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FREQUENTLY ASKED QUESTIONS FOR NGOs



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I. NGO REGISTRATION AND EXEMPTIONS

1. What are the requirements to register a new NGO in Liberia?

- i. The desiring NGO is required to acquire legal status from the Ministry of Foreign Affairs if it is an International NGO, or from the National Legislature if it is a local NGO.
- ii. Obtain accreditation from the Ministry of Planning & Economic Affairs. Ensure that a letter of clearance is obtained from the sectoral ministry/agency endorsing its activity to be implemented in that sector.

2. What are the procedures for obtaining these requirements?

- i. Submit an application and copies of documents and credentials such as, Articles of Incorporation, to the Ministry of Foreign Affairs for processing and acquisition of legal status.
- ii. Submit an application with copies of the legal documents acquired from the Ministry of Foreign Affairs, to the Ministry of Planning & Economic Affairs for accreditation.
- iii. Show evidence that an operational head office (with address) has been established in Liberia.
- iv. A listing of Corps of Officers resident in Liberia should be submitted to the Ministry of Planning & Economic Affairs for scrutiny.
- v. Pay a non-refundable accreditation fee of US \$ 350.00 to the Ministry of Finance if you are an international NGO; and US \$ 150.00 if you are a local NGO.
- vi. Obtain an Accreditation Certificate from the Ministry of Planning & Economic Affairs, signed by the Minister of Planning & Economic Affairs.
- vii. Fulfill an annual fee of US \$100.00 to the Ministry of Finance if you are an international NGO, and US \$ 50.00 if you are a local NGO.

3. What are the Exemptions for being registered as an NGO with the Government of Liberia?

- i. The acquisition and application of Duty Free permit.
- ii. Real Estate tax waiver for five (5) years.
- iii. The acquisition and use of Gratis Plates.

4. Where do I get these exemptions?

Benefits/Exemptions

Acquisition of Duty Free Status
Application of Duty Free Permit
5 years Real Estate Tax waiver
Acquisition of Gratis Plate

Responsible Ministry

Ministry of Foreign Affairs
Ministry of Finance
Ministry of Finance
Ministry of Finance

5. How do I acquire these benefits?



a) Duty Free Status

All UN bodies and International NGOs are eligible for 100% duty free status once they have been registered with the relevant authorities. This 100% duty free status includes import and export through all land, sea, and air Entry/Exit Points, as well as local purchase of fuel and other goods.

UN Procedure:

- i. Write an official letter to the Minister of Foreign Affairs requesting him/her to introduce your organisation to the Ministry of Finance and Ministry of Planning and Economic Affairs in order for them to register you for 100% duty free status. Indicate the following:
 - The nature of the Agency/Body's work (e.g. Food Aid)
 - Its predicted area of operation (e.g. Nimba County)
 - An idea of the sort of goods it will import (both aid and support equipment)
- ii. (INTERNAL) The Minister of Foreign Affairs passes the letter to the Ministry of Finance and Ministry of Planning and Economic Affairs for action. The Ministry of Finance passes the letter to the Commissioner for Customs (within the Ministry of Finance).
- iii. The Ministry of Foreign Affairs will reply to your letter notifying you of your 100% duty free status.
- iv. The process takes around a week. There is no cost involved.

International NGO Procedure:

- i. Acquire 'Articles of Incorporation' for your International NGO. This is a legal document outlining the nature of your business, your funding, area of operations, types of import etc. The Ministry of Foreign Affairs has a format for 'Articles of Incorporation' and can assist in drawing these up for your International NGO.
- ii. Write an official letter to the Minister of Foreign Affairs submitting your 'Articles of Incorporation', asking for them to be endorsed. The endorsed 'Articles' will then be returned to you.
- iii. Write an official letter to the Minister of Planning and Economic Affairs submitting your endorsed 'Articles of Incorporation' and requesting accreditation for your International NGO.
- iv. Go to the Ministry of Finance and pay the US\$350 accreditation fee.
- v. Return to Ministry of Planning and Economic Affairs with your receipt of payment from the Ministry of Finance. Your certificate of accreditation will be presented to you (this is your proof of 100% duty free status).
- vi. The process takes approximately one week.
- vii. A renewal fee of US\$100 must be paid annually by all International NGOs.

Local NGO Procedure:



- i. Acquire “Articles of Incorporation” for your Local NGO. This legal document outlines your nature of work, the scope of your operations, source(s) of funding, etc. The Ministry of Foreign Affairs may be of help to you organisation if it is required.
- ii. Acquire a Certificate of Registration from the Ministry of Commerce which should accompanied by the Articles of Incorporation.
- iii. Write an official letter to the Minister of Foreign Affairs, submitting both your Articles of Incorporation and Certificate of Registration, requesting that the Foreign Ministry endorses them. The endorsed documents should be returned to you after undergoing this process.
- iv. Write an official letter to the Minister of Planning and Economic Affairs submitting your endorsed documents and request accreditation. All Accreditation Certificates should be signed by the Minister of Planning and Economic Affairs.
- v. Proceed to the Ministry of Finance and pay the accreditation fee of US\$ 150.
- vi. Return to the Ministry of Planning and Economic Affairs with the official receipt for payment made at the Ministry of Finance. Obtain your certificate of accreditation.
- vii. Fulfil an annual renewal fee of US\$ 50 to the Ministry of Finance.

b) Application of Duty Free Permit

All imports to Liberia are required to undergo a pre-shipment inspection. However, the UN and International NGOs, once accredited, can get exemption from this pre-shipment inspection.

Procedure:

- i. Write a letter to the Minister of Commerce requesting a gratis Import Permit Declaration (IPD) form. The Minister will authorise gratis status by signing your letter. Without this authorisation of gratis status you will pay US\$25 per IPD form.
- ii. Take the letter to the Foreign Trade Section of the Ministry of Commerce. They will issue you with an IPD and will fill it out with you granting exemption from pre-shipment inspection.
- iii. Take the exempt IPD to BIVAC on Jamaica Road. BIVAC will stamp ‘Exempt’ on the IPD. BIVAC is the private company employed by the Government of Liberia to carry out pre-inspections.
- iv. Send the exempt IPD to your importer who will present it to the BIVAC representative at their location. Your goods will then be processed without a pre-inspection.
- v. Send a copy of the exempt IPD to your Clearing Agent for processing upon arrival of your goods.
- vi. The process takes around one to two days.

c) Getting a Duty Free Permit

Once you have duty free status, you must acquire a duty free permit for each bill of lading that you wish to import into Liberia at duty free. Two forms are involved: the ‘Application for Exemption’ form, and the ‘Consumption Entry’ form. The procedure involved differs slightly between the Freeport of Monrovia and all other Entry Points. At the Freeport you will be responsible for collecting all the



necessary Government signatures on your forms, while at all other Entry Points this will be undertaken by the Customs Collector and his staff.

