

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

Liberia Medicines & Health Products Regulatory Authority LIBERIA

November 13, 2024

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LIST OF ACRONYMS

E&R	Evaluation & Registration
GOL	Government of Liberia
LI&PMS	Licensing Inspection & Post-Market Surveillance
LMHRA	Liberia Medicines & Health Products Regulatory Authority
N/A	Not Applicable
PV&CT	Pharmacovigilance & Clinical Trials
SDC	Service Delivery Charter

FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the *Liberia Medicines & Health Products Regulatory Authority* for the forthcoming three years 2022-2025. The Service Delivery Charter (SDC) will serve as a guide to the public on the quantity, quality, and conditions of services that we provide. The Charter also provides information about your rights and the channels for which you can report and get redress when your rights are violated.

With this Charter, we are making a commitment to providing our services at the highest possible standards and we'll do our best to ensure effective implementation of the Charter. We welcome feedback from the public so that we can continuously improve on these standards and by extension, the quality of our services, for the betterment of the people of Liberia.

The Liberia Medicines & Health Products Regulatory Authority also recognizes that the delivery of quality service can only be achieved through a motivated professional workforce. We shall, therefore, continue to invest in our staff and retrain them on a continuous basis. By outlining its commitments to you, the LMHRA seeks to match its quality of service to customers' needs. The LMHRA, therefore, looks forward to continuous support from the public as it embarks on implementing this Service Charter.

Hon. Luke L. Bawo

Managing Director

Liberia Medicines & Health Products Regulatory Authority

ACKNOWLEDGEMENT

A document like this takes the collective effort of numerous stakeholders, tirelessly contributing to the initiation, information gathering processes, document completion, and most importantly, to the effective implementation of this all-important document.

Accordingly, our sincere appreciation goes to the President of the Republic of Liberia, His Excellency, President Joseph N. Boakai Sr., through whose signature initiative, the Performance Management and Compliance System (PMCS), this requirement for service excellence was instituted. Our profound appreciation also goes to the Director General of the Cabinet, Hon. Nathaniel T. Kwabo, and the staff of the Cabinet Secretariat, for their guidance and support with this noble initiative.

The development of this Charter would not have been possible without the vital technical assistance from the Consultant, Mrs. Doris Idahor, at the national level.

Our appreciation also goes to Mrs. Brenda A. Jones, Mr. Johnathan L. Flomo, Dr. S. Michael Chu Nepay and the entire staff of the Programs, Planning, M & E, and Research Department for their valuable contribution and inputs to the development of this Charter. Your consistent focus and efforts have brought remarkable progress with the successful completion of this project.

Finally, our deepest appreciation goes to our many hardworking and dedicated staff, particularly the frontline employees, who daily represent the LMHRA in interfacing with our valued customers and providing quality services to meet their needs. Your efforts and professionalism will bring to life the spirit of this Service Delivery Charter.

Hon. Luke L. Bawo

Managing Director

Liberia Medicines & Health Products Regulatory Authority

1 INTRODUCTION

1.1 Background

The Liberia Medicines & Health Products Regulatory Authority is an arm of the Government of Liberia (GOL), responsible for ensuring the safety efficacy and quality of medicines and health products on the Liberian market.

This Service Delivery Charter (SDC) for the LMHRA therefore, constitutes a social contract, commitment and agreement between the Authority and citizens of Liberia. It sets out our services and responsibilities to continuously improve performance and quality of services to citizens. It enhances and fast tracks the delivery of services to improve the lives of our people. The SDC enables service beneficiaries to understand what they can expect from us, and forms the basis of engagement between LMHRA and citizens.

1.2 Rationale

The rationale for the development of this Service Charter is to guide the delivery of quality services to the people and ensure optimal utilization of limited resources in the shortest time possible. The Charter explains what LMHRA is supposed to provide in terms of services, as well as eligibility conditions for accessing these services. The charter will also serve as a benchmark to assess the LMHRA's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the LMHRA to:

- Define the services offered by us to the citizens of Liberia
- Outline the service standards that underpin the services offered
- Inventory our commitments towards meeting the general and specify needs of the public.

1.3 Objectives

The objectives of this Service Delivery Charter (SDC) are to establish clear service commitments and enhance the relationship between the LMHRA and the citizens of Liberia. This Charter is designed to guide the institution in delivering high-quality, accessible, and responsive services. Specifically, the objectives are to:

1. **Enhance Service Delivery Culture:** Foster a culture of high standards and responsiveness within the institution, ensuring that public services are delivered effectively, efficiently, and professionally.
2. **Clarify Roles and Responsibilities:** Define the responsibilities of both the institution and service users, helping to set clear expectations and promoting accountability on both sides.
3. **Promote Accountability and Transparency:** Strengthen accountability by openly stating service standards, timelines, and processes, and by providing mechanisms for feedback and redress when standards are not met.

4. **Encourage Continuous Improvement:** Establish a foundation for ongoing improvements to service quality, informed by citizen feedback and periodic reviews of institutional performance.
5. **Strengthen Public Trust:** Build and maintain public confidence in the LMHRA by demonstrating commitment to service excellence and addressing public needs with integrity and fairness.
6. **Support National Development Goals:** Align institutional service delivery with the Government of Liberia's broader goals for development, good governance, and citizen engagement.
7. **Combat Corruption and Promote Ethical Standards:** Reinforce ethical standards in public service, reduce opportunities for corruption, and promote fair and equitable treatment for all citizens.

This Service Delivery Charter serves as a framework to fulfil these objectives, ensuring that the LMHRA operates with transparency, reliability, and a focus on citizen-centered service.

