

**REPUBLIC OF LIBERIA
CIVIL SERVICE AGENCY (CSA)**



**POST OFFICE BOX 9019
63 CAREY STREET, MONROVIA, LIBERIA**

SERVICE DELIVERY CHARTER



November, 2015

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ABBREVIATIONS AND ACRONYMS

| | |
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| CDP | Capacity Development Plan |
| CNA | Capacity Needs Assessment |
| CSA | Civil Service Agency |
| CSM | Civil Service Management |
| CMTD | Career Management and Training Directorate |
| CSR | Civil Service Reform Directorate |
| DG | Director General |
| DDGA | Deputy Director General Administration |
| DDGP | Deputy Director General HR Policy |
| ESD | Employment Services Directorate |
| GAFD | General Administration and Finance Directorate |
| GEMS | Governance and Economic Management Support Program |
| HR | Human Resource |
| HRP | Human Resource Policy |
| HRMIS | Human Resource Management Information System |
| IRC | Internal Reform Committee |
| MACs | Ministries, Agencies and Commissions |
| MSD | Management Services Directorate |
| PAN | Personnel Action Notice |
| PAO | Principal Administrative Officer |
| PPB | Pay, Pension and Benefits |
| PR | Public Relations |
| PPRM&E | Policy, Planning, Research, Monitoring and Evaluation |
| RODD | Rural Outreach Decentralization Directorate |
| SDC | Service Delivery Charter |
| SC | Service Charter |
| USAID | United States Agency for International Development |

FOREWARD

Dear Customers,

We are pleased to present to you the Civil Service Agency (CSA) Charter for the forthcoming three years 2015-2018. The Service Charter (SC) will serve as a guide to the public and civil servants. This calls for consistent provision of quality service to our customers. The CSA has developed the charter based on the results of the institutional Performance Assessment report and its three year strategic plan 2015-2018.

The SC outlines the service standards set to serve our stakeholders better. The Charter spells out customer's rights and CSA obligations and states the mutual expectations to be upheld in that relationship. The CSA is fully committed to meeting these standards and would be accountable for each commitment contained in the Charter. As we move along, we expect our standards to improve and increase institutional performance.

The CSA is in the process of putting in place a system that will facilitate on-line registration for most services with high demand, including testing, examination and biometric services to ensure customer satisfaction. To facilitate this, the CSA will be web enable. Furthermore, the CSA is in advanced stage of establishing a call center (free line call). The center will be managed by a skilled staff during working hours.

The CSA is committed to enhancement of services rendered to the public and civil servants through continuous improvement of its operations. This way, the Agency will raise its service standards and address the needs of the public and civil servants respectively. Nevertheless, CSA will be pleased to receive sincere feedback from its customers to enable us improve our services.

The CSA also recognizes that the delivery of quality service can only be achieved through a motivated professional work force. The Agency shall therefore continue to invest in its staff and re-train them on a continuous basis. By outlining its commitments to you, the Agency is seeking to match its quality of service to customers' needs. The CSA therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.

Dr. Puchuleona Bernard
Director General
Civil Service Agency

ACKNOWLEDGEMENT

My sincere appreciation goes to USAID-GEMS that supported the development of this Charter. The success of this Charter would not have been possible without the technical know-how of the International Institutional and Strategic Consultant Mr. Jules Sebahizi.

The Civil Service Agency (CSA) was privileged to initiate, coordinate and provide the preliminary detailed information to feed into the Service Charter. I appreciate the great cooperation provided by all directorates to avail themselves and identify list of services delivered to CSA stakeholders, with the objective to provide quality standards; on a timely basis at minimum cost to public and civil servants respectively.

Thanks go to all CSA senior managers and directors. Special thanks go to Mr. Alfred C. Sayon, Director of Career Management and Training and his team for their valuable contributions and inputs to the development of this Charter.

I appreciate the crucial role played by IRC members under the leadership of Hon. Weh and Hon. Reeves. Your consistent focus and actions have brought remarkable changes in CSA daily's performance. I acknowledge the advice and other forms of support provided by Mrs. Victoria Cooper-Enchia, Chief of Party of USAID-GEMS.

Dr. Puchuleona Bernard
Director General
Civil Service Agency

I. INTRODUCTION

The Civil Service Agency (CSA) is an organ of the Government of Liberia (GoL). It is independent of all other Ministries and Agencies of the Government and serves as the central government agency responsible for managing the Civil Service. It is responsible for improving human resources capacity, service delivery and thereby enhancing the effectiveness and efficiency of the Civil Service. CSA also ensures high quality service delivery in a cost efficient manner.

The Service Delivery Charter (SDC) for the CSA therefore, constitutes a social contract, commitment and agreement between GoL, public servants and citizens of Liberia. It sets out the CSA and customers' responsibilities to improve performance and quality of services to citizens; enhances and fast tracks the delivery of services to improve the lives of our people; and enables service beneficiaries to understand what they can expect from their civil service, and forms the basis of engagement between CSA and citizens across sectors.

1.1. Rationale

The rationale for the development of the CSA Service Charter is to guide the delivery of quality services to the people including civil servants and public in general and ensure optimal utilization of limited resources in the shortest time possible. The Charter explains CSA's mandated services and eligibility conditions for accessing services. The charter serves as a benchmark by which CSA performance is defined in its 3-year strategic plan. The SDC shall allow CSA to:

- Define the services offered by CSA to the citizens of Liberia;
- Outline the service standards that underpin the service offered by CSA;
- Inventory the commitments of CSA as employer towards civil servants; and
- Specify commitments/obligations of civil servants to citizens.

1.2. Objectives

The objectives of the CSA charter are to:

- 1.2.1.** Improve service delivery culture
- 1.2.2.** Clarify the rights and obligations of each of the parties
- 1.2.3.** Reinforce the commitment between partners, to service delivery improvement, for the benefit of all citizens
- 1.2.4.** Acknowledge and reward good performance
- 1.2.5.** Professionalize and encourage excellence in the civil service
- 1.2.6.** Enhance performance of civil servants
- 1.2.7.** Facilitate a process of defining service standards in various directorates of civil service
- 1.2.8.** Strengthen processes and initiatives that prevent and combat corruption
- 1.2.9.** Strengthen culture of transparency and openness
- 1.2.10.** Ensure an effective, efficient and responsive civil service.

