

REPUBLIC OF CAMEROON
Peace - Work- Fatherland



REPUBLIC OF CAMEROON
Peace-Work-Fatherland

**MINISTRY OF LABOUR
AND SOCIAL SECURITY**

ADMINISTRATIVE PROCEDURES MANUAL

VOLUME 4

DIVISIONAL DELEGATION

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



His Excellency Paul BIYA,
President of the Republic of Cameroon



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FOREWORD

The government of Cameroon has been committed for decades through the National Governance Programme to modernise the Public Administration. The Prime Minister, Head of Government by instruction No. 001/CAB/PM urged the Government to reduce files processing time and to streamline procedures.

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 this streamlining process, managerial tools have been provided, prominent among which are the Administrative Procedures Manuals.

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 enlightened on the essential procedures in force in the public service, 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

IB	: On an interim basis
CPA	: Cameroon Public Administration
DDLSS	: Divisional Delegation of Labour and Social Security
DRP	: Department of Industrial Relations
DSST	: Department of Health and Safety at Work
MINTSS	: Ministry of Labour and Social Security
OA/OD	: Industrial Accidents/Occupational Diseases
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
RDLSS	: Regional Delegation of Labour and Social Security

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 (AP)	:	A set of standards, rules, instructions and guidelines formally provided for, to be respected in the carrying out of an activity.
Administrative Procedures Manual	:	An approved document by a competent authority, which describes in detail each administrative procedure of an organisation. It equally contains a complete list of instruments, products or services awaited from the organisation, as well as the terms and conditions and stages for obtaining them.
Amendment	:	Changing 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 collective or individual dispute characterised by the intervention of a group of workers organised or not in professional groups where the collective nature of the interest is at stake.
Contributory earnings	:	Eligible pay, whether paid or not, used to calculate pension plan contributions
Dismissal	:	Measure by which, acting unilaterally, an employer terminates an employment contract with an employee.
Documents to be consulted:	:	Documents available in an administration and indispensable for the processing of the user's file
Documents to be submitted:	:	Documents required from the user benefiting from the service and indispensable for the processing of their file.
Employee	:	An employee a «person who fills a position Employment under the supervision of someone else, in the non-productive spheres of the Economy (commerce, Trade, administration, etc.) and whose work is of an intellectual rather than a manual nature, as opposed to boss, Chief of Service, or worker). Labourer).
Employer	:	Person or natural person employing wage-earners
Enterprise	:	A production unit which can be extended to several establishments
Establishment	:	A subsidiary of an enterprise
Establishment	:	It is an agreement between an employer or employers on the one hand,

Agreement	staff representative and representatives of trade unions with broad-based unionists or establishments concerned on the other hand.
Fascicle	: Employer's Log Book
Flow chart	: 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 running of a production unit such as a natural disaster, fire, etc.
Industrial Accident	: Any work-related accident or accident which occurs because of work, during the round trip or during travels when expenses are borne by the employer.
Industrial Disease	: Any disease incurred from the exposure to work related hazards
Initiating Structure	: Work station (office, service, unit, etc.) charged with the preparation of 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	: Management rules or business rules are prescriptions specific to an activity, the observance of which makes it possible to reduce or increase the impact of hazards, and to make rational decisions.
Occupational 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.
Overtime	: Any hour worked beyond the legal weekly working hours or working hours Deemed equivalent
Quality Manager	: Personnel in the processing chain, whose task is to ensure that standards and quality of the service rendered to the users are respected
Reference Text	: Legislative (law) or regulatory (decree, order, decision, circular, service note, etc.) document which provides a framework for a benefit or service
Requirements	: Conditions to be fulfilled by the applicant or the initiator of the procedure.
Signatory of the instrument	: Official authorised to sign the instrument requested
Social Partners	: They refer to trade unions and Employers' Associations
Social Security	: It is a protection granted by the society to protects its members against risks such as old age, disability, death, industrial accident, occupational diseases, maternity, family expenses, unemployment and natural disease.

Staff	:	An elected workers' representative in a company
Representatives		
Time frame	:	Time limit to process a file.
Title of the expected Instrument	:	Name given to a service provided or benefit granted by the administration to a user
User	:	A natural person or legal entity requiring products or services from an organisation.
User's Guide	:	A 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

1.	Obtaining an AUTHORISATION to work overtime;
2.	Obtaining an AUTHORISATION to dismiss a staff representative;
3.	Obtaining a business closure attestation;
4.	Obtaining the state of contributory earnings in the event of a business closure;
5.	Investigating Occupational Disease and Industrial Accident;
6.	Obtaining a certificate of inability to work;
7.	Settling Individual or collective Labour Disputes;
8.	Obtaining an attestation of absence of trade unions;
9.	Obtaining an exemption from keeping Fascicle No. 1 and/or No. 2 of the employer register;
10.	Obtaining an Establishment Opening Statement
11.	Obtaining a Business Closure Attestation;
12.	Obtaining a statement of non-issuance of pay slips;
13.	Endorsement of Internal Rules and Regulations;
14.	Dismissal on Economic Grounds.

PART 1:
COVER PAGES AND PROCESSING STEPS






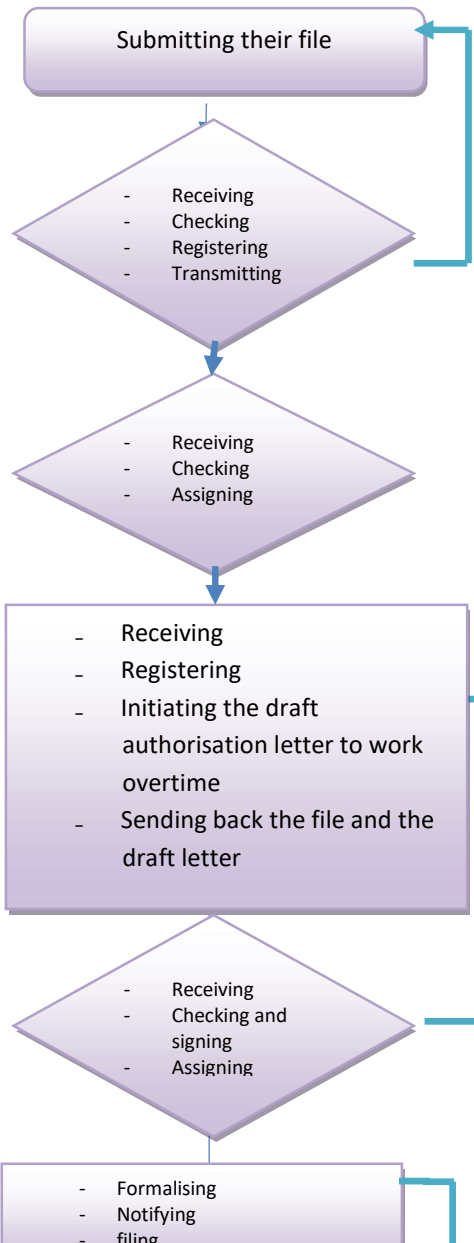
DIVISIONAL DELEGATION

PROCEDURE No.01/DD/II

AUTHORISATIONN TO WORK OVERTIMES

TITLE OF THE EXPECTED INSTRUMENT:	Obtaining an AUTHORISATIONn to work overtime.
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
REFERENCE INSTRUMENT:	<ul style="list-style-type: none"> - Law No. 92/007 of 14 August 1992 on the Labour Code; - Decree No. 95/677/PM of 18 December 1995 on the derogation of the statutory working hours; - Decree No. 2011/408 of 09 December 2011 to organise the Government; - Decree No. 2012/558 of 26 November 2012 to organise the Ministry of Labour and Social Security.
REQUIREMENTS:	Be an Employer.
APPLICATION FILE:	<ul style="list-style-type: none"> • Documents to be submitted: An application addressed to the Labour Inspector stating the period, the number of workers concerned and the derogation to be made to the establishment's working hours. • Documents to be consulted: list of licensed companies or establishments
SIGNATORIES OF THE INSTRUMENT:	The Labour Inspector / The Delegate of Labour and Social Security.
TIME FRAME:	Fifteen (15) days.
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Withdrawal
QUALITY MANAGER:	<ul style="list-style-type: none"> - Head of the Mails and Liaison Office; - Head of the Office of Registrar of Trade Unions and Employers Associations - The Inspector General.

