

No	Our Service	Our Standard
14	Pre Contract negotiations	To be held within 21 days after receipt of "No-Objection"
15	Contract signing	Within 5 working days after receipt of "No-Objection" to the Draft Contract
16	Payment to Service Providers	Within 56 days from receipt of invoice/Payment Application
17	Request for Extension of securities	21 days before expiry date
18	Possession of Site	Within 14 days after signing of contract
19	Issuance of Commencement Order	Within 30 days after signing of contract
20	Checking and processing of Advance payment	Within 14 working days from date of request of Advance Payment
21	Processing of Interim Payment Certificates (IPCs)	Within 56 working days
22	Verify and process Final Account	Within 45 days from receipt
23	Emergency Response Time	Within 48 hrs from receipt of notice
24	Road, Bridges and Ferries Inspections	To be determined
25	Issuance of approved Variation/Change Order	Within 26 days from receipt of variation order request
26	Site Meetings	To be held once every month
27	Approve Completion Certificates	To be determined
28	Issuance of Provisional Acceptance Certificate	Upon substantial completion of major works
29	Respond to land compensation claims after investigation is made	Continual to the end of the project

30	Traffic Volume Surveys	Twice Yearly
31	Provision and installation of Road Signs and Road Markings	To be done 2 (two) times a year
32	Approval of Toll Exemption Applications	Within 21 Days
33	Operations of Weigh Bridges i. Stationery Weigh Bridge ii. Mobile Weigh Bridge	Daily Twice monthly
34	Coordination meeting with Utility Companies	To be done once monthly
35	Processing and approval of applications for Lease of SLRA Right-of-Way (ROW)	Within 14 days
36	Registration of Contractors and Consultants	Within 1 week
37	Renewal of Contractors and Consultants Registration	Within 2 working days
38	Response to enquiries and queries: Use appropriate channels Personal visit to SLRA offices Or Call: Tel: +23276128080/ +23278482339 Website: <a href="http://www.slra.gov.org">www.slra.gov.org</a> Email: <a href="mailto:saloneroads@slra.gov.org">saloneroads@slra.gov.org</a> Suggestion boxes Letter addressed to Director General or Chief Regional Engineers	Personal visits – 10 min Email – 2 working days Mail request – 10 Working days Field visit – 14 working days



# SIERRA LEONE ROADS AUTHORITY



## SERVICE CHARTER



## WHO WE ARE!!

The Sierra Leone Roads Authority is a Body corporate established by the SLRA Act of 1992 (as amended in 2010) which is committed to excellence in terms of the provision of a safe and secured National Road Network. This shall be achieved by the provision of high quality professional services and continuous improvement of service delivery to all our clients and stakeholders through: Professional, Competent and Motivated Staff; Innovative funding models for road infrastructure; Cutting edge designs & Lean Construction Methods; Strategic alliances with other Service Providers & Stakeholders; Effective use of Research & Development and Information Communication & Technology.

## OUR MISSION!!

To provide a safe, reliable and sustainable national road system for the enhancement of the Socio-Economic development of the country.

## OUR VISION!!

To attain and sustain excellence in roads development and management that contribute to achieving national development agenda for Sierra Leone

## OUR COMMITMENTS TO YOU!!

To provide the highest level of safety on our roads:

- i. To ensure that our roads are kept in a maintainable condition
- ii. To provide quality road network that ensures value for money
- iii. To ensure environmentally friendly roads
- iv. To ensure transparency and accountability in the award of road projects
- v. To contribute to the empowerment of local contractors

## OUR RELATIONSHIPS!!

We value close working relationships with Government, Ministries, Departments and Agencies, major Stakeholders in the private/public sector and local Communities

## OUR CORE VALUES!!

Our guiding philosophy under the seven core principal values that are expected to form the bedrock of our organizational Culture across our value chain are:

- i. Transparency - in all SLRA operations and with stakeholders within their specific data access requirements.
- ii. Excellence – in functions and services to ensure that quality remains at the centre of the value chain.
- iii. Team-work - in accomplishing tasks and assignments in order to promote good attitude, skill and knowledge sharing, ownership and cohesion

- iv. Integrity - in service execution throughout the value chain in order to safe guard performance levels envisaged within prescribed budgets, specifications and time frames.
- v. Zero Tolerance to Corruption – in all dealings across the value chain in order to safe guard the public resources entrusted to the Authority and thereby ensuring that the national Development agenda is not impeded, side-tracked or delayed.
- vi. Accountability - to all stakeholders within their hierarchy of priority so that confidence levels are continuously strengthened.
- vii. Innovativeness - in service delivery throughout the value chain in order to safe guard and enhance performance levels envisaged within the strategic plan.

## WHAT WE DO!!

The SLRA's core functions include the Administration, Control, Development and Maintenance of all roads and related Structures nationwide. These are achieved through the following:

- i. Carry out routine and emergency maintenance of Roads;
- ii. Conduct feasibility studies for the development and improvement of the National Road Network in Sierra Leone;
- iii. Receive and consider reports from road Contractors and Consultants on their activities and prepare quarterly and consolidated annual reports;
- iv. Prepare and review terms of reference and guidelines for road Contractors and Consultants including budget guidelines;
- v. Make recommendations in relation to erection of buildings and other structures on the Right-of Way;
- vi. In consultation with other Road Stakeholders, recommend to the Government funding for development of new roads;
- vii. Prepare and award contracts and certify works for roads;
- viii. Review design standards and classification of roads and traffic signs;
- ix. Plan and co-ordinate the National Road Network in the country;
- x. Enforce axle load control.

## HOW YOU CAN HELP US!!

Our success in serving you will be determined by your co-operation.

- i. When making an enquiry, ensure you give sufficient and accurate information
- ii. Provide your full address including email and telephone contacts if any, to us when making an enquiry to enable us respond to you on time
- iii. If calling from a cell phone, explain this to our staff so that they can understand your circumstances
- iv. Be courteous when dealing with our staff
- v. Provide feedback and comments on our services, if any.

No	Our Service	Our Standard
1	Publication of Annual Budget	To be ready by the 31st Day of October of each year
2	Publication of the Road Sector Annual Work Plan (RSAWP)	To be ready by the 31st Day of October of each year
3	Publication of the SLRA Procurement Plan	Within 2 weeks after approval of Budget
4	Review of Reports (Feasibility, Technical and Detailed Design) i. Inception Report ii. Preliminary Design Report  iii. Draft Final Report	i. Inception Report (1week) ii. Preliminary Design Report (in line with the TOR) (3 weeks) iii. Draft Final Report (2 weeks)
5	Procurement of goods, works and services in accordance with NPPA and Donor Rules and Procedures using the Standard Bidding Documents	Within six months
6	Tender floatation period for Open National Bidding	Minimum 4 weeks from first advertisement date
7	Tender floatation period for Open International Bidding	Minimum 6 weeks from first advertisement date
8	Pre-Bid Site Visit -	Within 2 weeks after publication
9	Responses to clarifications	Within 7 working days after receipt
10	Commencement of Evaluation of Bids/Proposals	Within 3 days from tender closing
11	Evaluation of bids (Evaluation Report)	Within 28 days of the commencement of an evaluation
12	Issuance of Notice of most responsive bidder	Within 3 days after receipt of "No-Objection"
13	Review of appeals (Respond to Appellant)	Within 10 working days of receipt of appeal and all required documentation