**NATIONAL WATER, SANITATION & HYGIENE COMMISSION**

**(NWASHC)**

OLD TELECOM BUILDING

18TH STREET, SINKOR

MONROVIA, LIBERIA

Telephone #: +231 886 511 171

Email address: info@nwashc.gov.lr

Website: www.nwashc.gov.lr

**SERVICE DELIVERY CHARTER (SDC)**

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| **OUR VISION** | **OUR CORE VALUES** | **OUR MANDATE** |
| The Commission’s vision is to improve governance and assurance of sustainable, equitable, and efficient service delivery in the WASH sector. | Integrity  Equity  Accountability  Collaboration | **To Promote and Regulate the Development and management of Water, Sanitation, and Hygiene Services and Serve as the Principal Government Entity of Water, Sanitation, and Hygiene throughout the Republic of Liberia** |

**The Commission Commits to:**

Provide timely, efficient, and professional services.

Acknowledge and resolve your complaints in a fair and timely manner

Provide safe, affordable, and equitable access to services for all citizens

Coordinate and monitor WASH service delivery throughout Liberia

**How You Can Reach Us:**

**We value your feedback and are committed to improving our services.**

* **In Person:** Visit our Customer Service Desk at National WASH Commission, Telecom Building, 18th Street, Sinkor, Monrovia
* **Phone:** +231-779-206-425
* **Email:** info@nwashc.gov.lr
* **Suggestion Boxes:** Available at the National WASH Commission Office, Telecom Building, 18th Street, Sinkor, Liberia Water & Sewer Corporation Head Office on Sao Boso Street, Ministry of Public Works Office on 107 Lynch Street, Ministry Of Education at the Ministerial Complex, Ministry of Mines & Energy on Capitol Hill, Ministry of Health in Congo Town
* **Online:** [www.nwashc.goc.lr](http://www.nwashc.goc.lr) or Facebook @ WASH Commission TV-Liberia.

# Our Services

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| **CODE** | **Categories of Customers** | **Eligibility conditions** | **Cost per service based on the number of Machinery used for production** | | | | | **The time it takes to get the Service** | **Responsible Department** | **Name of Staff in Charge and Work Email** | **Name of Supervisor and Work Email** | **Feedback channels** |
| **11 Machines Above** | **10 Machines** | **7 to 9 Machines** | **4 to 6 Machines** | **1 to 3 Machines** |
| **NWASHC 100** | **WASH COMPLIANCE LICENSES** | | | | | | | | | | | |
| NWASHC 101 | Water Processing Companies – Sachet | Visit Website | US$650 | US$450 | US$350 | US$250 | US$150 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | [info@nwashc.gov.lr | +231779206425](mailto:info@nwashc.gov.lr%20%7C%20+231779206425) |
| NWASHC 102 | Water Processing Companies – Bottle | Visit Website | US$1,875.00 | | | | | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 103 | Water - Borehole and Trucking Companies | Visit Website | US$2,000.00 | | | | | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 104 | Distilleries (Alcoholic and Non-Alcoholic Beverages) | Visit Website | US$2,000.00 | | | | | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 105 | Water - Jerrycan | Visit Website | US$300 | | | | | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 106 | Multiple WASH Activities (Water, beverages, etc.) | Visit Website | US$1,875.00 | | | | | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |

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| **NWASHC 200** | **WASH COMPLIANCE CERTIFICATES** | | | | | | | | | |
| **Categories of Customers** | **Eligibility conditions** | **Cost per service per TIN category** | | | **Time taken** | **Responsible department** | **Name of Staff and Work Email** | **Name of Supervisor and Work Email** | **Feedback Channel** |
| **Large** | **Medium** | **Small** |
| NWASHC 201 | Eatery Including Restaurants, Catering Services | Visit Website | 200 | 150 | 100 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 202 | Banks and other Financial Institutions | Visit Website | 300 | 250 | 150 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 203 | Healthcare Institutions | Visit Website | 100 | 50 | 25 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 204 | Cinemas and Video Clubs | Visit Website | 100 | 50 | 25 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 205 | Factories | Visit Website | 937.5 | 687.5 | 437.5 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 206 | Concession Areas | Visit Website | 1,875.00 | | | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 207 | Shops | Visit Website | 75 | 50 | 25 | 8 days | Compliance and Regulations | Mr. Fakpana Sonjor |fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 208 | Stores | Visit Website | 300 | 150 | 100 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 209 | Supermarkets/shopping mall | Visit Website | 300 | 250 | 150 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 210 | Hotels | Visit Website | 625 | | | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 211 | Guest Houses/Resort | Visit Website | 156.25 | 125 | 93.75 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 212 | Motels | Visit Website | 125 | 93.75 | 62.5 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 213 | Cold Storages | Visit Website | 187.5 | | | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 214 | Gas Stations | Visit Website | 100 | | | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 215 | Entertainment Center | Visit Website | 100 | 50 | 25 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |

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| **NWASHC 300** | **WASH CLEARANCES** | | | | | | | | | |
| **Categories of Customers** | **Eligibility conditions** | **Cost per Category based on Project costing** | | | **Time taken** | **Responsible department** | **Name of Staff and Work Email** | **Name of Supervisor and Work Email** | **Feedback Channel** |
| **Category A USD 101,000 and Bove** | **Category B USD 51,000 - 100,000** | **Category C USD 25,000 - 50,000** |
| NWASHC 301 | International Non-Governmental Organization | Visit Website | 625 | | | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 302 | Local Non-Governmental Organization | Visit Website | 625 | 375 | 312.5 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 303 | WASH Construction Companies (for profit) | Visit Website | 625 | | | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |

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| **NWASHC400** | **APPLICABLE WASH COMPLIANCE CERTIFICATE FEES PER TUITION CHARGED** | | | | | | | | |
| **Tuition Fees** | **WASH Compliance fees per Cost of tuition category** | **Eligibility conditions** | **WASH Compliance Certificate Pre-qualification form fee** | **Time taken** | **Responsible department** | **Name of Staff and Work Email** | **Name of Supervisor and Work Email** | **Feedback Channel** |
| NWASHC 401 | $2000- $5000 | 600 | Visit Website | $20.00 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 402 | $1001-$2000 | 300 | Visit Website | $20.00 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 403 | $501- $1000 | 150 | Visit Website | $20.00 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 404 | $301- $500 | $90 | Visit Website | $20.00 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 405 | $201-$300 | $60 | Visit Website | $10.00 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 406 | $101-$200 | $30 | Visit Website | $10.00 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 407 | $51-$100 | $15 | Visit Website | $10.00 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 408 | $25-50 | $7 | Visit Website | $10.00 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |
| NWASHC 409 | Public Schools | $ 50 | Visit Website | $10 | 8 days | Compliance and Regulations | Mr. Fakpana S. Sonjor | fsonjor@nwashc.gov.lr | Mr. Glenn P. Washington | gwashington@nwashc.gov.lr | info@nwashc.gov.lr | +231779206425 |