

HANDBOOK FOR OPERATING BUSINESSES IN LIBERIA

A guide to procedures and processes at the
Ministry of Commerce & Industry



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PREFACE

The Ministry of Commerce & Industry has put together this handbook to provide the public with information about the key procedures and processes of the Ministry that are relevant to the operation of businesses in Liberia.

It is hoped that this handbook will help the public better understand the role the Ministry plays in the commerce of Liberia, and provide to those who are running businesses - from the small trader to the large conglomerates - information that will help make the work of the Ministry more transparent. This handbook is for reference only, and does not purport to be a comprehensive and detailed guide to all processes and procedures at the Ministry or relevant to the operation of businesses in Liberia in general.

The various procedures and processes help facilitate the Ministry's management of the commerce of the country and the protection of consumers' and the public's interest. These procedures and processes are constantly under review and the Ministry welcomes any constructive suggestions for improvement.

Miata Beysolow

MINISTER

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REGISTERING BUSINESSES

THE MINISTRY IS ACTIVELY REVIEWING AND STREAMLINING BUSINESS REGISTRATION PROCESSES. A NEW AUTOMATED BUSINESS REGISTRY WILL BE OPENED BY EARLY-2011 AND WILL BE A 'ONE STOP SHOP', HOUSING ALL THE DIFFERENT MINISTRIES AND FUNCTIONS RELEVANT TO BUSINESS REGISTRATION AND RENEWALS.

Every concern (including an entity incorporated overseas) desiring to become engaged in any form of activity in Liberia (whether for profit or non-profit) must be registered with the Ministry before commencing activity.

There are 4 types of registered businesses:

- corporation (incl. limited liability companies (LLCs))
- partnership
- sole proprietorship
- petty trader

Name search For applicants wishing to set up a new corporation, partnership or sole proprietorship, the first step is to conduct a name search to confirm availability of the proposed business name. The name search can be done at the Ministry's Division of Domestic Trade (for sole proprietorships and partnerships) or the Ministry of Foreign Affairs desk at the Ministry of Finance (for corporations).

Forms Applicants should obtain from the Ministry's Division of Domestic Trade a blank license to commence business form and registration certificate. Both forms should be completed and submitted along with the relevant documents (see table below) to the Ministry (and, in the case of corporations only, following completion of the incorporation process at the Ministry of Foreign Affairs).

<i>Corporations *</i>	<i>Partnerships</i>	<i>Sole Proprietorships</i>
- Articles of Incorporation (processed by the Ministry of Foreign Affairs)	- Partnership Agreement probated through the Probate Court, Temple of Justice	- Official Revenue Receipt (see Fees)
- Official Revenue Receipt (see Fees)	- Official Revenue Receipt (see Fees)	- One passport photo
- One passport photo of the incorporator (which can either be by the agent of the company or a shareholder)	- Two passport photos of the partner with the largest shareholding	- Notary certificate from a notary public or the Temple of Justice endorsed with revenue stamp (US\$1)

* non-profit organisations (whether incorporated overseas or in Liberia) must be registered as a corporation

Entities incorporated overseas Entities incorporated overseas (including NGOs) wishing to operate in Liberia must seek prior permission from the Ministry of Foreign Affairs using the form *Application for authorisation to do business in Liberia*. The application must be accompanied by documentary evidence of incorporation and current registration, details of the registered agent or resident officer in Liberia, power of attorney notarised by the proper officer of the foreign entity.

Fees The following application fees are payable. All payments must be made at the Ministry of Finance and the receipts submitted to the Ministry (for partnerships and sole proprietorship) and to both the Ministry of Foreign Affairs and the Ministry (for corporations).

	Corporation	Partnership	Sole proprietorship	Petty trader (market table)	Petty trader (market table not under the LMA)	Petty trader (street/community booths)	NGOs
Fee for license to commence business	LD\$4,200	LD\$4,200	LD\$4,200	N/A	N/A	N/A	N/A
Registration fee (Liberian owned)	LD\$4,000	LD\$2,000	LD\$3,000	LD\$400	LD\$1,000	LD\$2,000	LD\$200
Registration fee (foreign owned)	US\$900*	US\$700**	US\$800	N/A	N/A	N/A	US\$50
Registration renewal fee (payable annually)	LD\$4,000	LD\$2,000	LD\$3,000	LD\$400	LD\$1,000	LD\$2,000	LD\$200 (Liberian) or US\$50 (foreign)

* A corporation/LLC with a non-Liberian shareholder owning more than 50% of the shares will be treated as a foreign owned entity and will be billed as such

** A partnership with a non-Liberian partner will be treated as a foreign owned entity and will be billed as such

Pre-authorisation All businesses are responsible for obtaining approval from all applicable sector ministries prior to beginning operations

Length of registration Registration of a business is for a 12-calendar month period which begins on the date of registration and ends on the same date the following year. Failure to be registered or to maintain registration while carrying on commercial activities in Liberia will result in penalties.