1.3. Scope

The charter shall apply to the central, regional and decentralized employees in the following two categories:

1.3.1. Permanent staff with status of civil servants

1.3.2. Contractual/part-time employees recruited for specific task, program or part time jobs

II. WHO ARE WE

According to Civil Service Act 1973, the Civil Service Agency has responsibility to oversee and provide strategic leadership and guide human resource development policy across the GoL. The CSA employs public servants and are required to provide the necessary resources and conducive working environment for the delivery of services. Civil servants are employed by the state, and serve the purpose of GoL.

2.1. Vision

The vision of CSA is to become *“The premier institution dedicated to the development of a highly skilled, efficient and effective civil service for the people of Liberia.”*

2.2. Mission

The Mission of the CSA is to build a Civil Service that has the capacity, competence and motivation to deliver sustainable good governance to the nation.

III. THE CSA SERVICES AS DEFINED BY THE CSA ACT OF 1973

According to Section 66.3 of the Civil Service Act, the CSA is to provide the following services:

- ⊕ To recruit, examine, classify, certify and place all civil servants, provided, however, civil servant under category A Section 66.14 be only subject to classification but not to recruitment, examination and certificate for employment;
- ⊕ To keep an accurate and up-to-date record of every individual employed in the civil service system;
- ⊕ To establish, with the approval of the President, a classification plan in accordance with the provisions of this Act based on the duties, responsibilities and nature of work in the Government and service, and to ensure the continued maintenance and administration of this classification plan;
- ⊕ To issue, with the approval of the President, rules and regulations setting forth the conditions of employment for all civil servants;
- ⊕ To protect the interest and rights of civil servants through the objective administration and enforcement of the provisions of the Act, and any rules and regulations promulgated there under;
- ⊕ To formulate and establish effective liaison between the Civil Service and the National Social Security;
- ⊕ To maintain a record of all Personnel Action Notices of all civil servants to ensure that the person so employed is a classified Civil Servant;

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- ⊕ To establish and maintain eligibility lists of all Civil Servants; and
- ⊕ To conduct research and studies designed to improve the service.

IV. OUR CUSTOMER

Our customers are essential to our success. They include:

- ⊕ National, regional and local, governments ministries, commissions and agencies;
- ⊕ All civil servants at national, regional, counties and district levels; and
- ⊕ Citizens of Liberia and people living in Liberia.

V. OUR COMMITMENT TO YOU

We are committed to respecting the rights of our customer, including:

- ⊕ The right to review and appeal;
- ⊕ The right to lodge a complaint;
- ⊕ The right to privacy and confidentiality;
- ⊕ The right to get full information (freedom of information); and
- ⊕ The right to access services, facilities and information in a manner that meets customer needs.

5.1. Service Guarantee

To fulfill our service guarantee to you, we are committed to having well trained and supportive staff and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our customer. In this regard we will provide you with high quality service: We will:

- ⊕ Identify ourselves when we speak to you;
- ⊕ Seek to understand your requirements;
- ⊕ Listen actively and act responsively to your demands;
- ⊕ Personalize our services to fit client’s specific needs;
- ⊕ Treat you with respect and courtesy and maintain confidentiality where required;
- ⊕ Provide timely, accurate, clear and relevant information or guide you to find it;
- ⊕ Stand-in with care and diligence as we prepare responses according to the code of conduct;
- ⊕ Refer inquiries we cannot answer to appropriate institutions;
- ⊕ Present our response to your inquiry within 72 hours;
- ⊕ Ensure that our telephone directory is known to customers;
- ⊕ Ensure that our website is easy to use and captures all institutional features; and
- ⊕ Ensure that all our services meet a well-defined civil servant need.

In providing our services, we undertake to honor the CSA promise:

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- ⊕ To smile at our customers;
- ⊕ To greet everyone we meet at the CSA offices;
- ⊕ To know our jobs and CSA services;
- ⊕ To treat Your Concerns as Our Concerns; and
- ⊕ To follow Up On Everything.



5.2. Service Standards

We undertake to provide service of a high quality. In this regard we aim to:

- ⊕ Attend to all inquiries promptly;
- ⊕ Answer the telephone at the appointed time;
- ⊕ Acknowledge written complaints within 5 days; and
- ⊕ Treat you fairly and professionally;
- ⊕ Resolvewritten request within 14 days (two weeks).

After we have performed our service, we will:

- ⊕ Use our customer survey to seek feedback on our performance;
- ⊕ Review the feedback you provide to measure our performance and guide further improvement; and
- ⊕ Maintain our customer confidentiality beyond the term of our commitment.

VI. DEALING WITH COMPLAINTS

We respect the rights of citizens to complain if our services are unsatisfactory. In this regard;

- ⊕ Your letter must be addressed to the Director General of CSA;
- ⊕ We undertake to investigate and respond to your complaint within 21 days of receipt;
- ⊕ We will endeavor to apologize and take corrective measures if it is our fault;
- ⊕ We will maintain a complaint register and follow-up mechanism;
- ⊕ We undertake to treat any information on fraud and corruption seriously; and
- ⊕ You may use our official telephone number, on our web site and in this document, to report fraud, corruption and any unusual treatment by administration.

VII. DISAGGREGATED SERVICES PROVIDED BY DIRECTORATES

The CSA is a service delivery entity; and has defined “Service” as one of its core values. The effectiveness of Government is often measured by the quality of its services to the people. What are the services the CSA provides and how widely are these services utilized in the public domain. The CSA through its various directorates provides a variety of services to the public.

7.1. Director General’s Office

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The Office of the Director General is responsible for ensuring oversight coordination and liaising with all internal and external partners on matters relating to the CSA as defined by the act of 1973. In particular, the following are exclusive services offered by the Director General to civil servants and others. The code refers to the service delivery activities.

- DG001**-Issue policy statement to public;
- DG002**-Sign and deliver civil servants appointment letters.
- DG003**-Grant political leave to civil servants aspiring for elected offices;
- DG003**-Delete dismissed civil servants on payroll list; and
- DG003**- Reward and sanction civil servants.

