

REPUBLIQUE DU CAMEROUN
Paix-Travail-Patrie



REPUBLIC OF CAMEROON
Peace-Work-Fatherland

**MINISTRY OF LABOUR
AND SOCIAL SECURITY**

ADMINISTRATIVE PROCEDURES MANUAL

VOLUME 1

**GENERAL SECRETARIAT/DEPARTMENT
OF INDUSTRIAL RELATIONS**

*Prepared with the technical assistance of the Ministry of Public Service
and Administrative Reform*

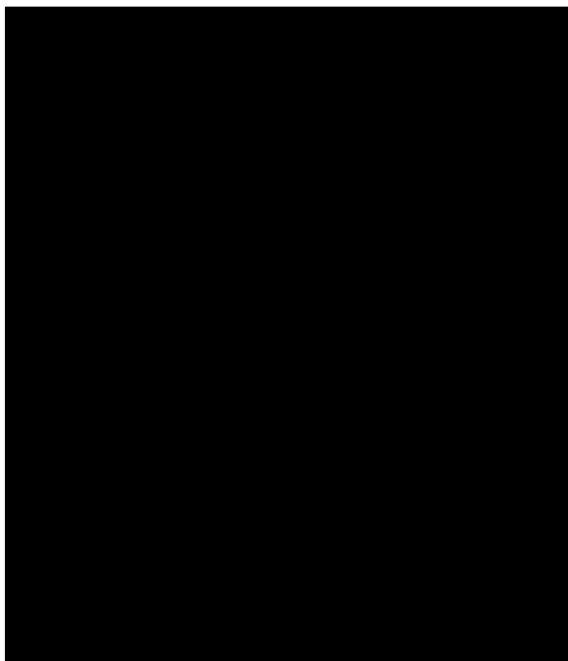
2022 Edition



H.E. Paul BIYA



Joseph DION NGUTE
PRIME MINISTER, HEAD OF GOVERNMENT



Grégoire OWONA
Minister of Labour and Social Security



Joseph LE
Minister of Public Service and
Administrative Reform.

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FOREWORD

Through Cameroon's National Development Strategy for the 2020-2030 period (SND30), the Government has resolutely undertaken to proceed with the implementation of the modernisation policy of its administration which aims at establishing an efficient and citizen-oriented administration that effectively serves the user.

One of the core areas of this policy is the streamlining of structures and administrative procedures whereby the Government seeks to simplify the functioning of its administration, and render it more flexible and efficient, and shift from a manual to a more digitalised administration.

To support the implementation process, managerial tools have been provided, prominent among which are the Administrative Procedures Manuals and Public Administration User's Guides.

The Administrative Procedures Manual (APM) is a tool which aims at improving the services provided in terms of efficiency, effectiveness, transparency and quality service rendered to users.

The APM has three objectives: improving the reception and information of users of the public services; enhancing the organisation efficiency and control of administrative work; and promoting speed, transparency and integrity within the public service based on the principle of "workstation".

The Minister of Labour and Social Security in collaboration with the Permanent Secretariat of Administrative Reform, has undertaken to develop its APM with the aim of improving on its mission; its effectiveness, as well as developing, implementing and evaluating Government policies in the area of labour and social security.

It is expected that this document would enable public service users to be properly informed and edified on the essential procedures in force, and serve as a reference to the entire administrative staff, irrespective of their rank, for an objective processing of files on a daily basis.

Finally, it is hoped that this APM of the Ministry of Labour and Social Security would be a tool for good governance as advocated by the Head of State, His Excellency, Paul BIYA, and also contribute to combat malpractices of all sorts within the Ministry. /.

The Minister of Labour and Social Security

LIST OF ABBREVIATIONS AND ACRONYMS

AB	: On an interim basis;
CPA	: Cameroon Public Administration;
IA/OD	: Industrial Accidents/Occupational Diseases;
DATSS	: Sub-divisional Delegation of Labour and Social Security;
DDTSS	: Divisional Delegation of Labour and Social Security;
DRP	: Department of Industrial Relations;
DRTSS	: Regional Delegation of Labour and Social Security;
DSST	: Department of Health and Safety at Work;
MINTSS	: Ministry of Labour and Social Security;
PAP	: Priority Action Plan;
PNG	: National Governance Programme and Fight against Corruption;
PPBS	: Planning-Programming-Budgeting-Monitoring-Evaluation;
PROMAGAR	: Programme for the Modernisation of Cameroon's Administration through the introduction of Results-based Management.

LEXICON

Absence of Trade Unions: Document issued by the competent labour inspector to certify that trade unions are not represented in a given enterprise.

Administrative Procedures Manual: A validated document by a competent authority, which describes in detail, each administrative procedure of an organisation. It gives the comprehensive list of instruments, outputs or services expected from the organisation, as well as the modalities and steps to obtain them.

Amendment: Changing of the initial provisions of a contract or license.

Application file: A list of documents required by the user and documents to be consulted by the administration.

Collective Agreement: Legal document negotiated by the social partners of a branch of activity to manage industrial relations between the parties.

Collective/Individual Dispute: Refers to any conflict characterised by the intervention of a group of employees organised or not in professional groups where the collective nature of the interest is at stake.

Deadline: Time limit to process a file.

Documents to be consulted: Documents available in an administration and indispensable for the processing of the user's file.

Documents to be submitted: Set of documents required from the user benefiting from the service and indispensable for the processing of their file.

Employer: Promoter of a production unit of goods and services.

Enterprise: A production unit which can extend to several establishments.

Establishment: A subsidiary of an enterprise.

Fascicle: The Employer's Register

Flowchart: A diagram or a graphic display of a sequence of operations which helps to clarify and synthesize information.

Force majeure: An external factor which can disrupt the normal operation of a production unit such as a natural disaster, a fire etc.

Industrial Accident: Any accident that occurred because of work or in the course of doing work, during the round trip or during travels when expenses are borne by the employer.

Initiating Structure: Work unit (office, service, unit etc.) charged with preparing the draft instrument or the service requested.

Initiator of the Procedure: Natural person or legal entity that rolls out the process of granting the service or issuance of an instrument.

Labour Medal Diploma: The diploma to reward seniority and hard work.

Management Rules: Description of work tasks or constraints related to the issuance of a document or service.

Occupational Disease: Any disease resulting from the exercise of certain professional activities.

Occupational Physician: An occupational health physician is a physician who specialises in work related conditions and who has a license to practice occupational medicine through an order signed by the Minister of Labour and Social Security.

Quality Manager: Personnel in the processing chain, whose task is to ensure that standard and quality of the service rendered to the users are respected.

Reference Instrument: Legislative or regulatory document (law, decree, order, decision, circular, service note, etc.) providing a framework for a benefit or service.

Requirements: Conditions to be fulfilled by the user or the initiator of the procedure.

Signatory of the instrument: Official authorised to sign the instrument requested.

Social Partners: They are trade unions and Employers' Associations.

Social Security: It is a protection granted by the society to protect its members against risks such as old age, disability, death, industrial accident, occupational diseases, maternity, family expenses, unemployment and natural disease.

Staff Representative: An elected workers' representative in a company.