MINTSS	PROCEDURE No. 01/DDTSS/II <u>OBTAINING AN</u> <u>AUTHORISATIONNN TO WORK</u> <u>OVERTIME</u>	TIME FRAME:	Procedure Date: March 2020
		<i>Fifteen (15) days</i>	Procedure version: 1.0

Officials	Operations	Time Frame:	Management rules
 Person  Head of the Mails Office:  Divisional Delegate  Labour Inspector  Divisional Delegate	 <pre> graph TD A[Submitting their file] --> B{ } B --> C{ } C --> D[] D --> E{ } E --> F[] F --> A F --> D </pre>	<p>1</p> <p>1</p> <p>11</p> <p>1</p> <p>1</p>	<p>R1: Ensuring that there is an application highlighting:</p> <ul style="list-style-type: none"> -The period; - The list of workers concerned; - The derogations to be made on the statutory working hours. <p>R2: Ensuring that the rule of one application per semester is respected.</p>

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



Processing Steps

DIVISIONAL DELEGATION

PROCEDURE No.02/DD/II

OBTAINING AN AUTHORISATION TO DISMISS A STAFF REPRESENTATIVE

TITLE OF THE EXPECTED INSTRUMENT:	AUTHORISATION to dismiss a staff representative.
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
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 Government;- Decree No. 2012/558 of 26 November 2012 to organise the Ministry of Labour and Social Security.
REQUIREMENTS:	Be an Employer.
APPLICATION FILE:	<ul style="list-style-type: none">• <i>Documents to be submitted:</i><ul style="list-style-type: none">- An application addressed to the Labour Inspector;- Disciplinary record of the person concerned.• <i>Documents to be consulted:</i><ul style="list-style-type: none">- Internal Rules and Regulations;- Any other relevant document.
SIGNATORY OF THE INSTRUMENT:	Labour Inspector
TIME FRAME:	Thirty (30) days.
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Notification to the person concerned.
QUALITY MANAGER:	<ul style="list-style-type: none">- Head of the Mails and Liaison Office;- Head of the Office of Registrar of Trade Unions and Employers Associations- The Inspector General.- .

Processing Steps

MINTSS	PROCEDURE No. 02/DDTSS/II OBTAINING AN AUTHORISATIONN TO DISMISS A STAFF REPRESENTATIVE	TIME FRAME: <i>Thirty (30) days</i>	Procedure Date: March 2020 Procedure version: 1.0
			Page
<i>Officials</i>	<i>Operations</i>	<i>TIME FRAME:</i>	<i>Management rules</i>
Person Head of the Mails Office Divisional Delegate Labour Inspector Head of the Mails Office	<pre> graph TD A[Submitting their file] --> B{Receiving
Checking
Registering
Transmitting} B --> C{Receiving
Checking
Assigning} C --> D[Receiving
Registering
Field visit for investigation
Analysing
Initiating and signing the draft authorisation letter and sending back the file] D --> E[Formalising
Notifying
filing] E --> F[(Archives)] </pre>	<p>1</p> <p>R1: Ensuring that the person concerned is an Employer or his /her statutory representative</p> <ul style="list-style-type: none"> - Ensuring that the respondent is a staff representative <p>1</p> <ul style="list-style-type: none"> - Ensuring that the grounds invoked by the employer are not based on the respondent's political or trade union linings or beliefs <p>27</p> <ul style="list-style-type: none"> - Ensuring that the respondent has indeed committed an offence. <p>1</p>	






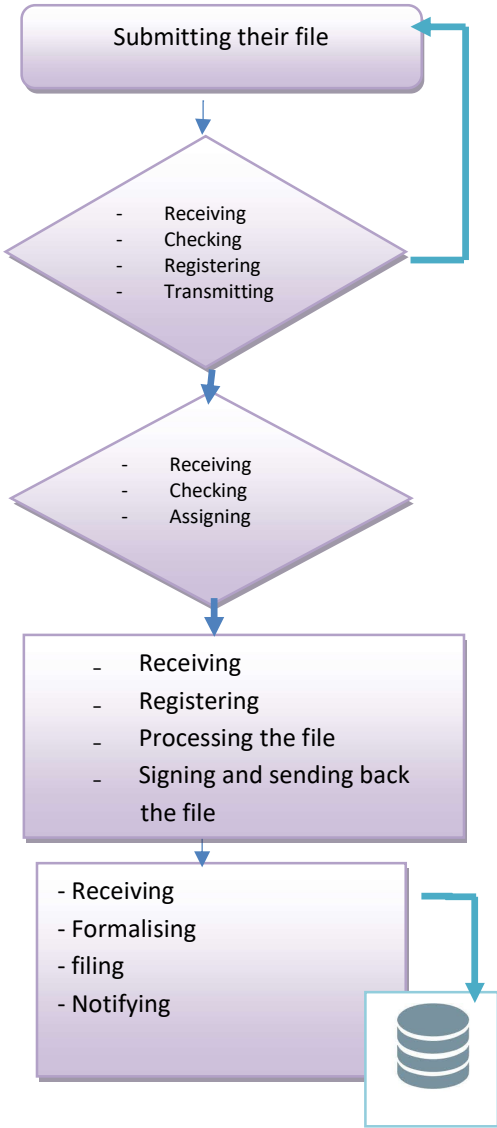
DIVISIONAL DELEGATION

PROCEDURE No.03/DD/II

OBTAINING AN ATTESTATION OF BUSINESS CLOSURE

TITLE OF THE EXPECTED INSTRUMENT:	Attestation of business closure.
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
REFERENCE INSTRUMENT:	<ul style="list-style-type: none"> - Law No. 84/007 of 4 July 1984 amending law No. 69/LF/18 of 10 November 1969 setting an Old-age, invalidity and death pensions scheme; - Law No. 92/007 of 14 August 1992 on the Labour Code; - Decree No. 2011/408 of 09 December 2011 to organise the Government; - Decree No. 2012/558 of 26 November 2012 to organise the Ministry of Labour and Social Security.
REQUIREMENTS:	Having been an employee in a company that has shut down.
APPLICATION FILE:	<ul style="list-style-type: none"> • Documents to be submitted: An application addressed to the Labour Inspector; • Documents to be consulted: list of licensed companies.
SIGNATORY OF THE INSTRUMENT:	Labour Inspector
TIME FRAME:	Fifteen (15) days.
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Withdrawal
QUALITY MANAGER:	<ul style="list-style-type: none"> - Head of the Mails and Liaison Office; - Head of the Office of Registrar of Trade Unions and Employers Associations - The Inspector General. -

