



Cabinet Office

# REPUBLIC OF LIBERIA

## Ministry of State for Presidential Affairs

Executive Mansion  
Monrovia, Liberia

# Annual Performance Appraisals: Institutional Self-Assessment Form

### Instructions

- This form should be completed by the institution and should be supported with verifiable evidence.
- Attach relevant supporting documents where applicable.
- Use the comments section to provide context or explanations.

### Section A: General Information

<b>Name of Institution</b>	Ministry of Commerce and Industry
<b>Reporting Period</b>	From 10 <sup>th</sup> March To 13 <sup>th</sup> March 2025
<b>Date of Submission</b>	March 28, 2025

### Reporting Officer(s)

Name (s)	Position	Email	Phone Number
Alexander Jaycy Jumbo	Acting Deputy Comptroller	ajumbo@moc.gov.lr	+231777064064 / 880147092
Roland Karpeh	Acting Procurement Director	r_karph@yahoo.com	+777315603

### Section B: Performance Targets and Achievements

#### 1.1 Development and Completeness of Service Delivery Charters

##### 1.1.1 Has the institution developed its service delivery charter?



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Performance Target	Status	Evidence Available <sup>1</sup>	Comments
1. Full version of SDC developed and published	<input type="checkbox"/> Achieved <input checked="" type="checkbox"/> Partially Achieved <input type="checkbox"/> Not Achieved	MoCI Website: <a href="http://www.moci.gov.lr">http://www.moci.gov.lr</a> , MoCI Group Chat and the Email address of the Cabinet Secretary.	Completed
2. Abridged version developed and published	<input type="checkbox"/> Achieved <input checked="" type="checkbox"/> Partially Achieved <input type="checkbox"/> Not Achieved	PMCS FOCAL PERSONS GROUP CHAT, MoCI Staff Group Chat, and Soial Media. MoCI Website: <a href="http://www.moci.gov.lr">http://www.moci.gov.lr</a>	Completed

1.1.2 Does the charter include all required elements? (Tick from the checklist below)

### SDC SECTION CHECKLIST

SDC SECTION	YES	NO	Evidence Available	Comments
<b>1. Preliminary Pages</b>				
— Title Page	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Table of Contents	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— List of Acronyms	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Foreword	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Acknowledgement	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<b>2. Introduction Section</b>				
— Background	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Rationale	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Objectives	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Scope of Application	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<b>3. Institutional Overview</b>				
— Who We Are	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

<sup>1</sup> Evidence Available: <http://www.moci.gov.lr>



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— Vision	<input checked="" type="checkbox"/>	<input type="checkbox"/>
— Mission	<input checked="" type="checkbox"/>	<input type="checkbox"/>
— Values	<input checked="" type="checkbox"/>	<input type="checkbox"/>

#### 4. Customer Information

— Customer Categories	<input checked="" type="checkbox"/>	<input type="checkbox"/>
— Service Guarantee	<input checked="" type="checkbox"/>	<input type="checkbox"/>
— Service Standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>

#### 5. Service Details

— Location & Contact Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PMCS FOCAL PERSONS GROUP CHAT, MoCI Staff Group Chat, and Social Media. MoCI Website: <a href="http://www.moci.gov.lr">http://www.moci.gov.lr</a>	This was regionally done because the County Service Center Coordinators are now assigned.
— Overview of Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— List of Services by Department	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Service Codes	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Service Descriptions	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Eligibility Conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Cost of Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Timeline	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Responsible Department	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Staff in Charge	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Supervisor	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
— Feedback Channels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	+231887500501 / +231775500006	

**Email:**

[\[info@moci.gov.lr\]](mailto:info@moci.gov.lr)



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6. Customer Interface		
— Feedback Mechanism	<input checked="" type="checkbox"/>	<input type="checkbox"/>
— Complaints Process	<input checked="" type="checkbox"/>	<input type="checkbox"/>
— Complaint Handling Steps	<input checked="" type="checkbox"/>	<input type="checkbox"/>
— Escalation Process	<input type="checkbox"/>	<input checked="" type="checkbox"/>
— Confidentiality Provisions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. Rights & Obligations		
— Service User Rights	<input checked="" type="checkbox"/>	<input type="checkbox"/>
— Service User Obligations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. Supporting Information		
— Annexes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
— Sample Forms	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### 1.1.3 Stakeholder Engagement and Citizen Feedback

#### List of stakeholders involved in development and/or validation

(Please Tick from the checklist below)

#### STAKEHOLDER INVOLVEMENT CHECKLIST

STAKEHOLDER	YES	NO	Evidence Available	COMMENT
<b>INTERNAL STAKEHOLDERS</b>				
— Minister/Head of Institution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Office of the Minister	
— Deputy Ministers/Deputy Head of Institution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Office of the Dep. Ministers	
— Department Heads	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Can be visited for inquiry	
— Front-line Service Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Can be visited	
— Technical Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Can be visited	
— Administrative Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Can be visited	



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— Human Resources Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Can be visited	
— Planning Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Can be visited	
<b>EXTERNAL STAKEHOLDERS</b>				
— Service Users/Citizens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	MoCI Website/Social media	
— Civil Society Organizations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	MoCI Website	
— Private Sector Partners	<input type="checkbox"/>	<input checked="" type="checkbox"/>	MoCI Website	
— Development Partners	<input type="checkbox"/>	<input checked="" type="checkbox"/>	MoCI Website	
— Community Representatives	<input type="checkbox"/>	<input checked="" type="checkbox"/>	MoCI Website	



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### 1.2 Publication and Accessibility of SDC

#### 1.2.1 Publication of SDC

What are the publication channels for your SDC? (Please tick from the checklist below)

