

REPUBLIC OF LIBERIA



Service Delivery Charter

for the

Central Agricultural Research Institute LIBERIA



January 29, 2025

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LIST OF ACRONYMS

List of acronyms used in this document in alphabetical order.

| | |
|------|-----------------------------------------|
| CARI | Central Agricultural Research Institute |
| GOL | Government of Liberia |
| SDC | Service Delivery Charter |

FOREWARD

Dear all,

We are pleased to present to you the Charter of the Central Agricultural Research Institute for the forthcoming three years 2025-2028. The Service Delivery Charter (SDC) will serve as a guide to the public on the quantity, quality, and conditions of services that we provide. The Charter also provides information about your rights and the channels for which you can report and get redress when your rights are violated.

With this Charter, we are making a commitment to providing our services at the highest possible standards. We'll do our best to ensure the effective implementation of the Charter. We welcome feedback from the public so that we can continuously improve these standards and, by extension, the quality of our services for the betterment of the people of Liberia.

The Central Agricultural Research Institute also recognizes that the delivery of quality service can only be achieved through a motivated professional workforce. We shall, therefore, continue to invest in our staff and retrain them continuously. By outlining its commitments to you, the Institute is seeking to match its quality of service to customers' needs. The Central Agricultural Research Institute therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.

Arthur Bob Karnuah Ph.D.
Director General
Central Agricultural Research Institute

ACKNOWLEDGEMENT

A document like this takes the collective effort of numerous stakeholders, tirelessly contributing to the initiation, information gathering processes, document completion, and most importantly, to the effective implementation of this all-important document.

Accordingly, our sincere appreciation goes to the President of the Republic of Liberia, His Excellency, President Joseph N. Boakai Sr., through whose signature initiative, the Performance Management and Compliance System (PMCS), this requirement for service excellence was instituted. Our profound appreciation also goes to the Director General of the Cabinet, Hon. Nathaniel T. Kwabo, and the staff of the Cabinet Secretariat, for their guidance and support with this noble initiative.

The development of this Charter would not have been possible without the vital technical assistance from the Consultant, Mrs. Doris Idahor, at the national level, and the management of the Central Agricultural Research Institute.

Our appreciation also goes to the Director General, Dr. Arthur Bob Karnuah, the Administrator, Mrs. Abibatu T. Kromah, our senior Research officers, Dr. Quaqua Mulbah, Dr. James S. Dolo, Dr. Mandela Klon-Yan Hinneh, Eric E. Pluato, & Ernest Bee, Jr. for their valuable contribution and inputs to the development of this Charter. Your consistent focus and efforts have brought remarkable progress with the successful completion of this project.

Finally, our deepest appreciation goes to our many hardworking and dedicated staff, particularly the frontline employees, who daily represent the Central Agricultural Research Institute in interfacing with our valued Farmers and Partners to enable us to provide quality services to meet their needs. Your efforts and professionalism will bring to life the spirit of this Service Delivery Charter.

Arthur Bob Karnuah Ph.D.

Director General

Central Agricultural Research Institute

1 INTRODUCTION

1.1 Background

The Central Agricultural Research Institute is an arm of the Government of Liberia (GOL), responsible and established as mandated by the CARI Act (2016) to undertake agricultural research in Liberia. CARI has a broad research mandate covering all food, Tree, and industrial crops as well as livestock and fisheries and the agricultural environment.

This Service Delivery Charter (SDC) for the Central Agricultural Research Institute, therefore, constitutes a social contract, commitment, and agreement between the CARI and the citizens of Liberia. It sets out our services and responsibilities to continuously improve the performance and quality of services to citizens. It enhances and fast-tracks the delivery of services to improve the lives of our people. The SDC enables service beneficiaries to understand what they can expect from us and forms the basis of engagement between CARI and citizens.

1.2 Rationale

The rationale for the development of this Service Charter is to guide the delivery of quality services to the people and ensure optimal utilization of limited resources in the shortest time possible. The Charter explains what CARI is supposed to provide in terms of services, as well as eligibility conditions for accessing these services. The charter will also serve as a benchmark to assess the CARI's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the Central Agricultural Research Institute to:

- Define the services offered by us to the citizens of Liberia
- Outline the service standards that underpin the services offered
- Inventory our commitments towards meeting the general and specific needs of the public.

