

REPUBLIQUE DU CAMEROUN
Paix-Travail-Patrie



REPUBLIC OF CAMEROON
Peace-Work-Fatherland

MINISTRY OF DEFENCE

ADMINISTRATIVE PROCEDURES MANUAL

VOLUME III

SECRETARIAT OF STATE FOR DEFENCE IN CHARGE OF EX-SERVICEMEN AND WAR VICTIMS



*Produced with the technical support of the Ministry of the Public Service and
Administrative Reform*

2023 EDITION



H.E. Paul BIYA,

President of the Republic of Cameroon



[DION NGUTE Joseph](#)

Prime Minister, Head of Government



Mr BETI ASSOMO Joseph
Minister Delegate at the Presidency in
Charge of Defence



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Minister of the Public Service and
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PREFACE

The Administrative Procedures Manual of the Ministry of Defence was developed in line with the implementation of the National Governance Programme (NGP) approved on 29 June 2000 by the President of the Republic, His Excellency **Paul BIYA**.

It should be recalled that one of the main objectives of this Programme, revised in 2005, is to establish a “modern Public Administration” that is efficient; citizen-oriented and truly at the service of the user. It is harmoniously integrated into Cameroon’s 2035 economic and social development strategy, whose reference frameworks include the Growth and Employment Strategy Paper (GESP) and the National Development Strategy 2020 – 2030 (NDS30), among others.

By making this Administrative Procedures Manual available to the Public, the Ministry of Defence (MINDEF) intends to improve the service provided to users by popularising the principles of administrative management which take into account the specificities of various professions involved in the accomplishment of its missions.

This managerial approach is intended to translate into action the esteemed instructions of the Prime Minister, Head of Government, as contained in Instruction No. 003/CAB/PM of 24 January 2001, which calls upon Ministers to streamline the time frames and procedures for processing files in public services, as well as to improve the information made available to users.

In this light, we wish that this Manual enable our collaborators and the entire staff of the Ministry of Defence to be clearly informed and educated on the procedures in force and to serve as a reference framework for the processing of staff files.

May this Administrative Procedures Manual of the Ministry of Defence contribute to improving the governance of our Ministry and to tackling abuses./-

The Minister Delegate at the Presidency
in charge of Defence

BETI ASSOMO Joseph

GLOSSARY

Administrative document/service: a written document issued from or service rendered by a public authority or institution in the form of a law, ordinance, decree, decision, convention, treaty, agreement, instruction, circular, communiqué, attestation, certificate, note, report, authorization, approval or record.

Administrative Procedures Manual: an approved document that details the procedures of an organisation. It provides a comprehensive list of the products or services expected from an organisation, as well as the modalities and steps to access them.

Administrative procedures: a set of standards, rules, instructions and guidelines formally provided for and to be followed in the performance of an activity.

Applicant: a legal or natural person and direct recipient of the document, service or final product; it may be internal (MINDEF staff) or external (staff from another ministry or any other person requesting a service).

Constitution of file: set of documents to be submitted by the user and reference documents to be consulted by the administration.

Cover page: a page containing the key parameters or information that identify an administrative procedure. These parameters include: the title of the procedure, the title of the document, the initiator of the procedure, the initiating entity, the reference documents, the requirements; the file composition, the deadlines, the signatory of the document and the delivery method.

Deadline: Maximum time for processing a file.

Handling rule: constraint that applies to an action, activity or process.

Initiator of the procedure: natural or legal person who initiates a procedure on their own behalf or on behalf of a third party.

Reference documents: set of documents available within the administration and essential for processing the user's file.

Reference instrument: legislative (law) or regulatory document (decree, order, decision, etc.) which provides a framework for a service or an offer.

Required documents: set of documents required from the user from the service and essential for the processing of his/her file.

Requirements: conditions to be fulfilled by the applicant for the service or by the person providing the service requested.

Service: work done to fulfil a legal or contractual obligation.

Signatory of the document: the authority who signs the requested document (the Minister, the Secretary of State, the Chief of Staff, etc.).

Quality supervisor: official responsible for animating the quality policy in an organisation.

Title of the requested service: name given to a service rendered or benefit offered by the administration to a user.

User Guide: a document that provides information to a natural or legal person applying for a service or benefit from an administration.

LIST OF ABBREVIATIONS/ACRONYMS

CRPCP	:	Public Relations, Communication and Protocol Unit
CD	:	Divisional Unit
DAG	:	Department General Affairs
DMS	:	Memory and Remembrance Division
DR	:	Regional Division
DRA	:	Department of Reintegration and Assistance
MINDEF:		Minister Delegate at the Presidency in Charge of Defence
MINFOPRA:		Ministry/Minister of the Public Service and Administrative Reform
MPA	:	Administrative Procedures Manual (APM)
PR	:	Presidency of the Republic
SED/CACVG:		Secretariat of State for Defence in charge of Ex-Servicemen and War Victims

LIST OF CODES

Order No.	TITLES	CODES
1	Central services	I
	Public Relations, Communication and Protocol Unit	CRPCP
	Department of General Affairs	DAG
	Memory and Remembrance Division	DMS
	Department of Reintegration and Assistance	DRA
2	External Services	II
	Regional Division	DR
	Divisional Unit	CD

LIST OF PROCEDURES

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**PART ONE:
CENTRAL SERVICES**

PUBLIC RELATIONS, COMMUNICATION AND PROTOCOL UNIT

<i>No.</i>	<i>TITLES OF PROCEDURES</i>
1.	SIGNING A NATIONAL PARTNERSHIP
2.	SIGNING AN INTERNATIONAL PARTNERSHIP

**PUBLIC RELATIONS, COMMUNICATION AND
PROTOCOL UNIT**

PROCEDURE No. 1/ MINDEF/SED CRPCP/I

SIGNING A NATIONAL PARTNERSHIP

TITLE OF THE DOCUMENT/SERVICE: Internal partnership agreement with the Secretary of State for Defence in charge of Ex-Servicemen and War Victims

INITIATOR OF THE PROCEDURE: Administration/Applicant

INITIATING ENTITY THE DRAFT DOCUMENT: Public Relations, Communication and Protocol Unit

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/408 of 9 December 2011 to organise the Government;
- Decree No. 2012/386 of 14 September 2012 to amend Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Mail, Documentation and Records Service

REQUIREMENTS:

- ***For the Applicant:***
 - be a legally recognised organisation;
 - show proof of an activity that may be of interest to ex-servicemen and war victims.

REQUIRED DOCUMENTS:

- unstamped application addressed to the Minister;
- draft partnership protocol.

DEADLINE: fifteen (15) days

SIGNATORY OF THE DOCUMENT: the SED/CACVG

DELIVERY METHOD: notification

QUALITY SUPERVISOR: the Head of Public Relations, Communication and Protocol Unit

PROCESSING

Secretariat of State for Defence in charge of Ex-Servicemen and War Victims	Procedure No. 1/ MINDEF/SED CRPCP/ I NATIONAL PARTNERSHIP	Deadline	Procedure start date: 2023 Procedure version: 1.0 Page
<i>Intervening parties</i>	<i>Stages</i>		<i>Handling rules</i>
<p>Applicant</p> <p>SCDA</p> <p>SED/CACVG</p> <p>CRPCP</p> <p>SED/CACVG</p> <p>SCDA</p> <p>Applicant</p>	<pre> graph TD Start([Start]) --> S1[Submits the file] S1 --> S2["- Receives - Registers - Forwards"] S2 --> S3["- Receives - Assigns the file"] S3 --> S4["- Receives - Reviews - Initiates the draft"] S4 --> S5["- Approves - Signs the partnership agreement"] S5 --> S6["- Formalises - Notifies - Forwards a copy to MINDEF and CRPC - Files"] S6 --> S7[Collects] S7 --> End([End]) S4 --> S4 S6 --> S6 S6 --> Records[(Records)] </pre>		<p>R1: Check file's compliance</p> <p>R2: Ensure the compatibility of the proposed partnership with the raison d'être of the SED/CACVG</p> <p>R3: Ensure the legality of the partner's status</p> <p>R4: Assess the feasibility and consistency of the partnership</p>

SM = Military Secretariat, SCDA = Mail, Documentation and Records Service, CRPCP = Public Relations, Communication and Protocol Unit

**PUBLIC RELATIONS, COMMUNICATION AND
PROTOCOL UNIT**

PROCEDURE No. 2/ MINDEF/SED CRPCP/I

SIGNING AN INTERNATIONAL PARTNERSHIP

TITLE OF THE DOCUMENT/ SERVICE: International partnership agreement with the Secretary of State to the Minister of Defence in charge of Ex-Servicemen and War Victims

INITIATOR OF THE PROCEDURE: Administration/Applicant

INITIATING ENTITY OF THE DRAFT DOCUMENT: Public Relations, Communication and Protocol Unit

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/408 of 9 December 2011 to organise the Government;
- Decree No. 2012/386 of 14 September 2012 to amend Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Mail, Documentation and Records Service

REQUIREMENTS:

- **For the Applicant:**
 - be a State institution or a legally recognised organisation;
 - show proof of an activity that may be of interest to ex-servicemen and war victims.