7.2. Public Relation Officer

- DGPR011**-Provide media related support to the DG’s office; and
- DGPR012**-Provide press release to the public through various media.

7.3. Deputy Director General Administration

- DDGA021**-Provide oversight and strategic guidance on administration and finance
- DDGA022**- Assist the DG to answer public questions related to Civil Service Policies during Open Accountability Day.

7.4. Deputy Director of Human Resource Policy

- DDGP031**-Provide oversight and strategic guidance for HRP
- DDGP032**- Sign and communicate the grievances committee decisions to civil servants
- DDGP033**-Provide HR Guidelines for planning and budgeting to MACs;
- DDGP034**- Communicate HR policies and procedures to MACs; and
- DDGP003**-Assist the DG to answer public questions related to Civil Servants Policies during Open Accountability day.

7.5. Principal Administration Officer

- POA041**: Provide technical support and supervision to all directorates
- PAO042**: Sign administrative instructions and provide guidance for quality implementation and reporting

7.6. Employment Service Directorate (ESD)

The ESD provides three key services: Recruitment and Selection; Examination and Certification and updates Ministries/Agencies’ personnel list through the Personnel Action Notice process. The ESD offers on a daily basis the following services to the people of Liberia:

- ESD101**-Registration for CSA Exams to the candidates;
- ESD102**-Administering of CSA Exams (Monrovia);

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- ESD103**-Administering of CSA Exams (Rural Areas/Counties) in conjunction with Rural Outreach and Decentralization;
- ESD104**-Review, process and align civil servants on Personnel Action Notices (PANs);
- ESD105**-Publish test results, after verification;
- ESD106**-Provide Personnel Listing Cost with Verification&Salary justification; eligibility, duties and responsibilities;
- ESD107**-Record and expedite PAN for signatures and on to Record Room or Department of Budget at MFDP;
- ESD108**-Offer Annual Leave and Monthly attendance Reports;
- ESD109**-Provide job description templates, verify MAC job descriptions, quality control and provide periodic updates of Job Descriptions for all civil servants;
- ESD110**-Administer annual manpower hearings, approve establishment listings, and provide annual personnel listings,
- ESD111**-Guide Interview Panelists from CSA;
- ESD112**-Offer a simplified PAN checklist brochure to guide all MACs; and
- ESD113**-Ensure that all MACs have updated employee’s files
- ESD114**-Code and Issue Blank PAN Forms to HR Personnel of MACs
- ESD115**-Provide assistance to victims of sexual harassment and other form of GBV at work place
- ESD116**-Provide Civil Servants disaggregated data on gender.

7.7. Management Services Directorate

The primary objective of the Management Service Directorate (MSD) is to assist Ministries, Agencies and Commissions (MACs) to continuously strengthen their institutional capacities to enable them to deliver efficient and effective services. The Performance Management System (PMS) is the central part of MSD functions. The following are key services offered to the public:

- MSD201**-Guide development of standard PMS for Civil Servants;
- MSD202**-Offer training in PMS for all users with tools and documentation;
- MSD203**-Provide a Customer Service Desk at CSA and to the Civil Servants in general;
- MSD204**-Provide to CSA customer’s feedback and release reports to public;
- MSD205**-Organise open accountability day to increase awareness of CSA activities and ensure transparency;
- MSD206**: Publish client satisfaction survey report and communicate the results to public;
- MSD206**: Provide technical support to develop and implement civil service procedures, approaches and systems across MACs;
- MSD206**: Provide technical support for capacity needs at MAC institutional level.

7.8. Human Resource Management Information System (HRMIS)

The HRMIS/Biometrics Directorate provides three key services. These include (i) biometric enrollment of all civil servants and the issuance of biometric Identification cards; (ii) payroll data storage and management; and, (iii) IT services and biometric awareness and sensitization. The HRMIS Directorate provides the key following services to the public.

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- HRMIS300**-Issue biometric Identification & Enrolment;
- HRMIS301**-Printing of Biometric ID Cards at first instance;
- HRMIS302**-Re-printing of lost or damaged Biometric ID Cards;
- HRMIS303**-Answer questions of civil servants (all Payroll issues relating to HRMIS & BIOMETRICS);
- HRMIS304**-Providing monthly payroll summaries to MACs;
- HRMIS305**-HR Records Management and Storage (Both manual and Electronic);
- HRMIS306**-Provide answers to all payroll enquiries on CSM.

7.9. Pay, Benefits and Pensions Directorate (PBP)

This Directorate is responsible for ensuring that civil servants are properly rewarded and remunerated and that their positions are appropriately and professionally graded. The following are key services provided to the public:

- PBP 400**-Receive, review and analyze individual pay and benefits cases;
- PBP 401**-Receive, review and analyze individual pension cases;
- PBP 402**-Issue NASSCORP Benefit Claim Form;
- PBP 403**-Provide pre-retirement counseling;
- PBP 404**-Dispatch correspondence related to pay and pension;
- PBP 405**-Respond to allotment request for pension benefits;
- PBP 406**-Respond to written correspondence related to pay;
- PBP 407**-Respond to written correspondence related to pension;
- PBP 408**-Processing of Employees on regular payroll;
- PBP 409**-Processing of former employees on Pension Payroll; and
- PBP 410**-Provide Insurance Benefits to civil servants
- PBP 411**-Grade and classify all civil service positions

7.10. Planning, Policy, Research and Monitoring and Evaluation (PPRM&E)

This Directorate provides services in HR and workforce policy and planning, strategic planning and budgeting, and monitoring & evaluation. The following are services provided:

- PPRM&E500**-Provide strategic human resources advice and plans for the Civil Service;
- PPRM&E501**-Provide guidance on HR policy, strategies and procedures development;
- PPRM&E502**-Guide HR Policy dialogue for adequate participation across Civil Service;
- PPRM&E503**-Communicate and administrate HR policies and procedures;
- PPRM&E504**-Provide HR guidelines for planning and budgeting;
- PPRM&E505**-Provide technical expertise to write funding proposals to partners;
- PPRM&E506**-Provide M&E frame-work and indicators to program managers;
- PPRM&E507**-Provide civil service statistical data to policy makers and other users; and
- PM&E508**-Provide civil service research guidelines and topics to researchers