RESTRICTIONS ON OPERATION OF AND INVESTMENTS IN CERTAIN BUSINESS ACTIVITIES

Please note that pursuant to the Investment Act of 2010, from 19 July 2010 ownership of the following business activities are reserved exclusively for Liberians:

- | | | | |
|--|---|--|---|
| - supply of sand | - block making | - peddling | - travel agencies |
| - ice making and sale of ice | - tire repair shops | - video clubs | - shoe repair shops |
| - operations of taxis | - retail sale of rice and cement | - operation of gas stations | - retail sale of timber and planks |
| - auto repair shops with investments of less than US\$50,000 | - importation and sale of used cars (except authorised dealerships which may deal in certified used vehicles of their make) | - distribution in Liberia or locally manufactured products | - importation or sale of second-hand or used clothing |

Under the Investment Act of 2010, foreign investors may invest in the following business activities provided they make minimum investments:

- | | | |
|--|--|-----------------------------------|
| - production and supply of stone & granite | - ice cream manufacturing | - commercial printing |
| - advertising agencies, graphics and commercial artists | - production of poultry and poultry products | - cinemas |
| - operation of water purification or bottling plant (excludes the production and sale of water in sachets) | - entertainment centres not connected with a hotel establishment | - sale of animal and poultry feed |
| - operation of heavy duty trucks | - bakeries | - sale of pharmaceuticals |

The applicable minimum investment levels are as follows:

- for enterprises owned exclusively by non-Liberians, the total capital invested shall be not less than US\$500,000.
- for enterprises owned in partnership with Liberians and the aggregate shareholding of Liberian is at least 25%, the total capital invested shall be not less than US\$300,000.

IMPORTING GOODS USING IPDs

PLEASE NOTE THAT FROM 1 OCTOBER 2010, THE IMPORT PERMIT DECLARATION (IPD) WILL ONLY APPLY TO SPECIFIED PRODUCTS AND COMMODITIES BEING IMPORTED INTO THE COMMERCE OF LIBERIA.

From 1 October 2010, goods that fall into the following categories will need to be accompanied by an IPD issued by the Ministry.

A. Foodstuffs and Water

- 1 Fresh or frozen meat and meat products (canned products excluded)
- 2 Poultry and poultry products including eggs and bird eggs
- 3 Fresh and frozen fish and crustaceans
- 4 Fresh and frozen vegetables and tubers (excluding canned, preserved or dried vegetables)
- 5 Fresh fruits and nuts (excluding canned, preserved or dried fruits and nuts)
- 6 Milk, dairy and cheese products (excluding powder)
- 7 Other perishable foodstuffs and foods and beverages requiring refrigeration or other environmental control

- 8 Bottled and bulk water (including mineral water)
- 9 Products of the milling industry (including flour starches, grain and rice)

B. Plants and related Materials

- 1 Plants and plant materials (including cut flowers and medicinal plants)
- 2 Tree products (including chain sawn wood, charcoal)

C. Animals and their Products

- 1 Live animals (including livestock)
- 2 Processed or unprocessed dead animals (including insects)
- 3 Animals and animal products (including bush meat and animal semen)
- 4 Wild life products, skins, endangered wildlife species and their products (including raw and ivory and goods covered under the Convention on International Trade in Endangered Species (CITES))

- 5 Human corpses, human organs or body parts, human and animal embryos, or cremated or disinterred human remains

D. Medical, Biological and Pharmaceutical Products

- 1 Prescription medicines and pharmaceuticals
- 2 Specialized medical or dental or veterinary apparatus and equipment
- 3 Biological (Bacterial cultures, culture medium, excretions, fungi, arthropods, mollusks)
- 4 Tissues of livestock, birds, plants, viruses or vectors for research, biological or pharmaceutical use

