



Liberia Institute of Statistics & Geo-Information Services
Statistics House
 Capitol Hill P.O. Box 629
 1000 Monrovia, 10 Liberia

Service Delivery Charter

Our Vision:

“To be a trusted and innovative leader in statistical and geographic information, fostering evidence-based decision-making and sustainable development in Liberia”.

Our Mission:

“To provide timely, accurate, and reliable data that supports planning, governance, and development efforts across Liberia while adhering to global best practice”.

Our Core Values:

- Integrity
- Professionalism
- Confidentiality
- Transparency

Our Key Services

Service	Eligibility	Cost (USD)	Timeline	Contact Point	
Cartographic Maps	Formal Request	<i>Size</i>	7 working days	Ms. Rebecca M. Teniyen customercare_lisgis@outlook.com +231-887-288-365	
		<i>Cost</i>			
		A4			free
		A3			\$15
		A2			\$20
		A1			\$25
		A0			\$50
42" x 50"	\$75				
60" x 60"	\$100				
Custom	\$180				
Raw spatial data	Formal Request	\$250.00	10 working days	customercare_lisgis@outlook.com +231-887-288-365	
Data/information requests	Formal Request	Free	10 working days		
Statistical Publications	Formal Request	Softcopy Free Hardcopy \$15	5 working days		
Technical advice/support on official statistics	Written Request to the Director General	At a cost subject to nature of advice/support	As per signed agreement	statsliberia_lisgis@outlook.com +231-887-288-364	

We Commit to:

- ✓ Provide timely, efficient, and professional services.
- ✓ Acknowledge and resolve your complaints
- ✓ Provide equitable access to services for all citizens.

How You Can Reach Us:

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

In Person: Visit our Customer Service Desk at Capitol Hill P.O. Box 629

Phone: +231-887-288-365

Email: statsliberia_lisgis@outlook.com

Suggestion Boxes: Available at all service locations.

Online: <https://lisgis.gov.lr>