



NATIONAL WATER SANITATION AND HYGIENE COMMISSION OF LIBERIA



**SERVICE
DELIVERY
CHARTER
2025 - 2028**

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LIST OF ACRONYMS

AAID	Arrest Agenda for Inclusive Development
ARREST	Agriculture, Roads, Rule of Law, Sanitation and Tourism
CEO	Chief Executive Officer
CWW	Concern Worldwide
CRS	Catholic Relief Services
CWSA	Country-wide Sanitation Activity
EPA	Environmental Protection Agency
ED	Executive Director
GOL	Government of Liberia
INGOs	International Non-Governmental Organizations
LWSC	Liberia Water & Sewer Corporation
MACs	Ministries, Agencies & Commissions
MOE	Ministry of Education
MOH	Ministry of Health
MPW	Ministry of Public Works
NGOs	Non-Governmental Organizations
NPHIL	National Public Health Institute of Liberia
NWASHC	National Water Sanitation and Hygiene Commission
PMCS	Performance Management and Compliance System
SDC	Service Delivery Charter
SP	Samaritan Purse
Tetra TECH WASH FIN 2	Tetra TECH WASH FIN 2
UNDP	United Nations Development Programme
UNICEF	United Nations Children's Fund
USAID	United States Agency for International Development
WAL	Water Aid Liberia
WASH CSOs	WASH CSOs
WASH	Water Sanitation and Hygiene
WCGB	WASH Commission Governing Board
WI, Inc.	Winrock International

FOREWORD

Dear Valued Customers:

We are pleased to introduce the Service Delivery Charter (SDC) of the National Water, Sanitation, and Hygiene Commission (NWASHC) for your information and understanding. The SDC serves as a guide for the public regarding the quality and conditions of services provided by the National WASH Commission and its various WASH partners. It outlines your rights, ways to participate in decision-making, and channels for reporting and seeking redress if your rights are violated during the period from 2025 to 2028.

With this Service Delivery Charter, we are committed to delivering our services at the highest possible standards and ensuring effective implementation of the Charter. We welcome feedback from the public, especially from WASH sector stakeholders, to help us continuously improve our standards and enhance the quality of our services for the benefit of the people of Liberia.

The National WASH Commission understands that quality service can only be achieved through a motivated and professional workforce. We will continue to invest in the human and material resources of our staff to tackle challenges within the water sector. The challenges posed by climate change require a proactive response through the implementation of appropriate regulations and policies. We will align our quality of service with the needs of our beneficiaries. The National WASH Commission looks forward to continued support from the public as we implement this Service Delivery Charter.

A handwritten signature in blue ink, appearing to read 'G. Yarnago', with the date 'Dec. 20, 2025' written below it.

Honorable George WK Yarnago
CHIEF EXECUTIVE OFFICER
National WASH Commission

ACKNOWLEDGEMENT

The Service Delivery Charter (SDC) of the Commission is the result of a collective effort by a Technical Working Group. Their tireless contributions and information-gathering processes were essential to its development.

We extend our sincere appreciation to His Excellency, President Joseph Nyuma Boakai Sr., for his vision and insight, which led to the creation of the Performance Management and Compliance System (PMCS). This system is vital for monitoring and evaluating our public service. We also thank Honorable Nathaniel T. Kwabo, the Director General of Cabinet, and the staff of the Cabinet Secretariat for their guidance and support in this noble initiative.

The leadership and guidance provided by Honorable George W.K. Yarngo, Chief Executive Officer of the National WASH Commission, greatly inspired the work of the Technical Working Group and contributed to the successful production of the charter.

Our deepest appreciation goes to our dedicated staff, particularly the frontline employees, who daily represent the National WASH Commission in serving our valued beneficiaries. Your commitment and professionalism are crucial in bringing the spirit of this Service Delivery Charter to life.