E. Chemicals and their Products

- 1 Products of the chemical industry, chemical elements, organic and inorganic acids and chemicals
- 2 Fertilizers containing nitrates
- 3 Specialized ozone depleting substances not otherwise prohibited
- 4 Lead, Mercury, Sodium, raw Monosodium Glutamate, Formaldehyde, Sulfuric acid
- 5 Bulk petroleum product and mineral fuels

F. Dangerous and Military Goods

- 1 Explosives and pyrotechnics, combustible liquids or gas preparations
- 2 Military vehicles and tanks
- 3 Hazardous waste (including but not limited to, used hypodermic needles or syringes or other medical waste)

G. Aircraft

- 1 Aircraft, hot air balloons and dirigibles, gliders and helicopters

H. Others

- 1 Obscene or indecent books, magazines, pictures, films, DVDs, CDs, tapes, and electronic media that contain pornographic materials
- 2 Cultural artifacts and cultural property (including archaeological and ethnological materials)
- 3 Building materials (including cement, steel rods, plywood, PVC pipes, sheets of zinc and fittings)

Until 1 October 2010, all import of goods into Liberia are required to be accompanied by an Import Permit Declaration (IPD) issued by the Ministry.

If consumer goods an importer is required to obtain an IPD for are found, after testing or analysis, to be non-compliant with national or internationally accepted quality standards, those goods will be treated as a prohibited import and will be subject to seizure or destruction action by Customs, modified to become compliant or re-exported under Customs supervision. Any action taken shall be at the cost of the importer.

To obtain IPD for all goods other than rice

Step 1 - The importer with the pro-forma invoice obtains the blank *Import Permit Declaration* (IPD) form from the Ministry's Division of Finance free of charge.

Step 2 - The completed IPD along with the pro-forma invoice should be submitted to the Ministry's Division of Foreign Trade for technical review.

Step 3 - Once the Ministry has completed the technical review, it will provide a pre-shipment inspection (PSI) number to the importer. The importer will need to pay to the designated bank of the inspector (currently BIVAC) an inspection fee of 1.2% of FOB (for petroleum products, US\$2 per metric tonne). Once paid, the IPD, pro-forma invoice and payment receipt should be taken to BIVAC to initiate inspection (which should be completed within 10 days). An inspection report (the 'Clean Report of Findings') verifying that the quantity and the value quoted conform to the commercial invoice will then be issued to the importer.

All goods with a FOB value equal to or exceeding US\$3,500 are required to be subject to pre-shipment inspections.

Step 4 - The importer will be required to submit the BIVAC inspection report, the documents submitted at step 3 above, the bill of lading, final commercial invoice, approved pro-forma invoice, and all relevant Government clearances (if applicable) to the Ministry's Division of Foreign Trade for technical review and, if the documentation is found to comply with all requirements, endorsed by the relevant personnel at the Ministry.

To obtain IPD for rice

Step A - The importer submits a letter to the Minister requesting permission to import rice into Liberia. The letter must specify details about the quantity and quality/type of rice being imported, and the exporting country, as well as costing information. The application must be accompanied by confirmation of tax clearances to the Government of Liberia.

Step B - Upon receipt of the importer's application, the Ministry reviews the request taking into consideration the available stock of each type of rice at that point in time, the demand and supply conditions in the market, the IPDs already granted for rice importation, and makes a comparative assessments against other applications. Importation of low grade quality of rice is discouraged and will not be approved. There is no bidding required for importation of rice into Liberia.

Step C - The application is then considered by the Ministry's Division of Price Analysis and Marketing (PAMD) to verify the cost variables submitted to establish the Ministry's official price.

Step D - The importer is then notified by letter from the Ministry of the approval or refusal of the application, and any conditions attached to the approval.

Step E - The importer should follow the procedures described in Steps 1 - 3 above. The pre-inspection fee payable to BIVAC for rice is US\$1 per metric tonnes.

The importer should only finalise the order with the supplier for the shipment of rice when Steps 1 - 4 have been completed.

EXPORTING GOODS USING EPDs

PLEASE NOTE THAT THE USE OF THE EXPORT PERMIT DECLARATION (EPD) IS CURRENTLY UNDER REVIEW. THE MINISTRY WILL BE ISSUING AN ADMINISTRATIVE NOTICE NOTIFYING OF ANY CHANGES IN THE NEAR FUTURE.

In the meantime, all export of goods from Liberia (whether for commercial purposes or not) are required to be accompanied by an Export Permit Declaration (EPD) issued by the Ministry.