Procedure at the Freeport of Monrovia (per bill of lading):

- i. Before your goods arrive in Liberia, buy an 'Application for Exemption' form and a 'Consumption Entry' form. These can either be bought at every Customs Office (i.e. at the border) or they can be bought in Monrovia at the Sale of Forms Office on the ground floor of the Ministry of Finance.
- ii. 'Application for Exemption' forms cost US\$100. (Free for UN and International NGOs).
- iii. 'Consumption Entry' forms cost L\$200 and must be paid for by everyone.
- iv. Fill in and submit both forms together to Customs at the Entry Point.
- v. (INTERNAL) When your goods arrive, they will be examined to ascertain their value and duty level. This duty will obviously not be paid but is documented for internal Government records.
- vi. Once the examination is completed, the 'Application for Exemption' and 'Consumption Entry' forms will be handed back to you.
- vii. Take both forms to the Bureau of Concessions (BOC) at the Ministry of Finance where they will be signed and stamped by the Director.
- viii. Take both forms to the Duty Free Section at the Ministry of Finance where they will be signed and stamped by the Director.
- ix. Take both forms to the Bureau of Customs and Excise at the Ministry of Finance where they will be signed and stamped by the Commissioner.
- x. Take both forms back to the Customs Collector at the Point of Entry who will carry out the final signing and sealing of the documents. Once this is completed, your goods will be released to you.
- xi. Timeframe for the whole process is one to two days.

Procedure at All Other Entry Points (per bill of lading):

- i. Before your goods arrive in Liberia, buy an 'Application for Exemption' form and a 'Consumption Entry' form. These can either be bought at every Customs Office (i.e. at the border) or they can be bought in Monrovia at the Sale of Forms Office on the ground floor of the Ministry of Finance.
- ii. 'Application for Exemption' forms cost US\$100 (free for UN and International NGOs).
- iii. 'Consumption Entry' forms cost L\$200 and must be paid for by everyone.
- iv. Fill in and submit both forms together to Customs at the Entry Point where your goods will arrive.
- v. (INTERNAL) When your goods arrive, they will be examined to ascertain their value and duty level. This duty will obviously not be paid but is documented for internal Government records.
- vi. (INTERNAL) Signatures of the relevant representatives of the Director of the Bureau of Concessions, the Director of the Bureau of Duty Free, and the Commissioner for the Bureau of



Customs and Excise will be added to your forms. They will then be passed on to the Customs Collector at the Entry Point.

- vii. Once the Customs Collector has approved the inspection, he/she will sign off on both the 'Application for Exemption' and 'Consumption Entry' forms and approve the release of your goods.
- viii. The time frame for the whole process is one to two days.



II. RADIO REGISTRATION AND OPERATION

The Bureau of Telecommunications of the Ministry of Post & Telecommunications is responsible for the registration of all ICT equipment in the country.

1. What are the procedures for registering communication equipment in Liberia?

To have your ICT equipment registered, you must do the followings if you are not a UN Agency:

- i. Make a listing of all your equipment such as HF, VHF, HF-mobile, repeaters and handsets. Include their serial numbers, model, and location of operation.
- ii. Send an acknowledgement to the Minister of Post & Telecommunications and, then make a follow-up after a week. Your acknowledgement shall then undergo billing.
- iii. Pick up application forms at L\$ 200 per form. A form is required for each of the equipment in the various categories.
- iv. Fill in the application forms. A payment voucher shall be issued indicating how and where payment shall be done.

For UN Agencies, there is a Standing Protocol which exempts these agencies from being charged registration fees. However, the agency requiring registration for its equipment would have to follow the procedure outlined above.

2. Are there any procedures in place to deal with radio frequencies within Liberia?

Yes, there are procedures in place.

3. Can VHF radios be purchased locally?

Yes, VHF radios can be purchased locally.

4. Who do I contact?

Mr. Alfred G. Tow – Director for Technical Services, Bureau of Telecommunications.

Mr. Frederick Jallah- Deputy Director for Technical Services, Bureau of Telecommunications.

Tel: + 377 47 550075.

5. How much do I pay to get my equipment registered?

Nº	Equipment	License Fee	Unit Cost	Annual Subscription
1.	Mobile/Base (UHF/VHF)	250	100	300
2.	Mobile/Handset	250	100	300
3.	Long Range(HF/SSB)	300	150	250
4.	Repeater	150	-	-



*** All figures are quoted in United States Dollars.

6. Can NGOs access the UN VHF Network?

Description of Service/Set Up

Numbering	Usage	Usage
Channel 10	UN / NGO Call (installed in field and Monrovia)	This channel is used for establishing a connection between UN and NGO (or UN - UN, NGO – NGO). If it is the only repeater installed in a location, it will also be used as working channel. This is a repeater channel and can only be used in areas there a repeater is installed. The local radio room is monitoring the traffic.
Channel 11	UN / NGO work (installed in field and Monrovia)	This channel is used for conversations connection between UN and NGO then the communication is established on CH 11. Do not use this channel for conversation within your own agency. This is a repeater channel and can only be used in areas there a repeater is installed.
Channel 12	UN / NGO Field Convoy simplex	This channel is used within a limited area in field. It might also be used after establishing communication on CH 10. This channel is also used for internal communication within convoys.
Channel 13	UN / NGO Call (alternative 10)	This channel is installed instead of channel 10 if interference is discovered from a neighbouring area.
Channel 14	UN / NGO work (alternative 11)	This channel is installed instead of channel 11 if interference is discovered from a neighbouring area.

.Always check with the local radio room what channels are used in your area.