Title of the expected instrument: Name given to a service provided or benefit granted by the administration to a user

User's Guide: Document containing information required from the user seeking for service from the administration. It is also a collection of key procedures of an administration and is made solely of the cover pages of the Procedures Manual.

LIST OF PROCEDURES

TRADE UNION REGISTRY OFFICE	
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OFFICE OF THE REGISTRAR OF TRADE UNIONS AND EMPLOYERS'
ASSOCIATIONS

PROCEDURE No.01/SGS/I

OBTAINING A TRADE UNION REGISTRATION CERTIFICATE

TITLE OF THE EXPECTED INSTRUMENT:	Trade Union Registration Certificate.
INITIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Office of the Registrar of Trade Unions and Employers' Associations (Follow-up Unit/ File Unit).
INITIATING STRUCTURE:	Collective Labour Relations Office.
REFERENCE INSTRUMENT:	<ul style="list-style-type: none">- Law No.92/007 of 14 August 1992 on the Labour Code;- Decree No.2011/408 of 09 December 2011 to organise the new Government;- Decree No.2012/558 of 26 November 2012 to organise the Ministry of Labour and Social Security;
REQUIREMENTS:	<ul style="list-style-type: none">- Be an association of promoters (at least 20 workers or practising in the same branch of activity)- Be present at either the national or divisional level.
APPLICATION FILE:	<ul style="list-style-type: none">• Documents to be submitted:<ul style="list-style-type: none">- An application for registration;- Minutes of the General Assembly or Board meeting;- Two copies of Internal Rules.• Documents to be consulted: Unions' log book
DEADLINE:	Thirty (30) days.
SIGNATORIES OF THE INSTRUMENT:	The Union Registrar.
DELIVERY METHOD :	Withdrawal/publication/dispatch.
QUALITY MANAGER:	<ul style="list-style-type: none">- Inspector General;- Head of the Follow-Up Unit;- Secretary to the Secretary General;

Processing of file

Prepared with the technical assistance of the Ministry of Public Service and Administrative Reform

MINTSS	Procedure No.01/SGS/I OBTAINING A TRADE UNION REGISTRATION CERTIFICATE	Deadline	Procedure Date: July 2022
		30 days	Procedure version: 1.0
			Page
Participants	Operations	Deadline	Management rules
Person SDACL <ul style="list-style-type: none"> - Head of the Office of Registrar of Trade Unions - Head of the Roll Bureau The Union Registrar SDACL Person	<pre> graph TD A[File submission] --> B{Reception
Control
Registration
Transmissio} B --> C[- Filing of review;
- Initiation of a draft trade union registration certificate.] C --> D{Control
Signature
Transmissi} D --> E[- Formalisation
- Notification
- classification] E --> F[File withdrawal] F --> G[(Archives)] </pre> <p>The flowchart illustrates the process of obtaining a trade union registration certificate. It begins with 'File submission' leading to a decision diamond containing 'Reception', 'Control', 'Registration', and 'Transmissio'. This leads to a box for 'Filing of review;' and 'Initiation of a draft trade union registration certificate.', which then leads to another decision diamond containing 'Control', 'Signature', and 'Transmissi'. This leads to a box for 'Formalisation', 'Notification', and 'classification', which finally leads to 'File withdrawal' and then to 'Archives'.</p>	<div>2</div> <div>23</div> <div>3</div> <div>2</div>	<p>R1: Ensure that the user is an association of promoters with at least 20 workers or operating in the same industry;</p> <p>R2: Ensure that the user is represented at the national or divisional level.</p>

DEPARTMENT OF INDUSTRIAL RELATIONS

PROCEDURE No.02/DRP/I

SIGNING OF A NATIONAL COLLECTIVE LABOUR AGREEMENT

TITLE OF THE EXPECTED INSTRUMENT:	Signing of a National Collective Labour Agreement.
INITIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mail and Liaison Office of the Ministry.
INITIATING STRUCTURE:	Collective Labour Relations Office.
REFERENCE INSTRUMENT:	<ul style="list-style-type: none">- Law No.92/007 of 14 August 1992 on the Labour Code;- MINFUL of Decree No.93/578/PM of 15 July 1993 establishing substantive and formal conditions to which Collective Agreements apply;- Decree No.2011/408 of 09 December 2011 to organise the new Government;- Decree No.2012/558 of 26 November 2012 to organise the Ministry of Labour and Social Security;
REQUIREMENTS:	Be a renowned employers and workers' professional organisation of the branch concerned.
APPLICATION FILE:	<ul style="list-style-type: none">• Documents to be submitted:<ul style="list-style-type: none">- An unstamped application addressed to the Minister;- A registration certificate;- A draft agreement, if necessary;- A copy of the former agreement, if necessary.• Document to be consulted: Unions' log book.
DEADLINE:	One hundred and twenty (120) days.
SIGNATORIES OF THE INSTRUMENT:	Social Partners and the Administration.
DELIVERY METHOD :	Withdrawal/publication/dispatch.
QUALITY MANAGER:	<ul style="list-style-type: none">- Inspector General;- Head of the Follow-up Unit;- Secretary to the General Secretary.

MINTSS	Procedure No.01/DRP/I <u>SIGNING OF A NATIONAL COLLECTIVE LABOUR AGREEMENT</u>	Deadline	Procedure Date: July 2022
		120 days	Procedure version: 1.0
			Page
Participants	Operations	Deadline	Management rules
Person SDACL <ul style="list-style-type: none"> - DRP - Sub-Director of Labour Relations - Head of the Collective Labour Relations Office. Secretary General Minister Joint Mixed Committee SDACL Person	<div style="text-align: center;">File submission</div> <div style="text-align: center;"> Reception Guidance Forwarding </div> <div> - Initiation of the draft letter requesting the appointment of members of the Joint Committee - Initiation of the draft order establishing the Joint Mixed Committee - Initiation of the draft convocation of the Joint Mixed Committee - Initiation of the draft minutes recording the conclusions on the negotiation </div> <div style="text-align: center;">Control Endorsed Transmissi</div> <div style="text-align: center;">Control Validation Signature</div> <div style="text-align: center;">Examination of the draft agreement</div> <div> Formalisation Notification Classification </div> <div style="text-align: center;">Instrument withdrawal</div> <div style="text-align: right;">Archives</div>	<div style="text-align: center;">4</div> <div style="text-align: center;">25</div> <div style="text-align: center;">4</div> <div style="text-align: center;">4</div> <div style="text-align: center;">80</div> <div style="text-align: center;">3</div>	<p>R1: Ensure that the professional organisation is on the trade union register;</p> <p>R2: Ensure that the requested service is necessary;</p> <p>R3: Ensure that the draft agreement is in line with the Ministry's strategic objectives of improving working conditions.</p>

DEPARTMENT OF INDUSTRIAL RELATIONS

PROCEDURE No.03/DRP/I

REVISING A NATIONAL COLLECTIVE LABOUR AGREEMENT

TITLE OF THE EXPECTED INSTRUMENT: National Collective Labour Agreement.

INITIATOR OF THE PROCEDURE: Administration/Person concerned.