Version	Publication Channels	YES	NO	Evidence Available	COMMENT
<b>Full Version of SDCs</b>	Submission to the official PMCS email for central archiving and verification.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Done
	Circulation via email to relevant stakeholders and partners.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		In progress
	Publication on institutional websites and social media platforms for public accessibility.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="http://www.moci.gov.lr">http://www.moci.gov.lr</a>	Done
	Printing and distribution of hard copies for in-person engagement and reference.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Bosses and staff	Done
	Other locations (Please specify)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PMCS FOCAL PERSONS GROUP CHAT, MoCI Staff Group Chat, and Soial Media.	On going for Sub-national offices
<b>Abridged Version of SDCs</b>	Posting of banners, large stickers, or boards at building entrances and strategic offices.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Done
	Continuous display on multimedia screens in waiting areas.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		On going but slow due to Unavailability of funds
	Installation of billboards highlighting listed services and the rights and obligations of public clients.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Done
	Other locations (Please specify)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PMCS FOCAL PERSONS GROUP CHAT, MoCI Staff Group Chat	Done



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### 1.2.2 Accessibility of SDC

Are the SDCs easily accessible from the publication channels? (Please Tick from the checklist below and give comments to support)

Version	Publication Channels	YES	NO	Evidence Available	Comments on accessibility of SDCs
<b>Full Version of SDCs</b>	Submission to the official PMCS email for central archiving and verification.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		In progress
	Circulation via email to relevant stakeholders and partners.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		In progress
	Publication on institutional websites and social media platforms for public accessibility.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="http://www.moci.gov.lr">http://www.moci.gov.lr</a>	
	Printing and distribution of hard copies for in-person engagement and reference.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	Other locations (Please specify)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	MoCI Conference Room	In progress
<b>Abridged Version of SDCs</b>	Posting of banners, large stickers, or boards at building entrances and strategic offices.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	MoCI head office entrance and Conference room	Done
	Continuous display on multimedia screens in waiting areas.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		On going but Unavailability of funds slows the process
	Installation of billboards highlighting listed services and the rights and obligations of public clients.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Unavailability of funds
	Other locations (Please specify)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Sub-national offices (on going)



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### 1.3 Internal Systems Strengthening

#### 1.3.1 Please choose which internal systems you identified for strengthening below

Internal System	YES	NO	Comment
Financial Management System	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Procurement System	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Human Resource System	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Training was conducted for MoCI central workforce on the “know your Ministry.”especially the Inspectors.
Customer Service System	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Training and improvement of staff of customer service and to be unified.
Information Management System	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer service to supervisor, and then head of department.
Payment System	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Technical Services Delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Trained and unified security
Communications System	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
External Relations System	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Transportation System	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Inventory Management System	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Records Management System	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Project Management System	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Security System	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Trained and unified security
Maintenance System	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Others (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	
Others (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	

#### 1.3.2 What strengthening activities did you undertake (e.g. developing policies, Standard Operations Procedures [SOPs], equipment procurement, Training and capacity building, etc).

List each system strengthened from list above and indicate activities and outcomes achieved (*Add more rows if needed*).

*We were able to strengthened the Security unit and Customer Service Desk. Security Personnel are properly identify, aware of functions and the Customer Service Staff are well knowledgeable on how to approach the public in accessing services and inspectors are trained for market inspection.*





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System Strengthened	Activities Undertaken (e.g. policies developed, trainings, SOPs, equipment, etc)	Outcomes (provide detailed information, including numbers and statistics)	Evidence Available (e.g Policy document, attendance sheets, procurement docs, etc)
1. MoCI central office staff capacity strengthened to effectively carry out roles and responsibilities, and to be unified.	Refresher training was conducted for MoCI Inspectors, Security and Customer Service staff to know their scope of operation, the ministry's functions, Mandates, Vision, Mission, and Core Values and they were given uniforms.	Increased knowledge of MoCI Inspectors and properly identified security staff.	Attendance sheets, Unified customer service and security staffs in pictures posted.
2.			
3.			
4.			
5.			

### 1.4 Performance Reporting & Compliance Monitoring

#### 1.4.1 Did your institution comply with performance reporting and risk management as required?

Criteria	Yes	No	Evidence Available	Comment
1. Is there an internal monitoring and evaluation system to track progress?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attendance and Supervisors	The Monitoring and Evaluation Unit has not yet been established, but the Focal Persons are filling in to monitor the team through supervisors trained.
2. Were the reports submitted on time as stipulated in the contract with the President?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		But the reports were not submitted in time.
3. Did the institution implement a comprehensive Risk Management Plan to address challenges to achieving the agreed targets?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Plan was developed but not completed.
4. If there were challenges, did you inform the Cabinet Office?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		We will later outline and properly identify all challenges during the next stage but there is Financial challenge.



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### Section C: Challenges and Recommendations

1.5 What general challenges did you face during this Condensed Performance management Cycle (October 2024 – February 2025)?

Challenges Encountered	Proposed Solutions
1. Logistical provision	Procure Laptops, Flask drives and antivirus software to enhance productivity of focal persons.
2. Unavailability of funds	Budgetary allocation for PMCS, and timely provision of funds
3. Delay in collaboration from other departments .	Collaboration should be enforced

1.6 What are your general or specific suggestions for improving the PMCS for the 2025 performance cycle?

Increasing institutional involvement, more publicity, advance training and decentralization must be enforced.

### Approval and Signatures

Approvals	Title	Signature	Date
<b>Reviewed by:</b> Scholastica Tanneh Nyenkan-Nimley	Deputy Minister for Administration, Ministry of Commerce and Industry		31/03/25
<b>Approved by:</b> Magdalene Ellen Dagoseh	Minister , Ministry of Commerce and Industry		31/03/25

End of Self-Assessment Form