

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

LIBERIA INTELLECTUAL PROPERTY OFFICE (LIPO) LIBERIA

December 20, 2024

Table of Contents

Table of Contents 1

LIST OF ACRONYMS 2

FOREWARD 3

ACKNOWLEDGEMENT 4

1 INTRODUCTION 5

 1.1 Background 5

 1.2 Rationale 5

 1.3 Objectives 5

 1.4 Scope of Application 6

2 WHO WE ARE 7

 2.1 Vision 7

 2.2 Mission 7

 2.3 Values 7

3 OUR CUSTOMERS 8

4 OUR COMMITMENT TO YOU 9

 4.1 Service Guarantee 9

 4.2 Service Standards 9

5 FEEDBACK AND COMPLAINTS MECHANISM 10

 5.1 Providing Feedback 10

 5.2 Submitting a Complaint 11

 5.2.1 How to File a Complaint: 11

 5.2.2 Complaint Handling Process: 11

 5.3 Escalation Process 11

 5.4 Confidentiality and Anti-Retaliation 11

6 WHERE WE ARE LOCATED 12

7 OVERVIEW OF OUR SERVICES 12

 7.1 List of Services, Eligibility Conditions, and Timelines By Department 7-- 13 -

 7.1.1 Copyright provided by the Liberia Intellectual Property Office (LIPO) 7-- 13 -

 7.1.2 Industrial Property, provided by the Liberia Intellectual Property Office (LIPO) ... 7-- 15 -

8 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER 8-- 28 -

8.1	Your Rights as a Service User.....	8-- 28 -
8.2	Your Obligations as a Service User.....	8-- 28 -
9	ANNEXES	9-- 29 -
9.1	Sample Feedback Form:	9-- 29 -

LIST OF ACRONYMS

[list out all acronyms used in this document in alphabetical order. Some examples have been provided]

LIPO	Liberia Intellectual Property Office
M&E	Monitoring and Evaluation
COSOL	Copyright Society of Liberia
GOL	Government of Liberia
SDC	Service Delivery Charter
IP	Intelletuaal Property

FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the *Liberia Intellectual Property Office* for the forthcoming three years 2022-2025. 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 and would We'll do our best to and sure effective implementation of the Charter. we welcome feedback from the public so that we can continuously improve on these standards and by extension, the quality of our services, for the betterment of the people of Liberia.

The Liberia Intellectual Property Office 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 on a continuous basis. By outlining its commitments to you, the is seeking to match its quality of service to customers' needs. The Liberia Intellectual Property Office, therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.

Hon. Garmai Kobo
Director General
Liberia Intellectual Property Office

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.

Our appreciation also goes to the Jethro B.K. Johnson – M&E Consultant, Alford S. Wiggins, - Procurement Manager, and Alfred K.D. Konnah – Chief Accountant 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 Liberia Intellectual Property Office in interfacing with our valued customers and providing quality services to meet their needs. Your efforts and professionalism will bring to life the spirit of this Service Delivery Charter.

Linda M. Dindo Administrator

Liberia Intellectual Property Office (LIPO)

1 INTRODUCTION

1.1 Background

The Liberia Intellectual Property Office is an arm of the Government of Liberia (GOL), responsible to promote the development and protection of intellectual property rights and policies within the baliwick of Liberia.

This Service Delivery Charter (SDC) for the Liberia Intellectual Property Office therefore, constitutes a social contract, commitment and agreement between the Liberia Intellectual Property Office and citizens of Liberia. It sets out our services and responsibilities to continuously improve 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 Liberia Intellectual Property Office 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 Liberia Intellectual Property Office 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 Liberia Intellectual Property Office's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the Liberia Intellectual Property Office 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 specify 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 Liberia Intellectual Property Office 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 Liberia Intellectual Property Office by demonstrating 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 Liberia Intellectual Property Office 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 Liberia Intellectual Property Office, encompassing both central and regional levels. It is intended to guide all personnel in delivering consistent, high-quality public services to the citizens of Liberia, 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 Liberia Intellectual Property Office.

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 Liberia Intellectual Property Office falls under the standards and commitments described in this Charter. It defines expected service levels, timelines, and customer care practices for all public-facing services.

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

- The Charter governs the institution's interactions with all clients, including citizens, businesses, and organizations that seek or utilize services from the Liberia Intellectual Property Office.

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

2 WHO WE ARE

The **Liberia Intellectual Property Office** 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 Liberia Intellectual Property Office is an embodiment of the Liberia Industrial Property and the Liberia Copyright Offices with the statutory responsibility to formulate policies on intellectual property right and/or intellectual property regulations, and grant applications for copyright and related rights and industrial property such as patent, utility model, trademark, industrial design, geographical indication, traditional knowledge, and new plant varieties.