1.3 Objectives

The objectives of this Service Delivery Charter (SDC) are to establish clear service commitments and enhance the relationship between the Central Agricultural Research Institute and the citizens of Liberia. This Charter is designed to guide the institution in delivering high-quality, accessible, and responsive services. Specifically, the objectives are to:

1. Enhance Service Delivery Culture: Foster a culture of high standards and responsiveness within the institution, ensuring that public services are delivered effectively, efficiently, and professionally.
2. Clarify Roles and Responsibilities: Define the responsibilities of both the institution and service users, helping to set clear expectations and promoting accountability on both sides.

3. **Promote Accountability and Transparency:** Strengthen accountability by openly stating service standards, timelines, and processes, and by providing mechanisms for feedback and redress when standards are not met.
4. **Encourage Continuous Improvement:** Establish a foundation for ongoing improvements to service quality, informed by citizen feedback and periodic reviews of institutional performance.
5. **Strengthen Public Trust:** Build and maintain public confidence in the Central Agricultural Research Institute by demonstrating a commitment to service excellence and addressing public needs with integrity and fairness.
6. **Support National Development Goals:** Align institutional service delivery with the Government of Liberia's broader goals for development, good governance, and citizen engagement.
7. **Combat Corruption and Promote Ethical Standards:** Reinforce ethical standards in public service, reduce opportunities for corruption, and promote fair and equitable treatment for all citizens.

This Service Delivery Charter serves as a framework to fulfill these objectives, ensuring that the Central Agricultural Research Institute operates with transparency, reliability, and a focus on citizen-centered service.

1.4 Scope of Application

This Service Delivery Charter (SDC) applies to all departments, offices, and staff members of the Central Agricultural Research Institute, encompassing both central and regional levels. It is intended to guide all personnel in delivering consistent, high-quality public services to Liberia's citizens, aligning with the standards and commitments outlined within this document.

Specifically, this Charter covers:

1. All Service Locations:

- This includes the central office, regional branches, and any sub-national offices that provide public services on behalf of the Central Agricultural Research Institute.

2. All Service Personnel:

- The SDC applies to all staff, from frontline service providers to senior management, who interact with the public or contribute to service delivery.

3. All Public Services Provided by the Institution:

- Each service offered by the Central Agricultural Research Institute falls under the standards and commitments described in this Charter. It defines expected service levels, timelines, and various practices for all public-facing services.

4. **Interactions with All Service Users:**

- The Charter governs the institution's interactions with all clients, including Farmers, business owners, and organizations that seek or utilize services from the Central Agricultural Research Institute.

This Charter establishes a unified approach to service delivery across all levels and locations of CARI, ensuring that every citizen receives the same high standard of service, regardless of location or point of contact.

2 **WHO WE ARE**

The Central Agricultural Research Institute is a key institution within the Government of Liberia, dedicated to providing essential services to the public. Our mission is to enhance the well-being of citizens through effective service delivery, accountability, and a commitment to excellence.

The Central Agricultural Research Institute is a premier Agricultural Research Institute located in Suakoko District, Bong County, Liberia. It is dedicated to enhancing agricultural productivity and sustainability through Innovative and Adaptive Research and Development. CARI's role is crucial in addressing food security challenges and improving farmers' livelihoods across the Country.

What we offer:

- Develop and promote Research, Innovation, and Technologies for high-value products and services.
- Develop Modern National information and communication technology infrastructure for sustainable development.
- Develop and strengthen the technical capacity of CARI staff and other stakeholders.
- Strengthen the system for the creation, translation of data, knowledge, and dissemination of information.
- Develop and strengthen strong research linkage with local, and international research and training institutions for mutual benefits.
- Generate and promote technologies and innovations for a demand-driven agricultural product value chain.
- Develop and promote markets and marketing strategies for the agricultural products value chain.
- Facilitate and advocate policy options for enhancing demand-driven agricultural products value chain
- Strengthen capacity for implementing agricultural products value chain research.
- Enhance research in the availability of knowledge, information, and technologies on agricultural product value chains.