1.4 Scope of Application

This Service Delivery Charter (SDC) applies to all departments, offices, and staff members of the LMHRA, encompassing both central and regional levels. It is intended to guide all personnel in delivering consistent, high-quality public services to the citizens of Liberia, aligning with the standards and commitments outlined within this document.

Specifically, this Charter covers:

1. All Service Locations:

- This includes the central office, regional branches, and any sub-national offices that provide public services on behalf of the LMHRA.

2. All Service Personnel:

- The SDC applies to all staff, from frontline service providers to senior management, who interact with the public or contribute to service delivery.

3. All Public Services Provided by the Institution:

- Each service offered by the LMHRA falls under the standards and commitments described in this Charter. It defines expected service levels, timelines, and customer care practices for all public-facing services.

4. Interactions with All Service Users:

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

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

2 WHO WE ARE

The LMHRA is a key institution within the Government of Liberia, dedicated to providing essential services to the public. Our mission is to enhance the well-being of citizens through effective service delivery, accountability, and a commitment to excellence.

The Liberia Medicines and Health Products Regulatory Authority (LMHRA) is a government institution responsible for ensuring the safety, efficacy, and quality of medicines and health products in Liberia. It regulates the registration, distribution, and use of medicines, medical devices, and vaccines, while also combating substandard and falsified products through inspections, licensing, and quality control testing via its National Quality Control Laboratory. LMHRA oversees pharmacovigilance by monitoring adverse drug reactions, ensures ethical clinical trials, and educates the public on medicine safety. By providing these services, LMHRA plays a critical role in protecting public health and strengthening Liberia's healthcare system.

2.1 Vision

The vision of the **LMHRA** is to be effective and innovative in playing our role in protecting public health and promoting patient safety by ensuring the safety, efficacy and quality of medicines and health products on the Liberian market. This vision reflects our commitment to long-term improvements in public service and to promoting an inclusive, responsive government.

2.2 Mission

The mission of the LMHRA is to enhance and improve the health of millions of people every day through the effective regulation of medicines and health products. Through this mission, we aim to address public needs with professionalism and dedication.

2.3 Values

Our core values are:

- ❖ Acting always in the best interests of patients and consumers.
- ❖ Operating to the highest standards of scientific decision-making and quality.
- ❖ Behaving with integrity, impartiality and transparency.
- ❖ Promoting research, innovation, continual learning and openness to change.
- ❖ Treating stakeholders and each other with dignity and respect at all times.

3 OUR CUSTOMERS

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

1. Citizens of Liberia

- All Liberian citizens, regardless of background, who seek services provided by the LMHRA.

2. Residents and Non-Citizens

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

3. Government Entities

- Other national, regional, and local government agencies, ministries, and commissions that collaborate with or depend on our services for public administration and governance.

4. Businesses and Private Sector Organizations

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

5. Development Partners and International Organizations

- International organizations, NGOs, and development partners working with the Government of Liberia who depend on our services and information for project planning, implementation, and policy support.

6. Civil Society Organizations (CSOs)

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

4 OUR COMMITMENT TO YOU

The **LMHRA** is dedicated to providing high-quality, efficient, and transparent services to all our customers. We are committed to upholding the following standards to ensure that every interaction is productive, respectful, and responsive to your needs.

4.1 Service Guarantee

Our service guarantee ensures that we will:

- **Listen and Respond to Your Needs:** Actively listen to your questions, concerns, and feedback, and respond promptly.
- **Provide Friendly and Professional Service:** Approach every interaction with courtesy, professionalism, and a focus on helping you achieve your goals.
- **Deliver Accurate and Timely Services:** Strive for precision in all services provided and adhere to published timelines, minimizing delays whenever possible.
- **Ensure Confidentiality:** Safeguard your personal information and handle all inquiries with the utmost respect for privacy.

4.2 Service Standards

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

- **Timely Responses:**
 - Answer phone calls within three rings.
 - Respond to emails and written inquiries within five business days.
 - Acknowledge receipt of complaints within 48 hours and provide updates throughout the resolution process.
- **Professional Conduct:**
 - Treat every customer with respect, fairness, and dignity.
 - Offer clear, accurate information, avoiding technical jargon to ensure understanding.
 - Adhere to best practices in customer service, including follow-ups to confirm satisfaction.
- **Accessibility and Inclusivity:**
 - Make services available to all citizens, including provisions for individuals with disabilities or special needs.
 - Provide information through multiple channels (e.g., online, in person, by phone) to ensure accessibility for all.
- **Commitment to Continuous Improvement:**
 - Regularly review our performance against established standards and adjust services based on customer feedback and new best practices.
 - Conduct periodic assessments and seek customer input to refine and improve our services over time.

Our commitment to you is a promise of quality and reliability. We invite you to hold us accountable to these standards and to share your experiences so that we may continue to improve and serve you better.

5 FEEDBACK AND COMPLAINTS MECHANISM

The **LMHRA** values your feedback and is committed to addressing any concerns promptly and effectively. Our feedback and complaints mechanism is designed to ensure that every citizen has a voice in improving our services. We welcome both positive feedback and constructive criticism to help us continuously enhance the quality of our service.

5.1 Providing Feedback

We encourage you to share your experiences with us, whether positive or negative, so that we may understand your needs and expectations better. You can provide feedback through the following channels:

- **In-Person:** Visit our customer service desk at any **LMHRA's** office, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website **www.lmhra.gov.lr** to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at **info@lmhra.gov.lr**, and we will acknowledge receipt within 48 hours.
- **Suggestion Boxes:** Use suggestion boxes available at all of our service locations to submit anonymous feedback.