PLACE OF SUBMISSION OF THE FILE: Mail and Liaison Office of the Ministry.

INITIATING STRUCTURE: Collective Labour Relations Office.

REFERENCE INSTRUMENT:

- Law No.92/007 of 14 August 1992 on the Labour Code;
- MINFUL of Decree No.93/578/PM of 15 July 1993 establishing substantive and formal conditions to which Collective Agreements apply;
- Decree No.2011/408 of 09 December 2011 to organise the new Government;
- Decree No.2012/558 of 26 November 2012 to organise the Ministry of Labour and Social Security;

REQUIREMENTS:

- Be a renowned professional organisation of employers and workers of the branch concerned;
- Be a renowned organisation;
- Be an organisation with an approved collective agreement which is not adapted to the changes of the sector concerned.

APPLICATION FILE:

- **Documents to be submitted:**
 - An unstamped application addressed to the Minister;
 - A registration certificate;
 - A draft agreement, if necessary;
 - A copy of the former agreement.
- **Documents to be consulted:**
 - Unions' log book;
 - The original version of the agreement in force.

DEADLINE: One hundred and twenty (120) days.








PERSON(S) SIGNING THE ACT: Social Partners and the Administration.

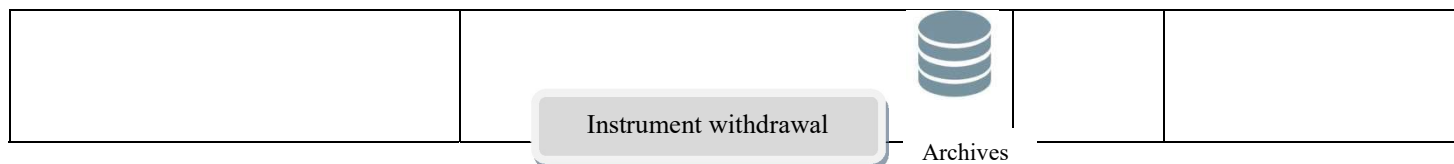
DELIVERY METHOD : Withdrawal/publication/dispatch.

QUALITY MANAGER:

- Inspector General;
- Head of the Follow-Up Unit;

Secretary General secretary

MINTSS	Procedure No.02/DRP/I <u>REVISING A NATIONAL COLLECTIVE LABOUR AGREEMENT</u>	Deadline	Procedure Date: JULY 2022
		120 days	Procedure version 2.0
Participants	Operations	Deadline	Management rules
<div>  <div>Person</div> </div> <div>  <div>SDACL</div> </div> <div> <div> <div>-</div> <div>DRP</div> </div> <div> <div>-</div> <div>Sub-Director of Labour Relations</div> </div> <div> <div>-</div> <div>Head of the Collective Labour Relations Office.</div> </div> </div> <div>  <div>Secretary General</div> </div> <div>  <div>Minister</div> </div> <div>  <div>Joint Mixed Committee</div> </div> <div>  <div>SDACL</div> </div> <div>  <div>Person</div> </div>	<div> <div>File submission</div> <div> <div>- Reception</div> <div>- Control</div> <div>- Registration</div> <div>- Transmissio</div> </div> <div> <div>- Initiation of the draft letter requesting the appointment of the members of the Joint Committee</div> <div>- Initiation of the draft order on the Joint Mixed Committee</div> <div>- Initiation of the draft convocation of the joint mixed Committee</div> <div>- Initiation of the draft minutes recording the conclusions of the</div> </div> <div> <div>- Control</div> <div>- Endorsed</div> <div>- Transmissi</div> </div> <div> <div>- Controls</div> <div>- Validates</div> <div>- Signs</div> </div> <div> <div>- Examines the draft agreement</div> <div>- Signs the minutes</div> </div> <div> <div>- Formalises</div> <div>- Notifies</div> <div>- Classifies</div> </div> </div>	<div>4</div> <div>25</div> <div>4</div> <div>4</div> <div>80</div> <div>3</div>	<p>R1: Ensure that the professional organisation is on the trade unions register;</p> <p>R2: Ensure that the requested service is necessary;</p> <p>R3: Ensure that the revised draft agreement contributes in improving work conditions.</p>