Processing Steps

MINTSS	PROCEDURE No. 03/DDTSS/II <u>OBTAINING A BUSINESS CLOSURE ATTESTATION</u>	TIME FRAME:	Procedure Date: March 2020
		Thirty (15) days	Procedure version: 1.0
			Page
Officials	Operations	TIME FRAME:	Management rules
<div>  <div>Person</div> </div> <div>  <div>Head of the Mails Office</div> </div> <div>  <div>Divisional Delegate</div> </div> <div>  <div>Labour Inspector</div> </div> <div>  <div>Head of the Mails Office</div> </div>	 <pre> graph TD A[Submitting their file] --> B{Receiving
Checking
Registering
Transmitting} B --> C{Receiving
Checking
Assigning} C --> D[Receiving
Registering
Processing the file
Signing and sending back the file] D --> E[Receiving
Formalising
filing
Notifying] E --> F[Archives] B --> A F --> E </pre>	<div>1</div> <div>1</div> <div>12</div> <div>1</div>	R1 Ensuring that the person concerned has worked in a company that has shut down
		Archives	

DIVISIONAL DELEGATION

PROCEDURE No.04/DD/II

OBTAINING THE STATEMENT OF CONTRIBUTORY EARNINGS IN THE EVENT OF A BUSINESS CLOSURE

TITLE OF THE EXPECTED INSTRUMENT:	Statement of Contributory Earnings
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
REFERENCE INSTRUMENT:	<ul style="list-style-type: none"> - Law No. 84/007 of 4 July 1984 amending law No. 69/LF/18 of 10 November 1969 setting an Old-age, invalidity and death pensions scheme; - Law No. 92/007 of 14 August 1992 on the Labour Code; - Decree No. 2011/408 of 09 December 2011 to organise the Government; - Decree No. 2012/558 of 26 November 2012 to organise the Ministry of Labour and Social Security.
REQUIREMENTS:	Having been an employee in a company that has shut down.
APPLICATION FILE:	<ul style="list-style-type: none"> • Documents to be submitted: An application addressed to the Labour Inspector; • Documents to be consulted: List of authorised companies
SIGNATORY OF THE INSTRUMENT:	Labour Inspector
TIME FRAME:	Thirty (30) days.
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Withdrawal
QUALITY MANAGER:	<ul style="list-style-type: none"> - Head of the Mails and Liaison Office; - Head of the Office of Registrar of Trade Unions and Employers Associations - The Inspector General.

Processing Steps

[illegible]

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DIVISIONAL DELEGATION

PROCEDURE No.05/DD/II

INVESTIGATING OCCUPATIONAL DISEASE AND INDUSTRIAL ACCIDENT

TITLE OF THE EXPECTED INSTRUMENT:	Report on the Investigation of Occupational Disease and Industrial Accident;
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
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:	Having incurred an industrial accident or occupational disease.
APPLICATION FILE:	<ul style="list-style-type: none"> • <i>Documents to be submitted:</i> <ul style="list-style-type: none"> - Industrial accident or Occupational diseases Report; - Medical certificates • <i>Documents to be consulted:</i> <ul style="list-style-type: none"> - List of compensable occupational diseases; - Industrial accidents and Occupational Diseases File; - Records of Police/Gendarmerie.
SIGNATORY OF THE INSTRUMENT:	Relevant Labour Medical Inspector/Labour Inspector.
TIME FRAME:	Twenty (20) days.
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Withdrawal/ Notification
QUALITY MANAGER:	<ul style="list-style-type: none"> - Head of the Mails and Liaison Office; - Head of the Office of Registrar of Trade Unions and Employers Associations - The Inspector General. -

Processing Steps

Archives

DIVISIONAL DELEGATION

PROCEDURE No.06/DD/II

OBTAINING AN INABILITY TO WORK CERTIFICATE

TITLE OF THE EXPECTED INSTRUMENT:	Inability to Work Certificate.
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
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:	Be off work due to force majeure
APPLICATION FILE:	<ul style="list-style-type: none"> • Documents to be submitted: <ul style="list-style-type: none"> - An application addressed to the Labour Inspector of the area; - Letter of dismissal • Documents to be consulted: List of companies that have made downsizing.
SIGNATORY OF THE INSTRUMENT:	Labour Inspector
TIME FRAME:	Five (05) days
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Notification/Withdrawal.
QUALITY MANAGER:	<ul style="list-style-type: none"> - Head of the Mails and Liaison Office; - Head of the Office of Registrar of Trade Unions and Employers Associations - The Inspector General. -

Processing Steps

MINTSS	PROCEDURE No. 06/DDTSS/II OBTAINING AN INABILITY TO WORK CERTIFICATE	TIME FRAME: <i>Five (05) days</i>	Procedure Date: March 2020
			Procedure version: 1.0
			Page
<i>Officials</i>	<i>Operations</i>	<i>TIME FRAME:</i>	<i>Management rules</i>
Person Head of the Mails Office <div style="height: 80px;"></div> Divisional Delegate <div style="height: 80px;"></div> Labour Inspector <div style="height: 80px;"></div> Head of the Mails Office	<pre> graph TD A[Submitting the file] --> B{Receiving
- Checking
- Registering
- Transmitting} B --> C{Receiving
- Checking
- Assigning or processing} C --> D[Receiving
- Processing
- Signing and transmission of] D --> E[Receiving
- Formalising
- filing
- Notifying] E --> F[(Database)] </pre> <p>The flowchart illustrates the process for obtaining an inability to work certificate. It starts with 'Submitting the file' at the top. This leads to a decision diamond containing 'Receiving', '- Checking', '- Registering', and '- Transmitting'. From here, it goes to another decision diamond with 'Receiving', '- Checking', and '- Assigning or processing'. The next step is a rectangular box with 'Receiving', '- Processing', and '- Signing and transmission of'. Finally, it reaches a bottom rectangular box with 'Receiving', '- Formalising', '- filing', and '- Notifying'. An arrow from the bottom box points to a database icon. There are feedback loops: one from the first diamond back to 'Submitting the file', and another from the database icon back to the bottom box.</p>	<div>1</div> <div>1</div> <div>2</div> <div>1</div>	R1 Ensuring that the person concerned has worked in a company that has shut down or in lay-off

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DIVISIONAL DELEGATION

PROCEDURE No.07/DD/II

**SETTLING INDIVIDUAL OR
COLLECTIVE LABOUR DISPUTES**

TITLE OF THE EXPECTED INSTRUMENT:	Report of the settlement of individual or collective labour disputes.
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
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:	Be a stakeholder to the labour dispute.
APPLICATION FILE:	<ul style="list-style-type: none"> • Documents to be submitted: Request from the Person concerned. • Documents to be consulted: <ul style="list-style-type: none"> - Internal Rules and Regulations; - Collective agreements/establishment or company agreements; - Personnel Status; - Pay Slip; - Worker's contract
SIGNATORY OF THE INSTRUMENT:	Labour Inspector
TIME FRAME:	Sixty (60) days.
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Withdrawal/ Notification
QUALITY MANAGER:	- Head of the Mails and Liaison Office:

- Head of the Office of Registrar of Trade Unions and Employers Associations
- The Inspector General.
-

Processing Steps

MINTSS	PROCEDURE No. 7/DDTSS/II OBTAINING A REPORT (Individual or Collective Labour Disputes)	TIME FRAME:	Procedure Date: March 2020
		<i>Sixty (60) days</i>	Procedure version: 1.0
			Page
<i>Officials</i>	<i>Operations</i>	<i>TIME FRAME:</i>	<i>Management rules</i>
Person Head of the Mails Office Divisional Delegate Labour Inspector Head of the Mails Office	<pre> graph TD A[Submitting the file] --> B{Receiving
- Checking
- Registering
- Transmitting} B --> C{Receiving
- Checking
- Assigning or processing} C --> D[Receiving
- Processing
- Signing and transmission of] D --> E[Receiving
- Formalising
- filing
-Notifying parties to the individual dispute] </pre>	<div>1</div> <div>1</div> <div>57</div> <div>1</div>	<p>R1 Attempting to conciliate parties with complete impartiality;</p> <p>R2 Ensuring that legal and regulatory provisions on the issues in dispute are respected</p>

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DIVISIONAL DELEGATION

PROCEDURE No.08/DD/II

OBTAINING AN ATTESTATION OF ABSENCE OF TRADE UNION

TITLE OF THE EXPECTED INSTRUMENT:	Attestation of Absence of Trade Union
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
REFERENCE INSTRUMENT:	<ul style="list-style-type: none"> - Law No. 92/007 of 14 August 1992 on the Labour Code; - 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:	No unionised workers in the company.
APPLICATION FILE:	<ul style="list-style-type: none"> • Documents to be submitted:An application addressed to the Labour Inspector of the jurisdiction. • Documents to be consulted: <ul style="list-style-type: none"> - Pay Slip; - Personnel file of the company concerned; - Membership file
SIGNATORY OF THE INSTRUMENT:	Labour Inspector
TIME FRAME:	Ten (10) days
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Withdrawal/ Notification

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QUALITY MANAGER:

- Head of the Mails and Liaison Office:
- Head of the Office of Registrar of Trade Unions and Employers Associations
- The Inspector General.
- .

Processing Steps

MINTSS	PROCEDURE No. 08/DDTSS/II OBTAINING AN ATTESTATION OF ABSENCE OF TRADE UNION	TIME FRAME:	Procedure Date: March 2020
		Ten (10) days	Procedure version: 1.0
			Page
<i>Officials</i>	<i>Operations</i>	<i>TIME FRAME:</i>	<i>Management rules</i>
Person Head of the Mails Office <div style="margin-top: 60px;"> Divisional Delegate</div> <div style="margin-top: 60px;"> Labour Inspector</div> <div style="margin-top: 60px;"> Head of the Mails Office</div>	<pre> graph TD A[Submitting the file] --> B{Receiving
- Checking
- Registering
- Transmitting} B --> C{Receiving
- Checking
- Assigning or processing} C --> D[Carrying field visits or investigations
- Drawing up a report;
- Initiating and signing the draft instrument
- Transmitting the file] D --> E[Receiving
- Formalising
- filing
- Notifying] E --> F[(Archives)] B -- feedback loop --> A </pre> <p style="text-align: center;">Archives</p>	<div style="text-align: center;">1</div> <div style="text-align: center;">7</div> <div style="text-align: center;">1</div>	R1 Ensuring that employees do not belong to any trade union by checking pay slips and, if available, membership cards

DIVISIONAL DELEGATION

PROCEDURE No.09/DD/II

**OBTAINING AN EXEMPTION FROM KEEPING FASCICLE No.1
AND/OR No. 2 OF THE EMPLOYER REGISTER;**

TITLE OF THE EXPECTED INSTRUMENT:	Letter of exemption from keeping Fascicle No.1 and/or No.2.
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
REFERENCE INSTRUMENT:	<ul style="list-style-type: none"> - Law No. 92/007 of 14 August 1992 on the Labour Code; - 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.13/MTPS/DGRE of 18 June 1968 relative to the Employer Register
REQUIREMENTS:	Have a Computerised Personnel Management System.
APPLICATION FILE:	<ul style="list-style-type: none"> • Documents to be submitted:An application addressed to the Labour Inspector • Documents to be consulted: Extract of the computerised file.
SIGNATORY OF THE INSTRUMENT:	Labour Inspector
TIME FRAME:	Seven (07) days
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Withdrawal/ Notification
QUALITY MANAGER:	<ul style="list-style-type: none"> - Head of the Mails and Liaison Office: - Head of the Office of Registrar of Trade Unions and Employers Associations

- The Inspector General.
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Processing Steps

[illegible]

DIVISIONAL DELEGATION

PROCEDURE No.10/DD/II

OBTAINING AN ESTABLISHMENT OPENING ATTESTATION

TITLE OF THE EXPECTED INSTRUMENT:	Establishment Opening Attestation
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
REFERENCE INSTRUMENT:	<ul style="list-style-type: none"> - Law No. 92/007 of 14 August 1992 on the Labour Code; - 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:	Having opened a production unit in the locality for at least one month.
APPLICATION FILE:	<ul style="list-style-type: none"> • Documents to be submitted: <i>Printed version of declaration duly filled and signed.</i> • Documents to be consulted: <ul style="list-style-type: none"> - Trade Register; - Taxpayer's Card; - Constitution of the Company
SIGNATORY OF THE INSTRUMENT:	Labour Inspector
TIME FRAME:	Seven (07) days
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Withdrawal
QUALITY MANAGER:	- Head of the Mails and Liaison Office:

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- Head of the Office of Registrar of Trade Unions and Employers Associations
- The Inspector General.
-

Processing Steps

MINTSS	PROCEDURE No. 10/DDTSS/II OBTAINING AN ESTABLISHMENT OPENING ATTESTATION	TIME FRAME:	Procedure Date: March 2020
		<i>Seven (07) days</i>	Procedure version: 1.0
			Page
<i>Officials</i>	<i>Operations</i>	<i>TIME FRAME:</i>	<i>Management rules</i>
<div> Person </div> <div> Head of the Mails Office </div> <div> Divisional Delegate </div> <div> Labour Inspector </div> <div> Head of the Mails Office </div>	<pre> graph TD A[Submitting the File] --> B{Receiving
- Checking
- Registering
- Transmitting} B --> C{Receiving
- Checking
- Assigning or processing} C --> D[Receiving
- Processing
- Signing and transmission of attestations] D --> E[Receiving
- Formalising
- filing
- Notifying] E --> F[(Database)] </pre>	<div>1</div> <div>1</div> <div>4</div> <div>1</div>	<p>R1: Reviewing any document relating ot the company's constitution:</p> <p>R2: Trade Register;</p> <p>R3: Taxpayer’s Card;</p> <p>R4: Constitution of the Company</p>