In reflection, the production of the Charter focused on collaboration with various international and local institutions, including WaterAid Liberia (WAL), the United States Agency for International Development (USAID), County-Wide Sanitation Activities (CWSA), the United Nations Development Programme (UNDP), the National Public Health Institute of Liberia (NPHIL), the Ministry of Health (MOH), the Ministry of Education (MOE), the Environmental Protection Agency (EPA), the United Nations International Children's Emergency Fund (UNICEF), the Liberia Water and Sewer Corporation (LWSC), the Ministry of Public Works (MPW), Samaritan's Purse (SP), Catholic Relief Services (CRS), Concern Worldwide (CWW), Winrock International (WI, Inc.), WASH Civil Society Organizations (WASH CSOs), and other advocacy groups.

EXECUTIVE DIRECTOR

National WASH Commission

I.0 INTRODUCTION

I.1 Background to The Service Delivery Charter (SDC)

The National Water, Sanitation, and Hygiene Commission Act of 2012, which was approved in 2017, established the Liberia National Water, Sanitation, and Hygiene Commission as the primary governmental body responsible for overseeing water, sanitation, and hygiene services in Liberia.

The Commission serves as a regulatory arm of the Government of Liberia (GOL), with the mandate to promote and regulate the development and management of water, sanitation, and hygiene services. It acts as the principal government entity for water, sanitation, and hygiene (WASH) throughout the Republic of Liberia.

The functions and mandates of the Commission align with the GOL's political ARREST Agenda, which stands for Agribusiness, Roads, Rule of Law, Education, Sanitation, and Tourism. The implementation mechanism for the ARREST Agenda is the ARREST Agenda for Inclusive Development (AAID), along with the County Development Agendas (CDAs). This approach supports the long-term vision for socio-economic and political development in the country, outlined in “Liberia Rising 2030.”

This Service Delivery Charter (SDC) is a result of the Performance Management and Compliance System (PMCS) developed under the AAID, aimed at fostering accountability, transparency, and efficiency in the Liberian public sector. The SDC constitutes a social contract—a commitment and agreement between the National WASH Commission, WASH Service Delivery Institutions, and the citizens of Liberia. It outlines our services and responsibilities to continuously improve the performance and quality of services provided to citizens.

I.2 Rationale

Public service is often criticized for low or inefficient productivity. Many public service institutions in Liberia contribute very little to the country's domestic product due to the lack of established performance standards and evaluation methods. This absence of accountability measures for public servants results in performance corruption and a disregard for the interests of citizens and residents in service delivery.

The Charter serves as a benchmark for assessing the performance of the National WASH Commission based on its mandate and the Government of Liberia's development plan and strategy. The Service Charter for the National WASH Commission is designed to streamline service delivery, ensuring the efficient use of resources and the timely provision of high-quality services. It acts as a roadmap that outlines the Commission's responsibilities for regulation, coordination, governance, and improving access to WASH services.

This Charter not only establishes clear guidelines and best practices but also serves as a yardstick for evaluating the Commission's performance against its mandate and the development agenda of the Government of Liberia.

The Service Delivery Charter (SDC) requires the National WASH Commission to:

- Define the quality of services provided to citizens and residents of Liberia within the WASH service delivery cycle.
- Outline the service standards that reinforce the services offered.
- Catalog the WASH Commission's commitment to meeting both the general and specific needs of the public.

1.3 Objectives

The objectives of the WASH Commission Service Delivery Charter (SDC) are to implement regulations and monitor compliance with best practices for effective and efficient service delivery in the WASH delivery cycle. These objectives include:

- 1.3.1 Improving the WASH service delivery culture among public and private institutions, as well as individual consumers.
- 1.3.2 Pursuing excellence in the delivery of high-quality products and services by all water-producing entities.
- 1.3.3 Acknowledging and rewarding good performance while administering corrective measures where necessary.
- 1.3.4 Professionalizing and promoting excellence in public service.
- 1.3.5 Redefining and enhancing the application of regulations and guidelines to ensure the highest quality of services.
- 1.3.6 Strengthening processes and initiatives to prevent and combat corruption.
- 1.3.7 Fostering a culture of accountability, transparency, and equity.

1.4 Scope of Application

This Service Delivery Charter applies to all departments and services provided by the National WASH Commission. It is designed to guide our interactions with the public, partners, and stakeholders, ensuring a consistent and customer-centered approach throughout all levels of our operation

2.0. WHO ARE WE

We are a public service institution mandated to promote and regulate the development and management of water, sanitation, and hygiene services. We serve as the principal government entity for water, sanitation, and hygiene (WASH) throughout the Republic of Liberia.