7.11. Civil Service Reform Directorate (CSR D)

This Directorate’s central functions to coordinate, facilitate and provide leadership for public sector reform across the GOL. The key services are:

CSR D600-Provide Program support to implementing Agencies (CSA, GC, LIPA)

CSR D601-Assist Project Component Managers in finalizing concept notes and budget for all programs

CSR D602-Support and process all program request under approved project work plan

CSR D603-Coordinate the hiring of consultants and procurement of goods under project

CSR D604-Plan and execute all events associated with reform

CSR D605-Provide payment request for vendors and consultancies in line with project

CSR D606-Make travel arrangements for project related travels

CSR D607-Provide secretariat support/coordination for reform projects related meetings

CSR D608-Provide technical and resource support to IRC-MACs in line with approved work plan

CSR D609-Arrange accommodation, visa, work permit for consultant

CSR D610-Book appointment and supervise consultant’s engagements with MACs

CSR D611-Support and fine tune consultant deliverables and knowledge transfer activities

CSR D612-Support mobilizing resources for awareness and communication of reform activities

CSR D613-Provide technical know-how to ensure communication and change management activities under reform project

CSR D614-Inform stakeholders of the reform processes

CSR D615-Ensure inter-ministerial, donors, and civil society relations with reform activities

7.12. Rural Outreach & Decentralization Directorate (RODD)

This Directorate is responsible for the coordination of CSA activities in the counties through the four (4) regional offices. The following are key services provided to the people:

RODD 700-Offer CSA Test clearance at regional and county level

RODD 701-Deliver counseling to prospective retirees at regional and county level

RODD 702-Redress to grievance at regional and county level

RODD 703-Provide education & information on civil service related activity or policies

RODD 704-Issue Biometrics ID cards at regional, county and districts

RODD 705-Facilitate and coordinate the implementation of PMS at regional and county level

7.13. General Administration and Finance

This Directorate is responsible for the internal administration of the CSA. It ensures the efficient and effective administration of the day-to-day operations of the CSA. The directorate provides to CSA staff all required support on a daily basis which includes the following services:

7.13.1.IT/ICT Unit

GAFD811- Servicing of CSA IT Equipment

GAFD812- Providing internet Services

GAFD813- Creation of GOL email addresses to CSA employees

GAFD814-Upload CSA available resources on website for thepublic and employees

GAFD815-Provision of IT support

7.13.2.Finance Unit

GAFD821-Provide a payment list of pension, retirement and Pension to MFDP on monthly basis

GAFD823-Provide list of payment of all Former Senior Public Servants and Legislators

GAFD824-Receive, record, manage and report on receipt and disbursement of CSA finances

7.13.3.Procurement

GAFD831-Procure goods and services for the Civil Service Agency in compliance with PPCA

GAFD832-Maintain records of all procurement activity

7.13.4.Transport

GAFD841-Provide Transport Services to and from work to CSA staff

GAFD842-Provide weekly transport plan to all CSA staff

GAFD843-Maintain vehicles in accordance with General Services Agency guidelines

7.13.5.Personnel

GAFD851- Communicate any changes related to working hours, salary and others issues

GAFD852-Provide to management monthly CSA personnel monitoring records

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GAFD853-Provide CSA’s internal welfare procedures and ensure compliance

GAFD854-Provide to CSA leadership the Performance Management System (PMS) of all staff

GAFD855-Ensure merit-based employment in CSA

GAFD856-Issue annual leave and temporary absence authorization forms to CSA staff

GAFD856-Provide annual medical insurance scheme to CSA staff

GAFD856-Maintain CSA staff personnel records

7.13.6. Security

GAFD861-Provide protection services of properties

GAFD862-Provide protection services to CSA staff

GAFD863-Provide Protection of customers/staff who seek the services of CSA.

7.13.7. Maintenance

GAFD870-Clean and maintain CSA offices and building

GAFD871- Maintain and repair equipment, electrical, plumbing, air conditioners, furniture&other office materials

7.13.8. Administration

GAFD880- Provide all necessary office material and equipment to personnel

GAFD881-Provide internal meeting regulations for CSA staff and management

GAFD882-Provide fleet time sheet form to drivers

GAFD883- Provide fuel to eligible employees on daily and monthly basis

GAFD884-Manage CSA staff salary and handle other related issues

GAFD885- Organize and implement Public Service Day for Civil Servants

7.14. Career Management and Training

This Directorate provides the following three key services. (i) Conduct capacity needs assessment at CSA and guide CNA at MACs levels; (ii) Develop internal CSA capacity development plan and guide MACs to develop their own CDP; and (iii) develop and coordinate career management programs across civil service. The following are daily provided services to civil servants and public:

CMTD900-Provide capacity needs at individual level

CMTD901-Provide information on civil servant training

CMTD902-Support building capacity of training coordinators across MACs

CMTD903-Offer training opportunities to CSA staff

CMTD904-Provide career progression to civil servants

CMTD905-Offer short/medium and long term training to civil servants

CMTD906-Offer succession plan to civil servants across all MACs

CMTD906-Offer training and Career Q&A Desk

VIII. WHERE WE ARE FOUND

As a government Agency, we operate at national and regional levels; we plan to decentralize our services at districts levels. The full contact details and information on Civil Service Agency is online: <http://www.csa.gov.lr>.

IX. REVIEW OF SERVICE CHARTER

The SC should be reviewed once a year to update the list of services, staff and supervisors information to maintain accuracy.