2.1 Vision

The vision of the Central Agricultural Research Institute is to become a Centre of Excellence for Agricultural Research, Innovation, and Capacity Building for Development, and to contribute to improved quality of life for the people.

This vision reflects our commitment to long-term improvements in public service and to promoting an inclusive, responsive government.

2.2 Mission

The mission of the Central Agricultural Research Institute is to contribute to increased productivity, commercialization, and competitiveness of the agricultural sector through the development, promotion, and dissemination of demand-driven knowledge, information, technologies, and innovations and build capacity for sustainable food and agro-industrial commodities productivity and profitability to enhance livelihoods for all.

Through this mission, we aim to address public needs with professionalism and dedication.

2.3 Core Values

The core values of the Central Agricultural Research Institute centered around guiding principles that reflect its mission and goals in advancing agricultural research and development.

Our core Value are:

- **Innovation:** Promoting research-driven solutions to enhance agricultural productivity and sustainability.
- **Collaboration:** Partnering with local and international stakeholders to advance agricultural research and technology transfer.
- **Sustainability:** Encouraging environmentally sound practices to ensure long-term agricultural development and food security.
- **Integrity:** Upholding transparency, accountability, and ethical standards in all operations and research activities.
- **Capacity Building:** Empowering farmers, researchers, and institutions through education, training, and knowledge sharing.
- **Impact-Driven:** Focusing on practical research outcomes that address real challenges faced by farmers and communities in Liberia.

These values emphasize CARI's commitment to improving agriculture, ensuring food security, and fostering rural development in Liberia.

3 OUR CUSTOMERS

The Central Agricultural Research Institute is committed to serving a wide range of farmers who rely on our services for various needs. There include:

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

1. **Citizens of Liberia**

- All Liberian citizens, regardless of background, who seek services provided by CARI.

2. **Residents and Non-Citizens**

- Individuals residing in Liberia who may require access to certain public services offered by CARI.

3. **Government Entities**

- Other national, regional, and local government agencies, ministries, and commissions that collaborate with or depend on our services for public administration and governance.

4. **Development Partners and International Organizations**

- International organizations, NGOs, and development partners working with the Government of Liberia who depend on our services and information for project planning, implementation, and policy support.

5. **Civil Society Organizations (CSOs)**

- Advocacy groups, community organizations, and other CSOs that partner with or engage with the Central Agricultural Research Institute to support transparency, accountability, and citizen rights.

4 **OUR COMMITMENT TO YOU**

The Central Agricultural Research Institute is dedicated to providing high-quality, efficient, and transparent services to all our customers. We are committed to upholding the following standards to ensure that every interaction is productive, respectful, and responsive to your needs.

4.1 **Service Guarantee**

Our service guarantee ensures that we will:

- **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.

4.2 Service Standards

The Central Agricultural Research Institute 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 all citizens and non-citizens 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 over time.

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 FEEDBACK AND COMPLAINTS MECHANISM

The Central Agricultural Research Institute 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

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 of the Central Agricultural Research Institute offices, where a representative can assist you in submitting feedback.
- **Online Form:** Access our Customer service feedback form on <https://forms.gle/7MS6cfgEyAiKYQyL9> our website (<https://www.cari.gov.lr>) to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at info@cari.gov.lr and we will acknowledge receipt within 48 hours.
- **Suggestion Boxes:** Use the suggestion boxes available at all of our service locations to submit anonymous feedback.

5.2 Submitting a Complaint

If our services do not meet your expectations or if you encounter any issues, please feel free to file a complaint. We are committed to addressing all complaints with urgency and transparency.

5.2.1 How to File a Complaint:

- **By Phone:** Call us at +231 0775730140 / +231 0887740058 to speak directly with a representative who will document your complaint and assist you with next steps.
- **Written Complaint:** Submit a written complaint by email info@cari.gov.lr or at our service counters, address: Madam: Abibatu T. Kromah, Administrator, Central Agricultural Research Institute.
- **Complaint Form:** Access and fill out our customer service feedback form on our website at <https://www.cari.gov.lr>

5.2.2 Complaint Handling Process:

1. **Acknowledgment:** We will acknowledge receipt of your complaint within 48 hours.
2. **Investigation:** Your complaint will be assigned to the relevant department for investigation. We will contact you if additional information is needed.
3. **Resolution:** We aim to resolve complaints within 21 days. If a resolution requires more time, we will provide you with regular updates.
4. **Follow-up:** After resolution, we may follow up with you to ensure satisfaction and receive any additional feedback.