5.2 Submitting a Complaint

If our services do not meet your expectations or if you encounter any issues, please feel free to file a complaint. We are committed to addressing all complaints with urgency and transparency.

5.2.1 How to File a Complaint:

- **By Phone:** Call us at **0777140555/0886140555** to speak directly with a representative who will document your complaint and assist you with next steps.
- **Written Complaint:** Submit a written complaint by mail to **info@lmhra.gov.lr** or at our service counters, addressed to **the Managing Director**.
- **Complaint Form:** Access and fill out our online complaint form on our website at **www.lmhra.gov.lr**.

5.2.2 Complaint Handling Process:

1. **Acknowledgment:** We will acknowledge receipt of your complaint within 48 hours.
2. **Investigation:** Your complaint will be assigned to the relevant department for investigation. We will contact you if additional information is needed.
3. **Resolution:** We aim to resolve complaints within 21 days. If a resolution requires more time, we will provide you with regular updates.
4. **Follow-up:** After resolution, we may follow up with you to ensure satisfaction and receive any additional feedback.

5.3 Escalation Process

If you are not satisfied with the initial resolution, you may request an escalation to higher authorities within the **LMHRA**. We are committed to addressing escalated complaints with diligence to ensure a fair outcome. The following are the escalation steps: Supervisor>Manager>Deputy Director/Director>Deputy Managing Director> Managing Director> Board of Directors.

5.4 Confidentiality and Anti-Retaliation

We handle all complaints and feedback with confidentiality and respect. Your feedback will not affect your access to services or result in any form of retaliation. We are committed to creating a safe environment for citizens to voice their concerns.

This feedback and complaints mechanism enables us to hear from you, respond effectively, and improve our services continuously. We value your input and are dedicated to providing the best possible service to the public.

6 WHERE WE ARE LOCATED

The LMHRA is committed to providing accessible services to all citizens, with multiple locations to serve the public effectively. Below are the main locations, contact information, and operating hours where our services can be accessed.

CENTRAL DEPARTMENTS	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL
Pharmacovigilance & Clinical Trials	Mamba Point	0777281914	Jdk.goteh@lmhra.gov.lr	0777140555
Licensing, Inspection & Post-	Mamba Point	0775099124	paul.higgins@lmhra.gov.l r	0777140555

Market Surveillance				
Department of Evaluation & Registration	Mamba Point	0770195778	Jallohm65@gmail.com	0777140555
	KEY CONTACT ADDRESSES AT REGIONAL LEVEL			
Regional office at RIA	Robert International Airport	0777678171	John.kleem@lmhra.gov.lr	0777140555
Regional office at Bo Waterside	Bo Waterside	0888910595		0777140555
Regional office at Ganta	Ganta	0770527226		0777140555

7 OVERVIEW OF OUR SERVICES

The LMHRA is dedicated to providing a range of services to meet the needs of Liberia's citizens. This section outlines the specific services we offer, including eligibility requirements, timelines, and contact information for each department. *The Liberia Medicines and Health Products Regulatory Authority (LMHRA) ensures the safety, quality, and efficacy of medicines and health products in Liberia. Its services include the registration and licensing of pharmaceutical products and facilities, inspection of manufacturers and distributors for compliance with regulatory standards, and monitoring of clinical trials to uphold ethical and scientific practices. LMHRA conducts quality control testing and post-market surveillance to detect substandard or counterfeit products, while also promoting pharmacovigilance through adverse drug reaction reporting. Additionally, the Authority develops regulatory policies, provides public education on medicine safety, and enforces compliance to protect public health*

7.1 List of Services, Eligibility Conditions, and Timelines by Departments

7.1.1 Pharmacovigilance & Clinical Trials

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMHRA-0001	Vetting and approval of Advertisement of Over-the-counter medicines, health products, and medical Devices	Valid LMHRA's registered products	• 120USD per product	Proof of payment	7 working days	Medicines Information/ Pharmacovigilance/Clinical Trials	• Dr. Sancee G. Gray, Manager, Medicines Information and Publications Unit Email: sanceeggray36870@gmail.com • Dr. Humphrey B. Taylor, Asst. Manager, Medicines Information and Publications Unit Email: lordtaylor2015@gmail.com	Dr. Teedoh E. Beyslow, Deputy Director, Department of Pharmacovigilance and Clinical Trials Email: bteedoh@gmail.com	Customer's Feedback Box info@lmhra.gov.lk

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMHRA-0002	Review and approval of Clinical Trial applications	Valid Clinical Trials applications	• 25,000 USD Industry Funded (Phase I) • 20,000 USD Industry Funded (Phase II) • 15,000 USD Industry Funded (Phase III) • 10,000 USD Clinical Research Organization Funded Phase I • 8,000 USD Clinical Research Organization Funded Phase II	Proof of payment	60 working days	Pharmacovigilance/Clinical Trials	• Dr. Juwe D. Kercula, Manager, Clinical Trials Unit Email: darnuwele@yahoo.com • Mr. Theophilus Fayiah, Research Assistant, Clinical Trials Unit Email: theophilusfayiah@gmail.com	Dr. Teedoh E. Beyslow, Deputy Director, Department of Pharmacovigilance and Clinical Trials Email: bteedoh@gmail.com	Customer's Feedback Box info@lmhra.gov.lf

