



GOVERNMENT OF SIERRA LEONE

Ministry of Works and Public Assets

Citizens Service Delivery Charter 2023

No.	Item	Description
	MDA	○ Ministry of Works and Public Assets
	TITLE	○ Service Delivery Charter
	MANDATE	○ To design, coordinate and monitor the Implementation of Policies and Programs for the Development of physical and social infrastructure, such as roads and public assets.
	MISSION	○ Promote adequate, reliable, safe and well maintained public works/infrastructure and improved assets management.
	VISION	○ To provide reliable, safe works, road infrastructure and effective management of Government assets.
	CORE VALUES	○ Team Work, Integrity, Responsiveness, Professionalism, Equity, Transparency and accountability, Quality Assurance
	STRATEGIC OBJECTIVES	<ul style="list-style-type: none"> ○ Improve the stock and quality of road infrastructure ○ Increase efficiency and improve effectiveness in service delivery of the road and assets infrastructure ○ Strengthen the national construction and infrastructure industry ○ Effectively managed public works including Government structures ○ Improve standards in the construction industry ○ Improve management of Government assets
	STRUCTURE & RESPONSIBILITIES OF THE MINISTRY	
	Political : Office of the Minister	○ Provide political direction and integrity management
	Administration : Office of the Permanent Secretary	○ Coordination and alignment of activities with strategic goals and allocation of resources
	Directorate <ul style="list-style-type: none"> ➤ Office of the Chief Director of Public Works, supported by- <ul style="list-style-type: none"> i. Directorate of Infrastructural Designs & Development ii. Directorate of Operations iii. Director of Public Facilities Management 	○ Provide technical advice, coordinate and supervise the development and review of policies, programmes and strategies relating to works and Public Assets and Supervise and coordinate the staff activities of the Professional Wing of the Ministry for efficient and effective service delivery. This office can represent the Ministry on Statutory technical Boards and Councils namely PERC, PARC, SLRA, RMFA Boards etc.
	SERVICES:	

1	Registration of Works Contractors		Requirements	Fees		Contact Person	Time Line
	Financial Classes	Works Categories		Local (Le)	Foreign (Le)		
	Premier	A, B, C & D	Application, NRA, NaSSIT, Council, Company's Profile, etc.	6,000	9,000	Chief Director of Public Works	21 Working Days for New & 12 Working Days for Renewal
	Class 1	A, B, C & D		3,000	4,500		
	Class 2	C & D		1,800	2,700		
	Class 3	C & D		1,200	1,800		
	Class 4	C & D		900	1,350		
2	Registration of Petroleum Storage Certificate		Application, NRA, Company's Profile, etc.			Chief Director of Public Works	14 Working Days for New & Renewal
	Category A	Dangerous Petroleum (180 litre)		500			
	Category B	Dangerous Petroleum (900 litre)		1,000			
	Category C	Dangerous Petroleum (900 litre)		1,500			
	Category D	Non Dangerous Petroleum (900 litre)		1,500			
	Category E	Non Dangerous Petroleum (900 litre)		1,500			
3	Registration of Quarry Operations Licenses (insert fees for various classes and conditions)						
	Category	Product	Requirements	Fee (Le.)		Contact Person	Time Line
	Category A	Blasting Allowed	Application, NRA, Company's Profile, etc.	15,000		Chief Director of Public Works	14 Working Days for New and Renewal
	Category B	Blasting Allowed		9,000			
Category C	Blasting Not Allow/Mini Crushers Used	4,500					
4	Miatta Conference Rental						
		Area	Requirements	Fee (Le)		Contact Person	Time Line
		• Conference Hall	Application	Rental Fee		Permanent Secretary	7 Working Days
		• Entrance Lobby	Application	Rental Fee			
		• Ground Floor	Application	Rental Fee			
	• Rooftop (Mobile Companies/Operators)	Application	Rental Fee				
5	Youyi Building Canteen	Public Tender	Rental Fee		Permanent Secretary	30 Working Days	
6	Warehouse/Lease Rent		Application	Rental Fee		Permanent Secretary	30 Working Days
		Description	Requirements	Fee (Le)		Contact Person	Time Line
7	Carpentry Workshop		Application	6.00-800.00		Director of Public Facilities Management	1 Working Day
8	Mechanical Workshop Services		Requirements	Fee (Le)			Time Line
		• Servicing of Engines	Application	30.00-120.00			

	• Gear Box Services	Application	25.00-80.00		Director of Public Facilities Management	1 Working Day
	• Auto Electrician Workshop Services	Application	10.00-30.00			
	• Panel Beating workshop Services:	Application	40.00-100.00			
	• Machine Shop Services	Application	20.00			
	• Cutting of Adaptors	Application	20.00-50.00			
	• Drilling of Pieces:	Application	20.00-40.00			
	• Calibrating Shop Services	Application	20.00-100.00			
	• Blacksmithery and Welding Shop Services	Application	15.00-400.00			
	• Plant Yard Repair Services	Application	50.00-300.00			
	COMPLAINTS	Email: info@mowpa.gov.sl / mwpa.web@gmail.com Tel. No. +232 76 652976				