5.3 Escalation Process

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If you are not satisfied with the initial resolution, you may request an escalation to higher authorities within the Central Agricultural Research Institute. We are committed to addressing escalated complaints with diligence to ensure a fair outcome.

5.4 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 WHERE WE BE FOUND

The Central Agricultural Research Institute is committed to providing accessible services to all citizens. To serve the public effectively, the institute has multiple locations. Below are the main locations, contact information, and operating hours where our services can be accessed.

| CENTRAL DEPARTMENTS | PHYSICAL LOCATION | CONTACT PHONE | CONTACT EMAIL | PHONE NUMBER FOR EMERGENCY CALL |
|-----------------------------------------------------|----------------------------------------|-------------------------|--------------------------------------------------------|---------------------------------|
| Central Agricultural Research Institute Main Office | Suakoko District, Bong County, Liberia | +231775730140/887740058 | info@cari.gov.lr | +231775730140/887740058 |

7 OVERVIEW OF OUR SERVICES

The Central Agricultural Research Institute is dedicated to providing a range of services to meet the needs of Liberia’s citizens. This section outlines the specific services we offer, including eligibility requirements, timelines, and contact information for each department.

7.1 Other additional services and cost associated

| <i>NO.</i> | <i>Service</i> | <i>Cost</i> |
|------------|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| 1. | Rice Seeds testing for viability | \$ 5 - 10 |
| 2. | Rice Seeds germination test | \$5 - 10 |
| 2. | Soil Analysis & testing | \$5 – 15 and transportation cost |
| 3. | Fish Pond Development and Treatment | Minimum fee is charge depending on the size, weight and depth and location |
| 4. | Post-Harvest and Value Addition training and development | Minimum fee charge depending on locality and number of participants |
| 5. | Provide Extension service to farmers | Free of charge |
| 6. | Provide Technical Support to farmers (Land Preparation, animals disease treatment, etc. | Free of charge (but transportation cost is a required) |
| 7 | Seeds | Prices varies on type of seed |
| 8. | Seedlings (Orange, Tengerines, Guava, Grape fruit, Avocado, Mango) | Prices varies depending on the type seedling |
| 9. | Provide fish and poultry feed | Prices varies |
| 10. | Tree crops seedlings (bud-grafting, cocoa, coffee, oil palm, etc.) | Prices varies depending on the type seedling |

Note: Prices of seeds and seedlings are determined based on the services required!

7.2 List of Services, Eligibility Conditions, and Timelines by Department

7.2.1 Crops Program

1. The **Crops Program** focuses on developing and promoting high-yielding, pest-resistant, and climate-resilient crop varieties to ensure food security and farmer profitability. The program works in Rice, Tree Crops, Maize and Vegetables, and Root and Tuber.

| CODE | Services provided to the general public | Eligibility and conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|------------------------------------------------------------------------|------------------------------|------------------------|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 001-RICE | The rice unit provides technical assistance to farmers. It involves identifying and selecting superior rice variety through various breeding techniques, including marker-assisted selection, mutation breeding, and hybridization. | All qualified Liberian Citizens above 18 years and above | N/A | A registered cooperative, FBOs, Individual Farmer, Organizations, etc. | 2 days for processing | Crop Department | Joseph Ndebeh +231775730140/887740058 info@cari.gov.lr | Dr. James Dolo +231775730140/887740058 info@cari.gov.lr | <ul style="list-style-type: none"> • Suggestion box • Email info@cari.gov.lr |
| | | | | | | | | | |