Exports fall into 3 categories:

- I. Commercial Export
- II. Re-Export/transshipment
- III. Non-Commercial Export

Step 1 - The exporter using the pro-forma invoice obtains the *Export Permit Declaration* (EPD) form from the Ministry's Division of Finance free of charge.

Step 2 - The completed EPD along with the documents particular to that category of goods (see table overleaf) should be submitted to the Ministry's Division of Foreign Trade for technical review.

Step 3 - Once the Ministry has completed the technical review, a pre-shipment inspection (PSI) number will be issued to the exporter. The exporter should then pay to the designated bank of the inspector (currently BIVAC) the relevant inspection fee (for FOB above US\$16,750, 1.4% of FOB; for FOB between US\$500 - 16,750, US\$250). Once paid, the EPD, payment receipt and relevant documents should be taken to BIVAC to initiate inspection. An inspection report (the 'Clean Report of Findings') verifying that the quantity and the value quoted conform to the commercial invoice will then be issued to the exporter. This report, the EPD and relevant documents should be submitted to the Ministry's Division of Foreign Trade for verification and endorsement by the relevant personnel at the Ministry.

Category I - Commercial Export Requirements

Group A - all goods (other than Group B)

Group B - logs, scrap, coffee and cocoa beans

- | | |
|--|---|
| - Exporter's business registration certificate | - Same as group A |
| - Commercial invoice / sales contract | - For logs, clearance from the Forestry Development Agency |
| | - For scraps, clearance from the Ministry of Lands, Mines and Energy |
| | - For cocoa and coffee, clearance from the Liberian Produce Marketing Corporation |

Category II—Re-Export / transshipment Requirements

- Same as Category I, Group A
- Corresponding IPD for verification
- *Other re-export/transshipment requirements* Once Steps 1-3 is completed, EPD will need to go to the Ministry of Finance for approval. Please note the following fees specific to re-export/transshipment is payable to the Ministry of Finance: 2.5% on CIF, and customs bond of 150% of the duty otherwise payable on the goods.

Category III - Personal Effects Export Requirements

Group A - Personal effects

Group B - Diplomatic Mission

Group C - NGOs, Charity or Religious Organisations, PVOs

- | | | |
|---|----------------|---|
| - Packing list | - Packing list | - Packing list |
| - Inspection of items by the Ministry's Division of Foreign Trade | | - Confirmation of registration with the Ministry of Planning & Economic Affairs |
| | | - Tax exemption certificate |

GENERAL INFORMATION ABOUT IPDs AND EPDs

Verification The purpose of verification of the IPD/EPD by the Ministry is to ensure that the IPD/EPD is completed correctly (eg. correct statistical coding of goods and contact details of importer/exporter provided), to verify that invoices issued by suppliers are genuine, that the country of supply and country of origin information are correct, to verify that IPD/EPD correctly describe the relevant goods (including quantity, unit price, FOB, CIF).

Technical review The purpose of technical review of the IPD/EPD by the Ministry is to ensure that it has gone through verification, that BIVAC's inspection report is in order, that all required document has been provided, and that the information provided corresponds with the final invoice.

Pre-Shipment and Destination Inspection When an importer, fails to obtain a clean report of finding from BIVAC, he/she should write to the Ministry's Director of Foreign Trade to state why and apply for destination inspection.

Diplomatic Missions and certain NGOs, Charity Groups, Religious Organizations and PVOs The following groups are not required to pay BIVAC inspection fees - Diplomatic Missions and certain NGOs, Charity Groups, Religious Organizations and PVOs duly registered and recognized by the Ministry of Planning & Economic Affairs. Relevant registration certificate showing status must be attached to the IPD/EPD. Exempt groups are required to obtain a BIVAC stamp (no fee) on their IPD/EPD and to pay a flat export administration fee of US\$100, the ECOWAS trade levy and GST where applicable.

Processing times It should take no more than four days for the IPD/EPD to be processed. For commercial export EPDs, processing times will be at least two days.

False declarations Information given on IPDs and EPDs should be true and accurate. Any inaccuracies may cause delays in the process, and a false declaration may result in fines pursuant to Section 1608 (*Untrue declaration; recovery of duty; penalties*) of the Revenue Code of Liberia and other penalties in accordance with the laws of the Republic of Liberia.

Smuggling Smuggling is a serious offence and offenders will be prosecuted and their goods seized pursuant to the laws of the Republic of Liberia.

