

Civil Service Agency, R.L.

“Smaller Government, Better Service...”

NATIONAL VISION

“A Nation that is peaceful, secured and prosperous, with democratic and accountable governance based on the rule of law, and abundant economic opportunities for all Liberians” (PRS 2008).

REFORM VISION

A robust, depoliticized, professional, and adequately compensated civil service that effectively and efficiently delivers high quality services to the people aimed at improving and sustaining their quality of life.

MISSION

To build a civil service that has the capacity and competence to deliver sustainable, good governance to the nation. This will be achieved through policy advice to the government, research and human resource management, including recruitment, classification, training, maintaining records, performance management, and monitoring and evaluation.

OUR SERVICES

Selection and Recruitment, Personnel Audit, Records Management, Pensions Policy Management, Job Classification and Grading, Training Needs Assessment, Set Salary Scales, Automated HR Management System, Performance Management, HR Policy Formulation, Testing, Payroll Management, Monitoring & Evaluation, Leave Management: Study Leave, Casual Leave, Annual Leave, and Maternal Leave, Pension Counseling.

OUR CORE VALUES

Professionalism, Accountability, Transparency, Integrity, Merit, Efficiency, Effectiveness, and Service.

OUR CUSTOMERS EXPECT US TO:

- Show compassion and understanding
- Provide timely feedback
- Be accessible and available to help them
- Treat them with respect and dignity
- Protect the civil service from politicization

WE PROMISE THAT WE WILL:

- Be courteous, transparent and fair in our duties
- Deliver quality services on time
- Adhere to the laws of the Republic of Liberia and the Standing Orders of the Civil Service

GRIEVANCE REDRESS PROCEDURES

1. Submit grievance in writing to supervisor.
2. Supervisor shall reply within **5 working days**.
3. Take grievance to next level of supervision if you disagree with supervisor's response or the response is delayed.
4. Second level supervisor must respond within **5 working days**.
5. Take grievance to Agency/Ministry head if you disagree with second level response or the response is delayed.
6. Agency Head shall have **10 working days** to conduct an investigation and render a written decision.
7. If grievances remain unresolved, an appeal to the examining committee of the Board of Appeals must be submitted within **3 working days**.
8. The Board of Appeals gives the final decision in all matters of Appeals, except in cases of dismissal.

www.csa.gov.lr

OUR OFFICES ARE OPEN TO OUR CUSTOMERS MONDAY TO FRIDAY FROM 8AM TO 5PM.