7-- 14 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
			• 6,000 USD Clinical Research Organization Funded Phase III • 2,500 USD Investigator /Local Phase 3&4 • 2,000 USD Academic Research Trial (Individual) • 1,000 USD Amendment (substantial) to Clinical Trials Protocol						
LMHRA-0003	Training QPPV of Marketing Authorization Holders	Liberian Pharmacists	1500 USD for training	Proof of payment	15 working days	Pharmacovigilance/Clinical Trials	• Dr. Margaret T. Massaquoi, Manager, Pharmacovigilance Unit	Dr. Teedoh E. Beyslow, Deputy Director, Department of Pharmacovigilance	Customer's Feedback Box info@lmhra.gov.lr

7-- 15 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
							Email: massaquitoia@gmail.com • Dr. Galimah Akoi, Asst. Manager, Pharmacovigilance Unit Email: kruboakoi@gmail.com	nce and Clinical Trials Email: bteedoh@gmail.com	

7.1.2 Licensing, Inspection & Post-Market Surveillance

7-- 16 - *We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs*

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMHRA - 0004	Premise Registration and Issue of Certificates	Pre & Post Inspection, Business Registration, Pharmacist License	Old Entity = 400 USD New Entity = 510 USD	Past Registration Certificate	Five working Days	Inspectorate & Post Market Surveillance	Dr. Nuku B. Williams Email: nukubw@gmail.com	Dr. Paul D Y. Higgins Email: paul.higgins@lmhra.gov.lr	Customer's Feedback Box info@lmhra.gov.lr
LMHRA -0005	Importer Registration and Issue of Certificates	Pre & Post Inspection, Business Registration, Pharmacist License	1000 USD annually	Past Registration Certificate	Five working Days	Inspectorate & Post Market Surveillance	Dr. Nuku B. Williams Email: nukubw@gmail.com	Dr. Paul D Y. Higgins Email: paul.higgins@lmhra.gov.lr	Customer's Feedback Box info@lmhra.gov.lr
LMHRA -0006	GMP Desk Audit and Site Visit	1. WHO and/or NRA cGMP Certificate 2. Copy of last GMP inspection reports	Desk Audit = 4000 USD Site Visit = 8000 USD		Two months	Inspectorate & Post Market Surveillance	Dr. Nuku B. Williams Email: nukubw@gmail.com	Dr. Paul D Y. Higgins Email: paul.higgins@lmhra.gov.lr	Customer's Feedback Box info@lmhra.gov.lr

7-- 17 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		3. Site Master Files (SMF) 4. Validation master plan 5. Pharmacovigilance Master Plan 6. Manufacturer License 7. Trade certificate 8. Test method for validation 9. Products quality reviews reports of any five (5) products							

7-- 18 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		10. Any other country Audit inspection Reports and Certificate 11. Process handling deviations 12. Process or method of materials transfer 13. Batch manufacturing Report for at least one batches							

7-- 19 - *We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs*

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMHRA-0007	Cosmetics Premise Inspections	Premise License or Payment receipt	N/A		DAILY	Inspectorate	Elizabeth Kamara kamaraelizabeth248@gmail.com Sekou Bility	Mavis Viskinda ml.viskinda@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr
LMHRA-0008	Cosmetics Products Inspection	Receipts of products purchased	N/A	LMHRA Receipt of product listing (For Importers)	DAILY	Inspectorate	Elizabeth Kamara kamaraelizabeth248@gmail.com Sekou Bility	Mavis Viskinda ml.viskinda@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr

7-- 20 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMHRA-0009	Cosmetics New Premise Licenses	Business Registration and Filled Application Form	Importers- \$350usd Wholesalers - \$250usd Retailers- \$150usd		1 week	Inspectorate	Elizabeth Kamara kamaraelizabeth248@gmail.com Sekou Bility	Mavis Viskinda ml.viskinda@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr
LMHRA-0010	Cosmetics Old Premise Licenses	Business Registration, copy of previous License or Receipt and Filled Application Form	Importers- \$250usd Wholesalers - \$200usd Retailers- \$100usd		1 week	Inspectorate	Elizabeth Kamara kamaraelizabeth248@gmail.com Sekou Bility	Mavis L. Viskinda ml.viskinda@lmhra.gov.lr mavisviskinda@gmail.com	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr
LMHRA-0011	Monitoring of Cosmetics	Mf. Date, Exp. Date	N/A	N/A	DAILY	Inspectorate	Elizabeth Kamara	Mavis L. Viskinda	Dr. Paul D.Y. Higgins, Sr.

7-- 21 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
	Products on the market						kamaraelizabeth248@gmail.com Sekou Bility	ml.viskinda@lmhra.gov.lr	paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMHR A-0012	Monitors the safety of pharmaceutical products on the Liberian Market.	Import, Premise licenses.	N/A	Premise condition, personnel, and storage condition	Daily	Inspectorate \Post Market Surveillance	Matu K. Fayiah-Nyanti matu.fayiah@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr	Customer's Feedback Box info@lmhra.gov.lr

7-- 22 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMHR A-0013	Carry on routine and random surveillance of pharmaceutical products	Import, Premise licenses.	N/A	Premise condition, personnel, and storage condition	2 times a year	Inspectorate\Post Market Surveillance	Matu K. Fayiah-Nyanti matu.fayiah@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr	Customer's Feedback Box info@lmhra.gov.lr
LMHR A-0014	Quarantine questionable products	Quotation and packing list	N/A		When applicable	Inspectorate \Post Market Surveillance	Matu K. Fayiah-Nyanti matu.fayiah@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr	Customer's Feedback Box info@lmhra.gov.lr
LMHR A-0015	Supervise/Conduct all recalls	Packing list, Quotation, and Distribution list	Bill Provided for payment to account	Premise condition, personnel, and storage condition	When applicable	Inspectorate \Post Market Surveillance	Matu K. Fayiah-Nyanti matu.fayiah@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr

7-- 23 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMHR A-0016	Conduct concise and routine inspections	Import, Premise licenses	N/A	Premise condition, personnel, and storage condition	2 times a year	Inspectorate \Post Market Surveillance	Matu K. Fayiah-Nyanti matu.fayiah@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr	Customer's Feedback Box info@lmhra.gov.lr
LMHR A-0017	Inspection of Importer container.	Authority to Import, authority to clear, LMHRA quotation, product packing list, LMHRA receipt, invoices and certificate of analysis.	None		Same day.	Inspectorate	Dr. Nicholas Jarka Jarkanicholas89@lmhra.gov.lr	Dr. Akoi Bazzie Akoi.bazzie@lmhra.gov.lr	Customer's Feedback Box info@lmhra.gov.lr
LMHR A-0018	Collection of importer samples.	Authority to Import, authority to clear,	None		Same day	Inspectorate	Dr. Nicholas Jarka	Dr. Akoi Bazzie Akoi.bazzie@lmhra.gov.lr	Customer's Feedback Box info@lmhra.gov.lr

7-- 24 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		LMHRA quotation, product packing list, LMHRA receipt, invoices and certificate of analysis.					Jarkanicholas89@lmhra.gov.lr		
LMHR A-0019	Submission of importer samples to QC Lab.	Authority to Import, authority to clear, LMHRA quotation, product packing list, LMHRA receipt, invoices and certificate of analysis.	None		One day to one week base on the presentation of the documents mention above.	Inspectorate	Dr. Nicholas Jarka Jarkanicholas89@lmhra.gov.lr	Dr. Akoi Bazzie Akoi.bazzie@lmhra.gov.lr	Customer's Feedback Box info@lmhra.gov.lr
LMHR A-0020	Submission of Clearances to importer	Results from QC lab.	None		Same day.	Inspectorate	Dr. Nicholas Jarka	Dr. Akoi Bazzie Akoi.bazzie@lmhra.gov.lr	Customer's Feedback Box info@lmhra.gov.lr

7-- 25 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
							Jarkanicholas89@lmhra.gov.lr		

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMHR A-0021	Pharmaceutical Premises Inspections	-Purchase Receipts -Premise Registration Document	None	Products Expiration Date	1 Week	Inspectorate	Dr. Morrison A. Tamba Tspecial4@lmhra.gov.lr	Dr. F. Kwo-A-kpeh Dolo fk.dolo@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr
LMHR A-0022	Health Facilities Inspections	Purchase Receipts	None	Products Expiration Date	1 Week	Inspectorate	Dr. Morrison A. Tamba	Dr. F. Kwo-A-kpeh Dolo fk.dolo@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr

7-- 26 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
							Tspecial4@lmhra.gov.lr		Customer's Feedback Box info@lmhra.gov.lr
LMHR A-0023	Trans Border Inspections	-Products importation Document -Products Purchase Receipts	None		Daily	Inspectorate	Dr. Morrison A. Tamba Tspecial4@lmhra.gov.lr	Dr. F. Kwo-A-kpeh Dolo fk.dolo@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr
LMH RA-0024	Peddlers Raiding	None	None	None	Daily	Inspectorate	Dr. Morrison A. Tamba Tspecial4@lmhra.gov.lr	Dr. F. Kwo-A-kpeh Dolo fk.dolo@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr

7-- 27 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMH RA-0025	Public Safety Awareness	None	None	None	Daily	Inspectorate	Dr. Morrison A. Tamba Tspecial44@gmail.com	Dr. F. Kwo-A-kpeh Dolo fk.dolo@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr
LMH RA-0026	Pharmaceutical Premises Inspections	-Purchase Receipts -Premise Registration Document	None	Products Expiration Date	1 Week	Inspectorate	Pharm. D. Nelson Tweh nelsontweh@lmhra.gov.lr	Dr. F. Kwo-A-kpeh Dolo fk.dolo@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr

7-- 28 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMH RA-0027	Health Facilities Inspections	Purchase Receipts	None	Products Expiration Date	1 Week	Inspectorate	Pharm. D. Nelson Tweh nelsontweh@lmhra.gov.lr	Dr. F. Kwo-A-kpeh Dolo fk.dolo@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr
LMH RA-0028	Trans Border Inspections	-Products importation Document -Products Purchase Receipts	None		Daily	Inspectorate	Pharm. D. Nelson Tweh nelsontweh@lmhra.gov.lr	Dr. F. Kwo-A-kpeh Dolo fk.dolo@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr
LMH RA-0029	Peddlers Raiding	None	None	None	Daily	Inspectorate	Pharm. D. Nelson Tweh nelsontweh@lmhra.gov.lr	Dr. F. Kwo-A-kpeh Dolo fk.dolo@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr

7-- 29 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
									Customer's Feedback Box info@lmhra.gov.lr
LMH RA-0030	Public Safety Awareness	None	None	None	Daily	Inspectorate	Pharm. D. Nelson Tweh nelsontweh@lmhra.gov.lr	Dr. F. Kwo-A-kpeh Dolo fk.dolo@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr
LMH RA-0031	Assessment, Quantification, Billing, Transportation, Disposal and Certification of pharmaceutical waste	Written communication (request) to the Managing Director, the request shall be accompanied by list of pharmaceutical products to	Three (3.00 USD) United States Dollars per one Kilogram	Register book of unfit medicines and health products, Quantification and agreement forms, way bill	Depending upon the day assessment and quantification it could take between 2-5 days.	Inspectorate and Post Market surveillance	Dr. Jonathan J. Luciny Jonathan.luciny@lmhra.gov.lr	Dr. Paul DY Higgins paul.higgins@lmhra.gov.lr	Customer's Feedback Box info@lmhra.gov.lr