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DIVISIONAL DELEGATION

PROCEDURE No.11/DD/II






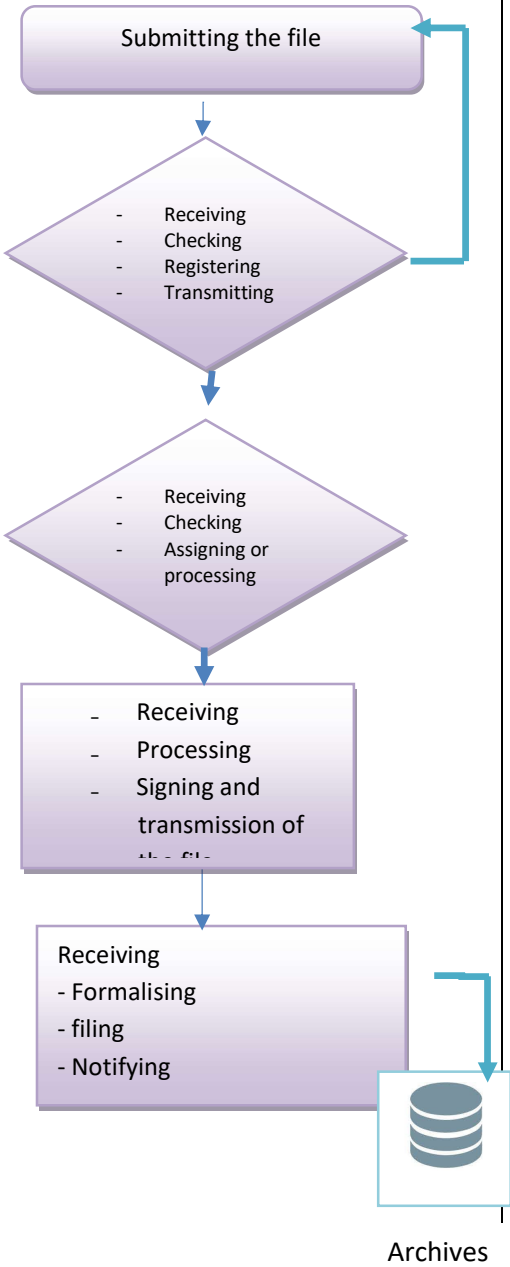
OBTAINING AN ESTABLISHMENT/BUSINESS CLOSURE ATTESTATION

TITLE OF THE EXPECTED INSTRUMENT:	Establishment Closure Attestation
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
REFERENCE INSTRUMENT:	<ul style="list-style-type: none"> - Law No. 92/007 of 14 August 1992 on the Labour Code; - 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:	Having shut down the business in a locality.
APPLICATION FILE:	<ul style="list-style-type: none"> • <i>Documents to be submitted:</i> <ul style="list-style-type: none"> - An application addressed to the Labour Inspector; - Tripartite Report (PV) (Workers-Labour Inspectors-Employer). • <i>Documents to be consulted:</i> The audit report.
SIGNATORY OF THE INSTRUMENT:	Labour Inspector
TIME FRAME:	Seven (07) days
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Withdrawal/ Notification
QUALITY MANAGER:	<ul style="list-style-type: none"> - Head of the Mails and Liaison Office; - Head of the Office of Registrar of Trade Unions and Employers Associations - The Inspector General.

Processing Steps

MINTSS	PROCEDURE No. 11/DDTSS/II <u>OBTAINING AN</u>	TIME FRAME:	Procedure Date: March 2020
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	<u>ESTABLISHMENT/BUSINESS CLOSURE ATTESTATION</u>	<i>Seven (07) days</i>	Procedure version: 1.0
			Page
<i>Officials</i>	<i>Operations</i>	<i>TIME FRAME:</i>	<i>Management rules</i>
 Person  Head of the Mails Office  Divisional Delegate  Labour Inspector  Head of the Mails Office	 <pre> graph TD A[Submitting the file] --> B{Receiving
Checking
Registering
Transmitting} B --> A B --> C{Receiving
Checking
Assigning or processing} C --> D[Receiving
Processing
Signing and transmission of the file] D --> E[Receiving
- Formalising
- filing
- Notifying] E --> F[Archives] </pre>	<p>1</p> <p>1</p> <p>4</p> <p>1</p>	<p>-Reviewing the tripartite Report (PV) and the audit report</p>






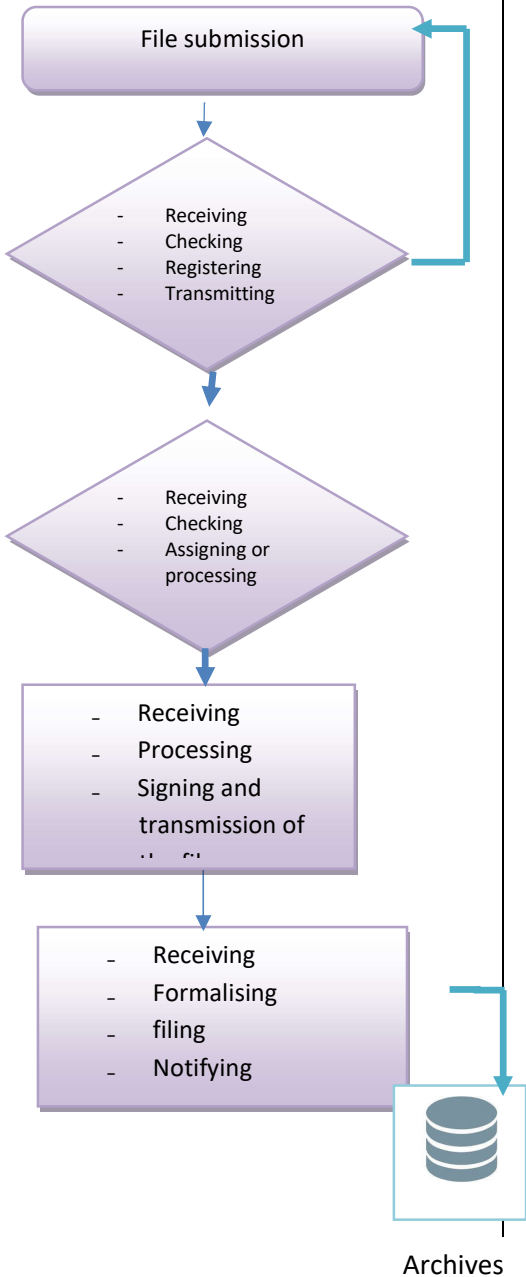
DIVISIONAL DELEGATION

PROCEDURE No.12/DD/II

**OBTAINING AN ATTESTATION OF NON ISSUANCE OF
PAY SLIPS**

TITLE OF THE EXPECTED INSTRUMENT:	Obtaining an Attestation of non-issuance of pay slips
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
REFERENCE INSTRUMENT:	<ul style="list-style-type: none"> - Law No. 92/007 of 14 August 1992 on the Labour Code; - 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"> - Having been employed by a company that has shut down. - Having received no pay slips during the reference period. - Having lost one's pay slips during the reference period.
APPLICATION FILE:	<ul style="list-style-type: none"> • <i>Documents to be submitted:</i> <ul style="list-style-type: none"> - An application addressed to the Labour Inspector; - Work Certificate; - Any other documents attesting to their status as workers, including: letter of employment, NSIF registration booklet. • <i>Documents to be consulted:</i> List of authorised companies
SIGNATORY OF THE INSTRUMENT:	Labour Inspector
TIME FRAME:	Seven (07) days
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Withdrawal
QUALITY MANAGER:	<ul style="list-style-type: none"> - Head of the Mails and Liaison Office; - Head of the Office of Registrar of Trade Unions and Employers Associations - The Inspector General.

