Region-1	+231 770762980 +231 880921655		+231 880921655
Maryland Region-2	Harper City, Maryland county	<u>Jasper M. Woods</u>		+231 886755524
	Region-2	+231 886755524 +231 777189034		+231 777189034

9 OVERVIEW OF SERVICE CHARTER

This Service Charter shall be reviewed once a year to update list of services, staff and supervisors' information as to maintain accuracy and keep our client on loop.

9.1 List of Full Services, Eligibility Conditions, and Timelines By Department

9.1.1 Department 1(LICENSE)

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
NLA-01/22	Processing and issuance of License.	All qualified institutions and or individuals that have met the full requirements to obtaining a License. Kindly see NLA regulations on our website (https://nla.gov.lr/downloads or https://nla.gov.lr) or that spelled out all qualification requirements.	Sports Bet (\$80,000.00) Casinos (\$100,000.00) Slot Machines (\$40,000.00) For additional information on cost of service, kindly find NLA Regulation -003 of 2021. (https://nla.gov.lr/downloads or https://nla.gov.lr)	<ul style="list-style-type: none"> • Business Registration • Tax clearance from the Liberia Revenue Authority • Verifiable office location <p>Article of Incorporation</p>	14 working days at most.	License	<p>Quiah B. Doebah quiahdoebah@gmail.com</p> <p>Bendu M. Kamara kbendu2017@gmail.com</p>	<p>Jacob J. Barnes Jr jjbarnes@nla.gov.lr</p>	<ul style="list-style-type: none"> • Suggestion box • jjbarnes@nla.gov.lr

9.1.2 Department 2

MONITORING AND EVALUATION (M & E)

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
NLA-02/22	<ul style="list-style-type: none"> Monitored and evaluate all duly licensed gaming institutions in to Republic of Liberia in making sure that all the rules and regulations are fully adhere to. Conduct periodic assessments on all licensed institutions by the NLA in the gaming sector of Liberia making sure that all the rules and regulations are fully adhere to. 	<p>All qualified institutions and or individuals that have been licensed by the NLA Management.</p> <p>Kindly see NLA regulations on our website (https://nla.gov.lr/dowlogds or https://nla.gov.lr) or that spelled out all qualification requirements.</p>	<p>As spelled out in our fees scheduled in NLA regulation 003.</p> <p>Please see scheduled as appendix -1</p>	<ul style="list-style-type: none"> As stated in NLA regulation 001, 002 and 003. Kindly see NLA regulations on our website (https://nla.gov.lr/downloads or https://nla.gov.lr) 	7 working days	Monitoring and Evaluation (M & E)	<p>Boimah Jerome Kannakai shadowdostshadow@gmail.com</p> <p>Peter Jallah peterjallah20@gmail.com</p>	<p>Calvin Campbell calvincampbell61@gmail.com</p> <p>Armah Kamara armahkamara42@gmail.com</p>	<ul style="list-style-type: none"> Suggestion box armahkamara42@gmail.com

9.1.3 Department 311: Department of Finance

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
NLA-03/22	Facilitate all financial Transactions at the NLA to the general public especially for those who are in the gaming sector or wanting to enter the gaming sector.	All qualified institutions and or individuals that have been licensed by the NLA Management. Kindly see NLA regulations on our website (https://nla.gov.lr/downloads or https://nla.gov.lr) that spelled out all qualification requirements.	As spelled out in our fees scheduled in NLA regulation 003. Please see scheduled as appendix -1	<ul style="list-style-type: none"> As stated in NLA regulation 001, 002 and 003. Kindly see NLA regulations on our website (https://nla.gov.lr/downloads or https://nla.gov.lr) 	On the same or at most one working day	Finance	Shad S. Gawah ssgawah@nla.gov.lr	James K. Smith js832790@gmail.com jksmith@nla.gov.lr	<ul style="list-style-type: none"> Suggestion box jksmith@nla.gov.lr ssgawah@nla.gov.lr +231776797608 +231770961515

9.2 YOUR RIGHTS

Spell out in clear terms the rights of the service users and make sure they understand what their rights are.

- *Courteous behavior at all times in mutual respect to all*
- *Full information.*
- *Prompt and efficient service.*
- *Redress and an apology for lapses in our service.*

9.3 YOUR OBLIGATIONS

While it is critically important that the Service Delivery Charter should spell out the rights of service users, they need to be reminded that service delivery is a two-way street and that they have certain obligations as well. For example, you may wish to remind them that they too need to be courteous and civil and respect the dignity of officials they encounter.

10 ANNEXES:

APPENDIX II FEE SCHEDULE 2021			
National Lottery Authority			
Fee Schedule 2021			
S/N	DESCRIPTION	PREVIOUS FEE	ADJUSTED & APPROVED FEE
1	Application Fee for License (Non-Refundable)	USD300.00	USD 400.00
2	Application Fee for a Permit (Non-Refundable)	USD 150.00	USD 250.00
3	Application Fee for Charitable Gaming (Non-Refundable)	USD 150.00	USD 250.00
4	Late Fee (License Renewal)	USD 250.00	USD 500.00
5	Gaming License (Casino-up to twenty-five (25) Gaming Devices) – Montserrado County	USD 60,000.00	USD 100,000.00
6	Gaming License (Casino up to twenty-five (25) Gaming Devices) Other Counties within the Republic of Liberia	-	USD 60,000.00
7	Gaming License (Sports Betting)	USD 40,000.00	USD 80,000.00
8	Gaming License (Scratch and Win)	USD 40,000.00	USD 50,000.00
9	Gaming Machine License (1-25 Gaming Machine)	USD 20,000.00	USD 40,000.00
10	Mini Slot (Chinese Machine)	USD 10,000.00	USD 10,000.00
11	Operation Fee per additional county (Sports Betting)	6.5% of the License Fee	7% of the License Fee
12	Operating Fee per additional county (Scratch & Win)	6.5% of the License Fee	7% of the License Fee
13	Operating Fee per additional county (Gaming Machine)	USD700.00	USD 1,000.00
14	Gaming Permit Royalty (Raffle)	15% of the value of the prize (s)	20% of the value of the prize (s)
15	Registration of additional Gaming Machine	USD 500.00 each	USD 500.00 each
16	Registration of additional Table Game	USD 500.00 each	USD 500.00 each
17	Permit (Royalty) for Promotional Game	15% of the total prize of the promotion	20% of the total prize of the promotion
18	Penalty for violation of Regulation 001	Not less than USD 2,500.00	Not less than USD 3,000.00

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