7-- 30 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		be disposed of and should state clearly the trade name, Generic name, strength (where applicable), dosage form, pack size, quantity, manufacturer, batch number and market value of the products							
LMH RA-0032	Exam products	Authority to Clear, importer license, permit to import, Payment	None		Same day	Inspectorate	Dr. Bissi Allison bissiallison@lmhra.gov.lr	Dr. John Cleeme John.kleem@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr

7-- 31 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		receipts, Air Waybill, Packing Listing, Invoices,							Customer's Feedback Box info@lmhra.gov.lr
LMH RA-0033	Release Products	Authority to Clear, importer license, permit to import, Payment receipts, Air Waybill, Packing Listing, Invoices,	None		Same day	Inspectorate	Dr. Bissi Allison bissiallison@lmhra.gov.lr	Dr. John Cleeme John.kleem@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr
LMH RA-0034	Confiscate Products	If the entity lacks any of the below document or all. Authority to Clear, importer license, permit to	None		Same day	Inspectorate	Dr. Bissi Allison bissiallison@lmhra.gov.lr	Dr. John Cleeme John.kleem@lmhra.gov.lr	Dr. Paul D.Y. Higgins, Sr. paul.higgins@lmhra.gov.lr Customer's Feedback Box info@lmhra.gov.lr

7-- 32 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		import, Payment receipts, Air Waybill, Packing Listing, Invoices,							

7.1.3 Department of Evaluation & Registration

7-- 33 - *We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs*

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMH RA-0035	Registration of Medicines	Importer's license,	Fast Track 600 USD		3-4 months	Registration Dept.	Dr. Sumo Maiwo SK. Maiwo@lmhra.gov.l r	Dr. Mary G. Jalloh-Tozo mjtozo@lmhra.gov.l r	mjtozo@lmhra.gov.lr Customer's Feedback Box
LMH RA-0036	Registration of Medicines	Importer's license	Regular 300 USD		4-6 months	Registration Dept.	Dr. Sumo Maiwo SK. Maiwo@lmhra.gov.l r	Dr. Mary G. Jalloh-Tozo mary.jalloh@lmhra.gov.lr	info@lmhra.gov.lr Customer's Feedback Box
LMH RA-0037	Registration of Narcotic Drugs	Importer's license	300 USD		One week	Registration Dept.	Dr. Sumo Maiwo SK. Maiwo@lmhra.gov.l r	Dr. Mary G. Jalloh-Tozo mary.jalloh@lmhra.gov.lr	info@lmhra.gov.lr Customer's Feedback Box

7-- 34 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMH RA-0038	Registration of Psychotropic Substances	Premise license, Importer's license	300 USD		One Week	Registration Dept.	Dr. Sumo Maiwo SK. Maiwo@lmhra.gov.l r	Dr. Mary G. Jalloh-Tozo mjtozo@lmhra.gov.l r	info@lmhra.gov.lr Customer's Feedback Box
LMH RA-0039	Registration of Cosmetics	Premise license, Importer's license	Listing-25 USD		One Week	Registration Dept.	Dr. Carlvn Sahn C. Sahn@lmhra.gov.l r	Dr. Mary G. Jalloh-Tozo mjtozo@lmhra.gov.l r	info@lmhra.gov.lr Customer's Feedback Box
LMH RA-0040	Listing of European /American Medicines	Listing of European /American Medicines	75 USD		One Week	Registration Dept.	Dr. Sumo Maiwo SK. Maiwo@lmhra.gov.l r	Dr. Mary G. Jalloh-Tozo mjtozo@lmhra.gov.l r	info@lmhra.gov.lr Customer's Feedback Box

7-- 35 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMH RA-0041	Listing of Orphan medicines	Premise license, Importer's license	75 USD		One Week	Registration Dept.	Dr. Sumo Maiwo SK. Maiwo@lmhra.gov.l r	Dr. Mary G. Jalloh-Tozo mjtozo@lmhra.gov.l r	info@lmhra.gov.lr Customer's Feedback Box
LMH RA-0042	Registration of Medical Device	Registration of Medical Device	Varies (class dependent) btw 300-600 USD		5 working days	Registration Dept.	Akoi Fahnbulleh Akoi@lmhra.gov.lr	Dr. Mary G. Jalloh-Tozo mjtozo@lmhra.gov.l r	info@lmhra.gov.lr Customer's Feedback Box
LMH RA-0043	Pre-market Analysis	Pre-market Analysis	Regular: 140 USD		5 working days	Registration Dept.	Dr. Louis Wolapaye Louise.muibah@lmhra.gov.lr	Dr. Mary G. Jalloh-Tozo mjtozo@lmhra.gov.l r	info@lmhra.gov.lr Customer's Feedback Box

7-- 36 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
LMH RA-0044	Pre-market Analysis	Premise license, Importer's license	Fast Tract: 280 USD		5 working days	Registration Dept.	Dr. Louise Wolapaye Louise.mu lbah@lmhra.gov.lr	Dr. Mary G. Jalloh-Tozo mjtozo@lmhra.gov.lr	info@lmhra.gov.lr Customer's Feedback Box
LMH RA-0045	Fees for container clearance. Bill to GOL	Fees for container clearance. Bill to GOL	LRD 1000		5 working days	Registration Dept.	Dr. Louise Wolapaye Louise.mu lbah@lmhra.gov.lr	Dr. Mary G. Jalloh-Tozo mjtozo@lmhra.gov.lr	info@lmhra.gov.lr Customer's Feedback Box
LMH RA-0046	Ensure the entry of medicines and health products in the Database (Matrix)	Ensure the entry of medicines and health products in the Database (Matrix)	None		None	Registration Dept.	Mr. Valery K. Davies, I vk.davies@lmhra.gov.lr	mjtozo@lmhra.gov.lr v.lr	info@lmhra.gov.lr Customer's Feedback Box

7-- 37 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

8 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER

8.1 Your Rights as a Service User

As a service user, you have the following rights:

- **Right to Quality Service:** Receive efficient, timely, and respectful service in all interactions.
- **Right to Information:** Access clear information regarding services, requirements, and timelines.
- **Right to Privacy:** Have your personal data handled with confidentiality and in accordance with data protection laws.
- **Right to Redress:** Lodge complaints and receive appropriate and timely responses to resolve issues.