Processing Steps

MINTSS	PROCEDURE No. 12/DDTSS/II <u>OBTAINING AN ATTESTATION</u> <u>OF NON ISSUANCE OF PAY SLIPS</u>	TIME FRAME: <i>Seven (07) days</i>	Procedure Date: March 2020 Procedure version: 1.0
			Page
<i>Officials</i>	<i>Operations</i>	<i>TIME FRAME:</i>	<i>Management rules</i>
 Person  Head of the Mails Office  Divisional Delegate  Labour Inspector  Head of the Mails Office	 <pre> graph TD A[File submission] --> B{Receiving
Checking
Registering
Transmitting} B --> C{Receiving
Checking
Assigning or processing} C --> D[Receiving
Processing
Signing and transmission of] D --> E[Receiving
Formalising
filing
Notifying] E --> F[Archives] F --> A </pre>	<p>1</p> <p>1</p> <p>4</p> <p>1</p>	<p>R1: Reviewing any document attesting to the fact the company has shut down:</p> <p>That the person concerned was employed and could not obtain the pay slips during the reference period</p>

DIVISIONAL DELEGATION

PROCEDURE No.13/DD/II

ENDORSING INTERNAL RULES AND REGULATIONS

TITLE OF THE EXPECTED INSTRUMENT:	Internal Rules and Regulations
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
REFERENCE INSTRUMENT:	<ul style="list-style-type: none"> - Law No. 92/007 of 14 August 1992 on the Labour Code; - 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 an Employer with a staff of at least eleven (11) workers.
APPLICATION FILE:	<ul style="list-style-type: none"> • Documents to be submitted: <ul style="list-style-type: none"> - An application addressed to the Labour Inspector of the area; - Three (03) copies of the draft Internal Rules and Regulations; - Opinion of Staff Representatives, where appropriate. • Documents to be consulted: Personnel File
SIGNATORY OF THE INSTRUMENT:	Labour Inspector
TIME FRAME:	Fifteen (15) days.
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Withdrawal/ Notification
QUALITY MANAGER:	<ul style="list-style-type: none"> - Head of the Mails and Liaison Office; - Head of the Office of Registrar of Trade Unions

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- The Inspector General.
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Processing Steps

MINTSS	PROCEDURE No. 13/DDTSS/II ENDORISING INTERNAL RULES AND REGULATIONS	TIME FRAME:	Procedure Date: March 2020
		<i>Fifteen (15) days</i>	Procedure version: 1.0
			Page
<i>Officials</i>	<i>Operations</i>	<i>TIME FRAME:</i>	<i>Management rules</i>
Person Head of the Mails Office Divisional Delegate Labour Inspector Head of the Mails Office	<pre> graph TD A[Submitting the file] --> B{Receiving
- Checking
- Registering
- Transmitting} B --> C{Receiving
- Checking
- Assigning or processing} C --> D[Receiving
- Cross checking
- Signing and transmission of the file] D --> E[Receiving
- Formalising
- filing
- Notifying] E --> F[(Archives)] B --> A E --> F </pre> <p>The flowchart illustrates the procedure for endorsing internal rules and regulations. It begins with 'Submitting the file' (purple rounded rectangle). This leads to a decision diamond containing a list: '- Receiving', '- Checking', '- Registering', and '- Transmitting'. From here, it proceeds to another decision diamond with a list: '- Receiving', '- Checking', and '- Assigning or processing'. The next step is a purple rectangle with a list: '- Receiving', '- Cross checking', and '- Signing and transmission of the file'. This leads to a final purple rectangle with a list: '- Receiving', '- Formalising', '- filing', and '- Notifying'. Finally, an arrow points from this last step to a database icon labeled 'Archives'. There are feedback loops: one from the first diamond back to 'Submitting the file', and another from the 'Archives' icon back to the final step.</p>	<div>1</div> <div>1</div> <div>12</div> <div>1</div>	<p>R1: R1: Ensuring that the provisions of Section 29 of the Labour Code have been respected, particularly the existence of the draft Internal Rules and Regulations in three copies, and the opinion of the staff representatives, if applicable.</p>

DIVISIONAL DELEGATION

PROCEDURE No./DD/II

DISMISSAL ON ECONOMIC GROUNDS

TITLE OF THE EXPECTED INSTRUMENT:	MINUTES (PV)
INIATOR OF THE PROCEDURE:	Person concerned.
PLACE OF SUBMISSION OF THE FILE:	Mails Office of the Divisional Delegation.
INITIATING STRUCTURE:	Divisional Delegation(Inspector of Labour and Social Security).
REFERENCE INSTRUMENT:	<ul style="list-style-type: none"> - Law No. 92/007 of 14 August 1992 on the Labour Code; - 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 an Employer whose company is in economic distress or restructuring; - Having explored all possibilities provided for in Section 40 of the Labour Code below: <ul style="list-style-type: none"> ◆ reduction of working hours, ◆ shift work, ◆ part-time work, ◆ Lay-off, ◆ review of various allowances and benefits in kinds; ◆ and even wage cuts.
APPLICATION FILE:	<ul style="list-style-type: none"> • Documents to be submitted: Conclusions of the negotiation. • Documents to be consulted: <ul style="list-style-type: none"> - Memorandum of agreement; - Any document attesting to the company's economic difficulties.
SIGNATORIES OF THE INSTRUMENT:	Workers-Labour Inspector-Employer
TIME FRAME:	Sixty (60) days.
TERMS AND CONDITIONS FOR RECEIVING THE INSTRUMENT:	Withdrawal
QUALITY MANAGER:	<ul style="list-style-type: none"> - Head of the Mails and Liaison Office; - Head of the Office of Registrar of Trade Unions and Employers Associations - The Inspector General. -