REQUIRED DOCUMENTS:

- unstamped application addressed to the Minister;
- draft partnership protocol.

DEADLINE: twenty (20) days

SIGNATORY OF THE DOCUMENT: the SED/CACVG

DELIVERY METHOD: notification

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

PROCESSING

Secretariat of State for Defence in charge of Ex-Servicemen and War Victims	Procedure No. 2/CRPCP/I INTERNATIONAL PARTNERSHIP	Deadline	Procedure start date: 2023
			Procedure version: 1.0
			Page
<i>Intervening parties</i>	<i>Stages</i>		<i>Handling rules</i>
<pre> graph TD Start([Beginning]) --> S1[Submits the file] S1 --> S2[- Receives - Registers - Forwards] S2 --> S3[- Receives - Assigns the file] S3 --> S4[- Receives - Reviews - Initiates the draft] S4 --> S5[- Receives - Forwards] S5 --> S6[- Receives - Approves and] S6 --> S7[- Authorises the partnership] S7 --> S8[Forwards the file] S8 --> S9[- Signs the partnership agreement] S9 --> S10[- Formalises - Notifies - Forwards a copy to CRPCP and MINDEF - Files] S10 --> S11[Collects] S11 --> End([End]) S10 --> Records[Records] </pre>	<p>Administration/ Applicant</p> <p>SCDA</p> <p>SED/CACVG</p> <p>CRPCP</p> <p>SM</p> <p>SED/CACVG</p> <p>MINDEF</p> <p>SM</p> <p>SED/CACVG</p> <p>SCDA</p> <p>Applicant</p>		<p>R1: Check file’s compliance</p> <p>R2: Ensure the compatibility of the proposed partnership with the raison d’être of the SED/CACVG</p> <p>R3: Ensure the legality of the partner’s status</p> <p>R4: Assess the feasibility and consistency of the partnership</p>

SM = Military Secretariat, SCDA = Mail, Documentation and Records Service, CRPCP = Public Relations, Communication and Protocol Unit

MEMORY AND REMEMBRANCE DIVISION

N°	TITLES
1.	OBTAINING AN EX-SERVICEMAN/WAR VICTIM CARD
2.	GETTING SUPPORT TO HONOUR THE MEMORY OF AN EX-SERVICEMAN/WAR VICTIM
3.	SPONSORSHIP OF AN ACTIVITY OF A GROUP OF EX-SERVICEMEN/WAR VICTIMS
4.	PARTICIPATION IN COMMEMORATIVE ACTIVITIES OF A REMEMBRANCE EVENT

MEMORY AND REMEMBRANCE DIVISION

PROCEDURE No. 1 MINDEF/SED/DMS/I

OBTAINING AN EX-SERVICEMAN/WAR VICTIM CARD

TITLE OF THE DOCUMENT/SERVICE: ex-serviceman/war victim card

INITIATOR OF THE PROCEDURE: Administration/Applicant

INITIATING ENTITY OF THE DRAFT DOCUMENT: Memory and Remembrance Division

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/408 of 9 December 2011 to organise the Government;
- Decree No. 2012/386 of 14 September 2012 to amend Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

REQUIREMENTS:

- **For the Applicant:**
 - be an ex-serviceman/war victim;
 - be registered in the ex-servicemen/war victims' file.
- **For the Administration:** N/A

REQUIRED DOCUMENTS:

- **For the user:**
 - unstamped application addressed to the SED/CACVG;
 - copy of release certificate/service record;

REFERENCE DOCUMENTS:

- ex-servicemen/war victims' file;
- copy of the Reform Commission's report.

PLACE OF SUBMISSION OF FILE: the Divisional Unit/Regional Division

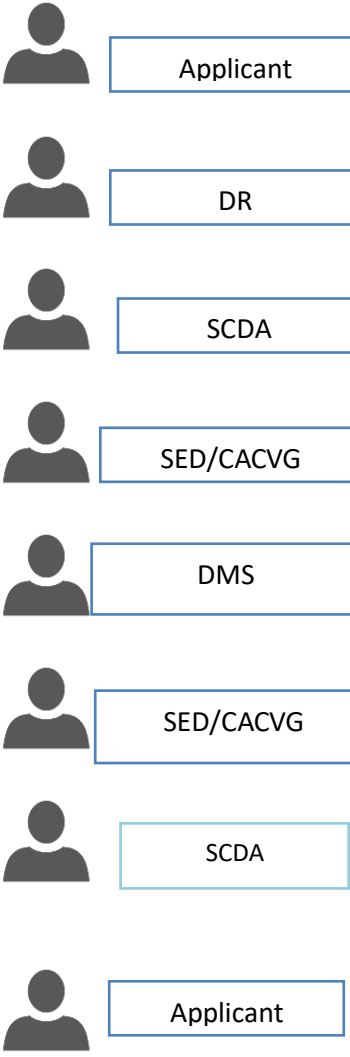
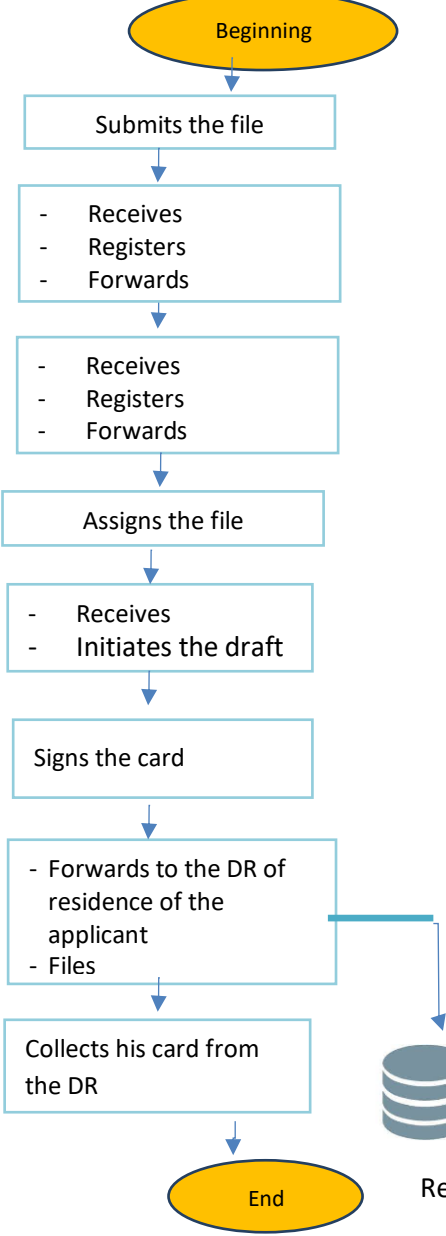
DEADLINE: Thirty (30) days

SIGNATORY OF THE DOCUMENT: the Secretary of State to the Minister of Defence in charge of Ex-Servicemen and War Victims

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

PROCESSING

Secretariat of State for Defence in charge of Ex-Servicemen and War Victims	Procedure No. 1 MINDEF/SED/DMS/I OBTAINING AN EX-SERVICEMAN/WAR VICTIM CARD	Deadline	Procedure start date: 2023
			Procedure version: 1.0
			Page 16
<i>Intervening parties</i>	<i>Stages</i>		<i>Handling rules</i>
 <p>Applicant</p> <p>DR</p> <p>SCDA</p> <p>SED/CACVG</p> <p>DMS</p> <p>SED/CACVG</p> <p>SCDA</p> <p>Applicant</p>	 <pre> graph TD Start([Beginning]) --> S1[Submits the file] S1 --> S2["- Receives - Registers - Forwards"] S2 --> S3["- Receives - Registers - Forwards"] S3 --> S4[Assigns the file] S4 --> S5["- Receives - Initiates the draft"] S5 --> S6[Signs the card] S6 --> S7["- Forwards to the DR of residence of the applicant - Files"] S7 --> S8[Collects his card from the DR] S8 --> End([End]) S7 --> Records[(Records)] </pre>		<p>R1: Check file’s compliance</p> <p>R2: Check the applicant’s status</p> <p>R3: Ensure that it is taken into account in the electronic file</p>

SCDA = Mail, Documentation and Records Service, DMS = Memory and Remembrance Division

MEMORY AND REMEMBRANCE DIVISION

PROCEDURE No. 2 MINDEF/SED/DMS/I

OBTAINING SUPPORT TO HONOUR THE MEMORY OF AN EX-SERVICEMAN/WAR VICTIM

TITLE OF THE DOCUMENT/SERVICE: Letter providing support to honour the memory of an ex-serviceman/war victim

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY OF THE DRAFT DOCUMENT: Memory and Remembrance Division

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/408 of 9 December 2011 to organise the Government;
- Decree No. 2012/386 of 14 September 2012 to amend Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Regional Division

REQUIREMENT: be bearer of a project to honour the memory of an ex-serviceman/war victim

REQUIRED DOCUMENTS:

- unstamped application addressed to the SED/CACVG;
- document relating to the project to promote the memory of an Ex-serviceman/war victim.