| CODE | Services provided to the general public | Eligibility and conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|------------------------------------------------------------------------|------------------------------|------------------------|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 002-TREE CROP | The tree crop unit provides design and conducts research related to genetic improvement, sustainable farming systems integration, economic assessments of cultivation practices, adaptation strategies for climate change impacts, and farmer education initiatives. | All qualified Liberian Citizens above 18 years and above | N/A | A registered cooperative, FBOs, Individual Farmer, Organizations, etc. | 3 days for processing | Crop Program | Denise Karway +231775730140/887740058 info@cari.gov.lr | Dr. James Dolo +231775730140/887740058 info@cari.gov.lr | <ul style="list-style-type: none"> • Suggestion box • Email info@cari.gov.lr |

| CODE | Services provided to the general public | Eligibility and conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|------------------------------------------------------------------------|------------------------------|------------------------|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 003-MAIZE AND VEGETABLE | The primary services of the unit are to preserve and enhance the genetic material of plants. This involves collecting, characterizing, and maintaining diverse plant varieties to ensure genetic diversity and resilience against diseases and environmental stresses. The unit also conducts research focusing on enhancing existing vegetable crop varieties to improve yield, disease resistance, and other desirable traits. | All qualified Liberian Citizens above 18 years and above | N/A | A registered cooperative, FBOs, Individual Farmer, Organizations, etc. | 3 days for processing | Crop Program | Eric Tokpah +231775730140/80058 info@cari.gov.lr | Dr. James Dolo +231775730140/887740058 info@cari.gov.lr | <ul style="list-style-type: none"> • Suggestion box • Email info@cari.gov.lr |

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| CODE | Services provided to the general public | Eligibility and conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|------------------------------------------------------------------------|------------------------------|------------------------|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 004-Root and Tuber | The Root and Tuber unit conduct research and carry out multiplication of improved varieties of cassava, Yam, Eddoes, Sweet potatoes, Ginger and Peanut and etc. The unit also provides outreach activities, conducting educative training on the production of root and tuber crops for farmers. | All qualified Liberian Citizens above 18 years and above | N/A | A registered cooperative, FBOs, Individual Farmer, Organizations, etc. | 3 days for processing | Crop Program | Mercy K. Lah info@cari.gov.lr +231775730140/887740058 | Dr. James Dolo +231881302181 info@cari.gov.lr | <ul style="list-style-type: none"> • Suggestion box • Email info@cari.gov.lr |

7.2.2 The Post-harvest and Food Processing Department

| CODE | Services provided to the general public | Eligibility and conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|------------------------------------------------------------------------|------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 005-Post-harvest and Food Processing | The Post-harvest and Food Processing Department identifies and promotes innovative technologies and strategies for enhancing and improving post-harvest handling, quality and shelf-life of agricultural crop /produce and product value chains. It conducts outreach programs for farmers, introducing new value-added products through processing as well as maintaining good hygienic practices at the cassava value chain. | All qualified Liberian Citizens above 18 years and above | N/A | A registered cooperative, FBOs, Individual Farmer, Organizations, etc. | 2 days for processing | Post-harvest and Food Processing | Amis C.M. Nah info@cari.gov.vr +231775730140/887740058 | Abibatu T. Kromah info@cari.gov.lr +231775730140/887740058 | <ul style="list-style-type: none"> • Suggestion box • Email info@cari.gov.vr |

7.2.3 Socio-economics and Applied Statistics

| CODE | Services provided to the general public | Eligibility and conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|------------------------------------------------------------------------|------------------------------|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| 006-Socio-economics and Applied Statistics | The Socio-economics and Applied Statistics Department provides support in data collection and analysis, conduct surveys, and develop questionnaires, provide support in project proposal and development, conducts Experimental research, and social sciences, and Statistically impact society through data-driven analysis and provide policy recommendations to stakeholders. | All qualified Liberian Citizens above 18 years and above | N/A | A registered cooperative, FBOs, Individual Farmer, Organizations, etc. | 2 days for processing | Socio-economics and Applied Statistics | Eric Emmanuel Pluato +231775730140/887740058 info@cari.gov.lr | Bendu T. Tonkollie +231775730140/887740058 info@cari.gov.lr | <ul style="list-style-type: none"> Suggestion box Email info@cari.gov.lr |