MINTSS	PROCEDURE No. 14/DDTSS/II	TIME	Procedure Date:
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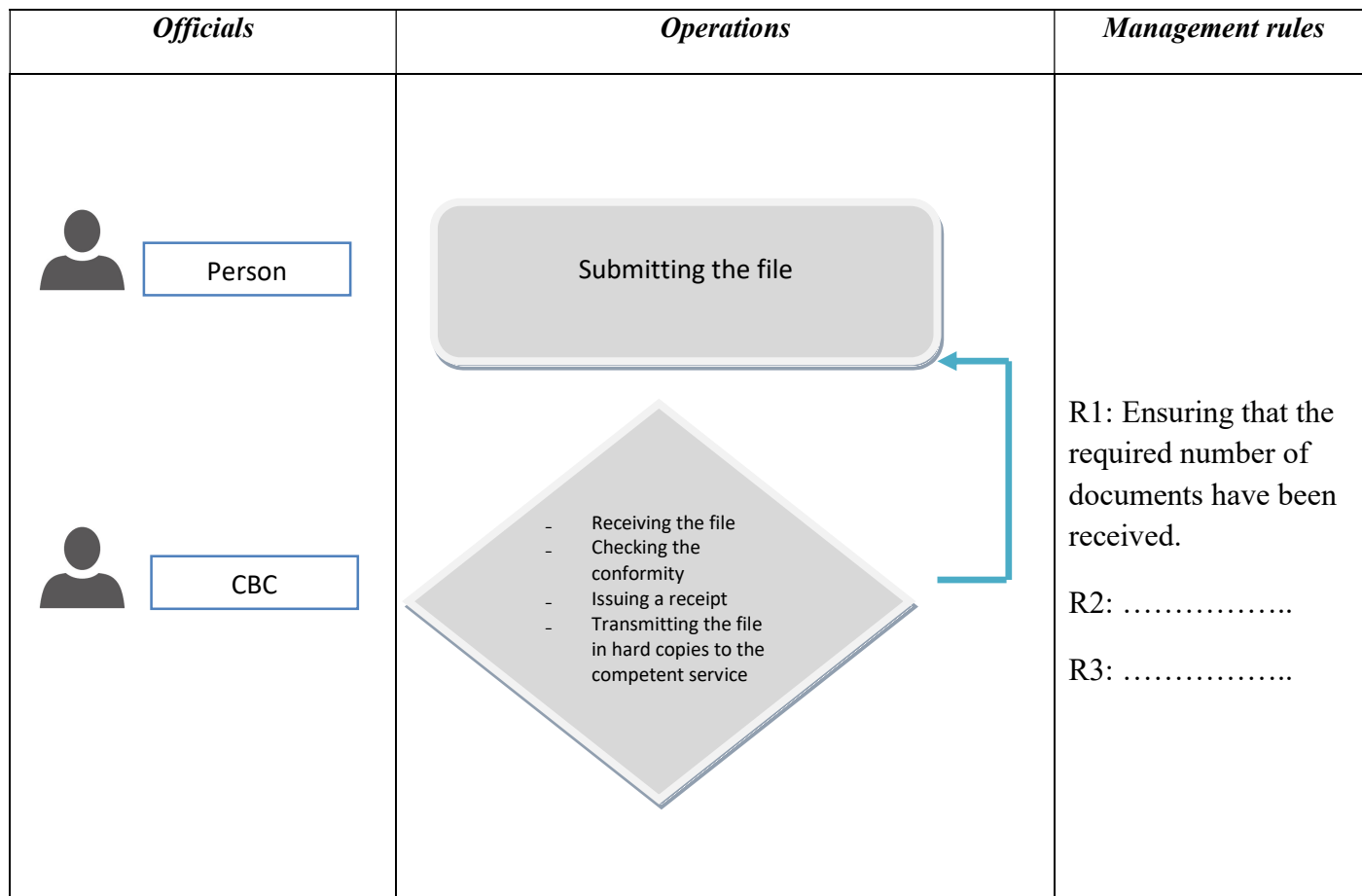
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	<u>DISMISSAL ON ECONOMIC GROUNDS</u>	FRAME:	March 2020
		Forty-two (60) days	Procedure version: 1.0
			Page
Officials	Operations	TIME FRAME:	Management rules
Person Head of the Mails Office <div style="margin-top: 10px;"> Divisional Delegate</div> <div style="margin-top: 10px;"> Labour Inspector-Employer-Staff Representative</div> <div style="margin-top: 10px;"> Head of the Mails Office</div>	<pre> graph TD A[Submitting the file] --> B{Receiving
- Checking
- Registering
- Transmitting} B --> C{Receiving
- Checking
- Assigning or processing} C --> D[Receiving
- Processing
- Signing and transmission of] D --> E[Receiving
- Formalising
- classifies
- Notifying] E --> F[(Archives)] B --> A </pre> <p>The flowchart illustrates the process of dismissal on economic grounds. It begins with 'Submitting the file', followed by two decision points (diamonds). The first diamond involves 'Receiving', 'Checking', 'Registering', and 'Transmitting'. The second diamond involves 'Receiving', 'Checking', and 'Assigning or processing'. This leads to a rectangular box for 'Receiving', 'Processing', and 'Signing and transmission of'. Finally, another rectangular box handles 'Receiving', 'Formalising', 'classifies', and 'Notifying', which concludes with an arrow pointing to an 'Archives' database icon.</p>	<div style="text-align: center;">1</div> <div style="text-align: center;">1</div> <div style="text-align: center;">57</div> <div style="text-align: center;">1</div>	Ensuring compliance with Provisions of Section 40 of the Labour Code.


PART 2:
CLASSICAL OPERATIONS OF THE OFFICIALS IN
THE PROCESSING CHAIN

I. PROCESSING OF FILES AT THE MAILS AND LIAISON OFFICE


a) AT THE BEGINNING OF THE PROCESS



b) During the transmission of a file to another administration


<i>Officials</i>	<i>Operations</i>	<i>Management rules</i>
 <div data-bbox="240 719 469 808" style="border: 1px solid black; padding: 5px; display: inline-block;">CBC</div>	<div data-bbox="544 674 1046 898" style="border: 1px solid black; padding: 10px; background-color: #f0f0f0;"> <ul style="list-style-type: none"> - Receiving the file in hard copies - Consulting the hard copies of the file - Transmitting the file to the Head of the Office concerned </div>	<p>R1: Ensuring compliance of physical data with electronic data;</p> <p>R2: Ensuring that the addressee is the right person;</p> <p>R3: Ensuring that the addressee's name is the right one</p>

c) AT THE END OF THE PROCESS


<i>Officials</i>	<i>Operations</i>	<i>Management rules</i>
 <div>CBC</div>	<ul style="list-style-type: none"> - Receiving the decision; - Taking note of the file; - Photocopying the instrument; - Formalising the instrument and photocopies; - Registering and codifying the instrument; - Registering the outgoing instrument; - Filing a copy of the instrument - Handing over the file and a copy of the concerned instrument - Transmitting the original instrument to the person concerned. 	<p>R1: Ensuring compliance with pagination;</p> <p>R2: Ensuring that confidentiality is respected;</p> <p>R3:</p>

II. AT THE SECRETARIAT


a) WHEN RECEIVING THE FILE

<i>Officials</i>	<i>Operations</i>	<i>Management rules</i>
 <div>Secretary</div>	<ul style="list-style-type: none"> - Receiving the file in hard copies and electronic data - Ensuring compliance of hard copies with electronic data. - Recording the reception of the file in a hard copy - Endorsing the transmission slip. - Printing the reception slip - Submitting the file in copies to their hierarchy. 	<p>R1: Ensuring compliance of physical data with electronic data;</p> <p>R2: Ensuring that confidentiality is respected.</p> <p>R3.....</p>


b) AT THE TRANSMISSION OF THE FILE

<i>Officials</i>	<i>Operations</i>	<i>Management rules</i>
 <div>Secretary</div>	<ul style="list-style-type: none"> - Receiving the file in hard copies - Recording the transmission of the file in hard copies - Printing the transmission slip - Transmitting the electronic data to the Office concerned - Handing over the file in hard copies to the Liaison Officer for transmission to the office concerned. 	<p>R1: Ensuring compliance of physical data with electronic data;</p> <p>R2: Ensuring that the addressee is the right person;</p> <p>R3: Ensuring that the addressee's name is the right one</p>

c) AFTER SIGNING THE INSTRUMENT


<i>Officials</i>	<i>Operations</i>	<i>Management rules</i>
 <div>Secretary</div>	<ul style="list-style-type: none"> - Receiving the file in hard copies and the signed decision - Transmitting the decision to the Head of the Reprography Bureau - Printing the transmission slip - Proceeding with the electronic signature of the instrument - Recording the transmission of the file - Handing over the signed document to the Liaison Officer for transmission to the Head of the 	<p>R1: Ensuring compliance of physical data with electronic data;</p> <p>R2: Ensuring that the addressee is the right person;</p> <p>R3: Ensuring that the addressee's name is the right one</p>