DEADLINE: thirty (30) days

SIGNATORY OF THE DOCUMENT: the SED/CACVG

DELIVERY METHOD: notification

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

MEMORY AND REMEMBRANCE DIVISION

PROCEDURE No. 3/MINDEF/SED/DMS/I

**SPONSORSHIP OF AN ACTIVITY OF A GROUP OF EX-SERVICEMEN/WAR
VICTIMS**

TITLE OF THE DOCUMENT/SERVICE: Letter of sponsorship

INITIATOR OF THE PROCEDURE: Administration/Applicant

INITIATING ENTITY: Memory and Remembrance Division

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/408 of 9 December 2011 to organise the Government;
- Decree No. 2012/386 of 14 September 2012 to amend Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Regional Division

REQUIREMENTS:

- ***For the Applicant:***
 - be a group of ex-servicemen/war victims;
 - be registered in the ex-servicemen/war victim's file;
 - be bearer of a project.
- ***For the Administration:*** N/A

REQUIRED DOCUMENTS:

- ***For the user:***
 - unstamped application addressed to the SED/CACVG;
 - copy of the incorporation deed/legalisation of the association;
 - document relating to the proposed activity.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Regional Division

DEADLINE: thirty (30) days

SIGNATORY OF THE DOCUMENT: the SED/CACVG

DELIVERY METHOD: notification

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

MEMORY AND REMEMBRANCE DIVISION

PROCEDURE No. 4 MINDEF/SED/DMS/I

PARTICIPATION IN COMMEMORATIVE ACTIVITIES
OF A MEMORIAL EVENT

TITLE OF THE DOCUMENT/ SERVICE: Letter to approve participation

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Memory and Remembrance Division

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Law No. 84-04 of 04 July 1984 to lay down the conditions of adoption and guardianship of the wards of the nation;
- Decree No. 76/460 of 12 October 1976 to organise the military pensions system based on longevity of service and invalidity pensions and subsequent amendments;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Regional Division

REQUIREMENT: be bearer of an activity plan in line with the objectives of the event.

REQUIRED DOCUMENTS:

- unstamped application addressed to the SED/CACVG;
- document relating to the proposed activities.

DEADLINE: thirty (30) days

SIGNATORY OF THE DOCUMENT: the SED/CACVG

DELIVERY METHOD: notification

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

PROCESSING

<p>Secretariat of State for Defence in charge of Ex-Servicemen and War Victims</p>	<p>Procedure No. 2-4/ <i>MINDEF/SED/DMS/I</i> SPONSORSHIP OF AN ACTIVITY OF A GROUP OF EX-SERVICEMEN/WAR VICTIMS</p>	<p>Deadline</p>	<p>Procedure start date: 2023 Procedure version: 1.0 Page 16</p>
<p><i>Intervening parties</i></p>	<p><i>Stages</i></p>		<p><i>Handling rules</i></p>
<p>Applicant</p> <p>DR</p> <p>SCDA</p> <p>SED/CACVG</p> <p>DMS</p> <p>SED/CACVG</p> <p>SCDA</p> <p>Applicant</p>	<p>Beginning</p> <p>Submits the file</p> <ul style="list-style-type: none"> - Receives - Registers - Forwards <p>Assigns the file</p> <ul style="list-style-type: none"> - Receives - Reviews - Initiates the draft letter <ul style="list-style-type: none"> - Receives - Reviews - Signs the letter <p>- Forwards to the DR of residence of the applicant</p> <p>Records</p> <p>Collects his card from the DR</p> <p>End</p>		<p>R1: Check file's compliance</p> <p>R2: Check the applicant's status</p> <p>R3: Ensure that it is taken into account in the electronic file</p> <p>R4: Ensure consistency of activities</p>

SCDA = Mail, Documentation and Records Service, DMS = Memory and Remembrance Division

DEPARTMENT OF REINTEGRATION AND ASSISTANCE

No.	TITLES OF PROCEDURES
1.	REIMBURSEMENT OF MEDICAL EXPENSES
2.	ASSISTANCE IN THE SEARCH FOR TECHNICAL AND MATERIAL SUPPORT
3.	OBTAINING ASSISTANCE IN DESIGNING AND IMPLEMENTING A REINTEGRATION PROJECT
4.	OBTAINING MATERIAL SUPPORT
5.	OBTAINING A RECOMMENDATION LETTER

DEPARTMENT OF REINTEGRATION AND ASSISTANCE

PROCEDURE No. 1/ MINDEF/SED/DMS/I

REIMBURSEMENT OF MEDICAL EXPENSES

TITLE OF THE DOCUMENT/SERVICE: Notice for medical reimbursement to an ex-serviceman/war victim

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY OF THE DRAFT DOCUMENT: Social Welfare Service

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/408 of 9 December 2011 to organise the Government;
- Decree No. 2012/386 of 14 September 2012 to amend Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Mail, Documentation and Records Service

REQUIREMENTS:

- have a medical file;
- justify payment of medical fees.

REQUIRED DOCUMENTS:

- unstamped application addressed to the MINDEF;
- copy of the release certificate/marriage/birth certificates;
- medical file/report of the attending physician accompanied by an estimate;
- invoice/receipts of payment of medical expenses.

DEADLINE: twenty (20) days

SIGNATORY OF THE DOCUMENT: the Minister

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

DEPARTMENT OF REINTEGRATION AND ASSISTANCE

PROCEDURE No. 2 MINDEF/SED DRA/I

**ASSISTANCE IN THE SEARCH FOR TECHNICAL AND MATERIAL
SUPPORT**

TITLE OF THE DOCUMENT/ SERVICE: Approval letter for assistance

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Training and Reintegration Service

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/408 of 9 December 2011 to organise the Government;
- Decree No. 2012/386 of 14 September 2012 to amend Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Mail, Documentation and Records Service

REQUIREMENTS:

- be an ex-service man released for non-disciplinary reasons/war victim/rightful claimants;
- fulfill the eligibility conditions for the application;
- be bearer of a project.

CONSTITUTION OF FILE:

- stamped application addressed to the SED/CACVG;
- copy of the release certificate/death certificate/marriage certificate/birth certificate;
- documents relating to the proposed activity.

DEADLINE: thirty (30) days

SIGNATORY OF THE DOCUMENT: the Minister

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

DEPARTMENT OF REINTEGRATION AND ASSISTANCE

PROCEDURE No. 3/MINDEF/SED/DRA/I

**OBTAINING ASSISTANCE IN DESIGNING AND IMPLEMENTING
A REINTEGRATION PROJECT**

TITLE OF THE DOCUMENT/SERVICE: Advisory and assistance support in initiating and executing a project

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Project Review and Monitoring Service

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/408 of 9 December 2011 to organise the Government;
- Decree No. 2012/386 of 14 September 2012 to amend Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Mail, Documentation and Records Service.

REQUIREMENTS:

- be an ex-serviceman/war victim/rightful claimants;
- be bearer of a project.

REQUIRED DOCUMENTS:

- unstamped application addressed to the SED/CACVG;
- copy of the release certificate/death certificate/marriage certificate/birth certificate;
- document relating to the proposed activity.

