

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

NATIONAL LOTTERY AUTHORITY (NLA)



December, 2024

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LIST OF ACRONYMS

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

FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the *National Lottery Authority (NLA)* for the forthcoming three years 2025 - 2028. The Service Delivery Charter (SDC) will serve as a guide to the public on the quantity, quality, and conditions of services that we provide to our clients, partners and other stakeholders across Liberia and beyond. 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 NLA also recognizes that the delivery of quality services can only be achieved through a motivated professional workforce. We shall, therefore, continue to invest in our staff, train 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 Joseph Nyuma 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 Cabinet, Hon. Nathaniel 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 Deputy Director General for Lotto Games; Hon. Richlue O. Burphy. Thanks so much for the support and your services

Our appreciation also goes to *Hon Ennish L. Fahnbulleh, Deputy Director General for Administration, Jeremiah H. Nyudeh, Assisting Director for Policy & Programs, Mrs. Garmeh C. Jeremiah, Director for Procurement, Mr. Jacob Barnes Jr. Official- in-charge of License, Mr. Boima J. Kannakai, Jr, 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. Prince Dempster Weah, and Chief of office Staff/ Director General's Office* 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 *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.

1.0 INTRODUCTION

1.1. Background

The National Lottery Authority (NLA) is committed to providing high-quality, transparent, and efficient services to its customers, stakeholders, and the public. This Service Delivery Charter outlines the standards, commitments, and values guiding the NLA's services. It defines the rights and responsibilities of service users, sets clear expectations, and highlights our dedication to transparency, accountability, and continuous improvement in service delivery.

In 2014, the National Legislature, through an act, established the National Lottery Authority (NLA) under the executive branch of government as an autonomous agency to conduct a national lottery to generate revenue for the purposes of meeting its obligations, contributing to the national development agenda and contributing to institutions serving persons with disabilities. As part of the operation of the national lottery, the NLA has the mandate to conduct lotto to provide care and protection for the physically and mentally afflicted, the needy, orphans, the aged, and destitute children in keeping with session 6 of the NLA Act of 2014

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 NLA is supposed to provide in terms of services, as well as eligibility NLA's conditions for accessing these services. The charter will also serve as a benchmark to assess the NLA's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the *NLA* to:

- Define the services offered by us to the citizens of Liberia and other nationals within our borders
- 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/Gambling 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 *NLA* .

1.4. Scope of Application

This charter shall apply to the central, regional and decentralized employees and operations under the *NLA*.

2. WHO ARE WE

“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/gambling 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 persons living with disabilities, the physically, mentally afflicted, the needy, the aged orphans, destitute children and institutions of science and technology.

2.1. Vision

To promote transparency, propriety, and integrity in the operation of national lottery, sports betting and other games of chance in Liberia.

2.2. Mission

To provide an innovative and reliable lotteries, sports betting and other games of chance service that generates revenue for the purposes of meeting its obligations, contributing to the national development agenda, and contributing to institutions serving persons with disabilities, while ensuring fair play, accountability, and transparency.

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.
- **Innovation:** We embrace creativity and technological advancements to provide modern and secure services in the operation of the national lottery and other games of chance in Liberia.
- **Social Responsibility:** We recognize our role in contributing to the development of the nation through responsible gaming and community support.
- **Customer-Centricity:** Our customers and clients are at the heart of everything we do, and we strive to meet their expectations through responsive, reliable, and accessible services.

- **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 lotteries and gaming services that are effective, efficient, and distinctive.

3. 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.
- ❖ Citizens and non-citizens of Liberia that are involved with the playing of lotteries, sports betting and other games of chance

4. OUR COMMITMENT TO YOU

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

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

5. Our Services

The NLA provides a variety of services to the public, including but not limited to:

- **Regulation:** NLA regulates, supervises, conducts, manages & provides assistance to issues related to lottery and other games of chance
- **Support National Development:** Support to National development agenda through revenue generation
- **Responsible Gaming/Gambling:** Ensuring 18+ responsible gaming across Liberia
- **National Lottery Draws** Regular lottery games with multiple categories and prize pools.
- **Instant Lottery Products:** Scratch cards and other instant win games available at authorized retailers.
- **Online Lottery Services:** Access to games and results through the official NLA website and mobile apps.
- **Retailer Partnerships:** Collaborating with authorized vendors for ticket sales and distribution of lottery products.
- **Prize Payments:** Timely payment of prizes to winners through authorized channels.
- **Social Responsibility Programs:** Allocation of funds to community development and national projects.

5.1. Service Standards and Commitments

We are committed to providing the following standards for all our services:

Access to Services

- **Availability:** Our services will be available 24/7 for online lotteries; USSD (5/90 and 6/30) and 6 days a week for physical retail locations (POS).
- **Convenience:** We ensure that our services are accessible through various platforms, including physical locations, online, and mobile apps.
- **Multi-channel Access:** Customers can purchase tickets, check results, and claim prizes via retail outlets, online portals, or mobile apps.