Terms and Conditions

1. Access to the UN repeaters is not an entitlement for all NGO's. Access will be given on a case-by-case basis. Implementing partners have priority.
2. The channels can only be used for official communication.
3. The channel (especially in Monrovia) should only be used for inter-agency communication. Agency-specific channels should be used for internal traffic.



4. Only authorised UN standard call signs can be used. Call signs should be pronounced in full as issued. No abbreviations are tolerated. Details can be obtained from the UNSECOORD radio room.
5. UN standard radio procedures should be followed. Check with the radio room if not sure.
6. UN is only responsible for licensing the frequencies. If required, agencies themselves have to apply for license for communication equipment. All details on this form might be handed over to the government.
7. The agencies signatory is fully responsible for all radios and usage of the channel. Theft or misuse should be reported.
8. If any of the above rules are not followed, the access to the system will be terminated. The NGO will be obligated to bring the radios back to UN for removal of the channels.
9. Document required (attached to application):
 - a. List of radio serial numbers, name and function of users
 - b. List of own agency specific frequencies / channels to be left in the radio after programming.

Application Procedure

Complete the application form (available from the UNJLC office or website) and return it to the UNSECOORD office.

For more information please contact:

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UN TCO

WFP FITTEST

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E-mail: martin.kristensson@wfp.org



III. VEHICLE REGISTRATION AND INSURANCE

1. What are the procedures for registering a vehicle in Liberia?

For UN Agencies:

- i. Send a written request to the Ministry of Foreign Affairs (Protocol Division).
- ii. Obtain a Vehicle Registration Certificate from the Ministry of Foreign Affairs.
- iii. Have the Registration Certificate filled out and returned to the Ministry of Foreign Affairs accompanied by a copy of Vehicle Insurance Certificate.
- iv. Documents submitted to the Ministry of Foreign Affairs, are then sent to the Motor Vehicle Division of the Ministry of Foreign Affairs for processing and licensing. Third Party Insurance Coverage is mandatory.
- v. Take delivery of your license plate from the headquarters of the National police.

For others:

- i. Submit your vehicle documents to the Motor Vehicle Division of the Ministry of Finance to be billed and processed.
- ii. Make payment for charges billed on your vehicles and acquire official receipt.
- iii. Proceed to the headquarters of the national police to take delivery of your license plate.

2. Can vehicles be purchased locally?

Yes, vehicles can be purchased locally.

3. What are the types of plates for duty exempted vehicles?

There are two types:

- Diplomatic plates
- Gratis plates

4. What are the exemption rules that apply to the various types of plates?

- For **Diplomatic plates**, make the request to the Ministry of Foreign Affairs for the required exemptions.
- For **International NGO's**, the exemptions that may be required may be negotiated through the UNDP.

5. How do I acquire Gratis Plates?

Procedure:



- i. Apply to the Deputy Minister of Finance for Revenue requesting Gratis Plate. Application should be accompanied by a valid letter of accreditation from the Ministry of Planning & Economic Affairs.
- ii. Obtain an endorsement from the Deputy Minister for Revenue and proceed to the Motor Division of the Ministry of Finance.
- iii. Pay an annual fee of US\$40 at the designated point recommended by the Motor Vehicle Division.

6. Do car insurance companies provide coverage for both Liberia and neighboring countries?

Yes, some companies do:

SECURISK Insurance Company
 Contact: Matthew K. Zayzay
 Marketing Manager
 Tel: + 377 47 513286

7. How can one receive a driver’s license?

Procedure:

- i. Apply to the Liberia National Police (LNP).
- ii. Sit a driver’s test to be administered by the LNP.
- iii. Make payment for the categories as listed below:

I. Liberian

Nº	CATEGORY	COST(1 YEAR)	COST(2 YEARS)
1.	Ordinary	US\$ 15	US\$ 25
2.	Chauffeur	US\$ 20	US\$ 35
3.	Heavy Duty	US\$ 35	US\$ 65
4.	Motor Cycle	US\$ 15	US\$ 25

II. Non-Liberian

Nº	CATEGORY	COST (1 YEAR)	COST (2 YEARS)
1.	Ordinary	US\$ 25	US\$ 45
2.	Chauffeur	US\$ 30	US\$ 65
3.	Heavy Duty	US\$ 45	US\$ 85
4.	Motor Cycle	US\$ 25	US\$ 45



8. Which insurance companies can be contacted in Liberia?

- 1) Insurance Company of Africa (ICA)
- 2) Accidental & Casualty Insurance Company (ACIA)
- 3) SECURISK Insurance Company
- 4) National Social Security & Welfare Corporation (NASSCORP)
- 5) Continental General Life Insurance (CG)



IV. DOCUMENTATION REQUIREMENTS FOR CUSTOMS

1. What are the main border crossing points into/from Liberia and their status?

Crossings	County	Designation	Status
Ganta	Nimba	Land Border Crossing	Functional
Loguatio	Nimba	Land Border Crossing	Functional
Butuo	Nimba	Land Border Crossing	Non-Functional
Jowah	Bong	Land Border Crossing	Non-Functional
Mendikorma	Lofa	Land Border Crossing	Non-Functional
Yella	Lofa	Land Border Crossing	Non-Functional
Bo	Grand Cape Mount	Land Border Crossing	Functional
Toe-Town	Grand Gedeh	Land Border Crossing	Non-Functional

2. Where are the Free Zones located in Liberia? Are they operational?

There is a Free Zone located in the Free Port of Monrovia and is managed by the Free Zone Authority. It is the only one in the country.

Yes, it is operational.

3. What are the required documents for both Ocean Freight & Airfreight shipments into Liberia, if any?

The following are required for importation through land, air, and sea ports of entry:

- i. Bill of Lading
- ii. Duty Free Permit
- iii. Import Permit Declaration (IPD) form
- iv. Consumption Entry form
- v. Application for Exemption

These are free of charge for UN Agencies and the International NGOs.

4. Would there be any problems faced at the airport upon receipt of, or arrival with satellite phones, VHF radios, or any other communication equipment?

For satellite phones, there would be no problems. However, for other communications equipment such as VHF radios, they will have to be registered with the Government at the Ministry of Post & Telecommunications.



5. Do we need to declare imported medicine with the Government of Liberia?

Yes.