8.2 Your Obligations as a Service User

To help us serve you better, we ask that you:

- **Provide Accurate Information:** Ensure that all documentation and information submitted are complete and accurate.
- **Respect Service Protocols:** Follow the established procedures for each service to facilitate smooth processing.
- **Maintain Courtesy:** Treat staff members with respect and patience, as we are committed to helping you.

9 ANNEXES

9.1 Customer Feedback Form:



REPUBLIC OF LIBERIA

LIBERIA MEDICINES & HEALTH PRODUCTS REGULATORY AUTHORITY
(LMHRA)

P. O. Box 1994, 2nd & 3rd floor, Clay Building, Sekou Toure Avenue, Mamba Point
Monrovia, Liberia



Customer Feedback Form

Purpose:

To gather feedback from customers, stakeholders, and the public to improve the services and operations of the LMHRA.

Section 1: General Information

1. Name (Optional): _____
2. Email/Phone Number (Optional): _____
3. Organization (if applicable): _____
4. Date of Interaction with LMHRA: _____

Section 2: Service Feedback

1. Which LMHRA service did you use? (Check all that apply)

- ☐ Drug Registration
- ☐ Licensing of Pharmaceutical Facilities
- ☐ Product Quality Testing
- ☐ Regulatory Inspections
- ☐ Public Health Awareness Programs
- ☐ Other (Please specify): _____

2. How satisfied are you with the service provided?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

3. How would you rate the timeliness of the service?

- ☐ Excellent
- ☐ Good

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- ☐ Average
- ☐ Poor
- ☐ Very Poor

4. How would you rate the professionalism of the staff?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very Poor

Section 3: Suggestions for Improvement

1. **What did you like most about your experience with LMHRA?** _____

2. **What areas do you think need improvement?** _____

3. **Do you have any suggestions to help LMHRA improve its services?** _____

Section 4: Additional Comments

1. **Any other comments or concerns?** _____

Section 5: Consent

1. May we contact you for follow-up questions?
☐ Yes
☐ No

Thank You for Your Feedback. Your input is valuable to us and will help us improve our services. We appreciate your time and effort in completing this form.

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9.2 Certificate of Medicines & Health Products Registration

		REPUBLIC OF LIBERIA LIBERIA MEDICINES & HEALTH PRODUCTS REGULATORY AUTHORITY (LMHRA) 2nd & 3rd Floors, Clay Building, Sekou Toure Avenue, Mamba Point 1000 Monrovia, 10 Liberia – West Africa			
				Certificate No: <u>81-00654</u>	
CERTIFICATE OF REGISTRATION OF MEDICINES AND HEALTH PRODUCTS					
An Act to Establish the Liberia Medicines and Health Products Regulatory Authority (LMHRA) of 2010 (Part V, Section 1 and 9)					
This is to certify that					
Misoclear 25mcg (Misooprostol 25mcg) Tablet					
is registered with the LMHRA for use in Liberia and is hereby subject to the provisions of the LMHRA Act of 2010.					
Standard: <u>BP</u>		Class: <u>A</u>			
Applicant		<u>ACME Formulation Pvt, Ltd</u>			
Manufacturer		<u>ACME Formulation Pvt, Ltd.</u>			
Local Agent		<u>LUCKY PHARMACY</u>			
Registration No: <u>LMHRA/SM/81-00654</u>		Date of Registration: <u>November 30, 2021</u>			
The validity of this certificate shall continue until <u>November 29, 2024</u> unless otherwise suspended, revoked or varied as to the period of its validity.					
Dated this <u>30th</u> day of <u>November</u> , <u>2021</u>					
					
Managing Director Liberia Medicines & Health Products Regulatory Authority (LMHRA)					
Motto: ... Ensuring Safety, Efficacy & Quality of Medicines and Health Products Website: www.lmhra.gov.lr Email: info@lmhra.gov.lr Call: +231777140555, +231988140555					

9-- 41 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

9.3 Importer License

	REPUBLIC OF LIBERIA LIBERIA MEDICINES & HEALTH PRODUCTS REGULATORY AUTHORITY (LMHRA) Inspectorate and Post Market Surveillance Department P.O. Box 1994 2nd & 3rd Floor Clay Building, Sekou Toure Avenue, Monrovia Point Monrovia, Liberia	
IMPORTER'S LICENSE		
THIS IS TO CERTIFY THAT		
<u>DDIR-SAB CONSORTIUM- DIC Inc.</u> is duly registered with the LMHRA as an Importer in keeping with the provisions of the Act of 2010 that established the Authority. In view of this, the Authority hereby grants the above-named institution the permission to carry out importation of medicines and health products within the period specified below.		
License # <u>LMHRA/TMP/24-134</u> assigned to <u>DDIR-SAB Consortium-DIC Inc.</u> of <u>Chugbor, Old road</u> for one year. Issued this <u>27th</u> day of <u>March</u> 2024.		
The Validity of this license shall continue until <u>March 26, 2025</u> unless otherwise suspended, revoked, withdrawn or cancelled or varied as to the period of its validity.		
THIS LICENSE IS NOT TRANSFERABLE.		
_____ DEPUTY MANAGING DIRECTOR/LMHRA		
LMHRA		
_____ MANAGING DIRECTOR/LMHRA		
<i>"Ensuring Safety, Efficacy and Quality of all Medicines & Health Products"</i>		

