



LIBERIA INSTITUTE OF STATISTICS AND  
GEO-INFORMATION SERVICES



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# SERVICE DELIVERY CHARTER

DECEMBER 2024

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## LIST OF ACRONYMS

- GIS: Geographic Information System
- LISGIS: Liberia Institute of Statistics and Geo-Information Services
- GOL: Government of Liberia
- NSS: National Statistical System
- NSDS: National Strategy for the Development of Statistics
- HIES: Household Income and Expenditure Survey
- GDP: Gross Domestic Product
- MACs: Ministries, Agencies, and Commissions
- ICT: Information and Communication Technology

# FOREWORD

Dear Stakeholders,

It is with great pride and commitment that we present the Service Delivery Charter (SDC) for the Liberia Institute of Statistics and Geo-Information Services (LISGIS). This document serves as our formal pledge to provide accurate, timely, and reliable statistical and geographic services essential for Liberia's development and policy decisions.

The Charter outlines the scope of services we offer, the quality standards we uphold, and the responsibilities we share with our customers. It also defines feedback and grievance mechanisms to ensure accountability and continuous improvement.

As a central pillar in Liberia's development framework, LISGIS plays a crucial role in producing and disseminating data that inform decisions at all levels of governance and society. With this Charter, we reaffirm our dedication to transparency, integrity, and excellence in our service delivery.

We encourage your engagement, feedback, and collaboration as we strive for service excellence and a robust statistical foundation for Liberia's progress.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Richard Fatorma Ngafuan', written in a cursive style.

Hon. Richard Fatorma Ngafuan  
Director General  
Liberia Institute of Statistics and Geo-Information Services (LISGIS)

# ACKNOWLEDGEMENT

This Service Delivery Charter reflects the collective contributions of stakeholders committed to elevating LISGIS as a model institution in public service.

We express our sincere gratitude to the President of Liberia, His Excellency Ambassador Joseph Nyumah Boakai, for his steadfast support and leadership. Our profound appreciation also goes to the Director General of the Cabinet, Hon. Nathaniel T. Kwabo, the staff of the Cabinet Secretariat, and the Consultant, Mrs. Doris Idahor, for their guidance and support with this noble initiative. Special thanks go to our partners, including Board of Directors of the Liberia Institute of Statistics and Geo-Information Services (LISGIS), United Nations Development Programme (UNDP), etc. whose technical and financial contributions were invaluable.

We also extend our deep appreciation to LISGIS staff, whose professionalism and commitment drive the success of our institution. Their efforts remain integral to delivering on this Charter's promises.



Hon. Mariah Gilayeneh  
Deputy Director for Administration  
Liberia Institute of Statistics and Geo-Information Services (LISGIS)



# 1 INTRODUCTION

## 1.1 1.1 Background

The Liberia Institute of Statistics and Geo-Information Services (LISGIS), established in 2004, serves as Liberia's premier institution for statistical and geographic data. As the country's principal authority on data-related matters, LISGIS plays a pivotal role in supporting national development, governance, and policymaking. Our mandate, defined by law, encompasses key functions including the systematic collection, rigorous analysis, and transparent dissemination of data that is vital for evidence-based decision-making at all levels of government and society.

In an era where informed decisions rely heavily on data, LISGIS operates with the commitment to uphold integrity, accuracy, and timeliness. Our team of dedicated professionals is engaged in a continuous effort to enhance the quality of statistical services provided to stakeholders, involving active collaboration with local and international partners. This Service Delivery Charter embodies our dedication to providing quality services, fostering public trust, and holding ourselves accountable to the citizens of Liberia. By clearly outlining our responsibilities, service standards, and the expectations of our users, this charter establishes a mutual understanding that underpins our relationship with the public, ensuring transparency and responsiveness in all our engagements.

This Service Delivery Charter aligns seamlessly with Liberia's National Statistical Strategy (NSDS) by reinforcing our commitment to producing high-quality, reliable statistical information that meets the needs of policymakers, researchers, and the public. Through this charter, LISGIS demonstrates its dedication to implementing the NSDS's principles of quality, accessibility, and user engagement while adhering to international best practices in statistical operations. By prioritizing data integrity, stakeholder collaboration, and capacity building, we aim to enhance the role of statistics in national development, thereby contributing to sustainable growth and social progress in Liberia.