DEADLINE: thirty (30) days

SIGNATORY OF THE DOCUMENT: the SED/CACVG

DELIVERY METHOD: notification

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

PROCESSING

Secretariat of State for Defence in charge of Ex-Servicemen and War Victims	Procedure No. 1-3/ MINDEF/SED DRA/ I	Deadline	Procedure start date: 2023
			Procedure version: 1.0
			Page 29
<i>Intervening parties</i>	<i>Stages</i>		<i>Handling rules</i>
		<p>Records</p>	<p>R1: Check file's compliance</p> <p>R2: Ensure consistency of the file</p> <p>R3: Ensure the effectiveness of the rightful claimant's status</p> <p>R4: Assess the sustainability of the application and availability of resources</p>

DEPARTMENT OF REINTEGRATION AND ASSISTANCE

PROCEDURE No. 4 MINDEF/SED/DRA/I

OBTAINING MATERIAL SUPPORT

TITLE OF THE DOCUMENT/SERVICE: Letter to provide equipment free of charge

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY OF THE DRAFT DOCUMENT: Social Welfare Service

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Regional Division

REQUIREMENTS:

- be an ex-service man released for non-disciplinary reasons/war victim/rightful claimants;
- be bearer of a project.

CONSTITUTION OF FILE:

- unstamped application addressed to the SED/CACVG;
- copy of the release certificate/death certificate/marriage certificate/birth certificate;
- project file, if applicable.

DEADLINE: thirty (30) days

SIGNATORY OF THE DOCUMENT: the SED/CACVG

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

DEPARTMENT OF REINTEGRATION AND ASSISTANCE

PROCEDURE No. 5 MINDEF/SED

OBTAINING A RECOMMENDATION LETTER

TITLE OF THE DOCUMENT/ SERVICE: Recommendation letter

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Training and Reintegration Service/Social Welfare Service/Project Review and Monitoring Service

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Regional Division

REQUIREMENTS:

- be an ex-service man released for non-disciplinary reasons/war victim/rightful claimants;
- be eligible for the activity or position for which the recommendation is sought.

CONSTITUTION OF FILE:

- unstamped application addressed to the SED/CACVG;
- copy of the release certificate/death certificate/marriage certificate/birth certificate;
- file relating to the application for recommendation.

DEADLINE: fifteen (15) days

SIGNATORY OF THE DOCUMENT: the SED/CACVG

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

PROCESSING

Secretariat of State for Defence in charge of Ex-Servicemen and War Victims	Procedure No. 4-5/ <i>MINDEF/SED/DRA/I</i>	Deadline	Procedure start date: 2023 Procedure version: 1.0 Page 27
<i>Intervening parties</i>	<i>Stages</i>		<i>Handling rules</i>
<p>Applicant</p> <p>SCDA</p> <p>SED/CACVG</p> <p>DRA</p> <p>Competent Service</p> <p>DRA</p> <p>SED/CACVG</p> <p>CSCDA</p> <p>Applicant</p>	<p>Beginning</p> <p>Submits the file</p> <ul style="list-style-type: none"> - Receives - Registers - Forwards <ul style="list-style-type: none"> - Receives - Assigns the file <ul style="list-style-type: none"> - Receives - Assigns the file <ul style="list-style-type: none"> - Receives - Reviews - Initiates the draft <ul style="list-style-type: none"> - Receives - Approves and initials <ul style="list-style-type: none"> - Approves - Signs the document <ul style="list-style-type: none"> - Formalises - Files - Notifies <p>Records</p> <p>Collects</p> <p>End</p>		<p>R1: Check file’s compliance</p> <p>R2: Ensure consistency of the file</p> <p>R3: Ensure the effectiveness of the rightful claimant’s status</p> <p>R4: Assess the sustainability of the application</p> <p>R5: Ensure availability of resources</p>

DEPARTMENT OF GENERAL AFFAIRS

N°

LIST OF PROCEDURES

1. Funeral support for an ex-serviceman/war victim or rightful claimant
2. Medical care

DEPARTMENT OF GENERAL AFFAIRS

PROCEDURE No. 1/MINDEF/SED/DAG/I

**FUNERAL SUPPORT FOR AN EX-SERVICEMAN/WAR VICTIM OR RIGHTFUL
CLAIMANTS**

TITLE OF THE EXPECTED SERVICE: Funeral support notice

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Personnel, Pensions and Chancellery Service

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Decree No. 76/460 of 12 October 1976 to organise the military pensions system based on longevity of service and invalidity pensions and subsequent amendments;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Regional Division

REQUIREMENT: Be the rightful claimant of an ex-service man released for non-disciplinary reasons/war victim.

REQUIRED DOCUMENTS:

- unstamped application addressed to the SED/CACVG;
- copy of the release certificate
- medical certificate indicating the cause of death;
- copy of marriage/birth certificate or any other document justifying the relationship with the deceased.

DEADLINE: twenty-four (24) days

SIGNATORY OF THE DOCUMENT: the SED/CACVG

DELIVERY METHOD: notification

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

PROCESSING

Secretariat of State for Defence in charge of Ex-Servicemen and War Victims	Procedure No. 1 MINDEF/SED/DRA/I/DAG/I FUNERAL SUPPORT FOR AN EX-SERVICEMAN/WAR VICTIM OR RIGHTFUL CLAIMANTS	DEADLINE	Procedure start date: 2023 Procedure version: 1.0 Page
<i>Intervening parties</i>	<i>Stages</i>		<i>Handling rules</i>
<p>Applicant</p> <p>SCDA</p> <p>SED/CACVG</p> <p>DAG</p> <p>SPPC</p> <p>DAG</p> <p>SED/CACVG</p> <p>SCDA</p> <p>Applicant</p>	<p>Beginning</p> <p>Submits the file</p> <p>- Receives - Registers - Forwards</p> <p>- Receives - Assigns the file</p> <p>- Receives - Assigns the file</p> <p>- Receives - Reviews - Initiates the draft</p> <p>- Receives - Approves and initials the draft</p> <p>- Receives - Signs the document</p> <p>- Formalises - Files - Forwards the file to MINDEF - Notifies the applicant</p> <p>Records</p> <p>Collects</p> <p>End</p>		<p>R1: Check file's compliance</p> <p>R2: Ensure the consistency of the file</p> <p>R3: Ensure the effectiveness of the beneficiary's status</p>

SCDA= Head of the Mail, Documentation and Records Service

DEPARTMENT OF GENERAL AFFAIRS

PROCEDURE No. 2 MINDEF/SED/DAG/I

MEDICAL CARE

TITLE OF DOCUMENT/SERVICE: Letter providing medical care to an ex-serviceman/war victim

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Social Welfare Service

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Regional Division

REQUIREMENTS:

- be an ex-service man released for non-disciplinary reasons/War Victim/rightful claimants;
- have a medical file or a medical report from the attending physician together with an estimate.

REQUIRED DOCUMENTS:

- unstamped application addressed to the MINDEF;
- copy of medical record.

