

## WINISTRY OF TRANSPORT

## SERVICE DELIVERY CHARTER

PROVIDE A SECURE, AFFORADABLE, SUSTAINABLE, EFFICIENT AND EFFECTIVE WORLD-CLASS TRANSPORT SYSTEM THAT UNDERPINS LIBERIA'S LONG-TERM SOCIO-ECONOMIC GROWTH AND DEVELOPMENT AND CONTINUOUSLY MEETS THE NEEDS OF ITS CITIZENS.

TO PROVIDE LEADERSHIP AND OVERSIGHT THROUGH A MOTIVATED TEAM, PROVIDE MODERN AND RELIABLE PUBLIC TRANSPORTATION SERVICES, PROMOTING ECONOMIC DEVELOPMENT AND ENHANCING THE SOCIAL WELL-BEING OF THE PEOPLE OF LIBERIA.

>ACCOUNTABILITY >INTEGRITY> INNOVATION >PROFESSIONALISM >TRANSPARENCY >SAFETY >INCLUSIVITY

## OUR KEY SERVICES

	SERVICE		ELIGIBILITY		COST		TIMELINE	CONTACT		SERVICE		ELIGIBILITY		COST		TIMELINE	
license plate	cle Registration are CURB WEIGHT &	d issuance  *EXAMPLES OF	REQUIREMENT	PRICE USD	NFR CHARGES	TOTAL		PERSON	CATEGORY B (BUSES)	Curb Weight & Description	Examples Of Common Makes & Models In	REQUIREMENT	PRICE	NRF CHARGES	TOTAL		PERSON
SSENGER CARS)		COMMON MAKES & MODELS IN LIBERIA							B1, B2, and B3	Use yellow plate for commercial	Liberia	<ul><li>Proof of ownership;</li><li>Custom</li></ul>	\$150	\$6	\$156	Within two working days	Director of Motor Vehicle Customer Service Agent
npact Car	Less than 1.5 tons; No more than four (4) seats	Nissan Micra; Toyota Starlet; Mitsubishi Colt	ownership	\$75.00	\$3.00	\$78.00		Director of Motor Vehicle; Customer Service Agent	B1 Mini Bus or Passenger Bus	Less than or equal to 3.75 tons.	Mitsubishi L300; Ford E150 series; Toyota Hiace; Ford Transit;	ownership; • Custom	\$200.00	\$6.00	\$206.00	Within two working days	Director of Motor Vehicle;
all & Mid-	1.5 – 1.75 tons; No more than five (5) seats.	Nissan Sunny; Geo Prizm; Toyota Corolla	ownership	\$100.00	\$3.00	\$103.00		Director of Motor Vehicle; Customer Service Agent	B2 Passenger Bus	Greater than 3.75 tons but not exceeding 5 tons.	Nissan Civilian: Higer Munro	<ul> <li>receipt from port of entry;</li> <li>Proof of ownership;</li> <li>Custom receipt from port of entry;</li> </ul>	\$250.00	\$6.00	\$256.00	Within two working days	Customer Service Ag  Director of Motor Vehicle; Customer Service Ag
Large, Luxury an or Minivan	Less than 2.25 tons.; No more than nine (9) seats	Toyota Avalon; BMW 5 Series; Nissan Quest; Nissan Serena	• Custom	\$125.00	\$3.00	\$128.00	Within two working days	Director of Motor Vehicle; Customer	B3 Large Passenger Bus	Greater than 10,000 lbs. (5 tons) and not exceeding 24,000 lbs. (12	Ashok Leyland Falcon; Thomas Built School	<ul><li>Proof of ownership;</li></ul>	\$300.00	\$6.00	\$306.00	Within two working days	Director of Motor Vehicle;