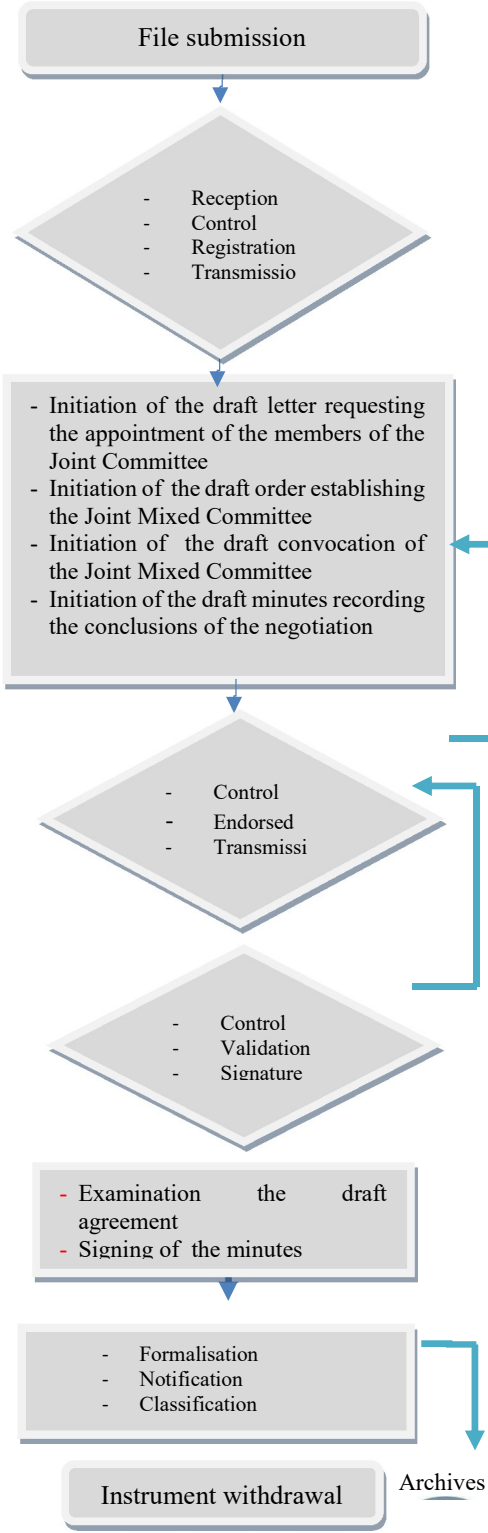
DEPARTMENT OF INDUSTRIAL RELATIONS

PROCEDURE No.04/DRP/I

SIGNING OF A COMPANY AGREEMENT

TITLE OF THE EXPECTED INSTRUMENT:	Establishment Agreement
INITIATOR OF THE PROCEDURE:	Administration/Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mail and Liaison Office of the Ministry.
INITIATING STRUCTURE:	Collective Labour Relations Office.
REFERENCE INSTRUMENT:	<ul style="list-style-type: none">- Law No.92/007 of 14 August 1992 on the Labour Code;- MINFUL of Decree No.93/578/PM of 15 July 1993 establishing substantive and formal conditions to which Collective Agreements apply;- Decree No.2011/408 of 09 December 2011 to organise the new Government;- Decree No.2012/558 of 26 November 2012 to organise the Ministry of Labour and Social Security;
REQUIREMENTS:	Be a renowned professional organisation of employers and workers of the branch concerned;
APPLICATION FILE:	<ul style="list-style-type: none">• <i>Documents to be submitted:</i><ul style="list-style-type: none">- An unstamped application addressed to the Minister;- A registration certificate;- A draft establishment agreement, if applicable.• <i>Documents to be consulted:</i><ul style="list-style-type: none">- Trade Unions log book;- Investigation report, if any.
DEADLINE:	One hundred and twenty (120) days.
PERSON(S) SIGNING THE ACT:	The Minister and Social Partners.
DELIVERY METHOD:	Notification/Withdrawal.
QUALITY MANAGER:	<ul style="list-style-type: none">- Inspector General;- Head of the Follow-Up Unit;- Secretary to the Secretary General.

MINTSS	Procedure No.03/DRP/I	Deadline	Procedure Date:
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		<u>SIGNING OF AN ESTABLISHMENT AGREEMENT</u>		July 2022
			120 days	Procedure version 3.0
				Page
<i>Participants</i>	<i>Operations</i>	<i>Deadline</i>	<i>Management rules</i>	
 Person  SDACL  <ul style="list-style-type: none"> - DRP - Sub-Director of Labour Relations - Head of the Collective Labour Relations Office.  Secretary General  Minister  Joint Mixed Committee  SDACL  Person	 <pre> graph TD A[File submission] --> B{Reception
Control
Registration
Transmissio} B --> C[Initiation of the draft letter requesting the appointment of the members of the Joint Committee
Initiation of the draft order establishing the Joint Mixed Committee
Initiation of the draft convocation of the Joint Mixed Committee
Initiation of the draft minutes recording the conclusions of the negotiation] C --> D{Control
Endorsed
Transmissi} D --> E{Control
Validation
Signature} E --> F[Examination the draft
Signing of the minutes] F --> G[Formalisation
Notification
Classification] G --> H[Instrument withdrawal] H --> I[Archives] </pre>	<div>4</div> <div>25</div> <div>4</div> <div>4</div> <div>80</div> <div>3</div>	<p>R1: Ensure that the professional organisation is on the trade unions register; R2: Ensure that the requested service is necessary; R3: Ensure that the draft establishment agreement only concerns wages and subsidiary allowances.</p>	

DEPARTMENT OF INDUSTRIAL RELATIONS

PROCEDURE No.04/DRP/I

SIGNING A REVISED ESTABLISHMENT AGREEMENT

TITLE OF THE EXPECTED INSTRUMENT:	Revised Establishment Agreement.
INITIATOR OF THE PROCEDURE:	Administration/Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mail and Liaison Office of the Ministry.
INITIATING STRUCTURE:	Collective Labour Relations Office.
REFERENCE INSTRUMENT:	<ul style="list-style-type: none">- Law No.92/007 of 14 August 1992 on the Labour Code;- MINFUL of Decree No.93/578/PM of 15 July 1993 establishing substantive and formal conditions to which Collective Agreements apply;- Decree No.2011/408 of 09 December 2011 to organise the new Government;- Decree No.2012/558 of 26 November 2012 to organise the Ministry of Labour and Social Security;
REQUIREMENTS:	Be a renowned professional organisation of employers and workers of the branch concerned;
APPLICATION FILE:	<ul style="list-style-type: none">- Be a renowned professional organisation of employers and workers of the branch concerned;- Be a registered professional organisation.
DEADLINE:	One hundred and twenty (120) days.
SIGNATORIES OF THE INSTRUMENT:	The Minister and Social Partners.
DELIVERY METHOD:	Notification.
QUALITY MANAGER:	<ul style="list-style-type: none">- Inspector General;- Head of the Follow-Up Unit;- Secretary to the Secretary General.

MINTSS	Procedure No.4/DRP/I <u>SIGNING OF A REVISED ESTABLISHMENT AGREEMENT</u>	Deadline	Procedure Date: JULY 2022
		120 days	Procedure version 4.0
			Page
<i>Participants</i>	<i>Operations and deadlines</i>	<i>Deadline</i>	<i>Management rules</i>
Person SDACL <ul style="list-style-type: none"> - DRP - Sub-Director of Labour Relations - Head of the Collective Labour Relations Office. Secretary General Minister Joint Mixed Committee SDACL Person	<pre> graph TD A[File submission] --> B{Reception Control} B --> C["- Initiation of the draft letter requesting the appointment of the members of the Joint Committee
- Initiation of the draft order establishing the Joint Mixed Committee
- Initiation of the draft convocation of the Joint Mixed Committee
- Initiation of the draft minutes recording the conclusions of the negotiation"] C --> D{- Control
- Endorsed
- Transmissi} D --> E{- Control
- Validation
- Signature} E --> F["- Examination the draft agreement
- Signing of the minutes"] F --> G["- Formalisation
- Notification
- Classification"] G --> H[Instrument withdrawal] F --> I[(Archives)] </pre> <p>The flowchart illustrates the process from file submission to instrument withdrawal, involving multiple steps and decision points. Key operations include reception control, initiation of drafts, control and endorsement, examination and signing, formalisation, notification, classification, and final withdrawal and archiving.</p>	<div>4</div> <div>25</div> <div>4</div> <div>4</div> <div>80</div> <div>3</div>	R1: Ensure that the professional organisation is on the trade union register; R2: Ensure that the requested service is necessary; R3: Ensure that the revised draft establishment agreement only concerns wages and subsidiary allowances of workers of the sectors concerned.









