



THE REPUBLIC OF LIBERIA
LIBERIA MARITIME AUTHORITY

22980 Indian Creek Rd
Suite 200
Dulles, Virginia 20166, USA
Tel: +1 703 790 3434
Fax: +1 703 790 5655
Email: dutyofficer@liscr.com
Web: www.liscr.com

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Marine Advisory: 03/2021

SUBJECT: Enhancements to the Liberian Administration's Duty Officer Program

To: Owners and Operators and Masters

The Liberian Administration has developed enhancements to the Duty Officer Program to provide more efficient after hours urgent assistance to Liberian vessel operators.

Effective 16 March 2021, we will be using the technical personnel in our regional offices in Asia and Europe to assist vessel operators with their urgent needs during the normal work hours in these regional offices. The advantage is that there will be a team with suitable technical expertise available to deliver the Duty Officer service in each of the three different time zones (i.e. Asia, Europe and USA). Another advantage to the vessel operators may be that the urgent need of your vessel in Europe, or Asia may be managed more efficiently and effectively using LISCRC technical personnel in the same time zone as your vessel that is in need of assistance.

The Duty Officer number +1-703-963-6216 and email dutyofficer@liscr.com which will remain the same, will be shared and transferred from the head office in Dulles Virginia, USA to our regional offices on a rotating basis as indicated below:

	DO Dulles VA, USA	DO ASIA	DO EUROPE
GMT	[EST]	[China time]	[CET]
	DO to Answer the Duty Phone	During the work week the calls to the Duty Phone Number will be forwarded to the relevant regional office.	
		Monday to Friday (except Holidays)	Monday to Friday (except Holidays)
15:00 – 24:00	10:00 to 19:00 Daylight Savings: 11:00 to 20:00		
00:00 – 07:00		08:00 to 15:00	
07:00 – 15:00			08:00 to 16:00 Daylight Savings: 09:00 to 17:00
Weekends	Friday 19:00 - Sunday 19:00 Daylight Savings: Friday 20:00 - Sunday 20:00		

The implementation will be transparent to the vessel operators, and respectfully requests that any problems you experience be shared with dutyofficer@liscr.com and/or telephone +1-703-790-3434 and ask for the Duty Officer Manager or one of the Duty Officers so we can continuously improve our Duty Officer program.

With the implementation of this new program all vessel operators are advised to use the Duty Officer's number +1-703-963-6216 for all urgent matters only, and to remove any reference to the secondary number previously provided on the LISCR website as that call center's number will be discontinued. An additional call back number will be provided on the phone message should the duty officer fail to pick up or return your call in 15 minutes.

The Duty Officer service should only be used for urgent matters that cannot wait to be dealt with through our standard service delivery process.

For further information regarding the issuance of this Advisory, please contact the Duty Officer Manager, or if the Manager is out one of the other duty officers through our main number at +1-703-790-3434 and dutyofficer@liscr.com.

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