## 1.2 1.2 Rationale

This Charter is designed to:

- Enhance transparency and trust in LISGIS operations.
- Serve as a performance benchmark for service delivery.
- Improve the accessibility and efficiency of statistical and geographic services in Liberia.

## 1.3 1.3 Objectives

The objectives of this Charter are:

- To ensure that LISGIS delivers professional, responsive, and ethical services.
- To clarify the expectations and responsibilities of both LISGIS and its service users.
- To support Liberia's development agenda through quality statistical services.
- To provide a framework for feedback, evaluation, and continuous improvement.

## 1.4 1.4 Scope of Application

This Charter applies to all LISGIS offices, staff, and services. It ensures consistent and equitable service delivery across all interactions, whether with individuals, institutions, or organizations.

# 2 WHO WE ARE

## 2.1 2.1 Vision

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

## 2.2 2.2 Mission

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

## 2.3 2.3 Values

- Integrity: Ethical and honest practices in all our operations.
- Professionalism: Excellence in service delivery.
- Transparency: Open and accountable processes.
- Inclusivity: Equal access to services for all.
- Responsiveness: Addressing public needs promptly and efficiently.
- Innovation: Embracing technology and modern practices to improve services.

# 3 OUR CUSTOMERS

LISGIS is dedicated to serving a diverse customer base, including:

- Liberian Citizens: Individuals seeking access to data or services for personal, academic, or business use.
- Government Entities: Ministries, Agencies, and Commissions using data for policy formulation.
- Development Partners and Donors: International organizations supporting Liberia's development.
- Businesses: Private sector entities utilizing data for strategic planning and investments.
- Civil Society Organizations (CSOs): Advocacy groups leveraging data to promote transparency and social justice.



# 4 OUR COMMITMENT TO YOU

## 4.1 4.1 Service Guarantee

We commit to:

- Responding promptly to all inquiries and requests.
- Providing accurate, reliable data and reports.
- Maintaining confidentiality and respect for all stakeholders.
- Upholding professional standards in all interactions.

## 4.2 4.2 Service Standards

At the Liberia Institute of Statistics and Geo-Information Services (LISGIS), we are committed to delivering exceptional service to our stakeholders while upholding the highest standards of efficiency and accountability. Our Service Standards outline the key commitments we make to the public, ensuring timely responses and quality interactions. To enhance our service delivery, we have established specific performance targets that will allow us to monitor our effectiveness and continuously improve our operations.

Our standards include:

- **Response Time to Calls:** Responding to all incoming calls within three rings.
  - **KPI:** Achieve 95% compliance with call response times within three rings.
- **Response Time to Emails:** Responding to emails within five business days.
  - **KPI:** Maintain 95% compliance with email responses within the established timeframe
- **Complaint Acknowledgment:** Acknowledging complaints within 48 hours.
  - **KPI:** Ensure 90% of complaints are acknowledged within 48 hours.
- **Complaint Resolution:** Resolving complaints within 21 days.
  - **KPI:** Attain an 85% success rate in resolving complaints within the 21-day window.
- **Accessibility of Services:** Providing accessible services tailored to diverse needs, including persons with disabilities.
  - **KPI:** Conduct quarterly assessments to ensure 100% compliance with accessibility standards and make necessary adjustments based on feedback.
- **Timeliness of Data Release:** Ensuring all statistical reports and datasets are published according to the established release calendar.
  - **Performance Target:** Achieve 100% punctuality in releasing statistical reports as per the agreed schedule.
- **User Satisfaction Surveys:** Conducting regular user satisfaction surveys to gather feedback on our services.
  - **Performance Target:** Achieve at least 80% positive feedback from respondents on overall service satisfaction.
- **Training and Support:** Providing training sessions and support materials to assist users in utilizing statistical services effectively.
  - **Performance Target:** Ensure that 90% of training participants report improved understanding and ability to use our services post-training.

- **Feedback Mechanism:** Maintaining a straightforward feedback mechanism for users to share their suggestions and grievances.
  - **Performance Target:** Achieve an engagement rate of at least 75% of users utilizing the feedback mechanism regularly.

## 5 FEEDBACK AND COMPLAINTS MECHANISM

### 5.1 5.1 Providing Feedback

At the Liberia Institute of Statistics and Geo-Information Services (LISGIS), we recognize that constructive feedback is essential for our growth and service improvement. We are committed to actively engaging with our stakeholders and welcoming their insights, concerns, and suggestions. To facilitate this process, we offer a variety of feedback channels designed to accommodate the diverse preferences and needs of our users.