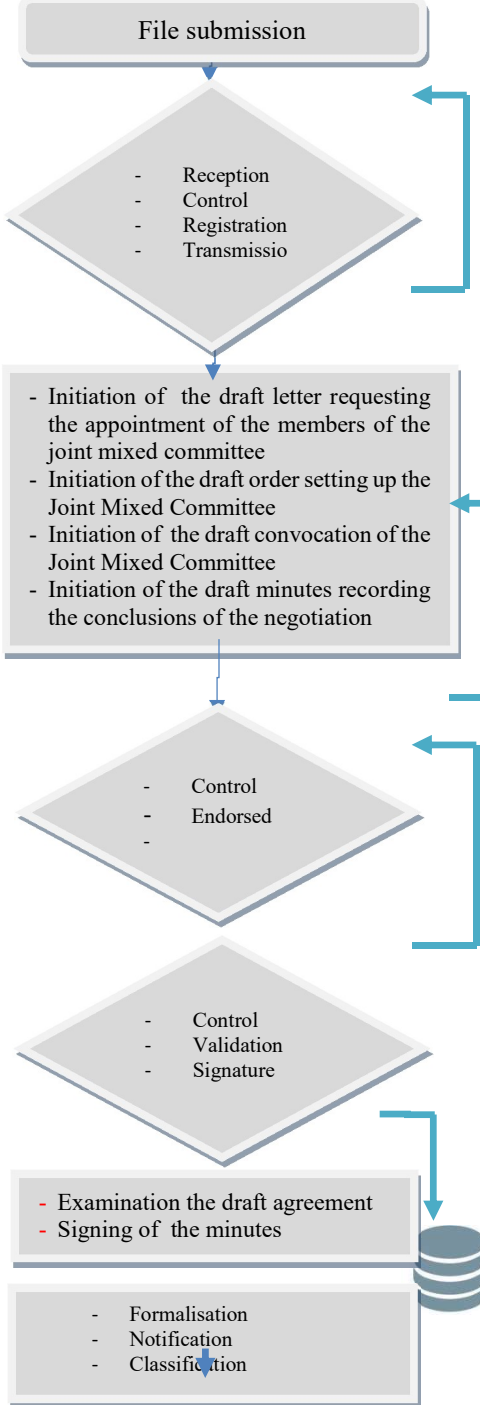
DEPARTMENT OF INDUSTRIAL RELATIONS


PROCEDURE No.05/DRP/I

SIGNING OF A COMPANY COLLECTIVE AGREEMENT

TITLE OF THE EXPECTED INSTRUMENT:	Company Collective Agreement
INITIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mail and Liaison Office of the Ministry.
INITIATING STRUCTURE:	Collective Labour Relations Office.
REFERENCE INSTRUMENT:	<ul style="list-style-type: none">- Law No.92/007 of 14 August 1992 on the Labour Code;- MINFUL of Decree No.93/578/PM of 15 July 1993 establishing substantive and formal conditions to which Collective Agreements apply;- Decree No.2011/408 of 09 December 2011 to organise the new Government;- Decree No.2012/558 of 26 November 2012 to organise the Ministry of Labour and Social Security;
REQUIREMENTS:	<ul style="list-style-type: none">- Be a renowned professional organisation of employers and workers of the branch concerned;- Be a registered organisation.
APPLICATION FILE:	<ul style="list-style-type: none">• <i>Documents to be submitted:</i><ul style="list-style-type: none">- An unstamped application addressed to the Minister;- A registration certificate;- A draft agreement, if necessary.• <i>Documents to be consulted:</i><ul style="list-style-type: none">- Trade Unions log book;- Investigation report, if any;- Document on the company existence (Statute).
DEADLINE:	One hundred and twenty (120) days.
SIGNATORIES OF THE INSTRUMENT:	The Minister and Social Partners.
DELIVERY METHOD :	Notification.
QUALITY MANAGER:	<ul style="list-style-type: none">- Inspector General;- Head of the Follow-Up Unit;

- Secretary to the Secretary General.

MINTSS	Procedure No.5/DRP/I <u>SIGNING OF AN ENTERPRISE COLLECTIVE AGREEMENT</u>	Deadline	Procedure Date: JULY 2022
		120 days	Procedure version 5.0
			Page
Participants	Operations	Deadline	Management rules
<div>  <div>Person</div> </div> <div>  <div>SDACL</div> </div> <div>  <div> - DRP - Sub-Director of Labour Relations - Head of the Collective Labour Relations Office. </div> </div> <div>  <div>Secretary General</div> </div> <div>  <div>Minister</div> </div> <div>  <div>Joint Mixed Committee</div> </div> <div>  <div>SDACL</div> </div> <div>  <div>Person concerned</div> </div>	 <pre> graph TD A[File submission] --> B{Reception
Control
Registration
Transmissio} B --> C[- Initiation of the draft letter requesting the appointment of the members of the joint mixed committee
- Initiation of the draft order setting up the Joint Mixed Committee
- Initiation of the draft convocation of the Joint Mixed Committee
- Initiation of the draft minutes recording the conclusions of the negotiation] C --> D{Control
Endorsed} D --> E{Control
Validation
Signature} E --> F[- Examination the draft agreement
- Signing of the minutes] F --> G[- Formalisation
- Notification
- Classification] G --> H[Instrument withdrawal] H --> I[Archives] </pre>	<div>4</div> <div>25</div> <div>4</div> <div>4</div> <div>80</div> <div>3</div>	<p>R1: Ensure that the professional organisation is on the trade union register;</p> <p>R2: Ensure that the requested service is necessary;</p> <p>R3: Ensure that the draft company collective agreement applies only to one company according to its specificities.</p>

			
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DEPARTMENT OF INDUSTRIAL RELATIONS