	Less than 1.75	Toyota Rav 4;	receipt from port of entry;  Proof of	\$140.00	ζ3 00	\$143.00	Within two	Service Agent	B4	tons.)	Bus	<ul> <li>Custom         receipt from         port of entry;</li> <li>Proof of</li> </ul>		\$6.00	\$406.00	Within two	Customer Service Ag  Director of
all SUV or	tons; No more than 5 Seats.	Dacia Logan; Geo Tracker;	<ul> <li>Proof of ownership ownership custom receipt from port of entry;</li> </ul>		<b>33.00</b>	<b>3143.00</b>	working		Articulated Bus, Double -Decker or Motor Coach	Greater than 24,000 lbs. (12 tons.) and not exceeding 36,000 lbs. (18 tons.)	Thor Motor Coach; AEC Regent III; Renault PR180.2	<ul> <li>ownership;</li> <li>Custom         receipt from         port of entry;</li> </ul>	\$400.00			working days	Motor Vehicle; Customer Service A
	1.75 tons – less than 2.25 tons;	Nissan Pathfinder;	<ul><li>Proof of ownership</li></ul>	\$150.00	\$3.00	\$153.00	Within two working	Director of Motor	service	cost				eligibi		timeline	
<b>u</b> p	No more than nine (9) seats.	Ford Ranger; Toyota 4 Runner; Tata	• Custom receipt from port				days	Vehicle; Customer Service	H CATEGOR' HEAVY GOO VEHICLE/ TR	DS RATE UCK		ON OVER 8 ONS	LATION	requir	rement		persoi
ge, Heavy	2.25 4.25 tons; No more than (9) seats.	Chevy Suburban; Nissan Patrol; Ford F Series Pickups; Toyot	receipt	\$200.00	\$3.00	\$203.00	Within two working days	Agent  Director of Motor Vehicle; Customer Service	Greater than 8	tons \$500	\$12	Number \$20 + \$5 Registra		• Cust		within two working days	Director of Motor Vehicle; Customer Service Agent
		Hilux	of entry;					Agent	TRAILER HEAVY DUTY LARGE	BASE RATE	F	COST CALCU PER XXLE	LATION				
TEGORY M	I EN	IGINE	EXAMPLES	Eligibili	ty	st tim	eline co	ntact	Semi -Trailer	\$50			of Axles x	• Proc	of of	within two working	Director of Motor
(CARGO			OF COMMON MAKES & MODELS IN IBERIA	require		5 00 with		Pinachan				Registr	ation fee	• Cust	eipt from t of	days	Vehicle; Customer Service Agent
Wheels	used for transpor	public B T Y	VS Star; amaha Aerox; VS Draken;	<ul><li>owners</li><li>validat</li><li>docum</li></ul>	ship e ent  f \$15	worl day 50.00 with	in two	Motor Vehicle; Customer Service Agent Director of	Full Trailer	\$75	\$12	\$100 + \$	of Axles x 75+12 = ation fee	• Cust rece port	ership; tom ipt from	within two working days	Director Motor Vehicle; Custome Service Agent
	used for transpor	250cc & T B T Y	AAKES & AODELS IN IBERIA VS Neo x3I; ajaj Scooter; VS Star; amaha Aerox;	• validat docum	ship e ent  ship ship	worl	in two	Vehicle; Customer Service Agent	Full Trailer	\$75	\$12	\$100 + \$	75+12 =	<ul> <li>Cust rece port entr</li> <li>Procount own</li> <li>Cust rece</li> </ul>	ipt from of	within tw working days	VO