III. PROCESSING AT THE LIAISON OFFICERS


<i>Officials</i>	<i>Operations</i>	<i>Management rules</i>
 <div>Liaison officer</div>	<ul style="list-style-type: none"> - Receiving the file in hard copies - Handing over the file in hard copies to the addressee's secretary 	<p>R1: Ensuring that the addressee is the right person;</p> <p>R2: Ensuring that the addressee's name is the right one</p>

IV. PROCESSING AT THE TECHNICAL DEPARTMENT

a) At the reception of the file


<i>Officials</i>	<i>Operations</i>	<i>Management rules</i>
 <div>Inspector of Labour and Social Security</div>	<ul style="list-style-type: none"> - Receiving the file in hard copies and the transmission slip against acknowledge of receipt; - Receiving electronic data and printing the reception slip; - Ensuring that electronic data are compliant with data of the file in hard copies. 	<p>R1: Ensuring compliance of physical data with electronic data;</p> <p>R2: ...</p> <p>R3 :.....</p> <p>R4: ...</p>

b) At the transmission of the file

<i>Officials</i>	<i>Operations</i>	<i>Management rules</i>
 <div data-bbox="225 607 472 819">Inspector of Labour and Social Security</div>	<ul style="list-style-type: none"> - Initiating the draft instrument - Signing the draft instrument, if necessary - Printing the endorsement and the processing form and draft instrument - Covering the file - Signing the draft instrument - Endorsing the processing form - Recording the file in a transmission register - Transmitting electronic data to the Divisional Delegate - Printing the transmission slip - Taking the file in hard copies and transmission slip to the Service Head 	<p>R1: Ensuring compliance of physical data with electronic data;</p> <p>R2: Ensuring 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

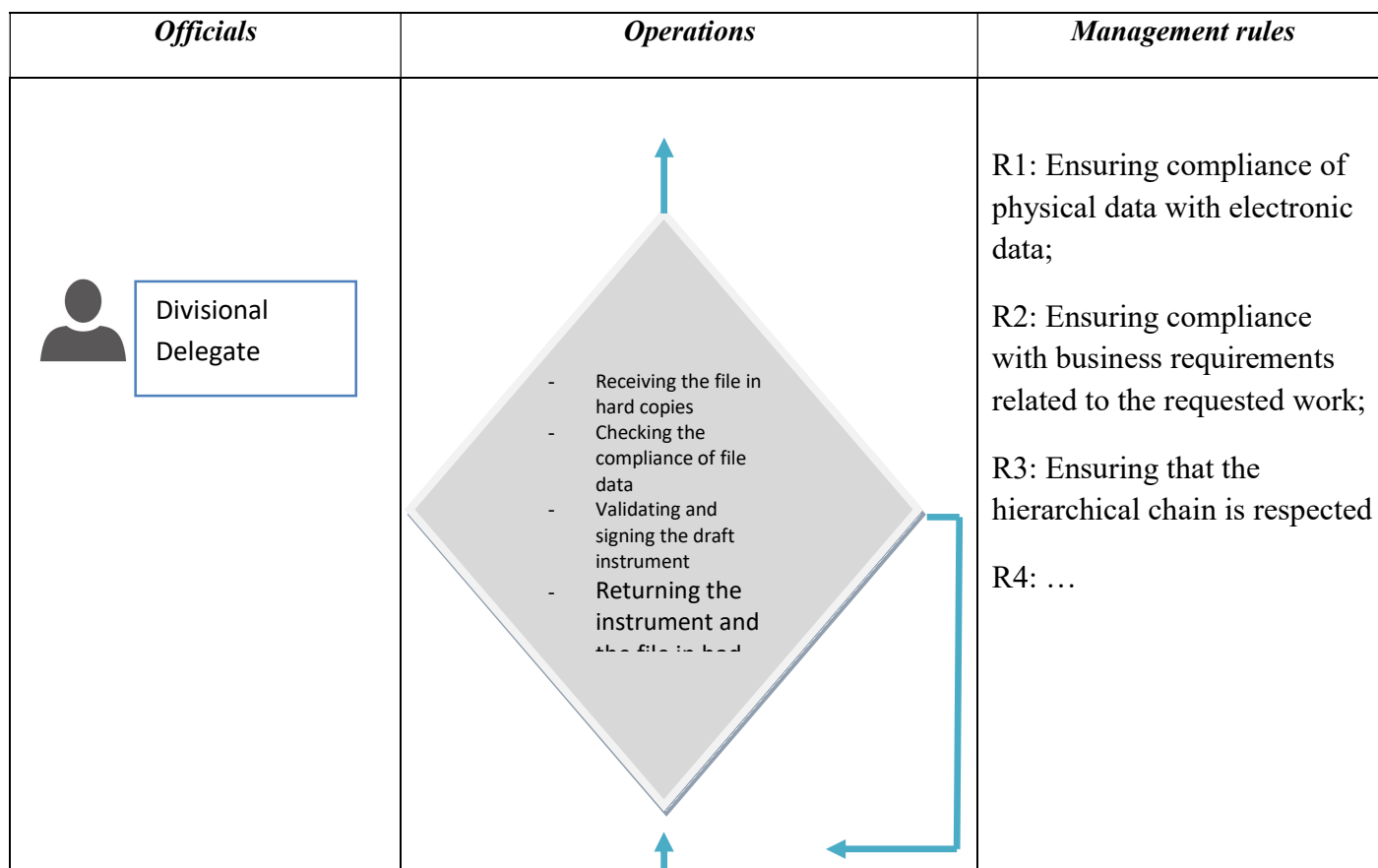
<i>Officials</i>	<i>Operations</i>	<i>Management rules</i>
 <div>Divisional Delegate</div>	<div> <ul style="list-style-type: none"> - Receiving the file in hard copies - Consulting the hard copies of the file - Assigning the file in hard copies to the Inspector of Labour and Social Security; - Returning the file in hard copies to the Secretary for transmission to the Head of the relevant Department. </div>	<p>R1: Ensuring compliance of physical data with electronic data;</p> <p>R2: Ensure compliance with the hierarchy.</p> <p>R3: ...</p>

b) AT THE TRANSMISSION OF THE FILE

Outgoing of a file from the Divisional Delegation

<i>Officials</i>	<i>Operations</i>	<i>Management rules</i>
 <div>Divisional Delegate</div>	<div> <ul style="list-style-type: none"> - Receiving the file in hard copies - Validating and signing the draft instrument - Endorsing the processing form - Returning the file in hard copy to his/her </div> 	<p>R1: Ensuring compliance of physical data with electronic data;</p> <p>R2: Ensuring compliance with business requirements related to the requested work;</p> <p>R3: Ensure compliance with the hierarchy.</p> <p>R4: ...</p>

When the file concerns services of the Divisional Delegation



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APPENDIX