X. FULL SERVICES, ELIGIBILITY, ACCESSCONDITIONS, COST, TIMING AND RESPONSIBLE DIRECTORATE

1. Employment Services Directorate

| Dir. CODE | Services provided to civil servants and all public | Eligibility and conditions | Cost of service | Time it takes to get service | Responsible Directorate | Feedback channels |
|-----------|--|--|-----------------|------------------------------|---|------------------------------|
| ESD101 | Registration of CSA Exams to the candidates | All qualified Liberian Citizens 18 years and above | Free | 45 minutes for registration | ESD rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD102 | Administering of CSA Exams (Monrovia) | All qualified candidates -ID, Certificate or degree | Free | 3 weeks per weekly test | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD103 | Administering of CSA Exams | -All qualified candidates, ID, Certificate or degree | Free | 5 weeks | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD104 | Align civil servants on Personnel Action Notices (PANs) proper job title, grade and pay | checklist (items) as described by Standing Orders | Free | 15 minutes per PAN | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD105 | Receive list from Registration Unit for test result verification per candidate | Provide result of test information back to Registration Unit | Free | 15 minutes per PAN | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD106 | Provide Personnel Listing Cost with (Verification, Salary justification, eligibility, duties and responsibilities, Personnel Listing Cost) | -Signed PAN by MACs | Free | 10 minutes per PAN | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD107 | Record and expedite PAN for signatures and on to Record Room or Department of Budget at MFDP | All Civil servants : -Signed by MACs -verified by analyst | Free | 2 minutes to expedite | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD108 | Offer Annual Leave and Monthly attendance Reports | All Civil servants: | Free | 1 day | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD109 | Provide Job Descriptions and periodic update to all civil servants | Ministry and Agencies: -all jobs must be validated -aligned to institutional mandate | Free | | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |

“Civil Servants at the center of the CSA services”

| Dir. CODE | Services provided to civil servants and all public | Eligibility and conditions | Cost of service | Time it takes to get service | Responsible Directorate | Feedback channels |
|------------------|--|---|------------------------|-------------------------------------|---|------------------------------|
| ESD110 | Provide annual personnel listings | Ministry and Agencies | free | 1-3 weeks | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD111 | Guide Interview Panelists from CSA | members of panels must be nominated by their institutions | Free | 45 m/per candidate | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD112 | Provide PAN checklist items to guide all MACs | -Completed PAN and signed by MACs | Free | Open time for MACs | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD113 | Provide list of required items for employee files | Ministry and Agencies | Free | Consult CSA web/ 10m | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD114 | Provide number of establishment posts | Ministry and Agency | Free | MACs completion | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD115 | Provide information on Pay, Grading an Classification Structures | All MACs and General Public | Free | Timing is flexible | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD116 | Provide information about Test Library | All MACs and General Public | Free | 10 minuts | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD117 | Code and Issue Blank PAN Forms to HR Personnel of MACs | All MACs | Free | 1 day | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD115 | Provide assistance to victims of sexual harassment and other form of GBV at work place | All MACs | Free | 1 day | ESD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |
| ESD116 | Provide Civil Servants disaggregated data on gender. | All MACs | Free | 1 day | SD- rvincent@csa.gov.lr 0886400215 | Free call and suggestion box |

2. Management Services

| Dir. CODE | Services provided to civil servants and all public | Eligibility and conditions | Cost of service | Time it takes to get service | Responsible Directorate | Feedback channels |
|-----------|--|--|-----------------|------------------------------|---|--|
| MSD201 | Guide the development of standard PMS for Civil Servants | -technical team set by MACs -time frame -budget available | Free | 1 month | MSD- dkiepeeh@csa.gov.lr 0886870998 | Free call, suggestion box and Email |
| MSD202 | Offer coaching and mentorship on PMS to all users and provides tools and documentations | -MACs to provide list of staff engaged in PMS -MACs set timeline -MACs provide leadership support | Free | 1 to 2 days | MSD- dkiepeeh@csa.gov.lr 0886870998 | Suggestion box, Post training evaluation and Email |
| MSD203 | Provide a Client Service Desk at CSA and CS in general | -MACs appoint a staff in charge -MACs provide resources and tools (desk, phone, office, printer and scanner) | Free | 1 to 2 days | MSD- dkiepeeh@csa.gov.lr 0886870998 | Free call,suggestion box and email |
| MSD204 | Provide to CSA customer’s feedback and release reports to public | -functional call center -daily management of suggestion box -appoint permanent staff in charge | Free | 7 days | MSD- dkiepeeh@csa.gov.lr 0886870998 | Free call and suggestion box and Media |
| MSD205 | Organize open accountability day to increase awareness of CSA activities and ensure transparency. | -institutionalization of accountability day -engage media for public awareness and train CSA staff -establishment of calendar for the event | Free | Quarterly | MSD- dkiepeeh@csa.gov.lr 0886870998 | Free call, suggestion box and Media |
| MSD206 | Publish client satisfaction survey report and communicate the results to public | -prepare concept note -develop ToRs to conduct survey -full participation of civil servants and public -large publication and dissemination of findings | Free | 7 days | MSD- dkiepeeh@csa.gov.lr 0886870998 | Free call,suggestion box, CSA Website and Media |
| MSD207 | Provide technical support to develop and implement civil service procedures, approaches and systems across MACs; | -MACs | Free | annually | MSD- dkiepeeh@csa.gov.lr 0886870998 | Free call, suggestion box, CSA Website and Media |
| MSD208 | Provide capacity needs at institutional level. | -MACs | Free | annually | MSD- dkiepeeh@csa.gov.lr 0886870998 | Free call, suggestion box, CSA Website and Media |