V. DOCUMENTATION REQUIREMENTS FOR IMMIGRATION

1. What are the procedures/ requirements for obtaining a visa for Liberia?

a) **Entry Visas and Airport Visas:**

All those entering Liberia (except those traveling on an UN LP) require either an Entry or Airport visa. These can be acquired in two ways:

- From a Liberian Embassy before you depart (Entry Visa).
- Upon arrival in Liberia (Airport Visa). This will need to be arranged for you in advance by someone already in Liberia.

Whichever method you use, you will be given an initial 48-hour period from when you arrive in which to report to the BIN for registration and the provision of a Temporary Stay Stamp in your passport.

b) **Acquiring an Entry Visa Before You Arrive:**

If Liberia maintains an Embassy in the country you are travelling from you must acquire a visa from it before you travel (see Annex A for a complete listing of Liberian Embassies). You will be issued an Entry Visa. This entitles you to enter Liberia. Upon arrival in Liberia you will have to report to the BIN for registration and to apply for a Temporary Stay Stamp giving you a stay of between 30-60 days (with an optional additional 30 days once this has expired). The Temporary Stay Stamp does not allow you to undertake any work in Liberia, for this you will need to upgrade to a Residency Visa once in the country.

Procedure (Applies to Air/Land/Sea)

Before Travelling:

Acquire an Entry Visa from your Liberian Embassy. Travel to Liberia.

Upon Arrival:

- i. At the Point of Entry your passport will be stamped by Immigration. This allows you 48 hours in Liberia in which to report to the BIN for registration and to acquire a Temporary Stay Stamp.
- ii. Report to BIN Headquarters in Monrovia within 48 hours.
- iii. Take to the BIN a filled in 'Application for Temporary Stay' form. This is purchased from ECOBANK for US \$ 20. Not applicable to UN staff. Rather, a Note Verbale with the relevant information is submitted to the Chief of Protocol, Ministry of Foreign Affairs, by the UN.
- iv. Fill in the form indicating your preferred length of stay (between 30-60 days, with an optional additional 30 days).
- v. BIN will then register you and stamp your passport with a 'Temporary Stay' Stamp giving you a 30-60 day stay in Liberia.
- vi. If you are in Liberia to work, you must then upgrade to a Permit of Residence.

Cost



National Passports:

- i. Entry Visa Fee: Embassy Specific
- ii. 'Application for Temporary Stay' Form: US \$20
- iii. International NGO and UN Staff Travelling on National Passports. The entry visa fee is free of charge. However, you will need to show a copy of your organisation's 'Certificate of Accreditation', proving it is a humanitarian organisation registered with the Liberian Government.
- iv. 'Application for Temporary Stay' Form: US \$ 20.
- v. UN LPs: see below.
- vi. Processing time for visa applications is Embassy specific.

UN LP Holders:

Those travelling on an UN LP enjoy exemption from all visas. You are not required to visit a Liberian Embassy, and will have your passport stamped upon arrival without the need for any charges or additional procedures. You do not need to report to the BIN or acquire registration forms.

c) Acquiring an Airport Visa upon Arrival

If there is no Liberian Embassy in the country you are travelling from you can travel to Liberia without first acquiring a visa. However, you will need a representative in Liberia to first arrange for an Airport Visa allowing you to enter the country. You will then be given 48 hours in which to report to the BIN for registration and receipt of a 'Temporary Stay' Stamp. For those arriving by land or sea the procedure remains the same. However, Airport Visas are replaced by Seaport or Land Border Visas. See Annex B for a full listing of Immigration Entry Points in Liberia.

Procedure (Applies to Air/Land/Sea)

On Your Behalf in Liberia Before You Arrive:

- i. Your representative writes an official letter to the Commissioner of Immigration requesting an Airport Visa for you. They should include your name, nationality, passport details, and arrival time. For INGOs/UN staff travelling on a National Passport they should ask for a Gratis Airport Visa.
- ii. The letter will be authorised by the Commissioner of Immigration and returned to your representative.
- iii. Your representative pays the \$US25 Airport Visa fee at BIN (if you have been given authorisation for a Gratis Airport Visa you do not pay this). BIN provides a receipt.
- iv. Your representative takes the bank receipt back to BIN where they will fill out an Airport Visa form and give your representative a copy.
- v. This copy should be faxed/posted/scanned to the traveller for them to present upon arrival. The other copy should be given to the Immigration staff at the airport.

Upon Your Arrival:



- i. Present your Airport Visa form to the Immigration Officials at the Point of Entry.
- ii. An Airport Visa will then be stamped in your passport providing you with 48 hours in which to register with the BIN.
- iii. Report to the BIN within 48 hours.
- iv. Take to the BIN a filled in 'Application for Temporary Stay' form. This is purchased from ECOBANK for US \$ 20. This is applicable to UN staff. Rather, a Note Verbale with the relevant information is submitted to the Chief of Protocol, Ministry of Foreign Affairs, by the UN.
- v. Fill in the form indicating your preferred length of stay (between 30-60 days – an additional 30 days can be obtained once this first period expires).
- vi. BIN will then register you and stamp your passport with a 'Temporary Stay' Stamp giving you a 30-60 day stay in Liberia.
- vii. If you wish to work in Liberia you will need to upgrade to a Residency Visa.

Cost:

- i. National Passports: Airport Visa Fee: US\$25
- ii. 'Application for Temporary Stay' Form: US\$20
- iii. INGO and UN staff travelling on National Passports, the Airport Visa: Free for INGOs and UN staff travelling on National Passports once Gratis status is authorised by the Commissioner of Immigration.
- iv. 'Application for Temporary Stay' Form: US \$ 20. Not applicable to UN staff.

Timeframe:

- i. Authorisation of a letter requesting an Airport Visa takes one day.
- ii. Registration and issuance of a 'Temporary Stay' Stamp by the BIN, once all necessary documents are presented, takes one day.

UN LP:

Those travelling on a UN LP are exempt from the need for visas. Therefore none of the above applies; you will have your passport stamped at Immigration without need for any payment or additional procedure. You do not need to register with the BIN.

d) Upgrading Your Status

Once you have gained entry to Liberia, registered with BIN, and received your 'Temporary Stay' Stamp, you will need to either upgrade or extend your status. For those wishing to work while in Liberia you will need to upgrade to a Residency Permit. For those wishing to stay longer than the maximum 90 days provided by the 'Temporary Stay' Stamp, you will also need to acquire a Residency Permit.

e) Applying for Residency

For those wishing to work in Liberia (e.g. the Humanitarian Community), you must acquire a Residency Permit. This will, in conjunction with your Work Permit (gained from the Ministry of Labour), allow



you to work during your stay in the country. Residency Permits act as a multiple entry visa and allow you to make unlimited trips to and from Liberia without additional cost or procedure.