2.1 Vision

The vision of the **Liberia Intellectual Property Office** is "Making Liberia a hub for innovation in West Africa".

2.2 Mission

The mission of the Liberia Intellectual Property Office is "to stimulate the development of a knowledge-based economy for sustainable economic growth and enhancement of human development through the protection of Intellectual Property rights."

2.3 Values

Our core values are:

1. **Integrity:** Upholding honesty and transparency in all operations and decision-making processes.

2. **Professionalism:** Delivering high-quality services with efficiency, respect, and accountability.
3. **Innovation:** Encouraging and supporting creativity, research, and innovation to drive national development.
4. **Collaboration:** Fostering partnerships with stakeholders, including government, private sector, and international organizations, to strengthen the IP system.
5. **Inclusiveness:** Ensuring that IP services and programs are accessible and beneficial to all sectors, including rural communities, women, and young people.
6. **Public Awareness:** Promoting understanding of IP rights and their importance for economic growth and national development.

3 OUR CUSTOMERS

The **Liberia Intellectual Property Office** is committed to serving a wide range of customers who rely on our services for various needs. Our customers include:

1. **Citizens of Liberia**

- All Liberian citizens, regardless of background, who seek services provided by the Liberia Intellectual Property Office.

2. **Residents and Non-Citizens**

- Individuals residing in Liberia who may require access to certain public services offered by the Liberia Intellectual Property Office.

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. **Businesses and Private Sector Organizations**

- Companies, non-profits, and other private sector entities that engage with the Liberia Intellectual Property Office for permits, licenses, compliance, or other regulatory services.

5. **Development Partners and International Organizations**

8

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

- 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.

6. Civil Society Organizations (CSOs)

- Advocacy groups, community organizations, and other CSOs that partner with or engage with the Liberia Intellectual Property Office to support transparency, accountability, and citizen rights.

4 OUR COMMITMENT TO YOU

The **Liberia Intellectual Property Office** 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 **Liberia Intellectual Property Office** upholds specific standards of service excellence to ensure that our commitments are met consistently. These standards include:

- **Timely Responses:**
 - Answer phone calls within three rings.
 - Respond to emails and written inquiries within five business days.
 - Acknowledge receipt of complaints within 48 hours and provide updates throughout the resolution process.

- **Professional Conduct:**
 - Treat every customer with respect, fairness, and dignity.
 - Offer clear, accurate information, avoiding technical jargon to ensure understanding.
 - Adhere to best practices in customer service, including follow-ups to confirm satisfaction.
- **Accessibility and Inclusivity:**
 - Make services available to all citizens, including provisions for individuals with disabilities or special needs.
 - Provide information through multiple channels (e.g., online, in person, by phone) to ensure accessibility for all.
- **Commitment to Continuous Improvement:**
 - Regularly review our performance against established standards and adjust services based on customer feedback and new best practices.
 - Conduct periodic assessments and seek customer input to refine and improve our services 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 **Liberia Intellectual Property Office** 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 **Liberia Intellectual Property Office** where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website <http://www.lipo.gov.lr> to submit your comments, suggestions, or experiences at your convenience.

- **Email:** Send us an email at registry@lipo.gov.lr, and we will acknowledge receipt within 48 hours.
- **Suggestion Boxes:** Use 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(0)881093859 to speak directly with a representative who will document your complaint and assist you with next steps.
- **Written Complaint:** Submit a written complaint by mail or at our service counters, addressed to registry@lipo.gov.lr.
- **Complaint Form:** Access and fill out our online complaint form on our website at <http://www.lipo.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

If you are not satisfied with the initial resolution, you may request an escalation to higher authorities within the **Liberia Intellectual Property Office**. 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 ARE LOCATED

CENTRAL DEPARTMENTS	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL
Copyright	Old Labor Ministry Building, UN Drive Monrovia, Liberia	+231(0)881-093-859	registry@lipo.gov.lr	+231(0)777133054
Industrial Property	Old Labor Ministry Building, UN Drive Monrovia, Liberia	+231(0)881-093-859	registry@lipo.gov.lr	+231(0)777133054

7 OVERVIEW OF OUR SERVICES

The **Liberia Intellectual Property Office** 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 List of Services, Eligibility Conditions, and Timelines By Department

7.1.1 Copyright provided by the Liberia Intellectual Property Office (LIPO)

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
LIPO-COSOL-001	Public Performance License	Entertainment centers & centers of Hospitality	To be determined based on the complexity of the application.	<ul style="list-style-type: none"> • Business registration • Tax clearance and • Compliance with survey questionnaire 	3 days for processing	License & Enforcement / Finance	Boniface S. Manneh / Reuben W. Kai smallsarwee77@gmail.com / bicomrk@gmail.com	Boniface S. Manneh / Reuben W. Kai smallsarwee77@gmail.com / bicomrk@gmail.com	<ul style="list-style-type: none"> • cosol.cmo.lib@gmail.com • jamesdraper767@gmail.com
LIPO-COSOL-002	Mechanical Rights License	Distributors of audio & audio visual materials	To be determined based on the complexity of the application.	<ul style="list-style-type: none"> • Business registration • Tax clearance and • Compliance with survey questionnaire 	3 days for processing	License & Enforcement / Finance	Boniface S. Manneh / Reuben W. Kai smallsarwee77@gmail.com / bicomrk@gmail.com	Boniface S. Manneh / Reuben W. Kai smallsarwee77@gmail.com / bicomrk@gmail.com	<ul style="list-style-type: none"> • cosol.cmo.lib@gmail.com • jamesdraper767@gmail.com

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
COSO L-003	Blank Tape licenses	Importers & distributors of transmittable and receivable devices	To be determined based on the complexity of the application.	<ul style="list-style-type: none"> • Business registration • Tax clearance and • Compliance with survey questionnaire • import documents and others 	3 days for processing	License & Enforcement / Finance	Boniface S. Manneh / Reuben W. Kai smallsarwee77@gmail.com / bicomrk@gmail.com	Boniface S. Manneh / Reuben W. Kai smallsarwee77@gmail.com / bicomrk@gmail.com	<ul style="list-style-type: none"> • cosol.cmo.lib@gmail.com • jamesdraper767@gmail.com
LIPO-0001	Issuance of copyright and related rights certificates	Works of authors who are nationals of, or have their	USD10.00	<ul style="list-style-type: none"> • Completed Application Form • 2 copies of 	Within 30 days	Registry	Beatrice Neh Doeco tannehna2018@gmail.com	Emerson Boye Tarbah emrsonboyetarbah18@gmail.com	<ul style="list-style-type: none"> • Phone: +231(0)881093859 • Email: registry@lipo.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
		habitual residence in the Republic of Liberia		original work Passport or national ID					

7.1.2 Industrial Property, provided by the Liberia Intellectual Property Office (LIPO)

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
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LIPO-0002	Issuance of certificates for trademark and service mark	Owners of businesses who are who are nationals of or have their habitual residence in the Republic of Liberia.	<p>USD 80.00(Application and Research Fees)</p> <p>USD 160.00(Renewal and Research Fees)</p> <p>USD 30.00(Additional Class and Research fees upon renewal)</p> <p>USD 10.00(Reprint of error certificate by applicant)</p> <p>USD 100.00(R</p>	<ul style="list-style-type: none"> • Completed Application form • Reproduction of the mark • Classification of goods and services • Complete address of applicant and Client • Oath of Declaration/ Affidavit (Trademark owner) • A valid business registration certificate 	Within 90 days	Registry	Eric Clinton [ericgclinton52@gmail.com]	Emerson Boye Tarbah [emrsonboyetarbah18@gmail.com]	<ul style="list-style-type: none"> • Phone: +231(0)881093859 • Email: registry@lipo.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
			reprint of lost certificate (certified copy))						
LIPO-0003	Issuance of collective and certificate marks	Members of a national or international associations	<p>USD 80.00 (Application and Research Fees)</p> <p>USD 160.00(Renewal and Research Fees)</p> <p>USD 10(Reprint of error certificate by applicant)</p>	<ul style="list-style-type: none"> Completed Application form Reproduction of the mark Classification of goods and services Complete address of applicant and Client Oath of Declaration/ Affidavit (Trademark owner) 	Within 90 days for anew and within 30 days for a renewal and reprint of certificates	Registry	Eric Clinton [ericgclinton52@gmail.com]	Emerson Boye Tarbah [emrsonboyetarbah18@gmail.com]	<ul style="list-style-type: none"> Phone: +231(0)881093859 Email: registry@lipo.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
			USD 100(Reprint of lost certificate (certified copy))	Valid business registration certificate					
LIPO-0004	Issuance of compulsory licenses for marks, patents, utility models, translation and reproduction of certain works	citizen of Liberia or an individual domiciled in Liberia; or a body incorporated under any written law in Liberia	USD 452.00	<ul style="list-style-type: none"> Completed application form Valid business registration number	Within 90 days	Registry	Eric Clinton [ericgclinton52@gmail.com]	Emerson Boye Tarbah [emrsonboyetarbah18@gmail.com]	<ul style="list-style-type: none"> Phone: +231(0)8810938 59 Email: registry@lipo.gov.lr
LIPO-0005	Issuance of Licensing and Assignment of	Local, foreigners, and	USD 50.00	<ul style="list-style-type: none"> Completed Application Form 	Within 30 days	Registry	Eric Clinton	Emerson Boye Tarbah	<ul style="list-style-type: none"> Phone: +231(0)8810938 59