3. HRMIS

| Dir. CODE | Services provided to civil servants and all public | Eligibility and conditions | Cost of service | Time it takes to get service | Responsible Directorate | Feedback channels |
|-----------|--|---|-----------------|------------------------------|---|------------------------------|
| HRMIS-300 | Issue biometric Identification & Enrolment | All civil servants and public servants must: A. Must be listed on the GoL Payroll B. Must be referred to the Biometric ID Center for Identification & Enrolment by the HR. C. Must fill in a Personnel Employment Record Form with all relevant documents attached. D. Documents vetted by CSA Biometrics Personnel. E. Biometric Enrolment done. | Free | 2 days | HRMIS- abassey@csa.gov.lr 0886518147 | Free call and suggestion box |
| HRMIS-301 | Printing of Biometric ID Cards at first instance | All civil servants and public servants must: A. Must be listed on the GoL Payroll. B. Must be enrolled in the CSA HR & Biometrics Databases. C. Must be listed on the official ID Printing Listing from the HR. | Free | 1 week | HRMIS- abassey@csa.gov.lr 0886518147 | Free call and suggestion box |
| HRMIS-302 | Re-printing of lost or damaged Biometric ID Cards | All civil servants and public servants must: A. Must fill up a Biometric ID Request Form authorized by the HR. B. Must pay into the GoL coffers US\$5.00 & return flag receipt to the CSA Biometric ID Center. | US\$5.00 | 2 days | HRMIS- abassey@csa.gov.lr 0886518147 | Free call and suggestion box |
| HRMIS-303 | Answer questions of civil servants (all Payroll issues relating to HRMIS & BIOMETRICS) | All civil servants and public servants must: A. Must provide relevant information relating to queries or concerns wishing to be addressed. <ul style="list-style-type: none"> • Misplaced ID cards • Biometrics compliance clearance • Reinstatement on payroll | Free | 1 Day | HRMIS- abassey@csa.gov.lr 0886518147 | Free call and suggestion box |
| HRMIS-304 | Providing monthly payroll summaries to MACs | All MACs must: Provide an extended hard drive, memory stick, CD/DVD or email address | Free | 5 min | HRMIS- abassey@csa.gov.lr 0886518147 | Free call and suggestion box |
| HRMIS-305 | HR Records Management and Storage (Both manual and Electronic) | All Civil Servants <ul style="list-style-type: none"> • Pension validation • Copies of PANs and CSA Test results | Free | 1 Week | HRMIS- abassey@csa.gov.lr 0886518147 | Free call and suggestion box |
| HRMIS-306 | Provide answers to all payroll enquiries on CSM | Civil Servants, MACs and Insurance Companies etc... -Provide relevant information relating to queries and/or concerns to be addressed. | Free | 1 Day – 1 Week | HRMIS- abassey@csa.gov.lr 0886518147 | Free call and suggestion box |

4. Pay, Benefits and Pensions

| Dir. CODE | Services provided to civil servants and all public | Eligibility and conditions | Cost of service | Time it takes to get service | Responsible Directorate | Feedback channels |
|-----------|---|---|-----------------|------------------------------|---|------------------------------|
| PBP-400 | Receive, review and treat pay and benefits individual cases | -Civil Servants -Official and signed request by civil servant -received officially at CSA secretariat/receptionist office | Free | One Day | PBP- mbelleka@csa.gov.rl 0886841201 | Free call and suggestion box |
| PBP-401 | Receive, review and treat pension individual cases | -Pensioners -Official and signed request by civil servant -received officially at CSA secretariat/receptionist office | Free | One Day | PBP- mbelleka@csa.gov.rl 0886841201 | Free call and suggestion box |
| PBP -402 | Issue NASSCORP Benefit Claim Form | Pensioners By age(60) | Free | One day | PBP- mbelleka@csa.gov.rl 0886841201 | Free call and suggestion box |
| PBP-403 | Provide pre-retirement counseling | Prospective Retirees By Age(65), Tenure(25), and ill-health | Free | One Day | PBP- mbelleka@csa.gov.rl 0886841201 | Free call and suggestion box |
| PBP-404 | Dispatch correspondence related to pay and pension | Civil Servants & Pensioners | Free | One Day | PBP- mbelleka@csa.gov.rl 0886841201 | Free call and suggestion box |
| PBP-405 | Respond to allotment request for pension benefits | Law Makers and Sr. Public Servants on request Allotment from MFDP | Free | Five Days | PBP- mbelleka@csa.gov.rl 0886841201 | Free call and suggestion box |
| PBP-406 | Respond to written correspondence related to pay | MACs | Free | Seven Days | PBP- mbelleka@csa.gov.rl 0886841201 | Free call |
| PBP-407 | Respond to written correspondence related to pension | MACs/Pensioners | Free | Seven Days | PBP- mbelleka@csa.gov.rl 0886841201 | suggestion box |
| PBP-408 | Processing of Employees on regular payroll | Civil Servants | Free | One Month | PBP- mbelleka@csa.gov.rl 0886841201 | Free call and suggestion box |
| PBP-409 | Processing of former employees on Pension Payroll | Civil Servants | Free | One Month | PBP- mbelleka@csa.gov.rl 0886841201 | Free call and suggestion box |
| PBP-410 | Provide Insurance Benefits to civil servants | Civil Servants | Free | One Month | PBP- mbelleka@csa.gov.rl 0886841201 | Free call and suggestion box |
| PBP 411- | Grade and classify all civil service positions | Civil Servants | Free | Annually | PBP- mbelleka@csa.gov.rl 0886841201 | Free call and suggestion box |

5. Planning, Policy, Research and Monitoring and Evaluation

| Dir. CODE | Services provided to civil servants and all public | Eligibility and conditions | Cost of service | Time it takes to get service | Responsible Directorate | Feedback channels |
|-----------|--|----------------------------|-----------------|--|---|------------------------------|
| PPM&E-500 | Provide strategic human resources advice and plans for the Civil Service | MACs | Free | Seven working days upon request | PPM&E- gwah@csa.gov.lr 0888833034 | Free call and suggestion box |
| PPM&E-501 | Provide guidance on HR policy, strategies and procedures development | MACs | Free | Seven working days upon request | PPM&E- gwah@csa.gov.lr 0888833034 | Free call and suggestion box |
| PPM&E-502 | Guide HR Policy dialogue for adequate participation across Civil Service | MACs | Free | Seven working days upon request | PPM&E- gwah@csa.gov.lr 0888833034 | Free call and suggestion box |
| PPM&E-503 | Communicate and administer HR policies and procedures | MACs | Free | 7 days upon request | PPM&E- gwah@csa.gov.lr 0888833034 | Free call and suggestion box |
| PPM&E-504 | Provide HR guidelines for planning and budgeting | MACs | Free | 7 days upon request | PPM&E- gwah@csa.gov.lr 0888833034 | Free call and suggestion box |
| PPM&E-505 | provide technical advice to write funding proposals to partners | MACs | Free | 7 days upon request | PPM&E- gwah@csa.gov.lr 0888833034 | Free call and suggestion box |
| PPM&E-506 | Provide guidelines on setting up M&E systems and help define indicators for program managers | MACs | Free | 7 days upon request | PPM&E- gwah@csa.gov.lr 0888833034 | Free call and suggestion box |
| PPM&E-507 | Provide civil service statistical data to policy makers and public | MACs | Free | 7 days upon request | PPM&E- gwah@csa.gov.lr 0888833034 | Free call and suggestion box |
| PPM&E-508 | Provide civil research guidelines and topics to researchers. | MACs | Free | 7 days upon request | PPM&E- gwah@csa.gov.lr 0888833034 | Free call and suggestion box |
| PPM&E-509 | Provide empirical findings on policy implementation in the Civil Service | MACs | Free | 7 days upon request 510: provide feedback to customers through client value-survey on services provided by CSA. | PPM&E- gwah@csa.gov.lr 0888833034 | Free call and suggestion box |