Procedure:

- i. Purchase an 'Application for Permit of Residence' form from ECOBANK for US \$ 20 (free for the UN and International NGOs).
- ii. Fill in and submit the form with 4 passport photos, your passport, and permit fee to the BIN.
- iii. A Residency Permit will then be processed by the BIN on the same day.

Cost:

- iv. Purchase of 'Application for Permit of Resident' form: US \$ 20.
- v. Free for UN and International NGOs
- vi. Visa fee: payable upon submittal of application to BIN: see below.

Category	1 Year	3 Years	5 Years
Non African Alien	US \$ 250	US \$ 450	US \$ 550
African Alien	US \$ 75	US \$ 100	US \$ 150
Gratis (UN & INGOs)	US \$ 50	US \$ 50	US \$ 50

Timeframe:

1, 3, and 5 year Residency Permits can be acquired. Processing by the BIN of a submitted application takes one day.

UN LP Holders:

UN LP holders do not require visas for Liberia. As such, the above does not apply.

f) Renewal of Visas

Both the 'Temporary Stay' Stamp (up to a maximum of 90 days) and the Residency Permit can be renewed in the following way. It is advisable to begin the process of renewal at least two weeks prior to the expiry of your existing visa.

Procedure:

- i. Send an official letter to the Commissioner of Immigration requesting the renewal of your permit/visa.
- ii. Purchase an 'Application for Renewal' form from ECOBANK for US \$ 20.
- iii. Fill out the form indicating renewal of visa.



- iv. Submit the completed form with 2 passport photos, your passport, and visa fee to BIN for processing.
- v. Renewal of your visa will take place the same day as submittal.

Cost:

- i. Renewal costs are the same as initial application costs i.e. US\$20 to purchase a form, plus the renewal fee payable upon submittal of your application to BIN.

Timeframe:

- ii. Renewal of your visa will take place the same day as forms are submitted to BIN.

UN LP Holders:

- iii. Holders of a UN LP do not require visas to stay and operate in Liberia; as such they are exempt from the visa renewal process.

Exit Visa:

- iv. Exit visas are issued at the Point of Exit by Immigration. These are free of charge and do not require any prior notice or procedure. However, certain taxes are charged and collected by the Ministry of Finance at Exit Points. These are paid as part of the Immigration procedures while leaving.

2. What are the procedures/requirements for obtaining a visa for countries bordering Liberia?

Sierra Leone:

Visa requirements for Sierra Leone are as follow:

- i. Submit two (2) passport size photographs.
- ii. Make and submit photocopy of the first 3 pages of your passport, if you are traveling on a national passport. If you are traveling on a UNLP, make a photocopy of the UNLP and submit also.
- iii. Obtain visa form and have it filled out.
- iv. The cost of Single entry is US\$ 50, and Multiple Entry costs US \$ 100.
- v. Contact numbers for the Consular Section- +377 47 515061/ 551749.

***These requirements are the same for Airport entry, Sea ports and Land borders. Note also that as of December 1, 2003, all visa requests should be submitted to the Consular Section at least 48 hours prior to departure.

Ivory Coast:

Visa requirements for the Ivory Coast are as follow:

- i. Holders of the UNLP and Diplomatic passports are allowed free entry.



- ii. Holders of national passports shall submit a letter of request, obtain a form (free of charge), and submit it with 1 passport size photo and acquire an entry visa. See attached document.
- iii. The cost for a Single entry is US \$ 75. Double entries (3 months) cost US\$ 100; Multiple entries (3 months) cost US \$ 100; Multiple entries (6 months) cost US\$ 150; and, Multiple entries for 1 year cost US \$ 200.
- iv. Timeframe for acquiring any of these visas is a day.

***Currently, commercial flights do not enter Guinea from Liberia. Only humanitarian flights operated by the WFP and UNHCR fly into Guinea under the present situation.

3. Is it possible to enter Liberia from countries bordering Liberia?

Border crossing with vehicles is possible into countries bordering Liberia. Following are the entry requirements for the Republics of Guinea, Sierra Leone and Ivory Coast:

Sierra Leone

Border crossing from Liberia into the Republic of Sierra Leone is possible only for UN vehicles through the Bo Waterside crossing. Such an event however, shall be with the full knowledge and acquiescence of the Sierra Leonean authority.

Ivory Coast

Border crossing from Liberia into the Ivory Coast is possible either through Loguatu in Nimba County, northern Liberia or, through Harper in Maryland County, southeastern Liberia. Visa requirements are listed above. For vehicles entering the Ivory Coast, they should observe the followings:

- i. Acquire an LP for each vehicle involved in the entry convoy. The cost of an LP is US \$ 25.
- ii. Each vehicle should have an insurance coverage. This can be obtained in Liberia from some insurance companies (e.g. SECURISK), or at the Ivorian border.
- iii. For any arrangement, contact can be made at the Ivorian Consulate situated on 8th street, Sinkor or with Junior Kotchi: + 377 47 553899. Working hours for the Consulate are 0900-1300 during the morning and 1400-1600 during the afternoon, Monday- Friday.

Guinea

Border crossing from Liberia into the Republic of Guinea is possible either through Zorzor in Lofa County, northwestern Liberia or, through Ganta in Nimba County, northern Liberia. Visa requirements for entry into the Republic of Guinea are as follows:

- i. People from ECOWAS member states only need to present their passports at the border.



- ii. Holders of UNLP or national passports and not citizens of ECOWAS countries shall have to acquire a visa form (free of charge), fill in the application form, submit 2 passport size photos and make a payment of US \$ 100.
- iii. The original documents of each vehicle entering the Republic of Guinea must be presented at the border. Two passport size photos should be submitted for each chauffeur in the evacuation convoy.
- iv. A laissez passer should be obtained for each vehicle at the cost of US \$ 30 per LP. The duration of each LP for the vehicles obtained at the border, has the duration of 3 months. Afterwards, the LP shall have to be renewed.
- v. For trucks and other long vehicles, the cost of an LP is US \$ 60, has the duration of 3 months and should be renewed afterwards.
- vi. To put in place any arrangement for such eventuality, make contact with the Consular section of the Guinean embassy or with Jean Fassatolno: + 377 47 554966. Working hours of the embassy are 0900-1600.

