



MINISTRY OF COMMERCE AND INDUSTRY

**Tubman Boulevard, Congo Town,
Ministerial Complex,
Monrovia, LIBERIA**

Email: info@moci.gov.lr

Service Delivery Charter

Our Vision:

“Good policy for trade and Industry, revitalize the economy for private sector expansion, and provide employment opportunities for Liberians”.

Our Mission:

The mission of the Ministry of Commerce and Industry: “As a strong partner we strive to create sound policies promptly for commerce and trade that facilitate private sector growth and innovations, while setting standards that will empower all of our consumers/citizens to make informed decisions by improving the quality of life for all and support national development goals.

In particular we will facilitate private sector growth, and set good policies and standards to achieve this.

Among our many partners we will be particularly focused on existing and new business, consumers, and helping move the informal into the formal sector. We will do this with respect for all partners, with accountability for efficient and effective performance and with professional standards at a high level of integrity.”

Our Core Values:

- ❖ **[Collaboration:** We work together with teamwork and unity to drive our success.
- ❖ **Growth:** We focus on professional development and continuous improvement.
- ❖ **Sustainability:** We make decisions that ensure long-term

growth in economic development.

- ❖ **Empowerment:** We believe and trust our people for informed decisions to foster reliable, and excellent services.
- ❖ **Respect:** We treat all individuals with dignity and respect, valuing diverse perspectives and fostering an inclusive environment.
- ❖ **Integrity:** We adhere to the highest standards of honesty, ethics, and accountability in all our interactions and decisions.
- ❖ **Transparency:** We commit to openness in our actions and decisions, ensuring that our processes are clear and accessible to the public.

- ❖ **Responsiveness:** We strive to address the needs and concerns of the public promptly, ensuring timely and effective service delivery.
- ❖ **Professionalism Standards:** We uphold professionalism in all our duties, delivering services with

expertise, reliability, and a focus on quality.

- ❖ **Equity and Fairness:** We ensure impartiality in our services, providing equal treatment and opportunities for all individuals, regardless of background or status.

- ❖ **Continuous Improvement:** We are committed to innovation and continuous improvement, seeking feedback and regularly evaluating our processes to enhance service quality.]

Our Key Services

Service	Eligibility	Cost	Timeline	Contact Point
Service 1.0 : Importation of Rice	MoCI's Approval Letter (For first time importer) Valid Business Registration Certificate (with business activity classification code G4630) Proforma or Final Invoice Tax Clearance Certificate Broker's or Employee's Identification Card Rice Test Results from Liberia Standards Authority (LISA) - For first time importers INF Form (filled, signed, and stamped)	Free of Charge	24 hours(working days) for businesses that have been involved in the sector. For first time importers, the approval is based on the time of full compliance	Customer Service Center Phone: +231775500006 / +231887500501 Email: info@moci.gov.lr

<p>Service 2.0 :</p> <p>Petroleum Products (PMS, AGO, HFO & Jet Fuel)</p>	<ul style="list-style-type: none"> ● Valid Business Registration Certificate ● Tax Clearance ● Proforma /Final Invoice ● Parking List ● INF/IPD Form (filled, signed, and stamped) 	<p>Not applicable</p>	<p>24 hours(working days)</p>	<p>Customer Service Center Phone: +231775500006 / +231887500501 Email: info@moci.gov.lr</p>
<p>[Service 3.0 :</p> <p>Lubricants and Liquid Petroleum Gases (LPG)</p>	<ul style="list-style-type: none"> ● Valid Business Registration Certificate ● Performa or Final Invoice ● Packing List ● Tax Clearance Certificate ● LPRC Authorization Certificate ● INF/IPD Form (filled, signed, and stamped) 	<p>Not applicable</p>	<p>24 hours(working days)</p>	<p>Customer Service Center Phone: +231775500006 / +231887500501 Email: info@moci.gov.lr</p>

[Service 4.0 :

**To Import
Refrigerators / Ice
boxes/Air
Conditionals for
commercials
purpose**

- Valid Business Registration Certificate
- Proforma or Final Invoice
- Packing List
- Tax Clearance Certificate
- Environmental Protection Agency (EPA) Clearance
- Broker's or Employee's Identification Card
- INF/IPD Form (filled, signed, and stamped)