#### Feedback Channels Include:

- **In-Person Visits:** Stakeholders are encouraged to visit any of our LISGIS offices to provide feedback directly. Our staff is available to listen, answer questions, and gather insights. We aim to create an approachable and open environment for all visitors.
- **Online Submissions:** Users can conveniently submit feedback through our online portal at <https://lisgis.gov.lr>. This method allows for easy access and ensures that all feedback is systematically recorded and reviewed.
- **Email Communication:** Stakeholders can share their thoughts by sending an email to [customercare\\_lisgis@outlook.com](mailto:customercare_lisgis@outlook.com). We prioritize these submissions and will respond promptly, acknowledging receipt and outlining any necessary follow-up actions.

#### Additional Aspects of Providing Feedback:

- **Feedback Acknowledgment:** Upon receiving feedback through any channel, we commit to acknowledging it within 48 hours, ensuring that users feel heard and valued.
- **Regular Analysis of Feedback:** All feedback will be regularly compiled and analyzed to identify trends, recurring issues, and areas for improvement. This systematic approach will guide our strategic decisions and enhance our service offerings.
- **Feedback Follow-up:** We will follow up with users on significant feedback, especially for those that result in changes to our services or operations, thereby reinforcing our commitment to responsiveness and continuous improvement.
- **Anonymity Options:** Users can choose to provide feedback anonymously through our online submission portal if they prefer, ensuring that everyone can contribute freely without concern for identification.

## 5.2 5.2 Submitting a Complaint

At the Liberia Institute of Statistics and Geo-Information Services (LISGIS), we take complaints seriously and view them as invaluable opportunities for improvement. We are dedicated to addressing any concerns and ensuring that our services meet the expectations of our stakeholders. To facilitate the complaint process, we provide multiple channels through which you can submit your complaints, ensuring accessibility and convenience.

### Complaint Submission Process:

1. **Via Phone:** You can lodge complaints by calling our designated complaint hotline (+231-887-288-366). A trained representative will be available to assist you in documenting your concern. Please provide clear details about your complaint, including any relevant names, dates, and specific issues.
2. **Via Email:** Complaints can be submitted via email to *complaint\_lisgis@outlook.com*. In your email, please include:
  - A detailed description of the complaint.
  - Your contact information (name, phone number, email).
  - Any supporting documentation, if applicable.

We promise to acknowledge your email within 48 hours and provide an update on the status of your complaint.

3. **Online Forms:** For added convenience, you can submit complaints through our online complaint form available at *https://lisgis.gov.lr*. This form gathers essential information to help us understand your issue effectively. Please fill out the form with the required details, including:
  - A concise account of your complaint.
  - Your contact information.
  - Any relevant attachments that support your complaint.

## 5.3 Complaint Handling Process

1. **Complaint Tracking:** Once your complaint has been lodged, you will receive a unique reference number, which you can use to track the progress of your complaint. We aim to resolve complaints within 21 days and will keep you informed throughout the process.
2. **Final Resolution:** Upon resolution of your complaint, we will contact you with the findings and any actions taken. If you are not satisfied with the resolution, there will be an option to escalate your complaint to a higher authority within LISGIS for further consideration.

## 6 WHERE WE ARE LOCATED

### **WE ARE COMMITTED TO COURTESY, DATA QUALITY AND EXCELLENCE IN SERVICE DELIVERY**

Any service/product rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

**Central Office:**

Capitol Hill, Executive Mansion Ground  
P.O Box 629  
Monrovia Liberia  
Tel: +231(0)887-288-364

Director General  
Liberis Institute of Statistics and Geo-Information Services

**STATISTICS HOUSE**

Capitol Hill  
P.O. Box 629  
Monrovia, Liberia  
Email: [statsliberia\\_lisgis@outlook.com](mailto:statsliberia_lisgis@outlook.com)

