



Republic of Liberia
NATIONAL FOOD ASSISTANCE AGENCY

Gibson Avenue, Fiamah - Sinkor
Monrovia, Liberia



Service Delivery Charter

Our Mission

To lead and coordinate efforts to eradicate hunger, malnutrition, and food insecurity through the efficient and equitable distribution of food assistance, innovative and sustainable interventions, empowering communities, implementation of sustainable strategies to promote self-sufficiency and resilience among vulnerable populations, promoting sustainable agriculture and nutrition education, and nurturing partnerships for positive impact.

Our Vision

To ensure that every Liberian citizen, including vulnerable groups, has access to sufficient and nutritious food, improving food security and promoting well-being for all.

We Commit to:

- > Listen and Respond to Your Needs
- > Provide Friendly and Professional Service
- > Deliver Accurate and Timely Services
- > Ensure Confidentiality:

Our Core Values

- * **Transparency**
- * **Accountability**
- * **Integrity**
- * **Service Orientation**
- * **Effective Communication**
- * **Innovation**
- * **Commitment**
- * **Teamwork**
- * **Results Focused**
- * **Efficiency**

Our Key Services

Services	Eligibility	Cost	Timeline	Contact Point
Home-Grown School Feeding Programs	Students	Cost Free	30 working days after procurement process	NFAA Fiamah Office
Home-Grown Prison Feeding Programs	Prisoners or inmates	Cost Free	30 working days after procurement process	NFAA Fiamah Office
Food Stamp for Vulnerable Population	Less Privileged	Cost Free	30 working days after procurement process	NFAA Fiamah Office
Emergency Feeding Program	Disaster victims, Refugees	Cost Free	30 working days after procurement process	NFAA Fiamah Office
Creation of Regional Food Banks	Farmers, students, inmates, less fortunate	To be determined later	30 working days after procurement process	NFAA Fiamah Office

How You Can Reach Us:

- > **In Person** : Visit our Service Desk at Fiamah office
- > **Phone** : (+231)888020359 / 772808491
- > **Email** : info@nfaa.gov.lr
- > **Suggestion Boxes** : Available at all distribution centers
- > **Online** : www.nfaa.gov.lr or **Facebook:** National Food Assistance Agency