Not applicable

24
hours(working
days)

Customer Service
Center
Phone:
+231775500006 /
+231887500501
Email:
info@moci.gov.lr

<p>Service 5.0 :</p> <p>To Import New and Used Cars</p>	<ul style="list-style-type: none"> • Valid Business Registration Certificate • Proforma or Final Invoice • Packing List • Tax Clearance Certificate • Ministry of Transport (MoT) Car Dealership Certificate For businesses engaging in used and new cars sales • Car Title Certificate ● Broker's or Employee's Identification Card ● INF/IPD Form (filled, signed, and stamped) 	<p>Not applicable</p>	<p>24 hours(working days)</p>	<p>Customer Service Center Phone: +231775500006 / +231887500501 Email: info@moci.gov.lr</p>
<p>Service 6.0 :</p> <p>Explosives, Pyrotechnics, Fireworks, and</p>	<ul style="list-style-type: none"> • Valid Business Registration Certificate 	<p>Not applicable</p>	<p>24 hours(working days)</p>	<p>Customer Service Center Phone: +231775500006 / +231887500501</p>

<p>Combustible Liquid</p>	<ul style="list-style-type: none"> • Proforma or Final Invoice • Packing List • Tax Clearance Certificate ● Broker's or Employee's Identification Card ● Letters of Clearance from Ministry of Lands, Mines and Energy (MLME), Ministry of Justice (MoJ) and National Security Agency (NSA) ● INF Form (filled, signed, and stamped) 			<p>Email: info@moci.gov.lr</p>
<p>Service 7.0 : Medicines / Pharmaceutical Products</p>	<ul style="list-style-type: none"> • Valid Business Registration Certificate • Proforma or Final Invoice • Packing List 	<p>Not applicable</p>	<p>24 hours(working days)</p>	<p>Customer Service Center Phone: +231775500006 / +231887500501 Email: info@moci.gov.lr</p>

	<ul style="list-style-type: none"> • Tax Clearance <p>LMHRA Clearance</p> <ul style="list-style-type: none"> ● Broker's or Employee's ID Card ● INF Form (filled, signed, stamped) 			
<p>Service 8.0 :</p> <p>Other Products not mentioned in 1 to 7</p>	<ul style="list-style-type: none"> • Valid Business Certificate • Proforma or Final Invoice, Packing List • Tax Clearance • Broker's or Employee's ID Card • INF Form (filled, signed, stamp) 	Not applicable	24 hours(working days)	<p>Customer Service Center</p> <p>Phone: +231775500006 / +231887500501</p> <p>Email: info@moci.gov.lr</p>

<p>Service 9.0 :</p> <p>Trans- Shipment of Goods</p>	<ul style="list-style-type: none"> • Valid Business Certificate • Proforma or Final Invoice • Packing List • Tax Clearance Certificate <ul style="list-style-type: none"> • LRA Bond Payment Clearance ● Broker's or Employee's Identification Card ● EPD Form (filled, signed, stamped) 	<p>Free of charge</p>	<p>24 hours(working days)</p>	<p>Customer Service Center Phone: +231775500006 / +231887500501 Email: info@moci.gov.lr</p>
<p>Service 10.0 :</p> <p>Exportation of Cocoa Beans</p>	<ul style="list-style-type: none"> • Valid Business Certificate • Proforma or Final Invoice • Packing List • Tax Clearance • Clearance from LACRA ● EPD Form (filled, signed, stamped) 	<p>Fees of USD150.00 for shipment of maximum 10 containers (20 feet) or equivalent volume or weight</p>	<p>24 hours(working days)</p>	<p>Customer Service Center Phone: +231775500006 / +231887500501 Email: info@moci.gov.lr</p>
<p>Service 11.0 :</p> <p>Exportation of</p>	<ul style="list-style-type: none"> • Valid Business 	<ul style="list-style-type: none"> ● Fees of USD150.00 for 	<p>24 hours(working</p>	<p>Customer Service Center</p>