**To Contact Customer Care:**

customercare\_lisgis@outlook.com  
**Telephone:** +231-887-288-365

**To Report Complaint:**

complaint\_lisgis@outlook.com  
**Telephone:** +231-887-288-366

***Confidential Whistleblower Hotline:***

integrity\_lisgis@outlook.com  
**Telephone:** +231-887-288-367

### **County Offices and Contacts:**

- **Bomi County**  
Administrative Building, Tubmanburg City, +231 (0)777018939
- **Bong County:**  
Administrative Building, Gbarnga City, +231 (0)777459943 | +231 (0)886469109
- **Gbarpolu County**  
County Service Center, Bopolu City, +231 (0)776072533 | +231 (0)886731385
- **Grand Bassa County**  
County Service Center, Buchanan City, +231 (0)770285993 | +231 (0)886259880
- **Grand Cape Mount County**  
County Service Center, Robertsport City, +231 (0)777269932 | +231 (0)886035831
- **Grand Gedeh County**  
Administrative Building, Zwedru City, +231 (0)770350223 | +231 (0)886524276
- **Grand Kru County**  
Administrative Building, Barclayville City, +231 (0)777314817 | +231 (0)880310662
- **Lofa County**  
Administrative Building, Vonjamin City, +231 (0)770215639 | +231 (0)886538084
- **Margibi County**  
Administrative Building, Kakata City, +231 (0)777244483 | +231 (0)881887423
- **Maryland County**  
Administrative Building, Harper City, +231 (0)776714155 | +231 (0)886714155
- **Montserrado County**  
Administrative Building, Bentol City, +231 (0)775842020 | +231 (0)880514726
- **Nimba County**  
Administrative Building, Sanniquellie City, +231 (0)777579176
- **Rivercess County**  
County Service Center, Cestos City, +231 (0)770247872 | +231 (0)886682344
- **River Gee County**  
Administrative Building, Fish Town City, +231 (0)775506923 | +231 (0)886667867
- **Sinoe County**  
Administrative Building, Greenville City, +231 (0)776294881 | +231 (0)886567050

## 7 OVERVIEW OF OUR SERVICES

The Liberia Institute of Statistics and Geo-Information Services (LISGIS) serves as Liberia's premier institution for the collection, analysis, and dissemination of statistical and geospatial data. As the central hub for reliable data and information, LISGIS plays a critical role in supporting national governance, policy formulation, and development planning. Our services are meticulously designed to meet the diverse needs of government bodies, private sector organizations, civil society, and international partners, fostering evidence-based decision-making and driving transformative development across all sectors.

### 7.1 List of Services

#### **Department of Statistics and Data Processing**

The **Department of Statistics and Data Processing** at the Liberia Institute of Statistics and Geo-Information Services (LISGIS) serves as the cornerstone for data collection, analysis, processing, and dissemination in Liberia. Its core mandate is to produce reliable, timely, and high-quality statistical and geospatial data that underpin national development planning, governance, and evidence-based policymaking. By leveraging advanced statistical methodologies, modern technologies, and an integrated approach, the department ensures that Liberia remains aligned with international standards and best practices in statistics and data management.

#### **Division of Economic Statistics**

The Division of Economic Statistics at LISGIS provides critical data essential for monitoring and analysing Liberia's economic performance. It delivers comprehensive insights into key economic indicators, driving evidence-based policymaking and resource allocation.

- **National Accounts:** The section compiles GDP estimates and other macroeconomic indicators to assess economic growth and structure. These data inform fiscal policies and international economic assessments. This section compiles comprehensive macroeconomic indicators, including Gross Domestic Product (GDP) estimates, to provide critical intuitions into the nation's economic growth, structure, and performance. These data serve as a foundation for fiscal policy formulation, economic planning, and international economic assessments.
- **Agricultural Statistics:** This unit plays a vital role in supporting Liberia's agricultural development. By delivering comprehensive data on crop production, livestock, food security, and aquaculture, this unit provides the evidence base needed for policy formulation, program implementation, and strategic planning in the agriculture sector. Through annual surveys, censuses, and specialized studies, the unit offers detailed insights that guide sustainable agricultural practices and resource management. It takes into consideration crop production data, livestock statistics, food security data, production dynamics, aquaculture and fisheries statistics amongst others.
- **External Trade Statistics:** This section of the division of LISGIS provide a critical overview of Liberia's trade performance, serving as a foundation for informed decision-

making and strategic planning in trade and investment. This dataset offers valuable insights into the country's economic interactions with global markets, enabling stakeholders to craft policies that enhance economic resilience and foster sustainable growth. External Trade Statistics are an indispensable resource for understanding Liberia's economic dynamics and positioning the country for success in global trade.

