



## **SLIEPA CITIZENS' SERVICE DELIVERY CHARTER**

**Vision Statement**

'To become the leading Investment and Export Promotion Agency in the West Africa Sub Region'

**Mission Statement**

'The Sierra Leone Investment and Export Promotion Agency (SLIEPA) contributes to the growth of the Sierra Leone economy by providing effective, efficient, reliable and timely investment & export promotion services to domestic and international investors'

**OUR CORE VALUES**

- Service Excellence
- Accountability and Transparency
- Integrity
- High level of commitment and participation

# Sierra Leone Investment and Export Promotion Agency (SLIEPA)

Services Offered/Details of services provided	Requirements	User Charges/Fees	Performance Standards (e.g. Timelines, Waiting time, Hours of Service, etc)
<b>INVESTMENT PROMOTION AND GENERATION:</b> Provide specific sector studies and promotional tools to 'potential' investors	Fill out an initial due diligence form provided by SLIEPA	Free	Acknowledgement of receipt of enquiries is within <b>24 hours</b> . Response time to investment and export enquiries is within <b>48 hours</b>
<b>INVESTMENT FACILITATION:</b> Provide handholding services to (potential) investors, facilitate and confirm meeting agenda with key stakeholders, facilitate site visits, issue letter of invitation for scoping and work permit, Request and submit application for land and utility services	Fill out an initial due diligence form provided by SLIEPA	Free	Acknowledgement of receipt of enquiries is within <b>24 hours</b> . Response time to investment and export enquiries is within <b>48 hours</b>
<b>EXPORT PROMOTION:</b> Promote certification schemes and standards compliance to meet local and international requirements	Register with SLIEPA. Forms provided by SLIEPA	Free	Acknowledgement of receipt of enquiries is within <b>24 hours</b> . Response time to investment and export enquiries is within <b>48 hours</b>
<b>EXPORT DEVELOPMENT:</b> Encourage and promote product diversification and enhance value addition to increase export volumes	Register with SLIEPA. Forms provided by SLIEPA	Free	Acknowledgement of receipt of enquiries is within <b>24 hours</b> . Response time to investment and export enquiries is within <b>48 hours</b>
<b>INVESTOR AND EXPORTER AFTERCARE SERVICES:</b> Promote business friendly and regulatory governance reforms. Facilitate re-investment, linkages, expansion and diversification	Immediately inform SLIEPA	Free	Acknowledgement of receipt of enquiries is within <b>24 hours</b> . Response time to investment and export enquiries is within <b>48 hours</b>

<b>TRADE INFORMATION:</b> Specialized trade information, Trade research, Trade opportunities, Trade policies and legislation	Immediately inform SLIEPA	Free	Acknowledgement of receipt of enquiries is within <b>24 hours</b> . Response time to investment and export enquiries is within <b>48 hours</b>
---	---------------------------	------	--

**Complaints, Questions and Comments**

**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

Any service that does not conform to the above standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to the Chief Executive Officer on: +232 25 233863

**To report suspected corrupt practice, call ACC Free line: 076777777**

**Other Contact Details, Location, and Opening Hours**

**Head Office:** O.A.U Drive, Tower Hill Freetown

**Northern Regional Office:** 7 IDA Compound, Makeni

**Southern Regional Office:** Hospital Road, Kortugbuma Section, Bo

**Opening Hours:** 8:30 AM - 5:00 PM