



# **SERVICE DELIVERY CHARTER (SDC)**

**LIBERIA CIVIL AVIATION AUTHORITY (LCAA)**

**P.O. BOX 68,**

**HARBEL**

**MARGIBI COUNTY**

**REPUBLIC OF LIBERIA**

# **Service Delivery Charter of the Liberian Civil Aviation Authority (LCAA)**

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This table of contents provides a structured overview of the **Service Delivery Charter** for the Liberian Civil Aviation Authority (LCAA), clearly outlining the various sections and subsections. Each section provides detailed insights into the standards, commitments, and protocols that govern the services provided by the LCAA.

## 1. Introduction

The Liberian Civil Aviation Authority (LCAA) is the regulatory body responsible for ensuring safe, secure, efficient, and sustainable air transport in Liberia. This **Service Delivery Charter** outlines the commitments, expectations, and standards for service delivery between the LCAA and its stakeholders, including passengers, airlines, airport authorities, and other aviation-related organizations. It is designed to ensure transparency, accountability, and continuous improvement in the delivery of services critical to the aviation industry.

This document serves as a formal agreement to guarantee the highest standards of civil aviation services, in line with international best practices and local regulatory frameworks.

## 2. Mission Statement

Provide enhanced quality in service and productivity by providing innovative technical regulatory supervision geared towards the promotion of a safe civil aviation sector as well as place high-value in fostering teamwork, training and continuous improvement in the level of professionalism commensurate with ICAO's standards..

## 3. Scope of Services

The **Liberia Civil Aviation Authority (LCAA)** is the national aviation body responsible for the provision of safety and security regulatory oversight on civil aviation activities in Liberia. The **Scope of Services** of the LCAA involves a broad range of functions to ensure the safety, security, and efficiency of civil aviation within the country, in alignment with both international standards and recommended practices (such as those established by the International Civil Aviation Organization, ICAO) and national regulations.

The LCAA provides the following services, which are fundamental to the proper functioning of the aviation industry in Liberia:



- **Safety and Security Oversight:** Ensuring compliance with international aviation safety and security standards (ICAO).
- **Air Traffic Management:** Provision of air traffic control services ensuring airspace safety within Liberia. The objective of the Air Traffic Services is to prevent collisions between aircraft, expedite and maintain orderly flow to traffic and to provide information and other support to pilots such as: Runway and taxiway information; information on the status of navigation aids and other supporting services.
- **Licensing and Certification:** Issuing licenses for aviation professionals such as air traffic controllers, issuing air service licenses (ASL) to airline operators while certifying travel agencies, regulated agents, and other aviation organizations (airlines, maintenance facilities, etc.).
- **Aerodrome: providing** safety and security regulatory oversight on all airports in Liberia to ensure compliance with Liberia civil Aviation regulation. This involves the development of aviation regulations, guidance materials, advisory circulars and manuals.
- **Air Navigation Services:** responsible for the provision of regulatory oversight on the air navigation service providers in Liberia. This involves the development of air navigation services regulations and periodic inspections of air navigation equipment to ensure serviceability of all NAVAIDS.
- **Regulatory Compliance and Enforcement:** Ensuring that all aviation stakeholders comply with national and international regulations, and taking enforcement actions when necessary.
- **Consumer Protection:** Advocating the rights of passengers, including addressing complaints, ensuring transparent pricing, and supporting fair treatment.
- **Development and Modernization:** Promoting the sustainable growth of Liberia's aviation sector, including infrastructure, technology upgrades, and workforce training.
- **Aeronautical Information Service:** ensures aeronautical data and information necessary for safety, regularity and efficiency of air navigation are made

available in a form suitable for the operational requirements of the air traffic services.

#### 4. Service Standards and Performance Metrics

**Service Standards and Performance Metrics** are essential for establishing the expected level of service, ensuring that services are delivered efficiently, and evaluating the quality of those services. Here's an expanded explanation:

- **Service Standards**

Service standards define the minimum expectations for service delivery. They provide clear guidelines for employees and set expectations for customers regarding the quality and timing of services. Service standards can be applied to a wide variety of sectors, including government agencies, businesses, healthcare, education, etc. These standards typically cover several key aspects:

- **Quality:** Defines how well a service should be delivered. For example, in customer service, it could refer to providing accurate and helpful information or resolving issues promptly.
- **Timeliness:** Specifies how quickly a service should be provided. For example, processing a request within a certain time frame (e.g., 24 hours).
- **Consistency:** Ensures that services are delivered at the same high standard every time, creating reliability and trust among users.
- **Accessibility:** Makes sure services are available to all who need them, without unnecessary barriers.
- **Efficiency:** Describes how the service is delivered in a way that uses resources optimally.

Examples of Service Standards:

- **Response Time:** Emails should be replied to within 24 hours.