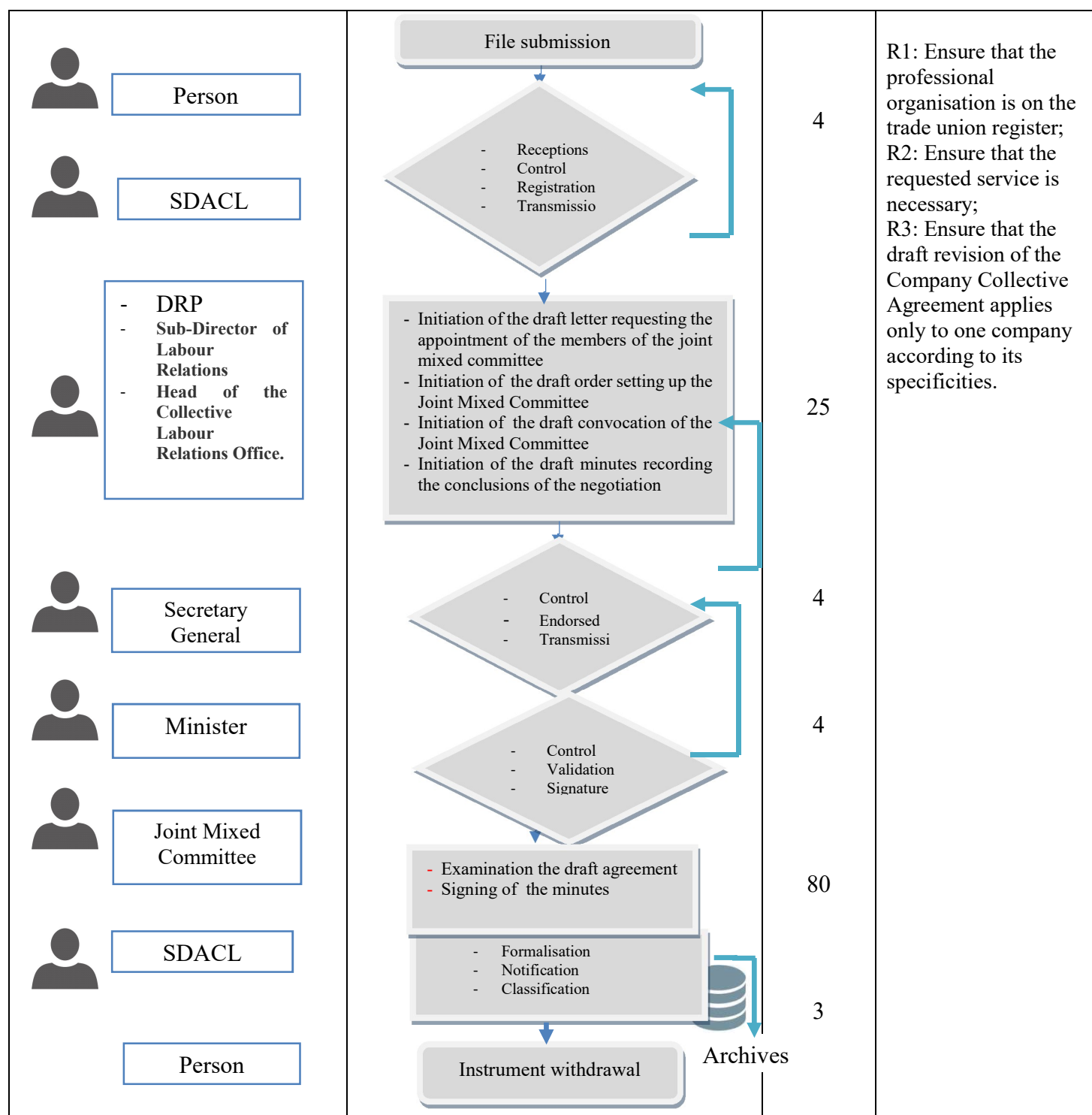
PROCEDURE No.06/DRP/I

REVISING A COMPANY COLLECTIVE AGREEMENT

TITLE OF THE EXPECTED INSTRUMENT:	A revised company collective agreement.
INITIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mail and Liaison Office of the Ministry.
INITIATING STRUCTURE:	Collective Labour Relations Office.
REFERENCE INSTRUMENT:	<ul style="list-style-type: none">- Law No.92/007 of 14 August 1992 on the Labour Code;- MINFUL of Decree No.93/578/PM of 15 July 1993 establishing substantive and formal conditions to which Collective Agreements apply;- Decree No.2011/408 of 09 December 2011 to organise the new Government;- Decree No.2012/558 of 26 November 2012 to organise the Ministry of Labour and Social Security;
REQUIREMENTS:	<ul style="list-style-type: none">- Be a renowned professional organisation of employers and workers of the branch concerned;- Be a registered organisation;- Be an organisation with a recognised collective agreement which is not adapted to the changes of the sector concerned.
APPLICATION FILE:	<ul style="list-style-type: none">• <i>Documents to be submitted:</i><ul style="list-style-type: none">- An unstamped application addressed to the Minister;- A registration certificate;- A draft agreement, if necessary;- A copy of the agreement in force.• <i>Documents to be consulted:</i><ul style="list-style-type: none">- Unions' log book;- The original copy of the agreement in force.
DEADLINE:	One hundred and twenty (120) days.
PERSON(S) SIGNING THE ACT:	The Minister and Social Partners.
DELIVERY METHOD :	Notification.

- QUALITY MANAGER:**
- Inspector General;
 - Head of the Follow-Up Unit;
 - Secretary to the Secretary General.

MINTSS	Procedure No.06/DRP/I <u>REVISING AN ENTERPRISE COLLECTIVE AGREEMENT</u>	Deadline	Procedure Date: July 2022
		120 days	Procedure version 6.0
			Page
<i>Participants</i>	<i>Operations</i>	<i>Deadline</i>	<i>Management rules</i>



DEPARTMENT OF INDUSTRIAL RELATIONS

PROCEDURE No.07/DRP/I

OBTAINING A LABOUR MEDAL OF HONOUR/ DIPLOMA

TITLE OF THE EXPECTED INSTRUMENT: Order on the award of Labour Medals of Honour.

INITIATOR OF THE PROCEDURE: Administration/Person concerned.

PLACE OF SUBMISSION OF THE FILE: Mail Office of the Regional or Divisional Delegation of the Ministry.

INITIATING STRUCTURE: Study and Awards Unit.

REFERENCE INSTRUMENT:

- Constitution;
- Law No. 74/9 of 16 July 1974 on the the institution of the Labour Medal of Honour;
- Law No.92/007 of 14 August 1992 on the Labour Code;
- MINFUL of Decree No.93/578/PM of 15 July 1993 establishing substantive and formal conditions to which Collective Agreements apply;
- Decree No.2011/408 of 09 December 2011 to organise the new Government;
- Decree No.2012/558 of 26 November 2012 to organise the Ministry of Labour and Social Security;
- Order No. 201/MINFI/B2 of 9 August 1975 creating a revenue office at the Ministry of Labour and Social Security;
- Order No. 21/METPS of 23 December 1974 setting terms and conditions for the request of the Labour Medals of Honour in Cameroon;
- Letter - circular No. 004/MINTSS/IG of 26 March 2013 to process files of Labour Medals of Honour.

- REQUIREMENTS:**
- Should not have had more than three (03) employers during the reference period;
 - Have 10,15 or 25 years of service.


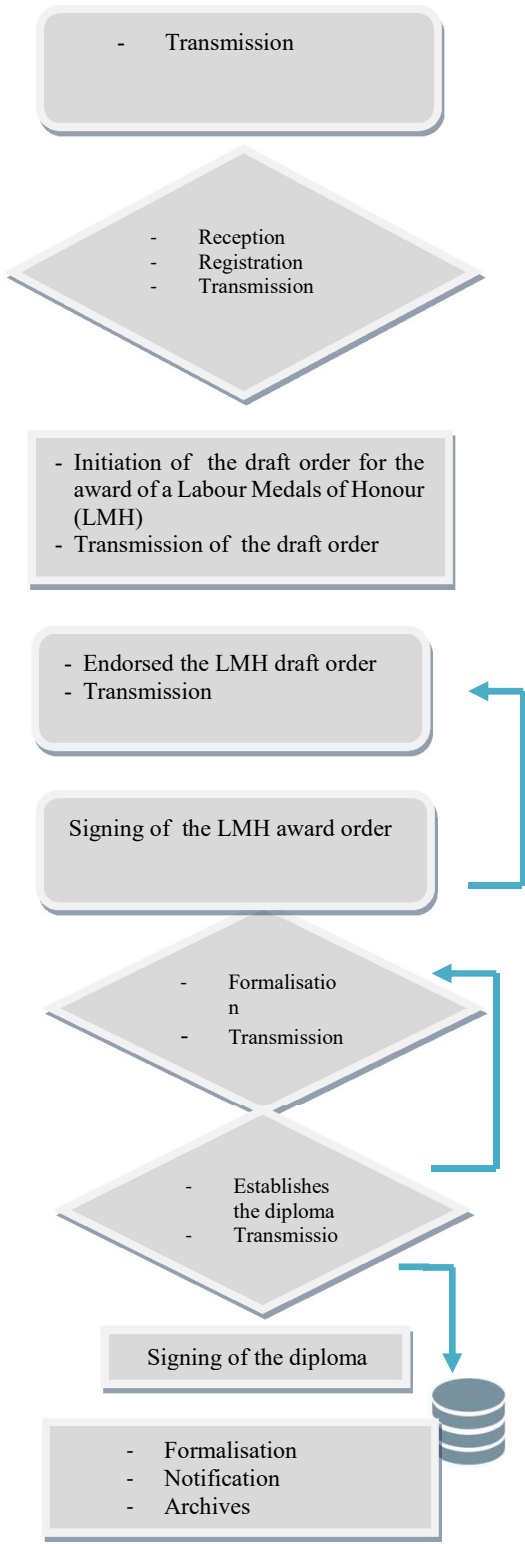








- APPLICATION FILE:**
- ***Documents to be submitted:***
 - An unstamped application addressed to the Minister;
 - Two application folder duly signed by the Labour Inspector of the area;
 - An attestation of seniority signed by the employer and labour certificates, if necessary;
 - A certificate of non-conviction not older than three months.
 - ***Document to consult:*** Reasoned opinion from the Labour Inspector.