ASYCUDA Once the IPD/EPD has been verified and endorsed, please note that customs clearance processes will need to be followed. Liberia has recently introduced at the Freeport of Monrovia an automated system for customs data (ASYCUDA) for imports and exports to streamline the customs clearance process. It brings together the Customs Collectorate, a Central Bank tax payment window, BIVAC and the National Port Authority. ASYCUDA will be introduced to other customs points in the near future.

Importation of intellectual property works Intellectual property materials being imported into the commerce of Liberia for which an IPD is required must be specifically recorded on the relevant IPD to assist in determining the source / place of manufacture of such imported goods so as to assist in the fight against piracy and infringement of IP rights. Intellectual property materials include the following:

- Books, pamphlets, computer programs and other writings;
- Lectures, addresses, sermons and other works of the same nature;
- Dramatic and dramatic-musical works, musical works (vocal or instrumental);
- Choreographic works and pantomimes, audiovisual works;
- Works of drawing, painting, architecture, sculpture, engraving, lithography and tapestry;
- Photographic works, including works expressed by processes analogous to photography;
- Works applied art, whether handcraft or produced on an industrial scale;
- Illustration, maps, plans, scotches, and three-dimensional works relative to geography, topography, architecture or science;
- Work inspired by expressions of folklore;
- Translations, adaptation, arrangements and other transformations of the literary, dramatic-musical and artistic works and words inspired by folklore (and derivative works) etc.;
- Industrial designs, Patents, Trademarks, etc.

Import duty on cassettes Importers of audio and video cassettes into Liberia must pay to the Ministry of Finance a copyright levy of US\$0.10 per audio cassette and US\$0.25 per video cassette imported. A gamogram security stamp which should be stuck to the relevant cassette will be issued on payment of duty.

Prohibited imports Importers should be aware that certain goods are prohibited imports under the laws of the Republic of Liberia and may be subject to immediate seizure action by Customs at the point of importation. Prohibited imports include firearms, articles that infringe intellectual property rights of other persons, narcotic drugs, articles containing asbestos fibres and other contrabands.

PRICE ANALYSIS AND MONITORING OF ESSENTIAL COMMODITIES

Price analysis

Prices of the following essential commodities are subject to active monitoring and regulation:

- Petroleum products
- Building materials
- Cement
- Pharmaceuticals
- Rice
- Certain food stuff affecting the public

The Ministry through the Division of Price Analysis and Marketing (PAMD) will issue general ceiling prices for essential commodities.

Importers of essential commodities are also required to submit documentation to the PAMD who will verify the retail price for the relevant good using a formula agreed with the Liberia Chamber of Commerce and documentary information. PAMD will compare that price against the actual selling price of the good. If the actual selling price far exceeds the Ministry's analysed price, the PAMD can request a meeting with the relevant seller/importer. The PAMD has observed that the variance typically can be explained by the fact that the value of goods have been under-declared. Importers are reminded that if found guilty of making false declarations, penalties will apply.

Importers are no longer required to wait for price approval prior to the sale of any commodity on the Liberian market.

Monitoring

To ensure the adequate supply in the Liberian market of essential commodities, PAMD works closely with other divisions within the Ministry and with the business community to understand and monitor overall market conditions (eg. stock inventory), as well as local, regional, international or other external factors which might impact on prices or supply and demand.

BUSINESS INSPECTIONS

The Ministry's Division of National Inspectorate is responsible for on-site inspections of businesses. Businesses are inspected for the following:

- current and valid business registration and license to operate
- display of certificate of registration and license to operate at place of business
- price tagging of commodity
- expiry date of goods, and withdrawal from sale of expired products
- adequate storage facilities (warehouse and retail outlets) for fresh and frozen products

All inspection teams must produce a letter of assignment signed by the Division's Inspector General and the Assistant Minister of Commerce authorising inspection of the relevant business. Whilst on assignment, inspectors must wear the relevant Ministry uniform and carry an identification card.

Each inspection team will include a member from the Ministry's Division of Standards and will also collect price samples for essential commodities. The Division of National Inspectorate works closely with other divisions within the Ministry to protect the public's interests including identification of inferior goods and investigation of consumer complaints .

Once the inspection is completed, the business will be provided with a copy of the letter of assignment which will be endorsed by the relevant inspector.

The inspector may also issue an on-the-spot ticket if the business is found to be in non-compliance or in violation of any relevant rules of the Ministry. The ticket will require attendance of the infringing business at the Ministry for a conference where the allegation will be investigated. If found guilty, fines or other penalties may be levied on the business concerned.