- **Customer Satisfaction:** A certain percentage of customers should rate their service experience as "excellent."
- **Wait Times:** In a public service office, customers should not have to wait more than 15 minutes before receiving assistance.
- Performance Metrics

Performance metrics are specific measurements used to evaluate how well an organization is meeting its service standards. These metrics help track performance over time, highlight areas of improvement, and determine if objectives are being met.

- **Quantitative Metrics:** These are measurable and often involve numerical values, such as time or quantities. Examples include sales numbers, customer complaints, or wait times.
  - **Response Time:** How long it takes to respond to customer inquiries.
  - **Processing Time:** How long it takes to complete a task, like processing applications or requests.
  - **Completion Rate:** Percentage of tasks or projects completed on time or within budget.
  - **Volume Metrics:** The number of services provided within a specific time period, such as calls answered or cases handled.
- **Qualitative Metrics:** These are less tangible and often focus on subjective assessments of quality, like customer satisfaction or employee engagement.
  - **Customer Satisfaction:** Measures how satisfied customers are with the service. Often gauged through surveys or feedback forms.
  - **Employee Satisfaction:** Gauges how employees feel about their work environment, management, and job satisfaction.
  - **Compliance with Regulations:** Measures how well service delivery meets legal or regulatory standards.

The LCAA commits to adhering to the following service standards to ensure quality service delivery:



<b>Service Area</b>	<b>Commitment</b>	<b>Performance Metric</b>
<b>Licensing &amp; Certification</b>	Process licensing applications within 15 working days.	95% of applications processed on time.
<b>Air Traffic Control (ATC)</b>	Provide air traffic control services 24/7 with zero tolerance for safety violations.	100% air traffic control service availability.
<b>Safety Oversight</b>	Conduct safety audits of operators and facilities at least once every 12 months.	100% of audits completed on schedule.
<b>Accident Investigation</b>	Complete preliminary investigation reports within 30 days.	90% of reports delivered on time.
<b>Customer Support</b>	Respond to customer inquiries and complaints within 48 hours.	90% response rate within 48 hours.
<b>Aerodrome Inspections</b>	Inspect aerodromes for compliance with ICAO safety standards every 6 months.	100% of aerodromes inspected annually.
<b>Regulatory Enforcement</b>	Resolve regulatory non-compliance within 30 days of reporting.	95% resolution rate within 30 days.
<b>Airspace Safety &amp; Management</b>	Minimize airspace congestion and maintain separation standards.	99.9% of operations within safety standards.
<b>Consumer Protection</b>	Ensure passenger complaints are addressed promptly and fairly.	85% of complaints resolved to satisfaction within 7 days.

## 5. Roles and Responsibilities

### LCAA Responsibilities:

1. **Regulation:** Implement and enforce the safety, security, and economic regulations that govern civil aviation in Liberia.
2. **Licensing and Certification:** Ensure that aviation personnel, including pilots, mechanics, and air traffic controllers, are licensed in accordance with established safety standards.
3. **Safety Oversight:** Conduct safety audits, inspections, and accident investigations to ensure that aviation activities meet safety and security requirements.
4. **Air Traffic Management:** Provide air traffic control and manage airspace to ensure safe and efficient aircraft operations.
5. **Aviation Infrastructure Oversight:** Ensure that airport facilities, air navigation systems, and aviation infrastructure comply with national and international standards.
6. **Customer Service:** Handle passenger complaints, regulatory inquiries, and provide assistance on aviation-related matters.

### Stakeholder (Customer) Responsibilities:

1. **Compliance:** Adhere to regulations governing aviation, including security protocols, safety measures, and operational requirements.
2. **Timely Reporting:** Report any safety, security, or regulatory concerns to the LCAA in a timely manner.
3. **Cooperation:** Cooperate with LCAA's audits, inspections, and investigations.
4. **Payment of Fees:** Ensure that all fees for services such as licensing, certifications and other administrative services are paid promptly.
5. **Feedback:** Provide feedback to LCAA on services rendered, including complaints, suggestions for improvement, and positive experiences.

## 6. Service Level Agreement (SLA)

The Service Level Agreement (SLA) outlines the measurable commitments, responsibilities, and expectations between the LCAA and its stakeholders. It is designed to ensure accountability, transparency, and consistency in service delivery, providing clear benchmarks for evaluating performance and addressing stakeholder concerns.

### Response Time:

- **Regulatory Inquiries:** Response to inquiries or requests for documentation within **3 working days**.
- **Customer Complaints:** Acknowledge all complaints within **48 hours** and resolve them within **7 days**.
- **Licensing & Certification:** Process applications and issue licenses or certifications of Aerodrome certification by standards spans from 12-18 months. The process includes processing initial application, final application, inspections, corrective actions processing, resolution, issuing and promulgation to the AIP.
- **Accident Investigation Reports:** Preliminary report available within **30 days**, with final reports available within **90 days**.