9-- 42 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

9.4 Cosmetics Premise License:

	REPUBLIC OF LIBERIA LIBERIA MEDICINES & HEALTH PRODUCTS REGULATORY AUTHORITY (LMHRA) Inspectorate and Post Market Surveillance Department P.O. Box 1994 1st & 3rd Floor Clay Building, Schloss Tower Avenue, Mamba Point Monrovia, Liberia	
COSMETICS PREMISE LICENSE		
THIS IS TO CERTIFY THAT		
GOODWILL BUSINESS CENTER located at MECHLIN STREET has been registered as a Cosmetics IMPORTER Outlet in keeping with the provisions of the ACT of 2010, Part V, Section 1 and 2 that established the Authority.		
Name of Principal Owner: ALHAJI IDRISJA JALLOH		
Premise License #: LMHRA/COS/25-011		
Issued this 23RD day of JANUARY 2025 to 22ND day of JANUARY 2026.		
Unless otherwise suspended, revoked, withdrawn, or cancelled by the Authority.		
The following conditions:		
• The premises and the way the business is to be conducted must conform to requirements of the Liberian Medicine and Health Product Regulator Authority Act, 2010 or any other written law related to the premises registration failing of which this certificate shall be suspended or revoked. • Any change in the ownership, name and location of the registered premises shall be subject to approval by the Authority. • This certificate is not transferable to other premises or to any other person. • This certificate shall be displayed conspicuously in the registered premises. • The Premise is registered only for COSMETICS TRANSACTION only.		
DEPUTY MANAGING DIRECTOR/LMHRA LMHRA MANAGING DIRECTOR/LMHRA "Ensuring Safety, Efficacy and Quality of all Medicines & Health Products"		

9-- 43 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

9.5 Pharmaceutical Premise License:

	REPUBLIC OF LIBERIA LIBERIA MEDICINES & HEALTH PRODUCTS REGULATORY AUTHORITY (LMHRA) Inspectorate and Post Market Surveillance Department P.O. Box 1994 1st & 3rd Floor Clay Building, Sekou Touré Avenue, Monrovia Point Monrovia, Liberia	
PREMISE LICENSE THIS IS TO CERTIFY THAT		
<u>Barry Brother & Son Pharmacy</u> located at <u>Duola Kromit Market</u> has been registered as a Pharmaceutical Wholesale Outlet in keeping with the provisions of the ACT of 2010, Part V, Section 1 and 2 that established the Authority.		
Name of Principal Owner: <u>Mamadou Barry</u>		
Name of Superintendent Pharmacist: <u>Pharm. Chelomah Ketteh</u> PHM #: <u>134</u>		
Premise License #: <u>LMHRA/PRE/24-004</u>		
Issued this <u>9th</u> day of <u>January</u> 2024 to <u>9th</u> day of <u>January</u> 2025		
Unless otherwise suspended, revoked, withdrawn or cancelled by the Authority.		
The following conditions: • The premises and the manner in which the business is to be conducted must conform to requirements of the Liberian Medicine and Health Product Regulator Authority Act, 2010 or any other written law related to the premises registration at all times failing of which this certificate shall be suspended or revoked. • Any change in the ownership, name and location of the registered premises shall be subject to approval by the Authority. • This certificate is not transferable to other premises or to any other person. • This certificate shall be displayed conspicuously in the registered premises. • The Premise is registered only for WHOLESALE TRANSACTION		
DEPUTYMANAGING DIRECTOR, TECHNICAL SERVICES/LMHRA		
MANAGING DIRECTOR/LMHRA		
<i>"Ensuring Safety, Efficacy and Quality of all Medicines & Health Products"</i>		

9-- 44 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

9.6 Cosmetic Importer's License:



REPUBLIC OF LIBERIA
LIBERIA MEDICINES & HEALTH PRODUCTS REGULATORY AUTHORITY (LMHRA)
Inspectorate and Post Market Surveillance Department
P.O. Box 1994
1st & 3rd Floor Clay Building, Sekou Toure Avenue, Monrovia Point
Monrovia, Liberia



COSMETIC IMPORTER'S LICENSE

THIS IS TO CERTIFY THAT

Barry store is duly registered with the LMHRA as a cosmetic's Importer in keeping with the provisions of the Act of 2010 that established the Authority. In view of this, the Authority hereby grants the above-named institution the permission to carry out importation of cosmetics and cosmetics health products within the period specified below.

License # LMHRA/IMP/24-134 assigned to SPAR-SAB Consortium, PC Inc of Chugbor, Old road for one year. Issued this 27th day of March 2024.

The Validity of this license shall continue until March 26, 2025 unless otherwise suspended, revoked, withdrawn or cancelled or varied as to the period of its validity.

THIS LICENSE IS NOT TRANSFERABLE.

Ensuring Safety, Efficacy and Quality
of Medicines and Health Products

DEPUTY MANAGING DIRECTOR/LMHRA

LMHRA

MANAGING DIRECTOR/LMHRA

“Ensuring Safety, Efficacy and Quality of all Medicines & Health Products”

9-- 45 - We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs