**REPUBLIC OF LIBERIA**

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**SERVICE DELIVERY CHARTER**

for the

**LIBERIA INTELLECTUAL PROPERTY OFFICE (LIPO)**

**LIBERIA**

December 20, 2024

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# 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 Koboi

Director General

Liberia Intellectual Property Office

# [ACKNOWLEDGEMENT](C:\\Users\\MR. JOHNSON\\Documents\\LIPO\\Projects\\Service Delivery Charter Development\\Reports\\SERVICE DELIVERY CHARTER_LIPO_revised.docx)

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)

# INTRODUCTION

## 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.

## 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 to the citizens of Liberia
* Outline the service standards that underpin the services offered
* Demonstrate commitments towards meeting the general and specify needs of the public.

## 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.

## 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 sun-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.

# 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.

## Vision

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

## 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.

## 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.

# 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**
   * 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.

# 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.

## 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.

## 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.

# 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.

## 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 **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**](mailto: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.

## 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.

### How to File a Complaint:

* **By Phone:** Call us at **+231(0)887011996/773335910** to speak directly with a representative who will document your complaint and assist you with the next steps.
* **Written Complaint:** Submit a written complaint by email to [**registry@lipo.gov.lr**.or](mailto:registry@lipo.gov.lr.or) at any of our service desk.
* **Complaint Form:** Access and fill out our online complaint form on our website at **http://www.lipo.gov.lr**

### 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 the resolution requires more time, we will update you regularly.
4. **Follow-up:** We may follow up with you to ensure satisfaction and receive any additional feedback after the resolution.

## Escalation Process

If you are not satisfied with the initial resolution, you may request an escalation to either of the below office of LIPO before proceeding to the court for civil remedy. We are committed to addressing escalated complaints with diligence to ensure a fair outcome.

**5.3.1** If the complaint a copyright/related right matters, send a written communication to the Office of the Deputy Director for Copyright via [liberiacopyright@gmail.com](mailto:liberiacopyright@gmail.com)

**5.3.2** If the complaint an industrial property matters, send a written communication to the Office of the Deputy Director for Industrial Property via [liberiaindustrialproperty@gmail.com](mailto:liberiaindustrialproperty@gmail.com)

## 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.

# 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](mailto:lipo.registry@gmail.com) | [+231(0)887011996/ 773359100](tel:+231881093859) | [registry@lipo.gov.lr](mailto:registry@lipo.gov.lr) | +231(0)887011996/  773359100 |
| Industrial Property | [Old Labor Ministry Building, UN Drive Monrovia, Liberia](mailto:lipo.registry@gmail.com) | [+231(0)887011996/ 773359100](tel:+231881093859) | [registry@lipo.gov.lr](mailto:registry@lipo.gov.lr) | +231(0)887011996/  773359100 |

# 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.

## List of Services, Eligibility Conditions, and Timelines By Department

### 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 Hospitalities | Undefined | * Business registration * Tax clearance and * Compliance with survey questionnaire | 3 days for processing | License & Enforcement / Finance | Head of Enforcement & License  [smallsarwee77@gmail.com](mailto:smallsarwee77@gmail.com) / [bicomrk@gmail.com](mailto:bicomrk@gmail.com) | Executive Director  [jamesdraper767@gmail.com](mailto:jamesdraper767@gmail.com) | * Email: [cosol.cmo.lib@gmail.com/jamesdraper767@gmail.com](mailto:cosol.cmo.lib@gmail.com/jamesdraper767@gmail.com) * Phone: +231(0)886295918/777062518 |
| LIPO-COSOL-002 | **Mechanical Rights License** | Distributors of audio & audio visual materials | Undefined | * Business registration * Tax clearance and * Compliance with survey questionnaire | 3 days for processing | License & Enforcement / Finance | Head of Enforcement & License  [smallsarwee77@gmail.com](mailto:smallsarwee77@gmail.com) / [bicomrk@gmail.com](mailto:bicomrk@gmail.com) | Executive Director  [jamesdraper767@gmail.com](mailto:jamesdraper767@gmail.com) | * Email: [cosol.cmo.lib@gmail.com/jamesdraper767@gmail.com](mailto:cosol.cmo.lib@gmail.com/jamesdraper767@gmail.com) * Phone: +231(0)886295918/777062518 |
| LIPO-COSOL-003 | **Blank Tape licenses** | Importers & distributors of transmittable and receivable devices | Undefined | * Business registration * Tax clearance and * Compliance with survey questionnaire * import documents and others | 3 days for processing | License & Enforcement / Finance | Head of Enforcement & License  [smallsarwee77@gmail.com](mailto:smallsarwee77@gmail.com) / [bicomrk@gmail.com](mailto:bicomrk@gmail.com) | Executive Director  [jamesdraper767@gmail.com](mailto:jamesdraper767@gmail.com) | * Email: [cosol.cmo.lib@gmail.com/jamesdraper767@gmail.com](mailto:cosol.cmo.lib@gmail.com/jamesdraper767@gmail.com): * Phone: +231(0)886295918/777062518 |

### 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 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| LIPO-0001 | Issuance of copyright and related rights certificates | Works of authors who are nationals of, or have their habitual residence in the Republic of Liberia | USD10.00 | * Completed Application Form * 2 copies of original work * Passport or national ID | Within 30 days | Registry | Assistant Registrar  tannehnah2018@gmail.com | Registrar General  emrsonboyetarbah18@gmail.com | **Phone**:+231(0)887011996/ 773359100  **Email**: [liberiaindustrialproperty@gmail.com/](mailto:liberiaindustrialproperty@gmail.com/)  [info@lipo.gov.lr](mailto:info@lipo.gov.lr) |
| LIPO-0002 | Issuance of certificates for trademarks, service marks, and industrial design | Liberian owned businesses who are nationals or have their habitual residence in the Republic of Liberia. | Application Fees USD $50.00  Research Fees: USD $50.00  LRA Fees: USD $150.00  Publication Fees: USD $200.00  For Every Additional Class: USD $5.00 | * Copy of Affidavit of Ownership letter * Notarized copy of valid Business Registration Certificate * Printed color copy of the mark/logo; * A valid business registration certificate | Within 90 working days | Registry | Assistant Registrar  ericgclinton52@gmail.com | Registrar General  emrsonboyetarbah18@gmail.com | **Phone**:+231(0)887011996/ 773359100  **Email**: [liberiaindustrialproperty@gmail.com/](mailto:liberiaindustrialproperty@gmail.com/)  [info@lipo.gov.lr](mailto:info@lipo.gov.lr) |
| LIPO-0003 | Distributorship or License Agreement | Citizen of Liberia or an individual domiciled in Liberia; or a body corporate incorporated under any written law in Liberia | Application Fees USD $50.00  Research Fees: USD $50.00  LRA Fees: USD $150.00  Publication Fees: USD $200.00  For Every Additional Class: USD $5.00 | * Copy of Distributorship/Lesesne Agreement from the Business/Company Owner should be Notarized from the country of origan * Copy of Valid Business registration Certificate * Printed Color copy of the mark/logo | Within 30 working days | Registry | Assistant Registrar  ericgclinton52@gmail.com | Registrar General  emrsonboyetarbah18@gmail.com | **Phone**:+231(0)887011996/ 773359100  **Email**: [liberiaindustrialproperty@gmail.com/](mailto:liberiaindustrialproperty@gmail.com/)  [info@lipo.gov.lr](mailto:info@lipo.gov.lr) |
| LIPO-0004 | Assignment | Any qualified natural or legal person(s), institution or company, either in person or through an authorized | USD $50.00 | If is an Assignment, a copy of the Deed of Assignment | Within 30 working days | Registry | Assistant Registrar  ericgclinton52@gmail.com | Registrar General  emrsonboyetarbah18@gmail.com | **Phone**:+231(0)887011996/ 773359100  **Email**: [liberiaindustrialproperty@gmail.com/](mailto:liberiaindustrialproperty@gmail.com/)  [info@lipo.gov.lr](mailto:info@lipo.gov.lr) |
| LIPO-0005 | Issuance of Collective and Certification Mark certificate | Members of a national or international associations | Application Fees USD $50.00  Research Fees: USD $50.00  LRA Fees: USD $150.00  Publication Fees: $200.00 | * Copy of Valid Business registration Certificate * Printed color copy of the mark/logo | Within 90 days | Registry | Assistant Registrar  ericgclinton52@gmail.com | Registrar General  emrsonboyetarbah18@gmail.com | **Phone**:+231(0)887011996/ 773359100  **Email**: [liberiaindustrialproperty@gmail.com/](mailto:liberiaindustrialproperty@gmail.com/)[info@lipo.gov.lr](mailto:info@lipo.gov.lr) |
| LIPO-0006 | Issuance of Patent/Utility Model certificate | Any qualified natural or legal person(s), institution or company, either in person or through an authorized  National | Undefined | * Submission of Patent Document Claim/s Description, Drawing and the full patent application * Copy of Valid Business registration Certificate | Within 24 months | Registry | Assistant Registrar  ericgclinton52@gmail.com | Registrar General  emrsonboyetarbah18@gmail.com | **Phone**:+231(0)887011996/ 773359100  **Email**: [liberiaindustrialproperty@gmail.com/](mailto:liberiaindustrialproperty@gmail.com/)  [info@lipo.gov.lr](mailto:info@lipo.gov.lr) |