6. Civil Service Reform Directorate

| Dir. CODE | Services provided to civil servants and all public | Eligibility and conditions | Cost of service | Time it takes to get service | Responsible Directorate | Feedback channels |
|-----------|--|--|-----------------|------------------------------|--|------------------------------|
| CSRD-600 | Provide Program support to implementing Agencies (CSA, GC, LIPA) | All Program-component Managers at CSA, GC and LIPA | Free | 2 weeks | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-601 | Assist project Component Managers in finalizing concept notes and budget for all programs | All Program-component Managers at CSA | Free | 2 weeks | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-602 | Support and process all program request under approved project work plan | All Program-component Managers at CSA | Free | 2 weeks | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-603 | Coordinates the hiring of consultants and procurement of goods under project | All Program-component Managers at CSA, GC and LIPA | Free | 2 weeks | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-604 | Plan and execute all events associated with reform projects(Multi-stakeholder’s engagement forum, donor Update forum and program/policy launch | All Program-component Managers at CSA, GC and LIPA | Free | 2 weeks | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-605 | Provide payment request for vendors and consultancies in line with project | Service provider | Free | 2 weeks | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-606 | Make travel arrangements for project related travels | Project staff and consultants | Free | 2 weeks | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-607 | Provide secretariat support/coordination for reform projects related meetings | TWG, POC, and Partners meetings | Free | Working days | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |

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| Dir. CODE | Services provided to civil servants and all public | Eligibility and conditions | Cost of service | Time it takes to get service | Responsible Directorate | Feedback channels |
|------------------|--|--|------------------------|-------------------------------------|--|------------------------------|
| CSRD-608 | Provide technical and resource support to Internal Reform Committees across MACs in line with approved work plan | All MACs | Free | Working Days | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-609 | Arrange accommodation, visa, work permit for consultants | PROGRAM Consultants | Free | 1-5 days | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-610 | Book appointment and supervise consultant's engagements with MACs | PROGRAM Consultants | Free | 3 days | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-611 | Support fine tune consultant Deliverables and knowledge transfer activities | REFORM PROGRAM Supported studies and reports | Free | 1-5 days | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-612 | Support mobilizing resources for awareness and communication of reform activities | REFORM programs | Free | Every budget year | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-613 | Provide technical know-how to ensure communication and change management activities under reform project | REFORM programs | Free | Quarterly | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-614 | Inform stakeholders on the reform processes | Reforms programs | Free | Monthly | CSRD- publicsectormodernizationcsa@gmail.com pcoleman@csa.gov.lr 0886569922 | Free call and suggestion box |
| CSRD-614 | Ensure inter-ministerial, donors, and Civil Society relations on reform activities | MINISTERS, DONORS, CSOs | Free | Regularly | | Free call and suggestion box |

7. Rural Outreach and Decentralization

| Dir. CODE | Services provided to civil servants and all public | Eligibility and conditions | Cost of service | Time it takes to get service | Responsible Directorate | Feedback channels |
|-----------|--|--|--|------------------------------|--|------------------------------|
| RODD-700 | Offer CSA Test clearance at regional and county level | Civil servants and prospective civil servants: Register with CSA regional office or on the day of scheduled test. Need one passport size photo, academic credentials | Free | Within 15 working days | Outreach- dpoawalio@csa.gov.lr 0886846924 | Free call and suggestion box |
| RODD-702 | Deliver counseling to prospective retirees at regional and county level | Prospective retired civil servants: Recommended by their employer (MAC) | Free | 1 or 2 days | Outreach- dpoawalio@csa.gov.lr 0886846924 | Free call and suggestion box |
| RODD-703 | Redress to grievance at regional and county level | Civil servants: -Letter of complaint with all supporting documents | Free | 5 days | Outreach- dpoawalio@csa.gov.lr 0886846924 | Free call and suggestion box |
| RODD-704 | Provide education & Information on civil service related activity or policies | Civil servants and general public: workshops/radio/brochure/meeting | Free | 1-5 days | Outreach- dpoawalio@csa.gov.lr 0886846924 | Free call and suggestion box |
| RODD-705 | Issue Biometrics ID cards at regional, county and districts | Classified civil servants who passed CSA test and on payroll : -two passport size photos, -copies of academic and training credentials, -bio data and employment history, -three letters of recommendations and employment letter | Free initially but US\$5.00 for re-issue | 2 to 3 weeks | Outreach- dpoawalio@csa.gov.lr 0886846924 | Free call and suggestion box |
| RODD-706 | Facilitate and coordinate the implementation of PMS at regional and county level | All civil servants with clear job descriptions | Free | Quarterly/Annually | Outreach- dpoawalio@csa.gov.lr 0886846924 | Free call and suggestion box |

8. General Administration and Finance

| Dir. CODE | Services provided to civil servants and all public | Eligibility and conditions | Cost of service | Time it takes to get service | Responsible Directorate | Feedback channels |
|--------------------|---|--|-----------------|--|--|------------------------------|
| IT/ICT | | | | | | |
| GAFD-811 | Servicing of IT CSA Equipment | CSA Employees | Free | Depends on the availability Of resources | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| GAFD-812 | Providing internet Services | CSA Employees, Authorized guests | Free | Available at all times | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| GAFD-813 | Creation of GOL email addresses to CSA employees | CSA employees | Free | 5 minutes or less | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| GAFD-814 | upload CSA available resources on website for both public and employees consumption | CSA employees and the general public | Free | At all times | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| GAFD-815 | Provision of IT support | CSA employees | Free | at all times | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| Finance | | | | | | |
| GAFD-821 | Provide a payment list of pension, retirement and Pension to MFDP on monthly basis | Employees of CSA | Free | Between 5 - 8 Days (All Things Equal) | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| GAFD-822 | Provide list of payment of all Former Senior Public Servants and Legislators | Retired Senior Public Servants & Legislators | Free | Between 5 - 8 Days (All Things Equal) | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| GAFD-823 | Receive, record, manage and report on receipt and disbursement of CSA finances | | Free | daily | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| Procurement | | | | | | |