### Service Availability:

- **Air Traffic Control (ATC):** 24/7 availability with zero downtime.
- **Customer Service:** Available during office hours (8:00 AM - 5:00 PM, Monday to Friday).
- **Aviation Safety Oversight:** Safety audits and inspections are conducted regularly, as per international safety standards.

## 7. Communication Protocols

Effective communication is a cornerstone of the LCAA's operations, ensuring clarity, transparency, and responsiveness in all interactions with stakeholders.



This section outlines the channels, procedures, and escalation processes that govern how LCAA communicates with its stakeholders

1. **Contact Channels:** Stakeholders can reach the LCAA through the following:

- **Telephone:** Available during office hours, +231-0776998848/0776998849.
- **Email:** [liberiacao@lcaa.gov.lr](mailto:liberiacao@lcaa.gov.lr) for inquiries and complaints.
- **Online Portal:** LCAA's official website for service requests, licensing applications, and regulatory compliance issues.
- **In-person:** LCAA office located at Harbel, Margibi County, Liberia.

2. **Escalation Process:**

- If a response or resolution is not received within the expected time frame, the issue can be escalated to the LCAA's Customer Service Manager.
- Unresolved matters can be escalated to the LCAA Director General, who will provide a resolution within **14 working days**.

## 8. Contingency and Disruption Plan

The LCAA maintains a clear protocol for managing unexpected disruptions to ensure minimal impact on aviation services:

- Identify and classify the nature and severity of the disruption.
- Notify stakeholders promptly with detailed information about the disruption.
- Mobilize resources to resolve the issue as quickly as possible.

In the event of service disruptions (e.g., air traffic control outages, airport closures), the LCAA will:

- **Communicate promptly:** Notify stakeholders (airlines, airports, passengers) through the LCAA website, email, and social media platforms.
- **Alternative Arrangements:** Work with airlines and air navigation providers to implement contingency plans such as rerouting, alternative airports, or adjusted flight schedules.

- **Emergency Response:** Coordinate with the Ministry of Transport, Ministry of Defense, and other relevant authorities to ensure the safety of operations during emergencies.

## 9. Review and Continuous Improvement

The LCAA is committed to maintaining the highest standards of service delivery and ensuring that its operations evolve to meet the changing needs of stakeholders and align with global aviation trends. This section outlines the measures the LCAA adopts to monitor, evaluate, and enhance its performance.

The LCAA will:

1. **Annual Performance Review:** Evaluate the effectiveness of service delivery and review feedback from stakeholders to ensure that services meet established standards.
2. **Customer Satisfaction Survey:** Conduct regular surveys to assess stakeholder satisfaction, identify gaps, and implement corrective measures.
3. **Ongoing Training:** Provide continuous professional development for LCAA staff, ensuring they remain current on aviation standards, regulations, and best practices.

## 10. Duration and Termination

This **Service Delivery Charter** is valid for one year from the date of publication and will be reviewed annually. Either party (LCAA or stakeholders) may request modifications to the charter at any time based on evolving needs or circumstances. The charter may be terminated or revised following mutual agreement.

## 11. Conclusion

The LCAA is committed to providing high-quality, efficient, and transparent services to all aviation stakeholders in Liberia. Through this **Service Delivery Charter**, the LCAA



aims to build trust, ensure compliance with international standards, and contribute to the development of a safe and secure aviation industry.

Through this charter, we aim to:

- ✓ Establish a robust framework for quality service delivery that fosters trust and reliability.
- ✓ Strengthen partnerships with stakeholders by maintaining open communication and collaboration.
- ✓ Promote continuous improvement by leveraging feedback and embracing innovative practices.
- ✓ Ensure that our operations align with the broader goals of national development and global aviation standards.

We encourage all stakeholders to actively engage with us, share feedback, and uphold their responsibilities to support the growth and sustainability of Liberia's aviation sector. Together, we can ensure that Liberia's air transport system remains a vital contributor to economic growth, connectivity, and global integration.

This charter is a living document, reflecting our dedication to adapt, improve, and excel in serving the aviation community. Let it serve as a testament to our shared vision for a safer, more efficient, and innovative aviation industry in Liberia

Signed by: \_\_\_\_\_

  
**Mr. Julius D. Dennis, Jr.**  
**DIRECTOR GENERAL**  
Liberia Civil Aviation Authority

**Abbreviations**

ICAO..... International Civil Aviation Organization  
FAA..... Federal Aviation Administration  
EASA..... European Union Aviation Safety Agency  
ATC..... Air Traffic Control  
LCAA..... Liberia Civil Aviation Authority