



SERVICE CHARTER

VISION

To globally lead in corporate information management and to be a model in the region.

MISSION

Our mission is to be the heart of Company information exchange in Sierra Leone supporting business growth, informing the public, contributing to sustainable socio economic development of the country.

VALUES

Uncompromising Integrity, Customer focus, Making a difference

In accordance with its mandate under the Companies Act 2009 and its subsequent amendment, the Corporate Affairs Commission in the course of maintaining and administering a public register, would hold information about companies and individuals that would fall into public and non-public data. Security measures shall be in place to protect confidentiality, integrity, availability and access to our data and systems. We would hold information relating to company incorporation, company accounts, annual returns, director and secretaries appointments and shareholders or members' information.

CUSTOMERS

We strive to offer professional services to our customers at all times. Companies, individuals, Government department ministries and agencies are our Customers. Customers have a right to file to complaint if they believe they have not been professionally served and within a reasonable time frame in the absence of valid justification. A complaint can be filed electronically at any time by completing the online complaint form accessible on www.cac.gov.sl. Complaints may also walk into our office and complete a form our information desk.

SERVICES

Our primarily responsibility is to supervise and regulate the incorporation and registration of all companies and to administer the Companies Act 2009 as amended.

Every company shall be incorporated and/or registered within 24 hours of submission of a duly completed application form, supporting documents for a fee of LE 250,000 (Local Companies)

Every complaint or correspondence submitted to the Commission shall be acknowledged electronically within 48 hours of receipt of the complaint or and addressed within 7 days of our acknowledgement. Our Office is located at no: 19 Fort Street, Freetown, Sierra Leone. For more information about our functions and services please visit our website at www.cac.gov.sl or call us on +232 78 241241/ 30 241241. Alternatively you can send us an email at info@aca.gov.sl. This service charter is subject to amendment as the Commission deems fit.

CORPORATE AFFAIRS COMMISSION IS HERE TO SERVE YOU.

