

GOVERNMENT OF SIERRA
LEONEMINISTRY OF INFORMATION & CIVIC
EDUCATION

Miatta Civic Centre

Service Charter & Use Framework

ESTABLISHED BY

MolCE, with the guidance of the
Miatta Civic Centre Advisory Council

PURPOSE

To present the service standards,
access framework, and usage
controls governing the Centre

SECTION 01

What the Miatta Civic Centre Is

01

A national civic, cultural, and creative public space owned by the Government of Sierra Leone and operated by the Ministry of Information and Civic Education (MolCE). It is **not a general commercial events hall**, but a values-driven civic institution with controlled access, designed to support:

- Civic education and public dialogue
- Youth engagement and innovation
- Cultural and creative expression
- National events and commemorations

To protect the integrity of the Centre and the reputation of Government, MolCE has established a **Service Charter** (what the Centre commits to provide) and **Terms & Conditions of Use** (what users must comply with). Together these set clear public expectations, ensure transparency and fairness, safeguard public assets, and enable sustainable, professional management.

SECTION 02

Core Service Commitments

02

Inclusive & accessible Prioritising civic, youth, and cultural use	Professionally managed Clear booking, communication, and service timelines
Safe & orderly Standards for security, cleanliness, and public conduct	Transparent & accountable Clear fees, procedures, and complaint mechanisms

Service standards we commit to:

3

working days to acknowledge a booking request

3-5

working days to approval, with written confirmation of space, time & fees

SECTION 03

Approved Spaces & Use Categories

03

CONTROLLED SPACES ■ Main Auditorium ■ Workshop / Conference / Meeting Rooms ■ Indoor Café and lobby event space ■ Exhibition spaces ■ Outdoor Open Space (Compound)	APPROVED ACTIVITY CATEGORIES → Civic & public engagement (dialogues, education) → Cultural & creative programming → Youth & learning activities → Selective commercial / ticketed events aligned with the Centre's values
--	--

SECTION 04

Standard Time Blocks

04

To ensure clarity and fairness, rentals are structured into two standard slots — applied identically indoors and outdoors (Compound).

■ DAY BLOCK 7:00 a.m. – 2:00 p.m.	■ EVENING BLOCK 4:00 p.m. – 2:00 a.m.
---	---

SECTION 05

User Responsibilities (Terms & Conditions)

05

- 1

Use the facility strictly for the approved purpose, space, and time
- 2

Provide adequate security, crowd control, and safety measures
- 3

Respect noise, public order, and national laws
- 4

Return all spaces clean and undamaged

Subletting, unauthorised use, or breach of conditions may result in cancellation or further action. MolCE retains clear authority to suspend or cancel activities to protect public property and mitigate security and reputational risk.

SECTION 06

Cost Framework

06

All listed prices are **baseline rates**. Final fees may be adjusted by institution type, the nature of the activity, and broader public interest — so community programming can be supported while commercial use remains appropriately priced. Any adjustment requires written justification and senior approval within MolCE.

HOW BASELINE RATES ARE ADJUSTED BY USER TYPE

50% Government institutions	60% Civic, educational & youth organisations	100% Development partners (near full cost)	120%+ Private / commercial (premium)
---	--	--	--

INDOOR SPACES — BASELINE RATES (NLE)

SPACE	PURPOSE	DAY	EVENING
Main auditorium	Conferences, performances, screenings, national & civic events	45,000	60,000
Workshop spaces	Trainings, seminars & learning sessions	15,000	25,000
Exhibition spaces	Showcases, installations & curated displays	15,000	25,000
Kitchen	Food preparation linked to approved events / classes	10,000	15,000
Entry lobby	Receptions, registrations & information desks	15,000	25,000

OUTDOOR SPACES — BASELINE RATES (NLE)

SPACE	PURPOSE	DAY	EVENING
Large parking area	Sports, environmental programming & children's activities	20,000	25,000
Smaller parking area (×2)	Similar uses at a smaller scale	15,000	10,000

Basic audio support**15,000 NLE**

PA system, microphones & basic sound engineering.
Not suitable for live music — performers must source external equipment.

Video production**50,000 NLE**

Multi-camera recording (up to four cameras), live mixing & an edited output.

ADDITIONAL CHARGES — applied only when necessary and communicated in writing before approval**Use beyond approved hours**

7,000 NLE per additional hour (each subsequent hour also 7,000). Events beyond 2:00 a.m. incur 10,000 NLE, subject to prior approval & a security review.

Security & crowd control

Security personnel 500 NLE per person; event security supervisor 1,000 NLE per person — scaled to size, risk profile & ticketing.

Special technical needs

Extra microphones 500 NLE each; additional speakers / monitors 500 NLE each; stage setup or reconfiguration 500 NLE.

Kitchen charges

Heavy cooking or catering setups 5,000 NLE; deep cleaning 5,000 NLE where usage exceeds standard support.

Excessive cleaning, damage & repairs

Minor cleaning 5,000 NLE; major cleaning 10,000–12,500 NLE. Minor repairs at cost + 5,000 NLE admin fee; major damage at full repair / replacement cost.

High-risk, ticketed & commercial events

Surcharge of 20–30% of the venue fee; mandatory event supervisor 5,000 NLE; refundable damage deposit of 15,000–30,000 NLE may be required.

Fees apply **per approved space and time block**. All payments are made in advance. Example: a 60,000 NLE auditorium evening rate ranges from minimal cost for a Government event to significantly higher fees for ticketed or commercial activity.

SECTION 07

Access & Delivery Channels

07

BOOKINGS COMPLETED ONLY VIA THE WANGOV PLATFORM

citizens.wan.gov.sl/services

Create a Wangov account, log into the portal, then navigate to **Miatta Civic Centre** to complete your booking. There are **no booking processes** at any physical office or via third-party agents.

- Online bookings accepted **24 hours a day**.
- Platform issues: complete the Wangov Support form.
- Acknowledged within **3 working days**; approved within a further **3–5**.
- Email **support@wan.gov.sl** for assistance.

SECTION 08 & 09

Complaints, Feedback & Redress08

Users may report issues, give feedback, or appeal decisions by contacting the Ministry. This framework is guided by principles of **fairness, transparency, timeliness, and accountability**.

Andrew Saennie Kamara
Permanent Secretary

kamaraandrewsaennie@gmail.com
+232 76 672679

Timothy Sam
Director, Civic Education & Citizens' Engagement

timothy.sam@moice.gov.sl
+232 99 474702

Service complaints
Acknowledged within **3 working days**, addressed within **14**.

Appeals
Refusals, penalties or cancellations may be appealed within **10 working days** of the decision.

Corrective action
Written explanation, rescheduling, or refund / fee adjustment where applicable.

Accountability for breaches. Users who breach approved terms may face warnings, recovery of costs, suspension of bookings, or other lawful action, with reasons given in writing.

Escalation. Unresolved complaints may be escalated to the appropriate Ministry authority. The Minister of Information and Civic Education holds final authority over the Miatta Civic Centre.

SECTION 10 — MONITORING & REVIEW
The Miatta Civic Centre is establishing periodic reviews and public reporting processes to track performance and update this Charter. Further information will be available soon.

A commitment to fairness, transparency & sustainability.

SECTION 11 — CONTACT
Old Railway Line, behind Youyi Building,
Freetown, Sierra Leone
+232 80 002264

@mic.gov.sl
@moice.gov.sl
@moicesl