DEADLINE: Forty-two (42) days.

SIGNATORIES OF THE INSTRUMENT: The Minister.



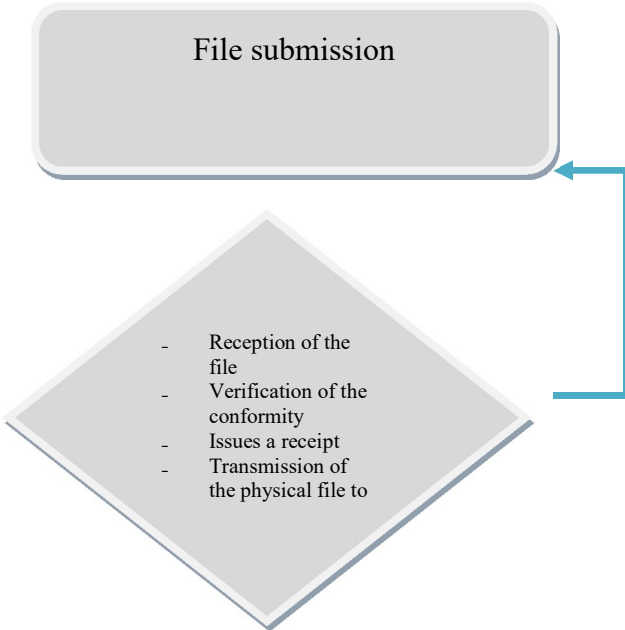
DELIVERY METHOD : Notification, withdrawal at the Regional and Divisional Delegations.

- QUALITY MANAGER:**
- Inspector General;
 - Head of the Follow-Up Unit;
 - Secretary to the Secretary General.


MINTSS	Procedure No.07/DRP/I <u>OBTAINING A LABOUR MEDAL OF HONOUR/ DIPLOMA</u>	Deadline	Procedure Date: JULY 2022
		42 days	Procedure version 7.0
			Page
Participants	Operations	Deadline	Management rules
 Mail and Liaison Office of the Delegations		2	R1: Ensure that the requested service is necessary; R2: Ensure that the opinion of labour inspector of the area is given; R3: Ensure that the person concerned is actually working in the company and that the certificate of service as well as employment period are legal. R4: Ensure that the person concerned has not been sentenced to a custodial penalty; R5: Ensure the authenticity of the certificate of non-conviction and its validity.
 SDACL			
 DRP/Honorary Awards Unit		5	
 Secretary General		2	
 Minister		2	
 SDACL		2	
 DRP/Honorary Awards Unit		24	
 Minister		1	
 SDACL		1	

PART 2:
**STANDARD OPERATIONS OF PARTICIPANTS IN THE
PROCESSING CHAIN**


I. PROCESSING OF FILES IN THE MAIL AND LIAISON OFFICE**a) AT THE BEGINNING OF THE PROCESS**

<i>Participants</i>	<i>Operations</i>	<i>Management rules</i>
 Person  CBC	 <pre> graph TD A[File submission] --> B{Reception of the file Verification of the conformity Issues a receipt Transmission of the physical file to} B --> A </pre>	<p>R1: Ensure that the required number of documents have been received. R2..... R3.....</p>

b) Transmission of a file to another administration


<i>Participants</i>	<i>Operations</i>	<i>Management rules</i>
 <div style="border: 1px solid black; padding: 5px; display: inline-block;">CBC</div>	<ul style="list-style-type: none"> - Reception of the physical file - Reading of the physical file - Transmission of the file to the person in charge of the unit concerned 	<p>R1: Ensure that the physical is in compliance data with electronic data;</p> <p>R2: Ensure that there is no mistake with the recipient;</p> <p>R3: Ensure that the recipient name is correctly written.</p>

c) AT THE END OF THE PROCESS


<i>Participants</i>	<i>Operations</i>	<i>Management rules</i>
 <div style="border: 1px solid black; padding: 5px; display: inline-block;">CBC</div>	<ul style="list-style-type: none"> - Reception the decision; - Take note of the file; - Photocopies the instrument; - Formalisation of the instrument and photocopies; - Registration of and codifies the instrument; - Registration of the outgoing instrument; - Classification of a copy of the instrument - Handing over of the file substance and a copy of the concerned instrument - Transmission of the original instrument to the person concerned 	<p>R1: Ensure compliance with pagination;</p> <p>R2: Ensure that confidentiality is respected.</p> <p>R3.....</p>

II. AT THE SECRETARIAT


a) WHEN RECEIVING THE FILE

<i>Participants</i>	<i>Operations</i>	<i>Management rules</i>
 <div style="border: 1px solid black; padding: 2px; display: inline-block;">Secretary</div>	<ul style="list-style-type: none"> - Reception of the physical file and electronic data. - Ensure compliance of physical data with electronic data. - Registration the incoming physical file. - Endorsed the transmission slip. - Printing of the transmission slip. - Submission of the physical file to the hierarchy. 	<p>R1: Ensure that the physical is in compliance data with electronic data;</p> <p>R2: Ensure that confidentiality is respected.</p> <p>R3.....</p>


b) AT THE OUTGOING OF A FILE

<i>Participants</i>	<i>Operations</i>	<i>Management rules</i>
 <div style="border: 1px solid black; padding: 2px; display: inline-block;">Secretary</div>	<ul style="list-style-type: none"> - Reception of the physical file - Registration of the outgoing physical file - Printing of the transmission slip - Transmission the electronic data to the unit concerned - Handing over of the physical file to the Liaison Officer for transmission to the unit concerned. 	<p>R1: Ensure that the physical is in compliance data with electronic data;</p> <p>R2: Ensure that there is no mistake with the recipient;</p> <p>R3: Ensure that the recipient name is correct.</p>


c) AFTER SIGNING THE INSTRUMENT

<i>Participants</i>	<i>Operations</i>	<i>Management rules</i>
 <div>Secretary</div>	<ul style="list-style-type: none"> - Reception of the physical file and the signed decision. - Transmission of the decision to the Head of the Reprography Office. - Printing of the transmission slip. - Proceed to the electronic signature of the instrument. - Registration the outgoing file. - Handing over of the signed document to the Liaison Officer for transmission to the Head of the Mail Office. 	<p>R1: Ensure that the physical is in compliance data with electronic data;</p> <p>R2: Ensure that there is no mistake with the recipient;</p> <p>R3: Ensure that the recipient name is correct.</p>