- **Industrial Statistics:** The unit play a pivotal role in understanding and shaping the industrial landscape of Liberia. This unit delivers crucial data on manufacturing output, energy consumption, and industrial production, all of which are vital for strategizing on the pathway of economic diversification and sustainable industrial growth. Additionally, the unit contributes to national planning by providing insights into inflation dynamics and a range of miscellaneous statistics that capture broader economic activities over time.

### **Division of Population and Social Statistics**

The Division of Social Statistics focuses on understanding Liberia's social dynamics through reliable and timely data. These outputs provide details into population trends and the socio-economic conditions of citizens, ensuring that policies address critical societal needs.

- **Censuses and Surveys:** These are fundamental to understanding Liberia's demographic, economic, and social dynamics. These large-scale data collection initiatives provide accurate, reliable, and comprehensive information essential for policymaking, resource allocation, and national development planning. By capturing critical insights across diverse sectors, censuses and surveys form the backbone of evidence-based decision-making.
- **Migration Statistics:** The division tracks internal and international migration patterns, supported by digitized border data collection, to inform migration management and policy development.
- **Environmental Statistics:** Data on biodiversity, climate change, and natural resource utilization supports the sustainable development agenda, guiding environmental conservation and climate resilience strategies.
- **Education Statistics:** Reports on school enrolment, literacy rates, and educational infrastructure inform education planning and policy interventions, ensuring equitable access to quality education.
- **Health Statistics:** Comprehensive data on healthcare access, administrative sources, early warning / sentinel systems on notifiable infectious diseases, household surveys and civil registration and vital statistics systems support targeted interventions in public health policies.
- **Labor Force Statistics:** Provide comprehensive labor data- (Labor Force, Employment and Unemployment) that are essential to analyze not only the labor market in strict terms, but also a number of related socio-economic topics and issues in a given context: at local or country level
- **Tourism Statistics:** encompass a wide range of data that reflects the performance and trends in the tourism sector- Visitor Arrivals, Tourism expenditure, Economic Impact, Transport Statistics, etc.

## Division of Data Processing

The Division of Data Processing ensures the effective handling of LISGIS' extensive datasets through advanced programming and data management practices. It underpins the institution's operations, guaranteeing data integrity and accessibility.

- **Programming:** This is instrumental in developing and maintaining digital tools and applications that streamline the processes of data collection, processing, analysis, and dissemination. This unit ensures that data management systems are efficient, secure, and accessible, supporting the institution's mandate to provide timely and reliable information for evidence-based decision-making. The cardinal functionalities include development of digital tools, maintenance of data systems, integration of modern technologies, data security and compliance, etc.
- **Data Management:** Robust data systems facilitate secure storage, retrieval, and analysis of statistics. These systems enable the seamless integration of datasets for complex analyses and reporting.
- **Quality Assurance:** The division implements rigorous quality checks to validate data accuracy and reliability, fostering stakeholder confidence in LISGIS' outputs.

## Department of Information and Coordination

This department plays a crucial role in ensuring the effective dissemination, coordination, and integration of statistical and geospatial information across Liberia. This department is integral to building stakeholder trust and engagement by providing accurate, timely, and accessible data while fostering collaboration across various institutions and development partners. It consists of three key divisions: Dissemination, Geographic Information Systems (GIS), and Coordination.

### Division of Dissemination

This division is responsible for the publication, communication, and accessibility of statistical and geospatial data to a wide range of users, including government agencies, development partners, private sector stakeholders, and the general public. Accordingly, some key outputs of the Division include but not limited to the following:

- **Annual Statistical Reports and Bulletins:** Comprehensive publications summarizing key statistics across various sectors such as health, education, trade, and agriculture.
- **Interactive Data Portals:** Development of online platforms to provide real-time access to data and facilitate user-friendly data visualizations.
- **Thematic Reports:** Production of specialized reports on national surveys, censuses, and specific development themes.
- **Stakeholder Engagement Initiatives:** Workshops, press briefings, and outreach programs to promote data literacy and encourage evidence-based decision-making.
- **Data Accessibility Policies:** Formulation of guidelines to standardize and simplify access to LISGIS datasets.