DEADLINE: ten (10) days

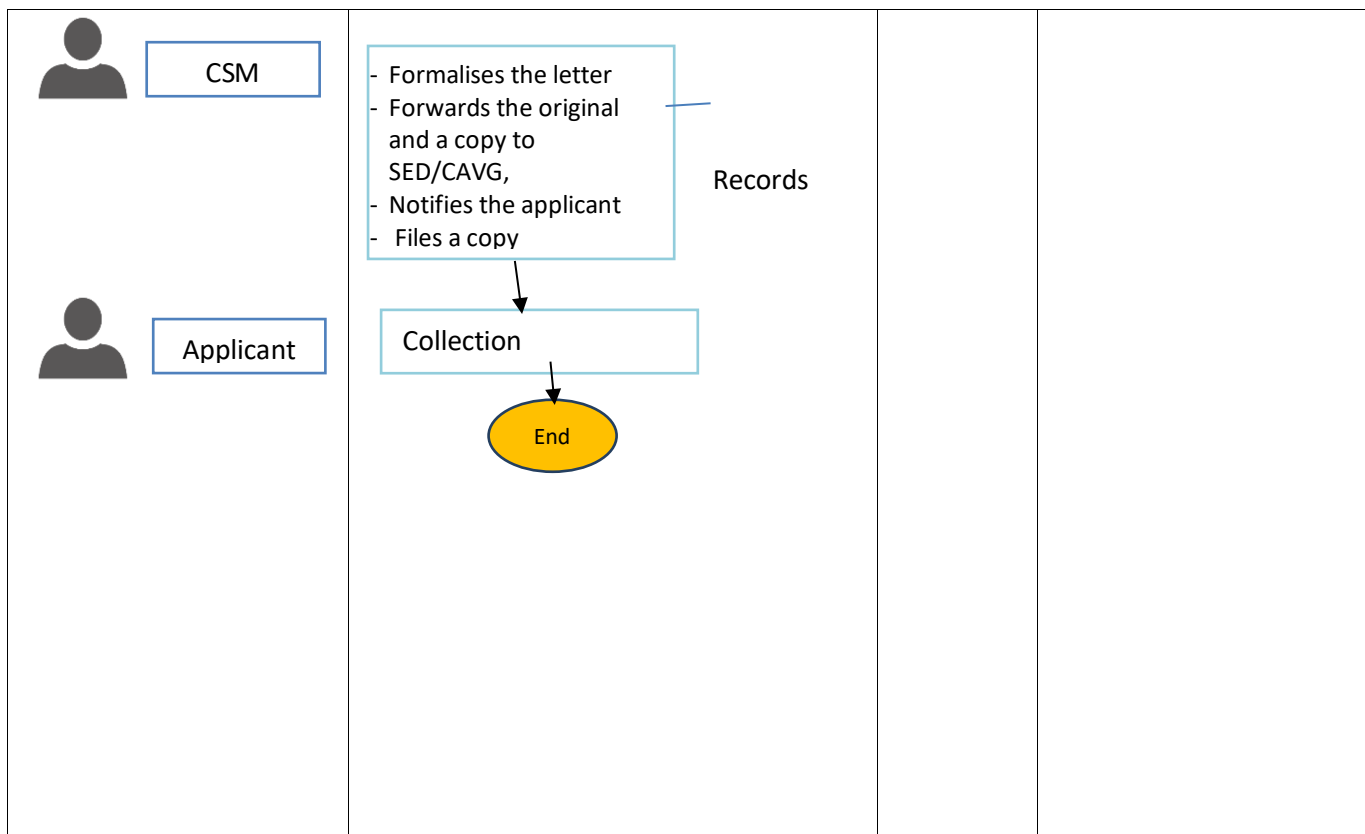
SIGNATORY OF THE DOCUMENT: the Minister

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

PROCESSING

Secretariat of State for Defence in charge of Ex-Servicemen and War Victims	Procedure No. 1 MINDEF/SED/DRA/I MEDICAL CARE	Deadline	Procedure start date: April 2021 Procedure version: 1.0 Page
<i>Intervening parties</i>	<i>Stages</i>		<i>Handling rules</i>
<p>The diagram illustrates the process flow through several departments:</p> <ul style="list-style-type: none"> Applicant: Submits the file. DR: Receives, registers, and forwards the file. SCDA: Receives, registers, and forwards the file. SED/CACVG: Receives and assigns the file. DAG: Receives and assigns the file. SAS: Receives, reviews, and initiates the draft notice and letter. DAG: Receives and initials the draft notice and letter. SED/CACVG: Receives, signs the notice, and initials the draft letter. SCDA: Formalises the notice and forwards it to MINDEF, also filing a copy. MINDEF: Receives and signs the draft notice. 	<p>Beginning</p> <p>Submits the file</p> <p>- Receives - Registers - Forwards</p> <p>- Receives - Registers - Forwards</p> <p>- Receives - Assigns the file</p> <p>- Receives - Assigns the file</p> <p>- Receives - Reviews - Initiates the draft notice and letter</p> <p>- Receives - Initials the draft notice and letter</p> <p>- Receives - Signs the notice - Initials the draft letter</p> <p>- Formalises the notice - Forwards to MINDEF - Files a copy of</p> <p>- Receives - Signs the draft notice</p>		<p>R1: Ensure the consistency of the application and the status of the deceased</p>



CSM=Head of the Military Secretariat, SCDA= Mail, Documentation and Records Service

**PART TWO:
EXTERNAL SERVICES**

REGIONAL DIVISION

No.	LIST OF PROCEDURES
1.	OBTAINING A RECOMMENDATION FOR SCHOOL ENROLMENT
2.	OBTAINING A LETTER OF RECOMMENDATION
3.	SEARCH FOR TECHNICAL AND MATERIAL SUPPORT AT THE REGIONAL LEVEL
4.	OBTAINING MATERIAL SUPPORT
5.	FUNERAL SUPPORT FOR AN EX-SERVICEMAN/WAR VICTIM OR RIGHTFUL CLAIMANTS
6.	REGISTRATION IN EX-SERVICEMEN/WAR VICTIMS' FILES AT THE REGIONAL LEVEL

REGIONAL DIVISION

PROCEDURE No. 1 MINDEF/SED/DR/II

OBTAINING A RECOMMENDATION FOR SCHOOL ENROLMENT

TITLE OF THE DOCUMENT/ SERVICE: Recommendation letter

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Office of the Mobilisable Reserve, Reintegration and Assistance

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Mail, Documentation and Records Bureau

REQUIREMENTS:

- be an ex-service man released for non-disciplinary reasons/War Victim/rightful claimants;
- fulfill the conditions for enrolment in the school chosen.

CONSTITUTION OF FILE:

- unstamped application addressed to the Head of Regional Division;
- copy of release certificate/death certificate/certificate of inheritance, if applicable;
- registration file.

DEADLINE: three (03) days

SIGNATORY OF THE DOCUMENT: the Head of the Regional Division.

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Bureau

REGIONAL DIVISION

PROCEDURE No.2 MINDEF/SED/DR/II

OBTAINING A RECOMMENDATION AT THE REGIONAL LEVEL

TITLE OF THE DOCUMENT/ SERVICE: Letter of recommendation

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Office of the Mobilisable Reserve, Reintegration and Assistance

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Mail, Documentation and Records Bureau

REQUIREMENTS:

- be an Ex-Service man released for non-disciplinary reasons/war victim/rightful claimants;
- be eligible for the activity or position for which the recommendation is sought at regional level.

CONSTITUTION OF FILE:

- unstamped application addressed to the Head of Regional Division;
- copy of release certificate/death certificate/certificate of inheritance, if applicable;
- supporting documents.

DEADLINE: two (02) days

SIGNATORY OF THE DOCUMENT: the Head of the Regional Division.

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Mail, Documentation and Records Bureau

REGIONAL DIVISION

PROCEDURE No. 3 MINDEF/SED/DR/II

SEARCH FOR TECHNICAL AND MATERIAL SUPPORT AT THE REGIONAL LEVEL

TITLE OF THE DOCUMENT/ SERVICE: Approval letter for assistance

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY OF THE DRAFT DOCUMENT: Office of the Mobilisable Reserve, Reintegration and Assistance

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 76/460 of 12 October 1976 to organise the military pensions system based on longevity of service and invalidity pensions and subsequent amendments;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Mail, Documentation and Records Bureau

REQUIREMENTS:

- be an ex-service man released for non-disciplinary reasons/war victim/rightful claimants;
- fulfill the eligibility conditions for the application;
- be bearer of a project.

CONSTITUTION OF FILE:

- unstamped application addressed to the Head of Regional Division;
- copy of release certificate/death certificate/certificate of inheritance, if applicable;
- documents relating to the proposed activity.








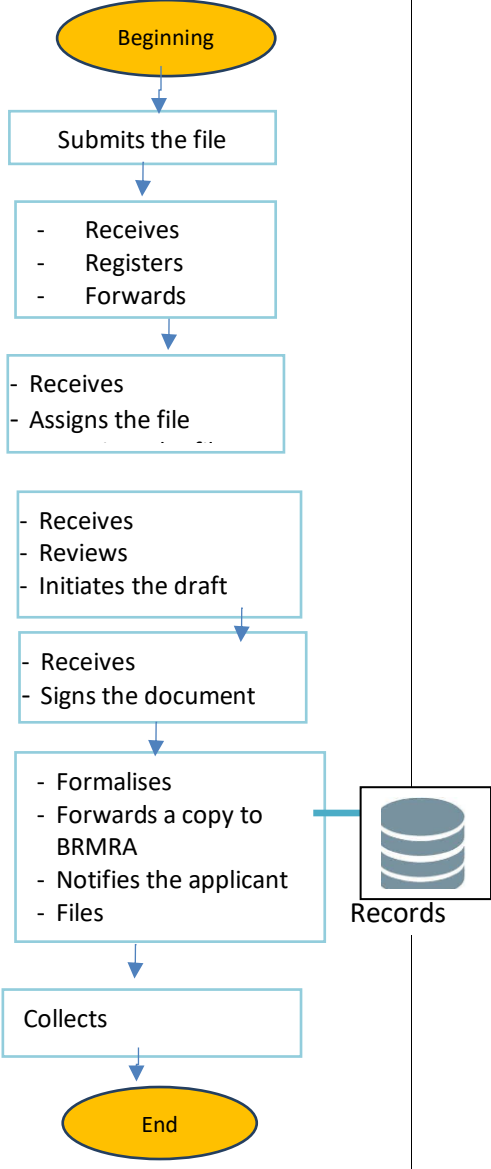
DEADLINE: three (03) days

SIGNATORY OF THE DOCUMENT: the Head of the Regional Division

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Bureau

PROCESSING

Secretariat of State for Defence in charge of Ex-Servicemen and War Victims	Procedure No. 1-3/DR/ II	Deadline	Procedure start date: April 2021
			Procedure version: 1.0
			Page
<i>Intervening parties</i>	<i>Stages</i>		<i>Handling rules</i>
 Applicant  BCDA  CDR  BRMRA  CDR  BCDA  Applicant	 <pre> graph TD Start([Beginning]) --> S1[Submits the file] S1 --> S2["- Receives - Registers - Forwards"] S2 --> S3["- Receives - Assigns the file"] S3 --> S4["- Receives - Reviews - Initiates the draft"] S4 --> S5["- Receives - Signs the document"] S5 --> S6["- Formalises - Forwards a copy to BRMRA - Notifies the applicant - Files"] S6 --- Records[(Records)] S6 --> S7[Collects] S7 --> End([End]) </pre>		<p>R1: Check file’s compliance</p> <p>R2: Check the status/quality of the applicant</p> <p>R3: Check the eligibility of candidate</p>