III. PROCESSING AT THE LIAISON OFFICERS


<i>Participants</i>	<i>Operations</i>	<i>Management rules</i>
 <div>Liaison officer</div>	<ul style="list-style-type: none"> - Receive the physical file. - Handing s over of the physical file to the recipient's secretary. 	<p>R1: Ensure that there is no mistake with the recipient;</p> <p>R2: Ensure that the recipient name is correct.</p>

IV. PROCESSING AT THE TECHNICAL DEPARTMENT**a) Incoming file**

<i>Participants</i>	<i>Operations</i>	<i>Management rules</i>
 <div>Inspector of Labour and Social Security</div>	<ul style="list-style-type: none"> - Reception of the physical file and transmission slip to sign; - Reception of the electronic data and prints the reception slip; - Ensure the compliance of physical data file. 	<p>R1: Ensure that the physical is in compliance data with electronic data;</p> <p>R2: ...</p> <p>R3:</p>


		R4: ...
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Outgoing file

<i>Participants</i>	<i>Operations</i>	<i>Management rules</i>
 <div style="border: 1px solid blue; padding: 5px; display: inline-block;"> <p>Labour and Social Security Inspector</p> </div>	<ul style="list-style-type: none"> - Initiation of the draft instrument - Signing of the draft instrument, if necessary - Printing of the endorsement form, the processing form and draft instrument - Closing of the file - Signing the draft instrument - Signing of the processing form - Registration of the file in a transmission register - Transmission of electronic data to the Divisional Delegate - Printing of the transmission slip - Taking the physical file and transmission slip to the Service Head 	<p>R1: Ensure that the physical is in compliance data with electronic data;</p> <p>R2: Ensure compliance with business requirements related to the requested work;</p> <p>R3: Ensure compliance with the hierarchy.</p> <p>R4: ...</p>



V. PROCESSING AT OTHER POSITIONS OF RESPONSIBILITIES

a) WHEN RECEIVING THE FILE

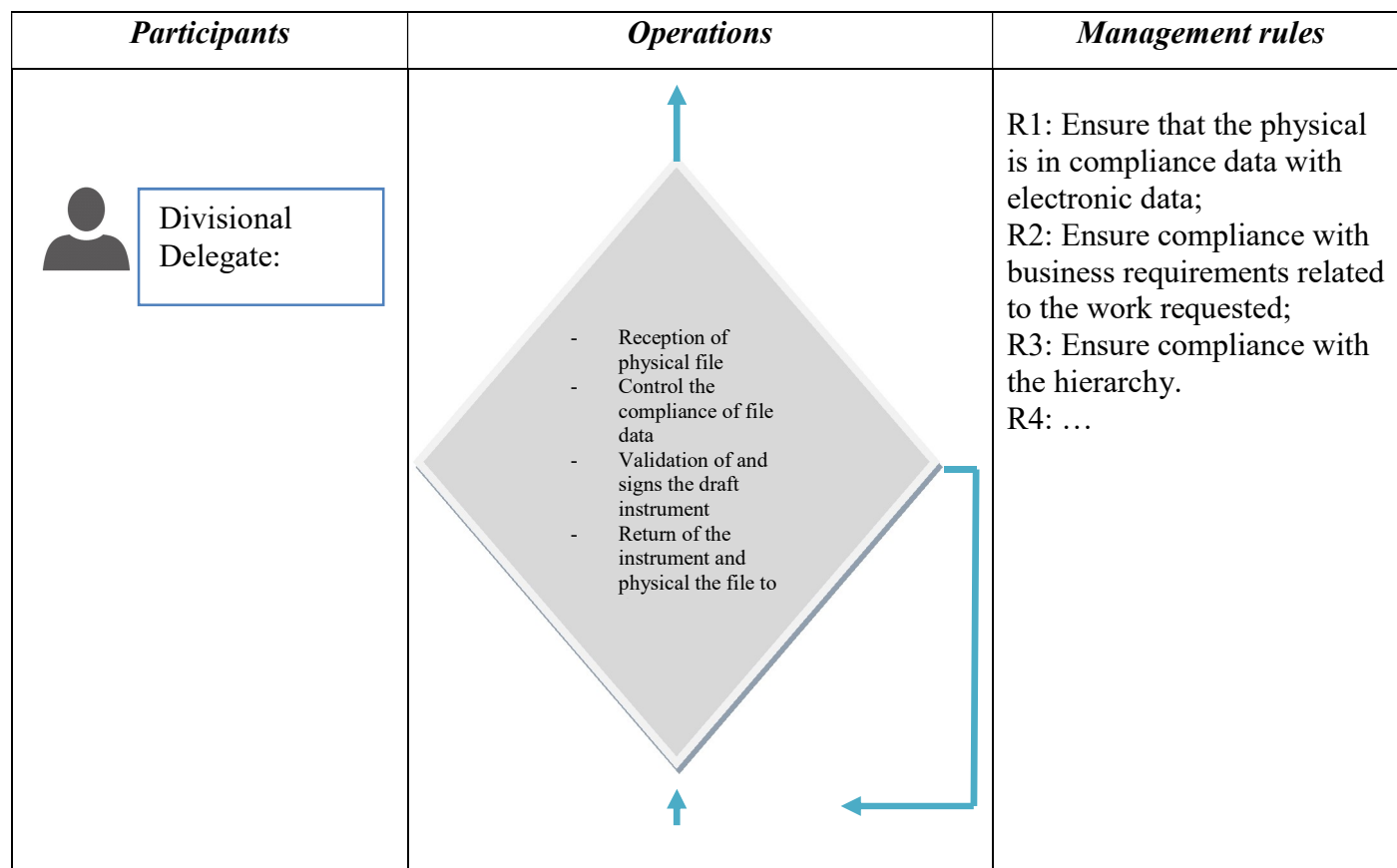
<i>Participants</i>	<i>Operations</i>	<i>Management rules</i>
 <div style="border: 1px solid blue; padding: 5px; display: inline-block;">Divisional Delegate:</div>	<div style="border: 1px solid gray; padding: 10px; background-color: #f0f0f0;"> <ul style="list-style-type: none"> - Reception of the physical file - Consultation of the physical file - Endorsed the physical file to the Labour and Social Security Inspector; - Returning the physical file to the Secretary for transmission to the Head of the relevant Department. </div>	<p>R1: Ensure that the physical is in compliance data with electronic data;</p> <p>R2: Ensure compliance with the hierarchy.</p> <p>R3: ...</p>

b) AT THE OUTGOING OF A FILE

Outgoing of a file from the Divisional Delegation

<i>Participants</i>	<i>Operations</i>	<i>Management rules</i>
 <div style="border: 1px solid blue; padding: 5px; display: inline-block;">Divisional Delegate:</div>	<div style="border: 1px solid gray; padding: 10px; background-color: #f0f0f0;"> <ul style="list-style-type: none"> - Reception of the physical file - Validation of and signing of the draft instrument - Signing of the processing form - Return of the </div> 	<p>R1: Ensure that the physical is in compliance data with electronic data;</p> <p>R2: Ensure compliance with business requirements related to the work requested;</p> <p>R3: Ensure compliance with the hierarchy.</p> <p>R4: ...</p>

Internal files of the Divisional Delegation



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APPENDIX