7-- 19 -

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

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
	industrial property	businesses or organizations		Deed of Assignment			[ericgclinton52@gmail.com]	[emrsonboyetarbah18@gmail.com]	<ul style="list-style-type: none"> Email: registry@lipo.gov.lr
LIPO-0006	Issuance of Geographical Indication Certification	Producers or a legal entity that groups producers or any competent authority on behalf of the persons or the legal entity that operates in a specified geographical area with respect to	USD 450.00	<ul style="list-style-type: none"> Completed Application form Article of Incorporation Valid Business Registration	Within 90 days	Registry	Eric Clinton [ericgclinton52@gmail.com]	Emerson Boye Tarbah [emrsonboyetarbah18@gmail.com]	<ul style="list-style-type: none"> Phone: +231(0)881093859 Email: registry@lipo.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
		specified goods							
LIPO-0007	Issuance of Patent Certificate	Any qualified natural or legal person(s), institution or company, either in person or through an authorized representative (attorney, IP agent or legal practitioner duly recognized by LIPO to represent	<p>USD To be determined soon (Application fee)</p> <p>USD To be determined soon (Research report)</p> <p>USD To be determined soon (Examination Fee)</p> <p>USD To be determined soon</p>	<ul style="list-style-type: none"> • A description of the invention, one or more claims, • One or more drawings (where required) • An abstract • A statement (declaration of entitlement) of justifying the applicant's right to the patent if the applicant is not the inventor 	Within 12 months	Registry	Eric Clinton [ericgclinton52@gmail.com]	Emerson Boye Tarbah [emrsonboyetarbah18@gmail.com]	<ul style="list-style-type: none"> • Phone: +231(0)881093859 • Email: registry@lipo.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
		the applicant whereas the applicant is ordinarily resident or has his/her principal place of business within the Republic of Liberia whereas the invention must be novelty, inventive step, and industrial applicability	Annual Maintenance) USD To be determined soon (Certificate)	<ul style="list-style-type: none"> Priority claim (if applicable) Power of attorney (if applicable) 					

LIPO-0008	Issuance of Utility Model certificate	Any qualified natural or legal person, either in person or through an authorized representative (attorney, IP agent or legal practitioner duly recognized by LIPO to represent the applicant whereas the applicant is ordinarily resident or has his/her principal	<p>USD To be determined soon (Application and Research Fees)</p> <p>USD To be determined soon (Examination Fee)</p> <p>USD To be determined soon (Renewal and Research Fees)</p>	<ul style="list-style-type: none"> • A description of the invention, one or more claims, • One or more drawings (where required) • A statement (declaration of entitlement) of justifying the applicant's right to the utility model if the applicant is not the inventor • Power of attorney (if applicable) • Priority claim (if applicable) • 	Within 90 days	Registry	Eric Clinton [ericgclinton52@gmail.com]	Emerson Boye Tarbah [emrsonboyetarbah18@gmail.com]	<ul style="list-style-type: none"> • Phone: +231(0)881093859 • Email: registry@lipo.gov.lr •
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		place of business within the Republic of Liberia, and the invention must be novelty (new) and industrial applicability, generally apply to technical solutions involving functional improvement of an existing invention, and valid only in the Republic of Liberia							
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LIPO-0009	Issuance of Industrial Design Certificate	Any qualified natural or legal person(s) or institution, either in person or through an authorized representative (attorney, IP agent or legal practitioner duly recognized by LIPO to represent the applicant whereas the applicant is ordinarily resident or	<p>USD 60 (Application and Research fee)</p> <p>USD 10 (Examination fee)s</p> <p>USD 10 increments by USD 2 from 1-5yrs, USD 4 from 5-10yrs and by USD 5 every year thereafter (Renewal and Research fee)</p> <p>USD 75 (Registration and</p>	<ul style="list-style-type: none"> • A fully completed application form for registration • A reproduction of the industrial designs, including drawings or photographs to be registered and an indication of the product or products in respect of which each design is to be used • A statement (declaration of entitlement) of justifying the applicant's 	Within 30 days	Registry	Eric Clinton [ericgclinton52@gmail.com]	Emerson Boye Tarbah [emrsonboyetarbah18@gmail.com]	Eric Clinton [ericgclinton52@gmail.com]
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		has his/her principal place of business within the Republic of Liberia, and the design should be independently created new original with focus on the ornamental or aesthetic aspect of a useful article, typically excludes functional aspects of the article, and not contrary to public	Publication fee)	<p>right to the utility model if the applicant is not the inventor</p> <ul style="list-style-type: none"> • Power of attorney (if applicable) 					
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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
		order or morality							

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 Sample Feedback Form:



**Liberia Intellectual Property Office
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:	
Email:	
Organization:	
Subject:	
Message:	