BCDA = Mail, Documentation and Records Service, CDR = Memory and Remembrance Division BRMRA = Office of the Mobilisable Reserve, Reintegration and Assistance

REGIONAL DIVISION

PROCEDURE No. 4 MINDEF/SED//DR/II

OBTAINING MATERIAL SUPPORT

TITLE OF THE DOCUMENT/ SERVICE: Letter to provide equipment free of charge/approval letter for assistance

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Office of the Mobilisable Reserve, Reintegration and Assistance

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 76/460 of 12 October 1976 to organise the military pensions system based on longevity of service and invalidity pensions and subsequent amendments;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Mail, Documentation and Records Bureau

REQUIREMENTS:

- be an ex-service man released for non-disciplinary reasons/war victim/rightful claimants;
- be bearer of a project.

CONSTITUTION OF FILE:

- unstamped application addressed to the Head of the Regional Division;
- copy of release certificate/death certificate/certificate of inheritance, if applicable;
- file relating to the project.

DEADLINE: three (03) days

SIGNATORY OF THE DOCUMENT: the Head of the Regional Division

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Record Bureau

REGIONAL DIVISION

PROCEDURE No. 5/MINDEF/SED/DR/II

**FUNERAL SUPPORT FOR AN EX-SERVICEMAN/WAR VICTIM
OR RIGHTFUL CLAIMANTS**

TITLE OF THE DOCUMENT/ SERVICE: Fax message sent to the SED/CACVG on the needs expressed

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY OF THE DRAFT DOCUMENT: Office of the Mobilisable Reserve, Reintegration and Assistance

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Mail, Documentation and Records Bureau

REQUIREMENTS:

- be an ex-service man released for non-disciplinary reasons/war victim/rightful claimants

CONSTITUTION OF FILE:

- unstamped application addressed to the Head of the Regional Division;
- copy of the release certificate;
- certificate of cause of death;
- copy of marriage/birth certificate or any other document justifying the family relationship with the deceased.

DEADLINE: one (01) day

SIGNATORY OF THE DOCUMENT: the Head of the Regional Division

DELIVERY METHOD: notification

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Bureau

REGIONAL DIVISION

PROCEDURE No. 6/MINDEF/SED/DR/II

**REGISTERING EX-SERVICEMEN/WAR VICTIMS FILES AT THE REGIONAL
LEVEL**

TITLE OF THE DOCUMENT/ SERVICE: Registration forms

INITIATOR OF THE PROCEDURE: Administration/Applicant

INITIATING ENTITY OF THE DRAFT DOCUMENT: Office of the Mobilisable Reserve,
Reintegration and Assistance

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Divisional Unit/Mail, Documentation and Records Bureau

REQUIREMENTS:

- be an ex-service man released for non-disciplinary reasons/war victim/rightful claimants;

CONSTITUTION OF FILE:

- Unstamped application addressed to the Head of Regional Division;
- copy of the release certificate/death certificate/marriage certificate/birth certificate.

DEADLINE: one (01) day

SIGNATORY OF THE DOCUMENT: the Head of the Regional Division

DELIVERY METHOD: notification

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Record

Secretariat of State for Defence in charge of Ex-Servicemen and War Victims	Procedure No. 4-6 / MINDEF/SED/DR/ II	Deadline	Procedure start date: 2023
			Procedure version: 1.0
Intervening parties	Stages		Handling rules
<pre> graph TD Start([Beginning]) --> S1[Submits the file] S1 --> S2["- Receives - Registers - Forwards"] S2 --> S3["- Receives - Assigns the file"] S3 --> S4["- Receives - Reviews - Initiates the draft"] S4 --> S5["- Receives - Signs the document"] S5 --> S6["- Formalises - Forwards a copy to BRMRA - Forwards the file to SED - Notifies the applicant - Files"] S6 --> S7[Collects] S7 --> End([End]) </pre>	<p>R1: Check file's compliance</p> <p>R2: Check the status/quality of the applicant</p> <p>R3: Check the eligibility of the file</p>		

BCDA = Mail, Documentation and Records Bureau, CDR = Memory and Remembrance Division BRMRA = Office of the Mobilisable Reserve, Reintegration and Assistance

DIVISIONAL UNIT

No.	LIST OF PROCEDURES
1.	OBTAINING A RECOMMENDATION FOR SCHOOL ENROLMENT
2.	OBTAINING A RECOMMENDATION LETTER
3.	REGISTERING IN THE EX-SERVICEMEN/WAR VICTIMS FILES' AT THE DIVISIONAL LEVEL
4.	OBTAINING MATERIAL SUPPORT AT THE DIVISIONAL LEVEL
5.	OBTAINING MATERIAL SUPPORT

DIVISIONAL UNIT

PROCEDURE No. 1 MINDEF/SED/CD/II

OBTAINING A RECOMMENDATION FOR SCHOOL ENROLMENT

TITLE OF THE DOCUMENT/ SERVICE: Recommendation letter

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Section of Administrative and Regulatory Affairs

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Law No. 84-04 of 04 July 1984 to lay down the conditions of adoption and guardianship of the wards of the nation;
- Decree No. 76/460 of 12 October 1976 to organise the military pensions system based on longevity of service and invalidity pensions and subsequent amendments;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Mail, Documentation and Records Service

REQUIREMENTS:

- be an ex-service man released for non-disciplinary reasons/war victim/rightful claimants;
- fulfill the conditions for enrolment in the school chosen.

CONSTITUTION OF FILE:

- unstamped application addressed to the Divisional Unit Head;
- copy of release certificate/death certificate/certificate of inheritance;
- registration form.

DEADLINE: three (03) days

SIGNATORY OF THE DOCUMENT: the Unit Head

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Divisional Unit Head

DIVISIONAL UNIT

PROCEDURE No. 2 MINDEF/SED/CD/II

OBTAINING A RECOMMENDATION LETTER

TITLE OF THE DOCUMENT/ SERVICE: Recommendation letter

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Section of the Mobilisable Reserve, Reintegration and Assistance

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Mail, Documentation and Records Bureau

REQUIREMENTS:

- be an ex-service man released for non-disciplinary reasons/war victim/rightful claimants;
- be eligible for the activity or position for which the recommendation is sought.

CONSTITUTION OF FILE:

- unstamped application addressed to the Head of the Divisional Unit;
- copy of release certificate/death certificate/certificate of inheritance, if applicable;
- file relating to the application for recommendation.

DEADLINE: two (02) days

SIGNATORY OF THE DOCUMENT: the Head of the Divisional Unit.

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Bureau

DIVISIONAL UNIT

PROCEDURE No. 3 MINDEF/SED/CD/II

**REGISTERING IN THE EX-SERVICEMEN/WAR VICTIMS FILES' AT THE
DIVISIONAL LEVEL**

TITLE OF THE DOCUMENT/ SERVICE: Registration form

INITIATOR OF THE PROCEDURE: Administration/Applicant

INITIATING ENTITY: Section of the Mobilisable Reserve, Reintegration and Assistance

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

REQUIREMENTS:

- ***For the Applicant:***
 - be an ex-service man released for non-disciplinary reasons/war victim/rightful claimants;
- ***For the Administration: N/A***

CONSTITUTION OF FILE:

- unstamped application addressed to the Head of the Divisional Unit;
- copy of release certificate/death certificate/copy of marriage certificate/birth certificate.