Agriculture Products	<p>Certificate</p> <ul style="list-style-type: none"> ● Proforma or Final Invoice ● Packing List ● Tax Clearance ● Clearance from MoA ● Broker's or Employee's ID Card ● EPD Form (filled, signed, stamped) 	<p>shipment of maximum 10 containers (20 feet) or equivalent volume or weight</p>	<p>days)</p>	<p>Phone: +231775500006 / +231887500501 Email: info@moci.gov.lr</p>
Service 12.0 : Exportation of Forest Products	<ul style="list-style-type: none"> ● Valid Business Certificate ● Proforma or Final Invoice ● Packing List ● Tax Clearance ● Clearance FDA or SGS ● Broker's or Employee's ID Card ● EPD Form (filled, signed, stamped) 	<p>Fees of USD150.00 for shipment of maximum 19 con</p>	<p>24 hours(working days)</p>	<p>Customer Service Center Phone: +231775500006 / +231887500501 Email: info@moci.gov.lr</p>
Service 13.0 : Exportation of Minerals (Sand, Rocks, etc.)	<ul style="list-style-type: none"> ● Valid Business Registration Certificate ● Proforma or 	<p>Fees of USD150.00 for shipment of maximum 10 containers (20 feet) or equivalent</p>	<p>24 hours(working days)</p>	<p>Customer Service Center Phone: +231775500006 / +231887500501 Email:</p>

	<p>Final Invoice</p> <ul style="list-style-type: none"> • Packing List • Tax Clearance <ul style="list-style-type: none"> • Clearance from (MLME) ● Broker's or Employee's ID Card ● EPD Form (filled, signed, stamped) 	<p>volume or weight</p>		<p>info@moci.gov.lr</p>
<p>Service 14.0 :</p> <p>Exportation of other Products</p>	<ul style="list-style-type: none"> • Valid Business Registration Certificate • Proforma or Final Invoice • Packing List • Tax Clearance Certificate ● Broker's or Employee's Identification Car ● EPD Form (filled, signed, stamped) 	<p>Fees of USD150.00 for shipment of maximum 10 containers (20 feet) or equivalent volume or weight</p>	<p>24 hours(working days)</p>	<p>Customer Service Center Phone: +231775500006 / +231887500501 Email: info@moci.gov.lr</p>
<p>Service 15.0 :</p> <p>Re-Exportation</p>	<ul style="list-style-type: none"> • Valid Business Certificate • National ID or Passport • Performa or Final Invoice 	<p>Fees of USD150.00 for shipment of maximum 10 containers (20 feet) or equivalent volume or weight</p>	<p>24 hours(working day)</p>	<p>Customer Service Canter Phone: +231775500006 / +231887500501 Email: info@moci.gov.lr</p>

	<ul style="list-style-type: none"> • Packing List • Tax Clearance • Import documents of the goods ● Broker's ID ● EPD Form (filled, signed, stamped) 			
<p>Service 16.0 :</p> <p>To Acquire land to Lease for construction of industrial complex at the Monrovia Industrial Park]</p>	<ul style="list-style-type: none"> ● Current business certificate ● Article of Inc. ● List of products to manufacture ● Business Plan, ● Bank Statement 	<ul style="list-style-type: none"> ● US\$200.00 per lot ● US\$500.00 Application fee ● US\$2,000, For Liberian business, Annual payment per acre ● Foreign, US\$2,500 for Annual payment. payments are at CBL 	<p>6 months</p>	<p>H. Uriah Bryant +231775586705 / +231886356639</p> <p>Email:hubryyant2000@gmail.com</p>

[Service 17.0 :

**To get a Petty
Trader Business
Registered**

1. You must be a
Liberian

2. Submit form
with two recent
passport size
photos

3. ational ID card,
and fill the form
with business
Name, Nature or
Purpose, Address
and Contact
details.

category A
(business
under roof)
2,400.00 LRD
or category B
(table market
without roof)
1,200.00 LD

3 days

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We Commit to:

- ✓ Excellence services, with integrity, respect and responsibility.
- ✓ 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 the **Central Office, Ministry of Commerce and Industry** [Location: **Tubman Boulevard, Congo Town, Ministerial Complex, Monrovia, LIBERIA**].

- **Phone:**+231887500501 / +231775500006
- **Email:**[\[info@moci.gov.lr\]](mailto:info@moci.gov.lr)
- **Suggestion Boxes:** Available at all service locations.
- **Online:** [Insert Website/Social Media Link if available]