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|------------------|--|---|------------------------|-------------------------------------|--|------------------------------|
| GAFD-831 | Procured goods and services for the Civil Service Agency | CSA staff | Free | A day | GAFD- gwilson@csa.gov.lr 0886547180 | Free call and suggestion box |
| Transport | | | | | | |
| GAFD-841 | Provide Transport Services to and from work to CSA staff | Civil Service Agency employees | Free | Arrival and Quitting Time | GAFD- gwilson@csa.gov.lr 0886547180 | Free call and suggestion box |
| GAFD-842 | Provide weekly transport plan to all CSA staff | Civil Service Agency employees | Free | Weekly | GAFD- gwilson@csa.gov.lr 0886547180 | Free call and suggestion box |
| Personnel | | | | | | |
| GAFD-851 | Communicate any changes related to working hours, salary and others issues | CSA's staff | Free | N/A | GAFD- gwilson@csa.gov.lr 0886547180 | Free call and suggestion box |
| GAFD-852 | Provide to management monthly CSA personnel monitoring records | CSA's staff | Free | 2months | GAFD- gwilson@csa.gov.lr 0886547180 | Free call and suggestion box |
| GAFD-853 | Provide CSA's internal welfare procedures and ensure compliance | CSA's staff | Free | 2weeks | GAFD- gwilson@csa.gov.lr 0886547180 | Free call and suggestion box |
| GAFD-854 | Provide to CSA leadership the PSM of all staff | CSA's staff | Free | 1 month | GAFD- gwilson@csa.gov.lr 0886547180 | Free call and suggestion box |
| GAFD-855 | Secure merit-based employment in CSA | CSA's staff | Free | 1 month | GAFD- gwilson@csa.gov.lr 0886547180 | Free call and suggestion box |
| GAFD-856 | Issue CSA staff annual leave and temporally absence authorization forms | CSA's staff | Free | on request (1day) | GAFD- gwilson@csa.gov.lr 0886547180 | Free call and suggestion box |
| GAFD-857 | Provide annual medical insurance scheme to CSA staff | CSA's staff | Free | annually | GAFD- gwilson@csa.gov.lr 0886547180 | Free call and suggestion box |
| Security | | | | | | |
| GAFD-861 | Provide protection services of properties | Civil Service Agency employees and visitors | Free | 24 hours service | GAFD- gwilson@csa.gov.lr 0886547180 | Free call and suggestion box |

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| Dir. CODE | Services provided to civil servants and all public | Eligibility and conditions | Cost of service | Time it takes to get service | Responsible Directorate | Feedback channels |
|-----------------------|---|---|------------------------|-------------------------------------|--|------------------------------|
| GAFD-862 | Provide protection services to CSA staff | Civil Service Agency employees and visitors | Free | During working hours | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| GAFD-863 | Provide Protection of customers/staff who come to seek services to CSA. | customers, staff, service seekers | Free | During working hours | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| Maintenance | | | | | | |
| GAFD-870 | Cleaning-up the offices and CSA building maintenance | Agency employees | Free | Twice a day | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| GAFD-871 | Repair equipment, electrical, plumber, Air conditioners & other office materials | Agency employees | Free | During working hours | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| Administration | | | | | | |
| GAFD-880 | Provide all necessary including office, material and equipment's to personnel | Agency employees | Free | Upon request | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| GAFD-881 | Provide internal meeting regulations for CSA staff and management | Agency employees | Free | N/A | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| GAFD-882 | Provide fleet time sheet form to drivers and reports for reporting purpose. | Drivers | Free | Upon request | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| GAFD-883 | Provide fuel to staff bus, all directors' vehicles and CSA leadership on daily and monthly basis respectively | | | | GAFD- gwilson@csa.gov.lj 0886547180 | |
| GAFD-884 | Correction of salary and bank accounts cases | All CSA employees | Free | Depending on situation | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |
| GAFD-885 | Plan and implement Public Service Day | All Civil Servants | Free | Two months | GAFD- gwilson@csa.gov.lj 0886547180 | Free call and suggestion box |

9. Career Management and Training

| Dir. CODE | Services provided to civil servants and all public | Eligibility and conditions | Cost of service | Time it takes to get service | Responsible Directorate | Feedback channels |
|-----------|--|----------------------------|-----------------|------------------------------|--|------------------------------|
| CMTD-900 | Provide capacity needs at institutional and individual level | Participants of TNA | Free | Quarterly and annually | CMTD- acsayon@csa.gov.lr 0886488285 | Free call and suggestion box |
| CMTD-901 | Provide information on training | Civil servants | Free | Quarterly and annually | CMTD- acsayon@csa.gov.lr 0886488285 | Free call and suggestion box |
| CMTD-902 | Support builds capacity of training coordinators in MACs | Tertiary institutions | Free | Quarterly and annually | CMTD- acsayon@csa.gov.lr 0886488285 | Free call and suggestion box |
| CMTD-903 | Offer training opportunities to CSA staff | Civil Servants | Free | Quarterly and annually | CMTD- acsayon@csa.gov.lr 0886488285 | Free call and suggestion box |
| CMTD- 904 | Provide career progression to civil servants | Civil Servants | Free | Quarterly and annually | CMTD- acsayon@csa.gov.lr 0886488285 | Free call and suggestion box |
| CMTD- 905 | Offer short/medium and long term training to civil servants | Civil Servants | Free | Quarterly and annually | CMTD- acsayon@csa.gov.lr 0886488285 | Free call and suggestion box |
| CMTD-906 | Offer succession plan to civil servants across all MACs | Civil Servants | free | annually | CMTD- acsayon@csa.gov.lr 0886488285 | Free call and suggestion box |
| CMTD-908 | Offer training and Career Q&A Desk | Civil Servants | free | Working Hours(daily) | CMTD- acsayon@csa.gov.lr 0886488285 | Free call and suggestion box |