4. How does one obtain a work permit?

Non-Liberians desirous of working within Liberia are required to obtain a work permit from the Ministry of Labour. Non-Liberians whose professional skills are necessary for specialised operations of International NGOs are also required to obtain work permits from the Ministry of Labour.

Procedure:

- i. The agency desirous of recruiting any Non-Liberian into its employ must send a written request to the Minister of Labour. Exemption of this procedure covers Diplomatic Missions, UN, EU, Aliens seconded to the GoL through bilateral or multilateral agreements, Aliens involve with religious organizations and Females aliens married to Liberians. However, this exemption does not cover payment of the processing fee (US \$ 100) and booklet fee (US \$ 50).
- ii. The requesting agency shall purchase application form for each desiring alien to be employed. Each form costs L\$ 250, payable and obtainable from the Bureau of Alien registration.
- iii. Obtain a booklet at the cost of US \$ 50 upon submittal of the application form. Payment of this fee is done at the Central Bank of Liberia. Additionally, a processing fee of US \$100 shall also be paid at the Central Bank of Liberia, culminating into a total of US \$150 which should be paid to the Central bank of Liberia by the requesting agency.
- iv. Cost of the Work Permit is US \$ 400 which is paid at the Bureau of Internal Revenue, Ministry of Finance. Not applicable to the exempt categories listed above.

Timeframe:

- The duration of a Work Permit is 1 year as of the date of issue.



VI. MISCELLANEOUS

1. What are the Forwarding & Clearing agents?

a) Agents operating at the Freeport:

Cape Maritime Agency

Cecil Barnes
Mesurado Comm, Bushrod Island
Tel: +377 47 518 628/513908
Email: cape@awli.net.lr

Umarco Shipping Lines

David Gibson
Clara Town, Bushrod Island
Tel: +377 47 518 434
Email: umarco@awli.net.lr

Atlas Shipping Lines

Daniel Tolbert
Freeport, Bushrod Island
Tel: +377 47 553689
Email: danieltolbert@yahoo.com
atlasshipping_mon@yahoo.com

Denco Shipping Lines

Hilary Dennis
Freeport, Bushrod Island
Tel: +377 47 512529
Email: denco@dencostevfor.com
Denco_stevfor@yahoo.com

Getma Shipping Lines

Lawrence Sneh
Freeport, Bushrod Island
Tel: +377 47 511686
Email: getma@awli.net.lr

Camer Shipping Lines

Daniel Tolbert
Freeport, Bushrod Island
Tel: +377 47 553689
Email: danieltolbert@yahoo.com

Maersk Line

Mark Johnson
Freeport, Bushrod Island
Tel: +377 47 516894
Email: m1a@maersk.com

MSG Shipping Agencies

Rolf Rothe
Waterside, Central Monrovia
Tel: +377 47 516412
Email: msgliberia@awli.net.lr

Fobkar Marine Services

Samuel Lynch
Freeport, Bushrod Island
Tel: +377 47 511872
Email: denco@dencostevfor.com
hbrunsonsafe@yahoo.com

Safeway/FedEx

Henry Brunson
Back of Centennial Pavilion
Broad Street
Tel: +377 47 511644



b) Agents operating at Roberts International Airport:

Name	Contact
SAFEWAY Cargo	+ 377 47 52182/511644
UMARCO	NA
CUSCAR Clearance & Forwarding	+ 377 47 517401
Jackson Vondeh	+ 377 47 515832
Mark Sebo	+ 377 47 518912
Sam Tucker	+ 377 47 526121
George Campbell	NA
Mustapha Warranty	NA
Richard Zawiea	+ 377 47 512014

2. What do I do during an emergency?

Procedure:

- i. Immediately report the emergency to one of the following numbers: +377 47 530173/ 530172.
Give a brief description of what happened.
- ii. Identify yourself and the agency with which you work.
- iii. Give your precise location and the location of the nearest UNMIL position around you.
- iv. Await any instruction that may be given by the receiver.
- v. Be sure that all the information you give is accurate.

UNMIL Emergency Response Hotlines:

- i. Duty Officer HQ Sector 1: + 377 47 530 173
- ii. Duty Officer HQ UNMIL : + 377 47 532 313
- iii. Civil-Military Co-operation Officer - Noel Duffy: + 377 47 532 516
- iv. UN Civil-Military Co-ordination - Stephen Hiscock: + 377 47 530 434
- v. WFP Civil-Military Liaison - Albert Fiawosime: + 377 47 530 209
- vi. For incidents involving UN Staff, International Staff or INGO's, call + 377 47 530173.
- vii. For incidents involving Local Staff, call + 377 47 532569.
- viii. For Medical Emergency(s), call + 377 47 536968 / 536969 and receive service from Merlin or Mercy.

Humanitarian Operations Centre (HOC) Contact Points:

- i. **General:** Stephen Hiscock, Tel: + 377 47 530 434, E-mail: stephen.hiscock@wfp.org
- ii. **Logistics Coordination & Movement Control:** Steven Eames, Tel: + 377 47 534 468, E-mail: steven.eames@wfp.org



- iii. **Civil-Military Coordination:** Stephen Hiscock, Tel: + 377 47 530 434, E-mail: stephen.hiscock@wfp.org - Major Noel Duffy, Tel: + 377 47 532 516, E-mail: monrovia.guest8@wfp.org
- iv. **LRRRC Liaison:** Adella K. Kermah Tel: + 337 47 544133 , E-mail: kobekermah@yahoo.com
- v. **NGO Liaison:** Momo Larmena, Tel: + 377 47 530365, E-mail: momo.larmena@wfp.org
- vi. **Security:** Arve Skog, Tel: + 377 47 529 616, E-mail: arve.skog@undp.org
- vii. **Humanitarian Information:** Varney Kawah, Tel: + 377 47 521 726, E-mail: varney.kawah@undp.org
- viii. The HOC is located on the ground floor of the WFP building. The opening hours are: Mon-Fri: 08:30 - 18:00. Sat: 10:00 - 15:00.