| LIPO-0007 | Issuance of Geographical Indication Certificate | 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 specified goods | USD 450.00 | * Valid Business Registration * Copy of Valid Business Registration Certificate * Printed color copy of the mark/logo | Within 90 days | Registry | Assistant Registrar  ericgclinton52@gmail.com | Registrar General  emrsonboyetarbah18@gmail.com | **Phone**:+231(0)887011996/ 773359100  **Email**: [liberiaindustrialproperty@gmail.com/](mailto:liberiaindustrialproperty@gmail.com/)  [info@lipo.gov.lr](mailto:info@lipo.gov.lr) |
| LIPO-0008 | Issuance of Renewal Application/ Certificate | Any qualified natural or legal person(s), institution or company, either in person or through an authorized  National | Application Fees: USD $ 50.00  LRA Fees:USD $100.00  For Every Additional Class: USD $25 | * Copy of Valid Business Registration Certificate * Copy of Old Certificate for Trademark Owner | Within 7 working days | Registry | Assistant Registrar  ericgclinton52@gmail.com | Registrar General  emrsonboyetarbah18@gmail.com | **Phone**:+231(0)887011996/ 773359100  **Email**: [liberiaindustrialproperty@gmail.com/](mailto:liberiaindustrialproperty@gmail.com/)  [info@lipo.gov.lr](mailto:info@lipo.gov.lr) |
| LIPO-0009 | Issuance of Reprint of Lost Certificate | Applicant/Application’s representative | USD $ 100 .00 | * Copy of Valid Business Registration Certificate * Copy of Old Certificate for Trademark Owner | Within 7 working days | Registry | Assistant Registrar  ericgclinton52@gmail.com | Registrar General  emrsonboyetarbah18@gmail.com | **Phone**:+231(0)887011996/ 773359100  **Email**: [liberiaindustrialproperty@gmail.com/](mailto:liberiaindustrialproperty@gmail.com/)  [info@lipo.gov.lr](mailto:info@lipo.gov.lr) |
| LIPO-0010 | Issuance of Reprint of Error Certificate | Applicant/Application’s representative | USD $ 10 .00 | * Copy of Valid Business Registration Certificate * Copy of Old Certificate for Trademark Owner | Within 7 working days | Registry | Assistant Registrar  ericgclinton52@gmail.com | Registrar General  emrsonboyetarbah18@gmail.com | **Phone**:+231(0)887011996/ 773359100  **Email**: [liberiaindustrialproperty@gmail.com/](mailto:liberiaindustrialproperty@gmail.com/)  [info@lipo.gov.lr](mailto:info@lipo.gov.lr) |
| LIPO-0011 | Issuance of Change of Name/Address Certificate | Applicant/Application’s representative | USD $ 50 .00 | * Copy of Valid Business Registration Certificate * Copy of Old Certificate for Trademark Owner | Within 7 working days | Registry | Assistant Registrar  ericgclinton52@gmail.com | Registrar General  emrsonboyetarbah18@gmail.com | **Phone**:+231(0)887011996/ 773359100  **Email**: [liberiaindustrialproperty@gmail.com/](mailto:liberiaindustrialproperty@gmail.com/)  [info@lipo.gov.lr](mailto:info@lipo.gov.lr) |
|  |  |  |  |  |  |  |  |  |  |

# YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER

## 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.

## 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.

# ANNEXES

## Sample Customer Complaint Form:

A logo with text on it

Description automatically generated

**Liberia Intellectual Property Office**  
**Republic of Liberia**  
**Customer Complaint Form**

We value your complaint to improving our services. Please use this form to submit your complaint to help serve you better.

|  |  |  |  |
| --- | --- | --- | --- |
| First Name: |  | Last Name: |  |
| Email: |  | | |
| Phone Number(s): |  | | |
| Reason for Complaint: |  | | |
| Please provide further details: |  | | |

## Sample Customer Feedback/Suggestion Form:

A logo with text on it

Description automatically generated

**Liberia Intellectual Property Office**  
**Republic of Liberia**  
**Customer Feedback/Suggestion Form**

We value your suggestions/feedback! We are committed to improving our services. Please use this form to share with us your suggestions/feedback to improve our service delivery.

|  |  |  |  |
| --- | --- | --- | --- |
| First Name: |  | Last Name: |  |
| Email: |  | | |
| Suggestion: |  | | |