7.2.4 Natural Resource Management Department

| CODE | Services provided to the general public | Eligibility and conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|------------------------------------------------------------------------|------------------------------|------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| 007-Natural Resource Management | The Natural Resource Management provide services in five thematic research areas: 1. Improvement of land use planning, 2. Improvement of soil and water conservation, 3. Improvement of integrated soil fertility management, 4. Improvement of irrigation, drainage, and management of problem soils, 5. Improved adaptation and mitigation of effects of climate change. | All qualified Liberian Citizens above 18 years and above | N/A | A registered cooperative, FBOs, Individual Farmer, Organizations, etc. | 2 days for processing | Natural Resource Management | Harris Yankuoi +231775730140/887740058 info@cari.gov.lr | Harris Yankuoi +231775730140/887740058 info@cari.gov.lr | <ul style="list-style-type: none"> Suggestion box Email info@cari.gov.lr |

7.2.5 Livestock And Fisheries

| CODE | Services provided to the general public | Eligibility and conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|------------------------------------------------------------------------|------------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 008-Livestock And Fisheries | The Livestock and Fishery Department is an integral part of the CARI that helps farmers conduct applied, adaptive, and strategic research in developing and providing good quality genetic stocks and quality feed sources and ingredients for livestock and fish farmers in Liberia. We help farmers to increase their production and improve productivity through the provision of technical support. | All qualified Liberian Citizens above 18 years and above | N/A | A registered cooperative, FBOs, Individual Farmer, Organizations, etc. | 2 days for processing | Livestock And Fisheries | Mandela Klon-Yan Hinneh +231775730140/ 0887740058 info@cari.gov.lr | Mandela Klon-Yan Hinneh +231775730140 / 0887740058 info@cari.gov.lr | <ul style="list-style-type: none"> • Suggestion box • Email info@cari.gov.lr |

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

7.2.6 Agricultural Mechanization And Irrigation Engineering

| CODE | Services provided to the general public | Eligibility and conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|------------------------------------------------------------------------|------------------------------|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| 009-Agricultural Mechanization And Irrigation Engineering | The Agricultural Mechanization and Irrigation Engineering program provides training for farmers to apply engineering principles to solve problems in agriculture. This includes designing, constructing, and maintaining Agricultural equipment and irrigation system. The goal is to increase productivity and production, while reducing costs. | All qualified Liberian Citizens above 18 years and above | N/A | A registered cooperative, FBOs, Individual Farmer, Organizations, etc. | 2 days for processing | Agricultural Mechanization And Irrigation Engineering | James S. Sarkor +231775730140/887740058 info@cari.gov.lr | James S. Sarkor +231775730140/887740058 info@cari.gov.lr | <ul style="list-style-type: none"> Suggestion box Email info@cari.gov.lr |

7.2.1 Socio-economics and Applied Statistics

| CODE | Services provided to the general public | Eligibility and conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|------------------------------------------------------------------------|------------------------------|------------------------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| 010-Biotechnology And Genetic Resource Management | The Biotechnology And Genetic Resource Management provide farmers with solutions to some of the most crucial agricultural challenges that would result in the development of improved crops, foods, livestock, and vaccines/drugs, increased efficiency, better profits, and improved environment among others. | All qualified Liberian Citizens above 18 years and above | N/A | A registered cooperative, FBOs, Individual Farmer, Organizations, etc. | 2 days for processing | Biotechnology And Genetic Resource Management | Agnes Kwole +231775730140/0887740058 info@cari.gov.lr | Agnes Kwole info@cari.gov.lr | <ul style="list-style-type: none"> Suggestion box Email info@cari.gov.lr |

8 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER

8.1 Your Rights as a Service User

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 personal data handled with confidentiality and in accordance with data protection laws.
- **Right to Redress:** Lodge complaints and receive appropriate and timely responses to resolve issues.

8.2 Your Obligations as a Service User

To help us serve you better, we ask that you:

- **Provide Accurate Information:** Ensure that all documentation and information submitted are complete and accurate.
- **Respect Service Protocols:** Follow the established procedures for each service to facilitate smooth processing.
- **Maintain Courtesy:** Treat staff members with respect and patience, as we are committed to helping you.

9 ANNEXES

9.1 Customers Service Feedback Form:



Central Agricultural Research Institute

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> | |