3. How do I report a stolen Vehicle?

- i. Immediately report the incident to: +377 47 523765.
- ii. Give the update description of your vehicle i.e., colour, make, plate number, service name if any, etc.
- iii. Be prepared to present the original documents of the vehicle when and where it may be necessary.
- iv. Ensure that all the information given is accurate.
- v. Use the UNMIL Emergency and HOC numbers (see above).

4. What communication facilities and services are available in Liberia?

a) Telecommunications

Liberia has two types of phone networks: a fixed line network and a cellular network. The cellular network is composed of one GSM and one non-GSM system. At present none of the various operators can interconnect, making it impossible for a customer to call from one system and/or network to the other.

GSM Service Provider

Lone Star Communications Corporation

The company has a quasi monopoly on GSM service in the Liberian economy. Lone Star has a larger subscription base than the Liberia Telecommunications Corporation. The company offers Voice Mail and SMS services in addition to its call service.

Coverage area: Monrovia, Buchanan (Grand Bassa County) and Totota (Bong County)

Commercial department Tel: + 377 47 501004, 111 (free Customer Service number)

Services offered: SMS, voice mail, international & local calls



Other Telephone Companies

Liberia Telecommunications Corporation

The Liberia Telecommunications Corporation (LTC) is a public corporation which is owned by the Government of Liberia. LTC is in the process of reactivating its fixed-line network, and many subscribers' phones have been reactivated. The company will soon start registering new phones. In addition they offer fax services to the general public. It is possible for fax lines to be installed on your regular phone line or on an alternate line.

Telephones - main lines in use: 6,700 (2000)

Telephone system: telephone and telegraph service via microwave radio relay network; main centre is Monrovia.

International: satellite earth station - 1 Intelsat (Atlantic Ocean)

The LTC Head Office is located at the corner of Broad and Lynch Streets in Monrovia.

Atlantic Wireless Inc.

Atlantic Wireless Inc. (AWI) was one of the first companies that operated a cellular network in Liberia. However, its high prices made it inaccessible for ordinary Liberians.

AWI operates a non-GSM system.

The AWI Head Office is located at Crown Hill, Broad Street in Monrovia.

b) Internet service providers

Data Technology Solutions (Data Tech)

P. O. Box 6053

18th street & Warner Ave., Sinkor

Monrovia, Liberia

Data Tech is an Internet Service Provider (ISP) that offers access to the Internet with wireless technology. Data Tech also offers VSAT Solutions; computer training; networking cabling; network analysis; design and implementation; computer maintenance and repairs; and, system analysis.

Atlantic Wireless Inc. (AWI)

Crown Hill, Broad Street

Monrovia, Liberia



Atlantic Wireless Inc. (AWI) is an ISP that offers access to the Internet with wireless technology. The company commenced operating its Internet service in 2001, using the same type of wireless technology as Data technology Solutions Inc.

c) Internet Cafés

There are a large number of Internet cafés whose Internet connections are provided by either Data Tech or AWI. The connection is rather slow as both companies use wireless technology and they have more customers than their networks can sustain at peak times. Varying rates are charged usually depending upon hours of usage and times of usage. Users use the cafés for Internet phone calls and browsing.

The Humanitarian Information Centre (HIC) located at UNICEF in Mamba Point also provides a free Internet service for the humanitarian community.

d) Forwarding/mail services

All of the forwarding and mail services in Liberia are subsidiaries, partners or agents of larger international corporations. With the exception of DHL, these services are independent operatives determining their basic rates and methods of operations within general guidelines provided by their international partners.

DHL

Broad and Lynch Streets
Monrovia, Liberia
Customer Service representative:
Betti Sambola
Tel: + 231 226986, 226987, 226988
Mobile: + 377 47 534161
Fax: + 231 226120
E-mail: DHL@AWLI.NET.LR

Federal Express/Safeway Cargo

Broad Street
Monrovia, Liberia
Sales & Marketing Manager:
Emmanuel S. Ellis
Tel: + 231 226611
Mobile: + 377 47 514534
Fax: + 231 226204
E-mail: liberiatracer@emc.fedex.com

UPS/TNT/AIR Services Corp.

Broad Street
Monrovia, Liberia
General Manager: Arthur Abdullai
Telecommunications
Tel: + 231 511201

Express Mail Services – Express Mail Int'l

Carey & McDonald Street Intersection
National Post Office
Ministry of Posts and
Monrovia, Liberia

International Associated Services Liberia Inc.

Liberia Travel Services Inc.



Vai Town, Bushrod Island
Monrovia, Liberia
Director: Musa Sharaffdeen
Tel: + 377 47 531 434
E-mail: whitewave72@yahoo.com

Broad Street, Crown Hill
Monrovia, Liberia
C.E.O.: Randolph C.J. Cooper
Tel: + 377 47 511 197
E-mail: liberiatravelservices@yahoo.com

e) Radio Stations

91.5 FM [UNMIL Radio](#) (Official UNMIL radio station)

101.1 FM [DC 101](#) (private radio station)

98.7 FM [Radio Veritas](#) (Catholic radio station)

Owned and operated by the Catholic Church, Archdiocese of Monrovia, it operates both on FM and short-wave bands.

99.9 FM [ELBC](#) (State Radio)

103 FM [British Broadcasting Corporation](#) (BBC)

A relay station of the British Broadcasting Corporation in collaboration with the Liberia Broadcasting System, it airs all programmes of BBC World.