Transparency

- **Clear Information:** We will provide clear and accessible information about how to participate in lottery games, how winners are selected, and the process for claiming prizes.
- **Fair Play:** All lottery draws will be conducted with integrity and in a transparent manner. The draw process will be open to public view, and results will be promptly published.
- **Regulatory Compliance:** We will comply with all relevant laws, regulations, and industry standards related to the operation of lotteries.

Customer Support

- **Helpline:** Our customer support team is available through a dedicated helpline, email, and online chat services during business hours. (Include phone numbers, website and mailing addresses)
- **Complaint Resolution:** Any issues or complaints will be addressed in a timely and efficient manner, with feedback provided within 5 working days.
- **Self-service Portal:** Our website and mobile app will offer FAQs, and self-service options for checking results, ticket purchases, and prize claims.
- **Include all of the various locations at which the Head Office and sub-offices or stations can be found or located.**

Prize Distribution

- **Timely Payment:** Prizes will be mostly instant payment after verification.
- **Prize Notifications:** Winners will be notified through official channels such as SMS, email, or in person.
- **Secure Payments:** All prize payments will be made through secure banking methods, or through authorized payment agents.

Responsible Gaming

- **18+ Responsibility:** Massive education and awareness will be conducted to promote 18+ Responsible Gaming/Gambling to ensure that people getting involved with the games are 18 years and above.

- **Player Protection:** We are committed to promoting responsible gaming by offering tools to help players manage their gambling behavior, including setting limits on spending and access to self-exclusion options.
- **Awareness:** We will regularly engage in campaigns to educate the public about the risks of gambling and encourage responsible participation.

Social Contribution

- **Community Development:** A significant portion of lottery revenue will be allocated to national development projects, education, health, and other social causes.
- **Transparency in Fund Allocation:** We will publish annual reports detailing how funds raised are used for the betterment of society.

5.2. Performance Standards

The NLA will strive to meet the following performance standards:

- **Ticket Processing:** All ticket transactions (purchases, claims, etc.) will be processed accurately and within 1-2 minutes for online purchases and within 5 minutes for retail transactions.
- **Prize Payment Times:** Prizes will be mostly instant payment after verification.
- **Service Response Times:** Customer inquiries will be acknowledged within 24 hours, and complaints will be resolved within 5 working days.
- **Draw Results:** Results of all draws will be posted within 30 minutes of the completion of the draw.

5.3. 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.

5.4. 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 NLA, 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
- Use our social media platforms to further interact with you to seek feedback on our performance.

6. DEALING WITH COMPLAINTS

We respect the right of customers 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 complaints 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 registry 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 a 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 registry and follow-up mechanism and work towards reducing service complaints in the future.

7. WHERE WE ARE FOUND

CENTRAL DEPARTMENTS	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL
Montserrado County Monrovia Liberia	Clay Building, Sekou Toure Ave. Mamba Point P.O Box 3402 Monrovia, Liberia	+231770683500 +231777523981 +231776706572	odg@nla.gov.lr shadowdotshadow@gmail.com fahnb@gmail.com	+231777523981 +231775381047 +231770606759
KEY CONTACT ADDRESSES AT REGIONAL LEVEL				
Grand Bassa	Tubman Street Lower Buchanan Grand Bassa County	+231770762980 +231880921655	Seegarenochgarmonblo155@gmail.com	+231775467717
Maryland	Harper, Maryland	+231778176084	sioromeon@gmail.com	+231775000542
Nimba	Ganta Main Street	+231777909223	Monlozaza09@gmail.com	+231775354683

8. 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.

8.1. List of Full Services, Eligibility Conditions, and Timelines By Department

8.1.1. 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 Officer in Charge of License 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.	<ul style="list-style-type: none"> • Sports Bet (Physical + Online) - 80,000USD • Sports Bet (Online Only) - \$90,000USD • Casinos (Up to 25 Machines including Tables) - \$100,000 • Slot Machines (Up to 25 Machines including Tables) - 40,000.00 <p>For additional information on cost of service, kindly find NLA Regulation -003 of 2021. https://nla.gov.lr/downloads or https://nla.gov.lr</p>	<ul style="list-style-type: none"> • Business Registration • Tax clearance from the Liberia Revenue Authority • Verifiable office location • Article of Incorporation • Bank Statement • Organization Chart 	14 working days at most.	License	Jacob J. Barnes Jr jjbarnes@nla.gov.lr	Quiah B. Doebah quiahdoebah@gmail.com	<ul style="list-style-type: none"> • Suggestion box • jjbarnes@nla.gov.lr

8.1.2. 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/downloads 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>Boima Jerome Kannakai, Jr</p> <p>shadowdotshadow@gmail.com</p>	<p>Armah Kamara armahkamara42@gmail.com</p> <p>Baccus Sargbeh sargbehk@gmail.com</p>	<ul style="list-style-type: none"> Suggestion box

8.1.3. Department 311: Department of Finance

CODE	Services provided to the general public	Eligibility conditions and	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 day or at most one working day	Finance	James K. Smith Js832790@gmail.com jksmith@nla.gov.lrn	Shad S. Gwah Shadco1975@gmail.com	Suggestion Box

8.2. 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

8.3. 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.

