



SIERRA LEONE ROADS AUTHORITY

SERVICE DELIVERY CHARTER

NO	SERVICE RENDERED	QUALIFICATION/REQUIREMENT FOR PROVISION OF SERVICE	CHARGES(SLL)	RESPONSE TIME	DEPARTMENT/UNIT CONTACT OFFICE	
1	Response to Enquiries/ Complaints	Receiving in-coming calls	Clarity and courtesy	Free of Charge	2-3 Minutes	Administration-Secretary Cell No.+23276610629
		Attend to visitors on arrival at our premises	Clarify information and courtesy	Free of Charge	2-3 Minutes	Administration –Office of the Director Cell No. 078 482339
		Enquiries	Use appropriate channels Personal Visit to SLRA office SLRA hotline +232 78445461 Email: saloneroads@gmail.com Suggestion boxes Letter addressed to Director General or Chief Regional Engineers	Free of Charge	Personal visits – 10min Email-2 working days Mail request – 10 Working days Field visit – 14 working days	Administration – Office of the Director Cell No. 078 482339
		Complaints	i. Should you be dissatisfied with our services please contact: Director General's Office on Cell No. ii. Should your dissatisfaction constitute corruption related issues contact: Anti-Corruption Commission Hotline	Free of Charge	2-3 Minutes	i. Director General's Office on Cell No. 076 128080 ii. Anti-Corruption Commission Hotline
2	Professional Services	Procurement of goods, works and services i. National Competitive Bidding ii. International Competitive Biding	Legally Registered: i. Adhered to NPPA Rules Procedures using the Standard Bidding Documents. ii. Adhered to NPPA & Donor Rules and Procedures using Standard Bidding Documents	SLL500,000.00 USD1,000.00/Equivalent in Leones	30-90 Working Days upon receipt of payment	Procurement – Office of the Director Cell No.076 631819
		Staff Recruitment/internship/Industrial Attachment	The following documents must be provided; i. Application Letter ii. Curriculum Vitae iii. Introductory letter from learning institution iv. Indemnity insurance cover	Free of Charge	30 Working Days upon receipt of completed application request.	Administration – Office of the Director Cell No. 078 482339
3	Operational Services	Lease of SLRA Right –of-Way (ROW)	i. Complete Lease Request form ii. Payment of approved fee		2-5 Working Days upon receipt of payment of fee	Road Asset Monitoring Department Cell No.076 608080
		Issuance of approval for excavation and reinstatement of Trenches on the SLRA Right –of-Way (ROW)	i. Completed Request form ii. Receipt of payment fees		2-5 Working Days	Road Reserve- Chief Engineer Cell No. +23276147218
		Registration of Road Contractors and Consultants	Completed Request Form & Provision of: i. Business Registration Certificate ii. National Social Security & Insurance Trust Certificate iii. National Revenue Authority Tax Clearance iv. Ministry of Works, Housing & Infrastructure Registration Certificate	Premier Class – SLL2,500,000.00 Class A- SLL 1,500,000.00 Class B – SLL 750,000.00 Class C – SLL300,000.00	7 Working Days upon receipt of payment & Completed request form	Procurement – Office of the Director Cell No. 076 631819
		Renewal of Road Contractors and Consultants Registration	Provision of: i. National Social & Insurance Trust Certificate ii. National Revenue Authority Tax Clearance iii. Ministry of Works, Housing & Infrastructure Registration Certificate	Premier Class – SLL2,000,000.00 Class A – SLL1,000,000.00 Class B- SLL500,000.00 Class C – SLL200,000.00	2 Working Days upon receipt of payment & Completed request form	Procurement – Office of the Director Cell No.076631819
		Payment to Service Providers	The following supporting documents must be provided: i. Invoices for required service ii. Delivery Notes iii. Signed Payment Certificate	Free	30-45 Working Days upon receipt of Invoice/Payment Application or advice	Finance – Office of the Director Cell No: 079018710
	Approval of Toll exemption application	Written Request from: i. Ministry of Health & Sanitation ii. Fire Services iii. Military & Police Headquarters iv. State House v. Sierra Leone Correctional Centre	Free	5-10 Working Days	Director General's Office Cell No: 76128080	

HOW YOU CAN HELP US!!

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

- When making an enquiry, ensure you give sufficient and accurate information
- 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.
- If calling from a cell phone, explain this to our staff so that they can understand your circumstances
- Be courteous when dealing with staff
- Provide feedback and comments on our services, if any.

HEAD OFFICE

Black hall Road, Kissy

Tel: 076128080

Website: www.slra-gov.org

Email: saloneroads@slra-gov.org/saloneroads@gmail.com

OFFICE HOURS:

MON – FRI

08:00 – 17:00

THE CONTACT DETAILS OF THE AUTHORITY'S

Management as well as the comprehensive Service Delivery Charter can be accessed through the Information & Communication Department