2.1. Our Vision

The Commission's vision is to improve governance and assurance of sustainable, equitable, and efficient service delivery in the WASH sector.

2.2 Our Core Values

- ❖ **Integrity:** We conduct our activities with honesty, transparency, and professionalism.
- ❖ **Equity:** We strive for fair and equal access to WASH services for all individuals and communities.
- ❖ **Accountability:** We take responsibility for our actions and decisions, ensuring accountability to the people of Liberia.
- ❖ **Collaboration:** We believe in fostering partnerships and working together with stakeholders to achieve common goals in WASH service delivery.

3.0 OUR CUSTOMERS

Our customers are essential to our success, and they should always have access to quality service delivery. Our customer base includes:

- 1 Citizens and residents of Liberia
- 2 National, regional, and local government ministries, commissions, and agencies (MACs)
- 3 Private and public WASH (Water, Sanitation, and Hygiene) institutions
- 4 International and national WASH development partners
- 5 Businesses and industries that rely on the Commission to conduct quality tests for the health and safety of their customers
- 6 Civil Society Organizations (CSOs) that focus on water, sanitation, and hygiene issues in Liberia and collaborate with the Commission to advocate for improved services and community engagement
- 7 The tourism and hospitality sector, which includes hotels, resorts, and tourism establishments that depend on the Commission for water supply, sanitation facilities, and hygiene standards to ensure customer satisfaction and public health safety.

4.0 OUR COMMITMENT TO YOU

We are committed to respecting the rights of all beneficiaries, which include:

- The right to hold a valid WASH Operator's license and certificate.
- The right to receive a higher quality of water, sanitation, and hygiene services.
- The right to file complaints about delivery service.
- The right to privacy and confidentiality.

- The right to access complete information regarding service delivery, ensuring freedom of information and transparency.
- The right to access services in a way that meets the needs of beneficiaries.

4.1 SERVICE GUARANTEE

The National WASH Commission will provide beneficiaries with high-quality service by:

- **Listen and Respond to Your Needs:** Actively listen to your questions, concerns, and feedback, and respond promptly.
- **Provide Friendly and Professional Service:** Approach every interaction with courtesy, professionalism, and a focus on helping you achieve your goals.
- **Deliver Accurate and Timely Services:** Strive for precision in all services provided and adhere to published timelines, minimizing delays whenever possible.
- **Ensure Confidentiality:** Safeguard your personal information and handle all inquiries with the utmost respect for privacy. Providing the enabling environment for service providers and consumers

4.2 SERVICE STANDARDS

The National WASH Commission upholds specific standards of service excellence to ensure that our commitments are met consistently. These standards include:

- **Timely Responses:**
 - Answer phone calls within three rings.
 - Respond to emails and written inquiries within five business days.
 - Acknowledge receipt of complaints within 48 hours and provide updates throughout the resolution process.
- **Professional Conduct:**
 - Treat every customer with respect, fairness, and dignity.
 - Offer clear, accurate information, avoiding technical jargon to ensure understanding.
 - Adhere to best practices in customer service, including follow-ups to confirm satisfaction.
- **Accessibility and Inclusivity:**
 - Make services available to all citizens, including provisions for individuals with disabilities or special needs.
 - Provide information through multiple channels (e.g., online, in person, by phone) to ensure accessibility for all.

- **Commitment to Continuous Improvement:**

- Regularly review our performance against established standards and adjust services based on customer feedback and new best practices.
- Conduct periodic assessments and seek customer input to refine and improve our services.

Our commitment to you is a promise of quality and reliability. We invite you to hold us accountable to these standards and to share your experiences so that we may continue to improve and serve you better.

5.0 FEEDBACK AND COMPLAINTS

The National WASH Commission values your feedback and is committed to addressing any concerns promptly and effectively. Our feedback and complaints mechanism is designed to ensure that every citizen has a voice in improving our services. We welcome both positive feedback and constructive criticism to help us continuously enhance the quality of our service.

5.1 Providing Feedback and Complaints

We encourage you to share your experiences with us, whether positive or negative, so that we may understand your needs and expectations better. You can provide feedback through the following channels:

- **In-Person:** Visit our customer service desk at any National WASH Commission office, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website <https://nwashc.gov.lr> to submit your comments, suggestions, or experiences at your convenience or contact Mr. Glenn P. Washington via +231775515745 / +231886515745.
- **Email:** Send us an email at info@nwashc.gov.lr and we will acknowledge receipt within 48 hours.

5.2 Dealing with Complaints

The National Water, Sanitation & Hygiene Commission of Liberia is committed to addressing and resolving complaints in a fair, timely, and effective manner. Complaints may arise from the following sources:

- Consumers against Service Providers or vice versa
- Service Provider against Service Provider
- Service Provider or Individual against Commission or vice versa
- Whistle-blower against Service Provider or media messages

In all such instances, the Commission will act on hard evidence and will proceed to address complaints in the following manner:

1. Submit and register a complaint using the “Complaint Form” available online at <https://nwashc.gov.lr> or email us at info@nwashc.gov.lr
2. In the case of a unanimous complaint, you can contact the Commission at **+231-779-206-425**.
3. The Commission will acknowledge receipt of your complaint and provide an initial response within 48 hours by contacting the parties involved.
4. Initial in-person meetings will begin within 24 hours after the complaint is acknowledged to determine the necessary steps for resolution.
5. Once the initial steps are taken, a full report will be submitted to the parties involved within five (5) working days after the complaint is acknowledged.
6. If any party fails to accept the outcome, the Commission may withdraw its operational instrument in cases involving a Consumer versus a Service Provider.
7. There is a right to arbitration if deemed necessary.
8. After the resolution, we will follow up with you to ensure your satisfaction and to receive any additional feedback.

5.3 Escalation Process

If you are not satisfied with the initial resolution, you may request an escalation to higher authorities within the NWASHC. The Commission is committed to addressing escalated complaints with diligence to ensure a fair outcome.

5.5 Confidentiality and Anti-Retaliation

We handle all complaints and feedback with confidentiality and respect. Your feedback will not affect your access to services or result in any form of retaliation. We are committed to creating a safe environment for citizens to voice their concerns. This feedback and complaints mechanism enables us to hear from you, respond effectively, and improve our services continuously. We value your input and are dedicated to providing the best possible service to the public.

6.0 WHERE WE ARE FOUND

CENTRAL DEPARTMENTS	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL
National WASH Commission Head Office.	Old LibTelCo Building, 18th Street, Sinkor, Monrovia.	+231-779-206-425	info@nwashc.gov.lr	+231-770290686 +231888608066
WASH Commission County Office	Buchanan City, Grand Bassa County	0770296522	info@nwashc.gov.lr	0770296522

7.0 OVERVIEW OF OUR SERVICES

The National WASH Commission of Liberia (NWASHC) is mandated by law as a lead government entity for regulating, promoting, managing effective water, sanitation, and hygiene (WASH) services in Liberia. We are responsible for issuing WASH licenses, certificates, and clearances to all actors in the WASH sector. This includes non-governmental organizations (NGOs) and international non-governmental organizations (INGOs), ensuring that they comply with national standards. Additionally, our commission evaluates licenses for profit-oriented enterprises and companies.

In addition to our certification duties, NWASHC formulates policies and regulations to tackle current challenges and monitors compliance to ensure adherence to national guidelines.

The following sections detail these services, including their specifics, the departments responsible, associated fees, and staff information.

7.1 List of Full Services, Eligibility Conditions, and Timelines by Department

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					
NWASH HC 100	WASH COMPLIANCE LICENSES											
NWASH C 101	Water Processing Companies – Sachet	see annex	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
NWASH C 102	Water Processing Companies – Bottle	see annex	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
NWASH C 103	Water - Borehole and Trucking Companies	see annex	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
NWASH C 104	Distilleries (Alcoholic and Non-Alcoholic Beverages)	see annex	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

NWASH C 105	Water - Jerrycan	see annex	US\$300	8 days	Compliance and Regulations	Mr. Fakpana S. Sonjor fsonjor@nwashc.gov.l r	Mr. Glenn P. Washington gWASHINGTON@ nwashc.gov.lr	info@nwashc.gov. lr +231779206425
NWASH C 106	Multiple WASH Activities (Water, beverages, etc.)	see annex	US\$1,875.00	8 days	Compliance and Regulations	Mr. Fakpana S. Sonjor fsonjor@nwashc.gov.l r	Mr. Glenn P. Washington gWASHINGTON@ nwashc.gov.lr	info@nwashc.gov. lr +231779206425

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	see annex	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	see annex	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	see annex	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	see annex	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	see annex	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	see annex	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	see annex	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	see annex	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	see annex	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	see annex	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	see annex	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	see annex	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	see annex	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	see annex	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	see annex	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 Above	Category B USD 51,000 - 100,000	Category C USD 25,000 - 50,000					
NWASHC 301	International Non-Governmental Organization	see annex	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	see annex	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)	see annex	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

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	see annex	\$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	see annex	\$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	see annex	\$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	see annex	\$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	see annex	\$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	see annex	\$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	see annex	\$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	see annex	\$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	See Annex	\$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
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8 YOUR RIGHTS AND OBLIGATIONS

8.1 Your Rights

As a service user, you have the following rights:

- **Right to Quality Service:** Receive efficient, timely, and respectful service in all interactions.
- **Right to Information:** Access clear information regarding services, requirements, and timelines.
- **Right to Privacy:** Have your data handled with confidentiality and following data protection laws.
- **Right to Redress:** Lodge complaints and receive appropriate and timely responses to resolve issues.

8.2 Your Obligation

- **Compliance:** To submit a request for application for WASH Licenses and Clearances in an appropriate and timely manner as outlined in the Application for such operation documents.
- **Meeting Attendance:** Attend all Monthly Coordination Meetings at both national and sub-national levels as prescribed by your license and certificates.
- **Complaints:** Report all complaints in a timely and appropriate manner and adhere to processes prescribed in the complaint channels and steps
- **Service Delivery:** Construct and implement WASH services and facilities to facilitate scaling up, sustainability of climate resilience, and environmental robustness
- **Respect and Fair play:** Award consumers, individuals, and all status citizens and residents respect and fair play in the delivery of services
- **Transparency in Operations:** Operate in an open transparent and accountable manner
- **Plans and Programs:** Submit plans and if possible, involve the Commission in the planning process of your entities

9. ANNEXES

ANNEX A: COMPLAINT FORM

National Water, Sanitation, and Hygiene Commission (NWASHC) Customer & Producer Complaint Form

Section A: Complainant Information

1. **Full Name:** _____
2. **Contact Information:**
 - **Phone:** _____
 - **Email:** _____
 - **Address:** _____
3. **Role (Check One):**
 - ☐ Customer
 - ☐ Service Provider/Producer
4. **Complaint file against:**
 - **Name of Business Entity:** _____
 - **Address of Business Entity:** _____

Section B: Complaint Details

1. Type of Service (Check All Relevant):

- ☐ Drinking Water Producer: ☐ Bottle water ☐ Sachet water
 - ☐ Drinking Water Distributor: ☐ Bottle water ☐ Sachet water
 - ☐ Water Supply: ☐ Truck ☐ Hand pump
 - ☐ Sanitation Services
 - ☐ Hygiene Facilities
 - ☐ Other (Specify): _____
-
-

2. Nature of Complaint:

- ☐ Service Interruption
- ☐ Poor Water Quality
- ☐ Inadequate Sanitation Services
- ☐ Billing or Payment Issues
- ☐ Health and Safety Concerns

A

We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

- ☐ Lack of Customer Support
- ☐ Environmental Impact
- ☐ Other (Specify): _____

—

3. Location of Issue (If Applicable):

- Area/Community Name: _____
- **Service Point/Facility:** _____

4. Date and Time of Incident: _____

5. Detailed Description of Complaint:

(Please provide as much detail as possible, including any relevant events, persons involved, and the impact experienced.)

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6. Evidence or Supporting Documents (If Any):

- ☐ Attached (Specify): _____
- ☐ Not Applicable

Section C: Action Taken (If Applicable)

1. Previous Complaints Registered for the Same Issue:

- ☐ Yes (Provide Details): _____

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—

- ☐ No

2. Steps Already Taken to Resolve the Issue (If Any):

Section D: Desired Outcome

(What resolution would you like to see?)

Section E: Declaration

I, _____ declare that all information provided in this complaint form is accurate and true to the best of my knowledge.

Signature: _____

Date: _____

Office Use Only

1. Complaint Received By: _____

2. Date Received: _____

3. Reference Number: _____

4. Assigned to: _____

5. Action Taken:

6. Status:

- ☐ Resolved
- ☐ Pending
- ☐ Escalated

Signature: _____

Date: _____

ANNEX B: FEEDBACK FORM

National WASH Commission of Liberia
Republic of Liberia
Customer Service Feedback Form

We value your feedback and are committed to improving our services. Please use this form to share your experience with us. Your comments help us serve you better.

Name:	
Date of Service:	
Service Department:	
Feedback/Comments:	
Suggestions for Improvement:	
Contact Information <i>(optional for follow-up):</i>	

ANNEX C: STEPS TOWARDS OBTAINING WASH CLEARANCE FOR NGOS

STEPS TOWARDS OBTAINING WASH CLEARANCE FOR INGOS, NGOS, WASH CONSTRUCTION COMPANIES

The Review and Approval Process

STEP I: LETTER OF APPLICATION FOR NEW/ RENEWAL OF CERTIFICATE ADDRESS TO THE EXECUTIVE DIRECTOR, NATIONAL WATER SANITATION AND HYGIENE COMMISSION (NWASHC).

STEP II: MUST ATTEND SECTOR COORDINATION MEETINGS NOT LESS THAN 10 (TEN) EVERY YEAR

STEP III: PROVIDE THE FOLLOWING SUPPORTING DOCUMENTS.

- A. FILLED PREQUALIFICATION FORM**
- B. BUSINESS REGISTRATION AND TAX CLEARANCE**
- C. CONSTRUCTION PERMIT (IF APPLICABLE)**
- D. ENVIRONMENTAL IMPACT ASSESSMENT (IF APPLICABLE)**
- E. ARTICLES OF INCORPORATION**
- F. ORGANISATION PROFILE**
- G. PREVIOUS YEAR ACTIVITY(IES) REPORT**

STEP IV: ALLOW FIVE (5) TO EIGHT (8) WORKING DAYS FOR INTERNAL NWASHC VERIFICATION

- I. LEGAL**
- II. COMPLIANCE**

STEP V: SCHEDULE DUE DILIGENCE ON THE FOLLOWING OF APPLICANT:

- A. PREMISE**
- B. EQUIPMENT**
- C. TECHNICAL CAPACITY**

NOTE: CATEGORY OF CERTIFICATE TO BE AWARDED

CATEGORY A: PROJECT US\$100,000.00 AND ABOVE;

CATEGORY B: US\$50,000.00 – 25,000.00

ANNUAL ACCREDITATION FEES:

CATEGORY A: USD 625.00

CATEGORY B: USD 375.00

CATEGORY B: USD 312.50

STEP VI: PAYMENT PROCEDURE

- A. APPLICANT OBTAINS A SLIP TO PAY THE ANNUAL ACCREDITATION FEES BASED ON THE CATEGORY FROM THE FINANCE OFFICE**
- B. PROCEEDS TO CENTRAL BANK OF LIBERIA AND MAKES PAYMENT IN THE NWASHC ACCOUNT**
- C. RETURNS COPY OF THE BANK'S DEPOSIT SLIP TO THE NWASHC FINANCE OFFICE**
- D. OBTAINS OFFICIAL RECEIPT FROM THE NWASHC FINANCE OFFICE**
- E. RETURNS AFTER THREE (3) WORKING DAYS TO PICK UP THE SIGNED WATSAN CERTIFICATE FROM THE DEPARTMENT OF COMPLIANCE AND REGULATIONS**

Mandate: "To Promote and Regulate the Development, Management of Water, Sanitation and Hygiene Service and Serve as the Principal Government Entity of Water, Sanitation and Hygiene throughout the Republic of Liberia"

ANNEX D: STEPS TOWARDS OBTAINING WASH COMPLIANCE LICENSE / CERTIFICATE FOR WATER COMPANIES

STEPS TOWARDS OBTAINING WASH COMPLIANCE LICENSE FOR WATER COMPANIES

The Review and Approval Process

Step I: Obtain information brochure from NWASHC

Step II: Write a letter of application for a new or renewed License or certificate addressed to the Chief Executive Officer of the National Water Sanitation and Hygiene Commission (NWASHC).

