



National Public Health Institute of Liberia (NPHIL)

Congo Town Back Road, Monrovia, Liberia

Contact: +231 770 276 493 / 4455

Email: info@nphil.gov.lr



Service Delivery Charter

Our Vision:

The vision of the **National Public Health Institute of Liberia** is to **create a centre of excellence for better public health outcomes**. This vision reflects our commitment to long-term improvements in public health service, promoting an inclusive, responsive environment for the wellbeing of the population.

Our Mission:

The mission of the **National Public Health Institute of Liberia** is to prevent, detect, and respond to public health threats and events, e.g., "deliver high-quality, accessible, and responsive services that improve the lives of citizens and support national development goals". Through this mission, we aim to address public needs with professionalism and dedication.

Our Core Values:

NPHIL's core values includes Ethics and Integrity, Transparency, Accountability, Equity, Partnership, Quality, Productivity, and Innovations.

Our Clients:

NPHIL is committed to providing high quality public health services to all Liberian citizens and foreign residents regardless of race, background, culture, status, and orientation.

Our Key Services

Service	Eligibility	Cost	Timeline	Contact Point
Early Detection of Disease Outbreaks and Events of Public Health Concerns	All Liberian Citizens and Foreign Residents	Free Public Service	48 to 72 hours	+231 770 276 493 / 4455 info@nphil.gov.lr
Rapid Response to Disease Outbreaks, Pandemics, and other Public Health Events	All Liberian Citizens and Foreign Residents	Free Public Service	48 to 72 hours	+231 770 276 493 / 4455 info@nphil.gov.lr
Provision of Immunization Certificates and Clearances	All Liberian Citizens and Foreign Residents Traveling in and Outside Liberia	USD 5.00	24 to 48 hours	+231 770 276 493 / 4455 info@nphil.gov.lr
Testing and Diagnosis of Priority Diseases of Epidemic Nature	All Liberian Citizens and Foreign Residents	Free Public Service	48 to 72 hours	+231 770 276 493 / 4455 info@nphil.gov.lr

Conduct Public Health and Biomedical Research	All Liberian Citizens and Foreign Residents	Free Public Service	Depends on Research Duration	+231 770 276 493 / 4455 info@nphil.gov.lr
Provide Environmental and Occupational Health Services	All Liberian Citizens and Foreign Residents	Free Public Service	48 to 72 hours	+231 770 276 493 / 4455 info@nphil.gov.lr
Processing Food Certificates for Outbound Foods	All Liberian Citizens and Foreign Residents Traveling outside Liberia with Food Products	Depends on Weight, Quantity and Type of Food	24 to 48 hours	+231 770 276 493 / 4455 info@nphil.gov.lr
Testing of Drinking Water Quality	Commercial and Non-Commercial Drinking Water Companies	USD 150.00	24 to 48 hours	+231 770 276 493 / 4455 info@nphil.gov.lr
Processing of Permits for Funeral Homes	Funeral Homes	USD 100.00	24 to 48 hours	+231 770 276 493 / 4455 info@nphil.gov.lr
Processing of Permits for Swimming Pools	All Public and Private Swimming Pools	USD175.00	24 to 48 hours	+231 770 276 493 / 4455 info@nphil.gov.lr
Processing of Permits for Public Health Services not Listed Above	All Liberian Citizens and Foreign Resident's Consultancy Firms	To Be Determined	24 to 48 hours	+231 770 276 493 / 4455 info@nphil.gov.lr

We Commit to:

- ✓ Provide timely, efficient, and professional services.
- ✓ Acknowledge and resolve your complaints
- ✓ Provide equitable access to services for all citizens.

How You Can Reach Us:

We value your feedback and are committed to improving our services.

- **In Person:** Congo Town Back Road, Adjacent TB Annex, Monrovia, Liberia
- **Phone:** +231 770 276 493
- **Email:** info@nphil.gov.lr
- **Suggestion Boxes:** Available at all service locations.
- **Online:** www.nphil.gov.lr