0 1	Service	<b>4</b>	Eligibilit y				Timeline	Contact person		
Category C (CARGO/CARS)	Curb Weight & Description	*Examples of Common Makes & Models in Liberia	Require ment	Price (USD)	NRF Charges	Total				
C1 Mini Cargo Vehicle	Less than or equal to 1.5 tons.	Renault Kangoo; Daihatsu Hijetk; Mitsubishi Minicab; Kia Bongo	<ul> <li>Proof of owner ship;</li> <li>Custo m receipt from port of entry;</li> <li>Busine ss</li> <li>registr ation certific ate</li> </ul>	\$150.00	\$9.00	\$159.00	within two working days	<ul> <li>Director of Motor Vehicle;</li> <li>Customer Service</li> </ul>		
Small Cargo Vehicle	Greater than 1.5 tons. and not exceeding 3 tons.	Nissan Serena; Toyota Hiace;	<ul> <li>Proof of owner ship;</li> <li>Custo m receipt from port of entry;</li> </ul>	\$200.00	\$9.00	\$209.00	within two working days	<ul> <li>Director of Motor Vehicle;</li> <li>Customer Service</li> </ul>		
C3 Mid-Sized Cargo	Greater than 3 tons. and not exceeding 4.5 tons.	Toyota Dyna; Kia Trade	<ul> <li>Proof of owner ship;</li> <li>Custo m receipt from port of entry;</li> </ul>	\$300.00	\$9.00	\$309.00	within two working days	<ul> <li>Director of Motor Vehicle;</li> <li>Customer Service</li> </ul>		
C4 Full Sized Cargo	Greater than 4.5 tons. and not exceeding 6 tons.	Daf 1100; JAC J75	<ul> <li>Proof of owner ship;</li> <li>Custo</li> <li>m receipt from port of entry;</li> </ul>	\$400.00	\$9.00	\$409.00	within two working days	<ul> <li>Director of Motor Vehicle;</li> <li>Customer Service</li> </ul>		
C5 Large Cargo	Greater than 6 tons and not exceeding 8 tons	Mercedes-Benz Atego; Daf 2300	<ul> <li>Proof of owner ship;</li> <li>Custo m receipt from port of entry;</li> </ul>	\$500.00	\$9.00	\$509.00	within two working days	<ul> <li>Director of Motor Vehicle;</li> <li>Customer Service</li> </ul>		

Service			Cost (USD)	Eligibility requirements	Timeline	Contact person		
2	Driver Licensing	~						
Grade	Types of license	Description						
	Ordinary License	License for private vehicles owner not for commercial or employment	35.00	<ul> <li>1. Liberian:</li> <li>Copy of Passport or National ID,</li> <li>Vision (Eyes) test result,</li> <li>driving certificate,</li> <li>Must pass a road signs recognition</li> <li>2. Non-Liberian:</li> <li>Copy of Passport</li> <li>Copy of resident or work permit</li> <li>Driver license from country of nationality</li> <li>Vision test result</li> <li>Must pass a road signs recognition</li> </ul>	within two working days	<ul> <li>Director of Driver License;</li> <li>Customer service agent</li> </ul>		
	Chauffeur License	License use for operator of commercial vehicles and employment	45.00	<ul> <li>1. Liberian:</li> <li>Copy of Passport or National ID,</li> <li>Vision (Eyes) test result,</li> <li>driving certificate,</li> <li>Must pass a road signs recognition</li> <li>2. Non - Liberian:</li> <li>Copy of Passport</li> <li>Copy of resident or work permit</li> <li>Driver license from country of nationality</li> <li>Vision test result</li> <li>Must pass a road signs</li> </ul>	within two working days	<ul> <li>Director of Driver License;</li> <li>Customer service agent</li> </ul>		
	Chauffeur License	License use for operator of two wheelers	45.00	recognition  1. Liberian:      Copy of Passport or National ID,     Vision (Eyes) test result,     driving certificate,     Must pass a road signs recognition  2. Non-Liberian:     Copy of Passport     Copy of resident or workpermit     Driver license from country of nationality     Vision test result     Must pass a road signs recognition	within two working days	<ul> <li>Director of Driver License;</li> <li>Customer service agent</li> </ul>		
	Heavy Duty License	License for heavy duty operator	100.00	<ul> <li>1. Liberian: <ul> <li>Copy of Passport or National ID,</li> <li>Vision (Eyes) test result,</li> <li>driving certificate,</li> <li>Must pass a road signs recognition</li> </ul> </li> <li>2. Non-Liberian: <ul> <li>Copy of Passport</li> </ul> </li> <li>Copy of resident or work permit</li> <li>Driver license from country of nationality</li> </ul> <li>Vision testresult</li> <li>Must pass a road signs recognition</li>	within two working days	<ul> <li>Director of Driver License;</li> <li>Customer service agent</li> </ul>		
D	Motorcycle License	For only motorcycle operators	35.00	<ul> <li>1. Liberian:</li> <li>Copy of Passport or National ID,</li> <li>Vision (Eyes) test result,</li> <li>driving certificate.</li> </ul>	within two working days	<ul><li>Director of</li><li>Driver</li><li>License;</li></ul>		