9. CONCLUSION

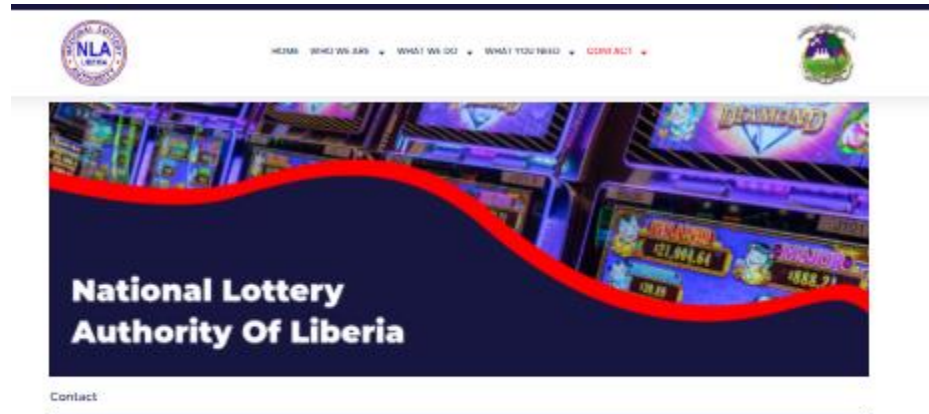
The National Lottery Authority is dedicated to upholding the highest standards of service delivery, ensuring fairness, transparency, and accountability in all our operations. We strive to enhance the customer experience by continually improving our services and meeting the needs of the public. This Service Delivery Charter is a commitment to you, our valued customer, and reflects our ongoing effort to serve with integrity, responsibility, and excellence.

10 ANNEXES:

Approved Fees Schedule:

APPENDIX III FEE SCHEDULE 2024			
National Lottery Authority			
		Previous	Adjusted and Approved Fees
	TYPES OF FEES/LEVIES	AMOUNT IN USD (\$14)	AMOUNT IN USD (\$14)
1	Application Fee for License (nonrefundable)	\$400.00 USD	\$400.00 USD
2	Application Fee for a Permit (nonrefundable)	\$250.00 USD	\$250.00 USD
3	Application fee for Charitable Gaming (nonrefundable)	\$250.00 USD	\$250.00 USD
4	Late Fee (License Renewal)	\$500.00 USD	\$500.00 USD
5	Gaming License (Casino – up to twenty (25) Gaming Devices)-Montserrado County	\$100,000.00 USD	\$100,000.00 USD
6	Gaming License (Casino – up to twenty (25) Gaming Devices)- Other Counties with the Republic of Liberia	\$60,000.00 USD	\$60,000.00 USD
7	Gaming License (Sports Betting)/ Physical	\$80,000.00 USD	90,000.00 USD
	Gaming License (Sports Betting)-Online	N/A	90,000.00 USD
8	Gaming License (Scratch and Win)	\$50,000.00 USD	
9	Gaming Machine License (1-25 Gaming Machine)	\$40,000.00 USD	
10	Mini Slot (Chinese Machines) (1-50 Machines)	\$10,000.00 USD	\$15,000.00 USD
11	Additional extra Mini Slot Chinese Machines in excess of 50 machines	N/A	50.00 USD
12	Operating Fee per additional county (Sports Betting)	7% of the License Fee	
13	Operating Fee per additional county (Scratch and Win)	7% of the License Fee	
14	Operating Fee per additional county (Gaming Machine)	\$1,000.00 USD	\$1,000.00 USD
15	Gaming Permit (Raffle)	20% of the value of the Prize(s)	20% of the value of the Prize(s)
16	Registration of additional Gaming Machine	\$500.00 USD each	\$500.00 USD each

Contact Form:



Contact



Contact us

P. O. BOX 2402 City Building, Mamba Point
Seloku Toure Avenue 1000 Monrovia, 10 Liberia

Email: info@nla.govlr
Phone: 2085520330
Hours: Mon-Fri 9:00AM - 5:00PM
Support: support@nla.govlr



Fill the form below:

Name:

First Last

Email:

Comment or Message:

Submit

Complaint Form:



COMPLAINT

Thank you for taking you time to contact us, kindly fill the form below; we will review your complaint and get back to you soon.

Name *

First

Last

Phone number *

Email *

Name of operator *

Complain *

Submit