## Division of Geographic Information Systems (GIS)

The GIS division focuses on geospatial data collection, analysis, and integration, supporting decision-making processes through spatial visualization and mapping. The GIS division also propels major outputs such as:

- **Thematic Mapping and Spatial Analysis:** Production of maps for various purposes, including population density, urban planning, electoral boundaries, disaster management, and land use.
- **GIS-Based Reports:** Geospatial insights to complement statistical reports, offering a multidimensional understanding of national and regional trends.
- **Data Integration Projects:** Merging geospatial and tabular data to create interactive datasets for use in planning and policymaking.
- **Capacity Building:** Training programs for internal staff and external partners to enhance the use of GIS tools and methodologies.
- **Key Geospatial Projects:** Coastal Sensitivity Mapping: Identifying areas vulnerable to environmental and economic risks as well as urban planning initiatives with GIS applications to guide city development and infrastructure expansion.

## Division of Coordination

This division is tasked with fostering collaboration among stakeholders, ensuring that LISGIS operates as a hub for statistical and geospatial initiatives in Liberia.

- **Stakeholder Coordination:** Establishment of partnerships with national ministries, agencies, and commissions (MACs) to harmonize data collection and sharing efforts.
- **International Collaboration:** Engagement with global and regional bodies such as the African Union, ECOWAS, and United Nations to align LISGIS activities with international best practices.
- **Integrated Data Frameworks:** Development of unified protocols for combining data from diverse sources, promoting consistency and accuracy.
- **Monitoring and Evaluation Systems:** Tools and frameworks for tracking the progress of development projects and programs across Liberia.
- **National Statistical Strategy:** Coordination of multi-sectoral efforts to design and implement a national framework for data production and utilization.

## Additional Undertakings

LISGIS advances its mission to deliver high-quality statistical and geospatial data; several anticipated outputs have been identified. These initiatives are designed to enhance data accessibility, improve national planning processes, and foster evidence-based decision-making. Critical amongst those are:

- **Enhanced Data Dissemination:** To launch a revamped LISGIS website with dynamic tools for accessing and visualizing data and introduction of mobile-friendly applications for wider access to statistical and geospatial information.
- **GIS Integration in National Planning:** Development of a National Geospatial Data Infrastructure (NGDI) to centralize all spatial datasets in Liberia and to facilitate the

production of advanced maps and analytics for disaster preparedness, urban development, and natural resource management.

- **Strengthened Coordination Frameworks:** Enhance the creation of a Data Sharing Protocol to standardize collaboration among MACs and development partners as well as initiate the expansion of technical assistance programs to support MACs in adopting LISGIS reporting standards.
- **Capacity Building Programs:** Comprehensive training on data collection, GIS applications, and data dissemination for LISGIS staff and external stakeholders.

## 8 YOUR RIGHTS AND OBLIGATIONS AS A SERVICE USER

### 8.1 8.1 Your Rights as a Service User

As a stakeholder engaging with LISGIS, you are entitled to:

1. **Access to Quality Service:** Receive professional, timely, and accurate services in all engagements.
2. **Right to Information:** Access clear, concise information about LISGIS services, including eligibility criteria, timelines, and costs.
3. **Right to Privacy and Data Security:** Have your data handled with confidentiality and in compliance with applicable laws.
4. **Right to Feedback and Redress:** Provide input on services and file complaints, with the assurance of prompt resolutions.
5. **Right to Equal Access:** Access LISGIS services without discrimination based on location, status, or physical ability.
6. **Right to Fair Treatment:** Be treated with dignity, courtesy, and impartiality by LISGIS staff.

### 8.2 8.2 Your Obligations as a Service User

To enable LISGIS to serve you effectively, you are expected to:

1. **Provide Accurate Information:** Ensure all submitted documents and data are correct and comprehensive.
2. **Comply with Procedures:** Follow established guidelines to facilitate smooth service delivery.
3. **Be Respectful:** Treat LISGIS staff with courtesy and professionalism.
4. **Submit Requests in a Timely Manner:** Ensure all service requests and documents are submitted within designated timelines.
5. **Share Feedback Constructively:** Provide honest feedback and suggestions to help LISGIS improve its services.

# ANNEXES

## 8.3 Annex 1: Sample Feedback Form



### CUSTOMER FEEDBACK FORM

Customer Name: \_\_\_\_\_ Date: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Dear customers give us small feedback About our services here at LISGIS

How is our interaction with you?

Excellent       Good       Fair       Poor

How is our service/product delivered?

Excellent       Good       Fair       Poor

How is our customer service?

Excellent       Good       Fair       Poor

How is our response time?

Excellent       Good       Fair       Poor

**Comments and suggestions:**

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**Thank you**

## 8.4 Annex 2: LISGIS abridged Service Delivery Charter (SDC)

See attached