PLACE OF SUBMISSION OF FILE: Mail, Documentation and Records Bureau

DEADLINE: one (01) day

SIGNATORY OF THE DOCUMENT: the Head of the Divisional Unit

DELIVERY METHOD: notification

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Bureau

DIVISIONAL UNIT

PROCEDURE No. 4 MINDEF/SED/CD/II

SEARCH FOR TECHNICAL AND MATERIAL SUPPORT AT THE DIVISIONAL LEVEL

TITLE OF THE DOCUMENT/ SERVICE: Approval letter for assistance

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Section of the Mobilisable Reserve, Reintegration and Assistance

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Mail, Documentation and Records Section.

REQUIREMENTS:

- be an Ex-Service man released for non-disciplinary reasons/war victim/rightful claimants;
- fulfill the eligibility conditions for the application;
- be bearer of a project.

CONSTITUTION OF FILE:

- unstamped application addressed to the Head of the Divisional Unit;
- copy of the release certificate/death certificate/certificate of inheritance, if applicable;
- documents relating to the proposed activity.

DEADLINE: three (03) days

SIGNATORY OF THE DOCUMENT: the Head of the Divisional Unit

DELIVERY METHOD: collection

QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Section

Secretariat of State for Defence in charge of Ex-Servicemen and War Victims	PROCEDURE No. 2-4/MINDEF/SED/DR/II	Deadline	Procedure start date: April 2023
			Procedure version: 1.0
			Page
Intervening parties	Stages		Handling rules
<pre> graph TD Start([Beginning]) --> S1[Submits the file] S1 --> S2["- Receives - Registers - Forwards"] S2 --> S3[Assigns the file] S3 --> S4[Process the file] S4 --> S5[Approves and signs the form] S5 --> S6["- Formalises - Forwards a copy to SRMRA - Notifies the applicant - Files"] S6 --> S7[Collects] S7 --> End([End]) subgraph Parties P1[Applicant] P2[SCDA] P3[CCD] P4[SRMRA] P5[CCD] P6[SCDA] P7[Applicant] end S1 --- P1 S2 --- P2 S3 --- P3 S4 --- P4 S5 --- P5 S6 --- P6 S7 --- P7 S6 --- R[Records] </pre>			<p>R1: Check file's compliance</p> <p>R2: Check the status/quality of the applicant</p> <p>R3: Check the eligibility of the candidate</p> <p>R4: Ensure conformity of the file</p>

SCDA = Mail, Documentation and Records Section, CCD = Memory and Remembrance Division SRMRA = Section of the Mobilisable Reserve, Reintegration and Assistance

DIVISIONAL UNIT

PROCEDURE No. 5 MINDEF/SED/CD/II

OBTAINING MATERIAL SUPPORT

TITLE OF THE DOCUMENT/ SERVICE: letter to provide equipment free of charge

INITIATOR OF THE PROCEDURE: Applicant

INITIATING ENTITY: Section of the Mobilisable Reserve, Reintegration and Assistance

REFERENCE INSTRUMENTS:

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 80/12 of 14 July 1980 to lay down the general rules and regulations of the military and its subsequent amendments;
- Law No. 80/13 of 14 July 1980 on the integration of former servicemen and civic guards in civilian life;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence and its subsequent amendments;
- Decree No. 2001/178 of 25 July 2001 on the general organisation of Defence and Central General Staff;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2012/387 of 14 September 2012 on the organisation and functioning of the Secretariat of State for Defence in charge of Ex-Servicemen and War Victims.

PLACE OF SUBMISSION OF FILE: Mail, Documentation and Records Service.

REQUIREMENTS:

- be an ex-service man released for non-disciplinary reasons/war victim/rightful claimants;
- be bearer of a project.

CONSTITUTION OF FILE:

- unstamped application addressed to the Head of the Divisional Unit;
- copy of the release certificate/death certificate/certificate of inheritance, if applicable;
- file relating to the proposed activity.

DEADLINE: three (03) days

SIGNATORY OF THE DOCUMENT: the Head of the Divisional Unit

DELIVERY METHOD: notification



QUALITY SUPERVISOR: the Head of the Mail, Documentation and Records Service

Secretariat of State for Defence in charge of Ex-Servicemen and War Victims	PROCEDURE No. 5-4/MINDEF/SED/DR/II	Deadline	Procedure start date: 2023
			Procedure version: 1.0
			Page
Intervening parties	Stages		Handling rules
<p>Applicant</p> <p>SCDA</p> <p>CCD</p> <p>SRMRA</p> <p>CCD</p> <p>SCDA</p> <p>Applicant</p>	<pre> graph TD Start([Beginning]) --> S1[Submits the file] S1 --> S2["- Receives - Registers - Forwards"] S2 --> S3[Assigns the file] S3 --> S4[Process the file] S4 --> S5[Approves and signs the form] S5 --> S6["- Formalises - Forwards a copy to SRMRA - Forwards the file to SED - Notifies the applicant - Files"] S6 --> S7[Collects] S7 --> End([End]) S6 --- Records[(Records)] </pre>		<p>R1: Check file’s compliance</p> <p>R2: Check the status/quality of the applicant</p> <p>R3: Check the eligibility of the file</p>


SCDA = Mail, Documentation and Records Section, CCD = Memory and Remembrance Division SRMRA = Section of the Mobilisable Reserve, Reintegration and Assistance

**PART THREE:
STANDARD OPERATIONS OF STAKEHOLDERS IN
THE PROCESSING CHAIN**




I. PROCESSING OF FILE AT THE MAIL SERVICE LEVEL
a. AT THE START OF THE PROCESS

<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 Applicant  Bureau Head of the Incoming file	<p style="text-align: center;">Beginning</p> <div style="border: 1px solid black; padding: 5px; margin: 5px;"> <p style="text-align: center;">Submits the file</p> </div> <ul style="list-style-type: none"> - Receives the physical file - Reviews the physical file - Registers the physical file which generates automatically a file number - Writes the generated number on the physical file - Issues a deposit receipt to the applicant - Prints the forwarding slip - Sends the electronic version to the Head of the General Affairs Division - Returns the physical file to the Head of the General Affairs <p style="text-align: center;">End</p>	<p>R1: Ensure reception of the number of documents</p> <p>R2: Ensure conformity and consistency of the file</p>

b. When forwarding a file to another service




<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 Head of the Mail Office	<p style="text-align: center;">Beginning</p> <div style="border: 1px solid black; padding: 5px; margin: 5px;"> <ul style="list-style-type: none"> - Receives the physical file, the forwarding slip of the administration concerned and the forwarding slip against receipt - Check the conformity of the physical data with the electronic data - Receives the electronic data and prints les the receiving mail slip - Formalises the signed slip - Registers the exit physical file - Sends the electronic data to another administration - Prints the forwarding slip - Carries the physical file with the forwarding slip to the Services of the structure concerned. </div> <p style="text-align: center;">End</p>	<p>R1: Ensure conformity of physical data with electronic data</p> <p>R2: Ensure that the addressee is not mistaken</p> <p>R3: Ensure that the name of the addressee is correct</p>

c. END OF PROCESSING





<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 <div data-bbox="223 627 491 772" style="border: 1px solid black; padding: 5px; width: fit-content;"> Bureau Head of the Incoming file </div>	<div style="text-align: center;">  </div> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <ul style="list-style-type: none"> - Receives the physical file and decision - Initials the forwarding slip - Registers the document - Proceeds with the à la reprography of the document - Formalises the document and photocopies - Registers and codifies the document - Registers the outgoing document - Files a copy of the document - Returns substance of file and copy of the document to the concerned - Forwards the original document to the applicant </div> <div style="text-align: center;">  </div>	<p>R1 Ensure that numbering is respected</p> <p>R2 Ensure that confidentiality is respected</p>

II. PROCESSING AT THE LEVEL OF SECRETARIATS




a) RECEPTION OF FILE

<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 <div data-bbox="242 1579 470 1668" style="border: 1px solid black; padding: 5px; width: fit-content;"> Secretary </div>	<div style="text-align: center;">  </div> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <ul style="list-style-type: none"> - Receives the physical file and electronic data - Checks the conformity of physical file with electronic data - Registers the entry of physical file - Initials the forwarding slip - Prints the recipient slip - Submit physical file to hierarchy </div> <div style="text-align: center;">  </div>	<p>R1 Ensure compliance of physical file with the electronic data</p> <p>R2 Ensure that confidentiality is respected</p>