STANDARDS

The Ministry's Division of Standards is responsible for regulating and monitoring the standard of goods that enter the commerce of Liberia. Before goods can be sold in the market, a sample of the goods and the relevant standards certification (quality/test certificate and (if applicable) sanitary or phyto-sanitary certificate) should be sent to the Division of Standard. The Division actively monitors the standards of rice, gasoline and cement.

The Division of Standards also carry out on-the-spot visual and physical inspection of goods sold in Liberia. Goods are also required to display the following:

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|-------------------------------------|--------------------------------|--|
| - country of origin | - production date | - net volume/weight |
| - product ingredients & composition | - expiry date and batch number | - importer's address and contact details |

The Division of Standards also carries out regular checks of scales and weights, and will calibrate scales/weights to ensure they are working correctly. A scale calibration certificate will be issued as confirmation of compliance.

The Division also inspects storage and distribution facilities to ensure they meet required specifications (standard technicians will provide a list of required specifications upon request).

The Ministry is completing the creation of the National Standards Lab. Once in operation, it will enable the testing of goods. 28 new standards have also been adopted by the Ministry in respect of the following items: wheat & bread, margarine, salt, rice, infant foods, sugar, drinks, water, oil, paints & varnishes.

Goods that do not meet standards for consumption or use may be seized and/or destroyed. Other penalties may also apply. The Division co-operates with other Ministries and agencies in enforcing standards.

A new National Standards Bureau is being proposed which will house the standards divisions of various Ministries to facilitate a more co-ordinated, streamlined and efficient standards checking process.

Manufacturers may also wish to consider obtaining a 'Good Manufacturing Practice' certificate from the Division of Standards (issued in collaboration with the Ministry's Bureau of Industry) that their production methods and products meet applicable standards.

CONSUMER PROTECTION AND EDUCATION

The Consumer Education and Protection Unit is responsible for the protection of consumer rights in Liberia. It formulates consumer protection policies, educates consumers on their rights and responsibilities, provides information about certain products and helps facilitate resolution of consumers complaints with businesses.

Any complaints about sub-standard goods, price variances, refusal of merchants to honor commitments, poor after sales services etc. should be communicated to the Ministry in writing to the Consumer Education and Protection Unit. Consumers may also attend the office of the Consumer Education and Protection Unit to record details of the complaint.

The written complaint will need to contain details of the business or merchant involved, details of the transaction subject of the complaint, as well as attach any receipts or evidence of purchase.

The Consumer Education and Protection Unit may investigate the complaint, usually by inviting the business or merchant concerned to a meeting with the consumer to discuss the allegations. To assist the parties to resolve the complaint, the Unit may advise on rights and obligations or make findings.

The Consumer Education and Protection Unit works closely with other divisions within the Ministry, other government ministries and agencies, and consumer organisations on issues that affect the consumer. The Unit is also working to develop new consumer protection laws for Liberia.

FEEDBACK

The Ministry's expectation is that you receive excellent customer service.

Any complaints or suggestions about the services provided by the Ministry should be made using the feedback card set out below. Copies can also be obtained from the Security Desk, or the offices of the Minister and Deputy Ministers. Completed feedback cards should be deposited in the suggestion box situated near the Security Desk.

Please also note that any request for payment for services at the Ministry, or any attempt at harassment on the part of any staff, is to be reported immediately in writing. All businesses are also encouraged to report any form of unethical or unprofessional conduct on the part of any inspector or technician. Complaints can be made using the feedback card, or in writing directly to the office of the Minister.

The Ministry is also making serious attempts to tackle the issue of fronting in its numerous manifestations and false declarations. In accordance with the laws of the Republic of Liberia, offenders may be subject to fines or prosecution.

	<p>MINISTRY OF COMMERCE AND INDUSTRY MONROVIA, LIBERIA</p>	
<h3>FEEDBACK CARD</h3>		
<p>The information you provide is important for us in that it will assist in improving our customer relations</p>		
What was your visit to the Ministry about, and who assisted you _____		

Were you served in a professional manner? Yes () No ()		
How long did it take for you to get the service you needed and why: _____		

Were you asked to pay any amount for services rendered? Yes () No ()		
Would you mind being called to give more information to assist us with improving our services		

OPTIONAL		
Name: _____ Phone _____ Date: _____		
YOU MAY USE THE BACK OF THIS CARD OR ADDITIONAL PAPER		

Designed by the Division of Electronic Data Processing