Step III: Obtain:

- A. A Prequalification Form from the Compliance Department and**
- B. A bank payment slip from the Finance Office of NWASHC:**
 - Payment Procedure**
 - I. Applicant obtains a slip to pay the annual accreditation fees based on the category from the Finance Office**
 - II. Proceeds to Central Bank of Liberia and makes payment in the NWASHC Account**
 - III. Return a copy of the bank's deposit slip to the NWASHC Finance Office**
 - IV. Obtains official receipt from the NWASHC Finance Office**

Step IV: Submit the following supporting documents Regulations, Policy, and Compliance Department.

- A. Pre-qualification Form**
- B. Flag receipt/NWASHC official receipt**
- C. Business registration and Tax Clearance**
- D. Environmental Compliance License, (If Applicable)**
- E. Articles of Incorporation**
- F. Recent Water Quality Test from NPHIL**
- G. Copy of the last thirty (30) days Water Quality Analysis Report (If Applicable)**
- H. Last payment receipts from LWSC (If Applicable)**

Step V: Allow Five (5) to eight (8) working days for internal NWASHC verification:

- I. LEGAL**
- II. COMPLIANCE**

Step VI: Policies, Regulation, and Compliance Schedule due diligence to verify the following:

- A. Premise/facilities**
- B. Equipment**
- C. Technical Capacity**

Step VII: Submit due-diligence report

Step VIII: Address issues raised in the due diligence Report and Plan

Step IV: Issued Wash License

Mandate: "To Promote and Regulate the Development, Management of Water, Sanitation and Hygiene Service and Serve as the Principal Government Entity of Water, Sanitation and Hygiene throughout the Republic of Liberia"

ANNEX E: STEPS OBTAINING WASH COMPLIANCE CERTIFICATE FOR BUSINESS OWNERS

STEPS TOWARDS OBTAINING WASH COMPLIANCE CERTIFICATE FOR BUSINESSES

The Review and Approval Process

Step I: Obtain information brochure from NWASHC

Step II: Write a letter of application for a new or renewed License or certificate addressed to the Chief Executive Officer of the National Water Sanitation and Hygiene Commission (NWASHC).

Step III: Obtain:

- A. A Prequalification Form from the Compliance Department and
- B. Bank payment slips from the Finance Office of NWASHC:
 - Payment Procedure
 - I. Applicant obtains a slip to pay the annual accreditation fees based on the category from the Finance Office
 - II. Proceeds to Central Bank of Liberia and makes payment in the NWASHC Account
 - III. Return a copy of the bank's deposit slip to the NWASHC Finance Office
 - IV. Obtains official receipt from the NWASHC Finance Office

Step IV: Submit the following supporting documents Regulations, Policy, and Compliance Department.

Requested attachments

- A. Accreditation from LMHRA, if applicable
- B. Business Registration
- C. Article of Incorporation, if applicable
- D. Tax Clearance
- E. Staff CV, if applicable
- F. Sanitation and waste management plan/policy, if applicable
- G. Accreditation from the Ministry of Health, if applicable
- H. Permit from the Ministry of Information Cultural Affairs & Tourism (MICAT), if applicable
- I. Permit from the Ministry of Education (MOE), if applicable

Step V: Allow Five (5) to eight (8) working days for internal NWASHC verification:

- I. LEGAL
- II. COMPLIANCE

Step VI: Policies, Regulation, and Compliance Schedule due diligence to verify the following:

- A. Premise/facilities
- B. Equipment
- C. Technical Capacity

Step VII: Submit due-diligence report

Step VIII: Address issues raised in the due diligence Report and Plan

Step IV: Issued Wash Certificate

Mandate: "To Promote and Regulate the Development, Management of Water, Sanitation and Hygiene Service and Serve as the Principal Government Entity of Water, Sanitation and Hygiene throughout the Republic of Liberia"