106 FM [Radio France Internationale](#) (RFI)

A relay station of Radio France Internationale in collaboration with the Liberia Broadcasting System, it airs all programmes of Radio France Int'l.

f) TV Stations

CLAR TV CHANNEL 10 CLAR TV is owned and operated by Royal Communication Inc.
Tel: + 37747 514414
E-mail: royalcomlr@yahoo.com

DC TV CHANNEL 11 DC TV is owned and operated by the Ducor Broadcasting Corporation
Tel: + 37747 510487

g) Newspapers

Major newspapers and media-related institutions:

- [*The News*](#)
Broad Street
Mr. Jerome Dalieh, Managing Director, Tel: + 377 47 517 470
- [*The Inquirer*](#)
Gurley Street
Mr. Philip N. Wesseh, Managing Director, Tel: + 377 47 516 533
- [*The Analyst*](#)



Carey Street

Mr. Stanley Seakor, Managing Director, Tel: + 377 516 334

- **Press Union of Liberia (PUL)**

Clay Street

Mr. Terence Sesay, President, Tel: + 377 47 513376

- **Ministry of Information, Culture, & Tourism**

Capitol Hill

Mr. Moore T. Butler, Public Affairs Director, Tel: + 377 47 526292

- **Ministry of Information, Culture, & Tourism**

Capitol Hill

Mr. Emmanuel Todd, National Communications Director, Tel: + 377 47 551 944

- **Ministry of Information, Culture, & Tourism**

Capitol Hill

Mr. Samuel Lansa, Liberia National News Deputy Director

5. Are there fire safety requirements for NGOs?

The **Bureau of Fire Service** is the official agency of the Government of Liberia tasked with ensuring fire safety regulations within the country are adhered to by all organisations, agencies, institutions and the general public. Established in 1949 by an Act of the National Legislature, the Bureau has been the sole agency of the Liberian government responsible to regulate fire prevention procedures, implement fire safety inspections and installation, and ensure fire safety practices.

The administration of the Bureau is under the jurisdiction of the Ministry of Justice through the Office of the Deputy Minister for Administration and Public Safety. The daily management of the Bureau is headed by a Director, assisted by two deputies: Deputy Director for Administration and Deputy Director for Operations.

This survey covers the regulations required for implementing measures for fire prevention, costs for acquiring fire safety equipment and contacts at the Bureau.

Location

The Bureau of Fire Service is located in downtown Monrovia, adjacent to the Civil Service Agency. Its official address:

**Fire Service Bureau
Ministry of Justice
Carey Street, Monrovia
Liberia**

a) Fire Safety Requirements

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For Questions and Inquiries you would like to include in the next edition, please contact:
KAABOON.WILLIAMS@WFP.ORG



These requirements cover fire safety measures for buildings and vehicles used by NGOs during the course of their operations.

For buildings:

- i. Have your entire premises inspected by the Bureau of Fire Service. Inspection should include the electrical system, generator site, and house-keeping.
- ii. Have your premises equipped with fire extinguishers, fire procedure signs, exit signs, and no-smoking signs.
- iii. Acquire a Certificate of Clearance

For Vehicles:

- i. Acquire clearance for fire safety.
- ii. Acquire fire safety equipments.

b) Procedures for Acquiring these Requirements

To have your building(s) meet these requirements

- i. Have your building(s) inspected by the Bureau of Fire Service. The inspection shall cover the electrical system, generator site, and house-keeping.
- ii. Acquire a copy of the comprehensive report prepared by the Bureau of Fire Service following the inspection.
- iii. Acquire a form from the bureau which outlines those things that are to be put into place within the building(s). The form is free of charge.
- iv. Following the compliance of the items listed in the form, obtain a Certificate of Clearance from the Bureau. Cost of the certificate is US\$ 50, durable for one (1) year as of the date of issue, and renewable annually.
- v. All payments should be made at the Bureau of Fire Service and receipts to be received therefrom.

In order to have your vehicles meet fire safety requirements

- i. Submit a copy of the Bill of Sale for each vehicle to the Bureau of Fire Service.
- ii. Install fire extinguishers in each vehicle. A 2 kg dry powder extinguisher for vans and a 6 kg dry powder for trucks should be installed. Purchasing of these items may be made through the Fire Service Bureau or can be imported by the organisation itself.
- iii. Obtain a Safety Clearance for each vehicle at a cost of US\$ 30 each. Clearances are valid for one (1) year and renewable afterwards.
- iv. Ensure that two receipts are acquired for each vehicle; a receipt from the Bureau of fire Service and another from the Ministry of Finance.



c) Costs for Acquiring Fire Safety Implements

Option 1: Import equipment yourself.

Option 2: Buy from retailers in Liberia recommended by the Bureau of Fire Service. The Bureau quotes the following prices:

A. Clearance Cost.....US \$ 50.00 (1 year)

B. Extinguishers:

- Fire Extinguisher.....2 kg.....Dry Powder.....US\$ 45.00
- Fire Extinguisher.....12 kg.....Dry Powder.....US\$ 165.00
- Fire Extinguisher.....9 kg.....Dry Powder.....US\$ 145.00
- Fire Extinguisher.....6 kg.....Dry Powder.....US\$ 130.00
- Fire Extinguisher.....9 kg.....CO₂.....US\$ 225.00
- Fire Extinguisher.....6 kg.....CO₂.....US\$ 175.00
- Fire Extinguisher.....9 L.....H₂O.....US\$ 135.00

C. Signs:

- No-Smoking sign.....US\$ 10.00
- Exit sign.....US\$ 10.00
- Fire Procedures signs.....US\$ 2.50

d) Contacts

1. Hon. Ansumana F. Kromah

Director, Bureau of Fire Service

Tel: + 377 47 532 826

2. Hon. Muana S. Ville

Deputy Director for Administration

Bureau of Fire Service

Tel: + 377 47 514 503

3. Hon. Joseph Derrick

Deputy Director for Operations

4. Mr. Yusuf Noring – Chief, Fire Prevention

Bureau of Fire Service

5. Col. Yatta Grimes – Deputy Chief, Fire Prevention

Bureau of Fire Service

Currently, the bureau has no fire fighting equipment necessary for combating fire outbreaks that may occur. There are no fire trucks except for extinguishers that may be made available for sale to requesting



entities. The bureau carries out regular inspections annually on premises for the purpose of updating its statistics.

Notification is given to organisations and other subscribers of the bureau prior to the inspection exercise. Notification is channeled through radio announcements, written communications and through direct contacts with the subscribers. Inspections are conducted on both buildings and vehicles by the bureau.

ABOUT UNJLC

UNJLC is an inter-agency facility reporting, in the current emergency, to the Humanitarian Coordinator for Liberia, and overall to the Inter-Agency Standing Committee. Its mandate is to coordinate and optimise the logistics capabilities of humanitarian organisations in large-scale emergencies. UNJLC operates under the custodianship of WFP who are responsible for the administrative and financial management of the Centre. UNJLC is funded from voluntary contributions channelled through WFP. The UNJLC project document for Liberia can be viewed on the UNJLC website (www.unjlc.org).

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