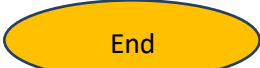
a) EXIT OF FILE

<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 <div data-bbox="240 584 469 674" style="border: 1px solid black; padding: 2px; display: inline-block;">Secretary</div>	<div style="text-align: center;">  <p>Beginning</p>  </div> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"> <ul style="list-style-type: none"> - Receives the physical file - Registers the exit of the physical file - Prints the forwarding slip - Forwards electronic data - Returns the physical file to the Liaison officer </div> <div style="text-align: center; margin-top: 10px;">  <p>End</p> </div>	<p>R1 Ensure compliance of physical file with the electronic data</p> <p>R2 Ensure that the addressee has not been mistaken</p> <p>R3 Ensure the name of the addressee is correct</p>

c) AFTER SIGNING THE DOCUMENT






<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 <div style="border: 1px solid black; padding: 5px; display: inline-block;">Secretary</div>	<div style="text-align: center; margin-bottom: 10px;">  </div> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <ul style="list-style-type: none"> - Receives the physical file and the signed decision - Forwards the decision to the Head of the Reprography Bureau - Prints the forwarding slip - Assigns electronic signature on the decision - Registers exit file - Returns the signed document to the dispatch runner for to be forwarded to the Head of the Reprography </div> <div style="text-align: center;">  </div>	<p>R1 Ensure compliance of physical file with electronic data</p> <p>R2 Ensure that the addressee has not been mistaken</p> <p>R3 Ensure the name of the addressee is correct</p>

III. PROCESSING AT THE LEVEL OF THE CLERK/LIAISON OFFICER/ DISPATCH RUNNER


<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 <div style="border: 1px solid black; padding: 5px; display: inline-block;">Secretary</div>	<div style="text-align: center; margin-bottom: 10px;">  </div> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <ul style="list-style-type: none"> - Receives the physical file against signature - Registers the physical file - Takes file to the head </div> <div style="text-align: center;">  </div>	<p>R1 Ensure compliance of physical file with electronic data</p> <p>R2 Ensure that the addressee has not been mistaken</p> <p>R3 Ensure the name of the addressee is correct</p>

I. PROCESSING AT TECHNICAL STRUCTURE LEVEL

a) Entry of file

Intervening parties	Stages	Handling rules
 Directors and persons ranking as such  Sub- Directors and persons ranking as such  Service Heads and persons ranking as such  Deputy Service Heads and persons ranking as such  Bureau Heads	<pre> graph TD Start([Début]) --> S1[- Reviews file - Assigns file] S1 --> S2[- Reviews file - Assigns file] S2 --> S3[- Reviews file - Assigns file] S3 --> S4[- Reviews file - Assigns file] S4 --> S5[- Review file - Initiates the document] S5 --> End([End]) </pre>	<p>R1 Ensure compliance of physical file with electronic data</p>

b) Exit of file

<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 <p>Director</p> <p>Sub Director</p> <p>Service Head</p> <p>Service Head</p> <p>Bureau Head</p>	<pre> graph BT End([End]) --> P[Processes file] P --> V1[Validates and initials] V1 --> V2[Validates and initials] V2 --> V3[Validates and initials] V3 --> V4[Validates and] V4 --> V5[Validates and] V5 --> B([Beginning]) </pre>	<p>R1 Ensure the compliance of physical file with electronic data</p> <p>R2 :Ensure compliance with the business requirements related to the work requested</p> <p>R3 Ensure compliance with the chain of command</p>

APPENDIX

PRODUCTION TEAM

I- EQUIPE OPERATIONNELLE

❖ Supervision :

- M. Secrétaire Général / MINDEF
- M. TCHAGADICK NJILLA Yves Alain, Secrétaire Permanent à la Réforme Administrative/ MINFOPRA.

❖ Coordonnation Administrative : M.DAAR/MINDEF.

❖ Coordination Technique : Mme. ESSAMA née NGANTOA ZOA Virginie, Chef de la Division des Administrations de Souveraineté / MINFOPRA ;

❖ Point focal MINDEF. Commandant

❖ Chef d'Equipe : Mme AFFANA Nicole, Conseiller Assistant en Organisation Administrative/ MINFOPRA.

❖ Rapporteur : M. BEKONO Bernard Armand, Conseiller en Organisation Administrative/ MINFOPRA.

❖ Membres :

- Mme EVOLA née NGAH Justine, Conseiller en Organisation Administrative/ MINFOPRA ;
- M. EKOTTI Silas PALE, Conseiller en Organisation Administrative/ MINFOPRA.

❖ Représentants des Etats majeurs :

- Représentant de l'Etat-major des Armées :
- Représentant de l'Etat-major de l'armée de terre.....
- Représentant de l'Etat-major de l'armée de l'Air.....
- Représentant de la Marine National :

❖ Cadre/ Informaticien : M. BEA Marc, Cadre/SPRA.

❖ Secrétaire : Mme EPASSI Solange.

II- COMITE SCIENTIFIQUE

- ❖ **Président** : M. TCHAGADICK NJILLA Yves Alain, Secrétaire Permanent à la Réforme Administrative/ MINFOPRA.
- ❖ **Rapporteur** : M. BEKONO Bernard Armand, Conseiller en Organisation Administrative/ MINFOPRA.

- ❖ **Membres** :
 - *les représentants du MINDEF* :
 - Colonel DAAR
 - Cdt. ABANDA, représentant du Secrétariat Général MINDEF ;
 - *les Chefs de Structure du SPRA/ MINFOPRA* :
 - M. EBAÏ Moses EFFIMAKA, Chef de la Division des Administrations Technique /MINFOPRA ;
 - Mme EBA'A Jeanne, Chef de la Division des Administrations Economique et Sociales / MINFOPRA;
 - Mme. ESSAMA née NGANTOA ZOA Virginie, Chef de la Division des Administrations de Souveraineté / MINFOPRA ;
 - Mme BIMEM Yvette : Chef de la Section/SPRA/MINFOPRA
 - Mme NGAMBI Amphaïde : Chef de la Section/SPRA/MINFOPRA
 - M. TABI NTOBO Ananie ; Chef de la Section/SPRA/MINFOPRA
 - M. TOUNDE BINDE Joseph Thierry ; Chef de la Section/SPRA/MINFOPRA
 - *l'Equipe Opérationnelle* :
 - Mme. ESSAMA née NGANTOA ZOA Virginie, Chef de la Division des Administrations de Souveraineté / MINFOPRA ;
 - Mme AFFANA Nicole, Conseiller Assistant en Organisation Administrative/ MINFOPRA ;
 - M. BEKONO Bernard Armand, Conseiller en Organisation Administrative/ MINFOPRA ;
 - Mme EVOLA née NGAH Justine, Conseiller en Organisation Administrative/ MINFOPRA ;
 - M. EKOTTI Silas PALE, Conseiller en Organisation Administrative/ MINFOPRA ;
 - Mme ONGBOULAL MBOM Yolande, Chef de Brigade/SPRA ;
 - M. BANANG FATOING, Chef de Brigade/SPRA ;
 - M. MBARGA François Mathurin, Chargé d'Etudes Assistant/SPRA ;
 - M. BEA Marc Claude, Cadre/SPRA ;
 - Mme EPASSI Solange Rachel ;
 - Mme. AKANDE Gylien MANDAH.

III- COMITE DE PILOTAGE

❖ Pour le compte du MINDEF

- Colonel XXXXXX, DAAR ;
- Colonel XXXXX, représentant SED/CGN ;
- Colonel XXXXX, représentant SED/CACVG ;

- Colonel XXXXX, représentant CGA ;
- XXXXXX, représentant Marine;
- XXXXXX

❖ **Pour le compte du MINFOPRA**

- Mme. ESSAMA née NGANTOA ZOA Virginie, Chef de la Division des Administrations de Souveraineté / MINFOPRA, Coordonateur Technique ;
- M. TOUNDE BINDE Joseph Thierry ; Chef de la Section/SPRA/MINFOPRA, Coordonateur Technique Adjoint ;
- M. BEKONO Bernard Armand, Conseiller en Organisation Administrative/ MINFOPRA ;
- Mme EVOLA née NGAH Justine, Conseiller en Organisation Administrative/ MINFOPRA ;
- M. EKOTTI Silas PALE, Conseiller en Organisation Administrative/ MINFOPRA ;
- Mme AFFANA Nicole, Conseiller Assistant en Organisation Administrative/ MINFOPRA ;
- Mme ONGBOULAL MBOM Yolande, Chef de Brigade/SPRA ;
- M. BANANG FATOING, Chef de Brigade/SPRA ;
- M. MBARGA François Mathurin, Chargé d'Etudes Assistant/SPRA ;
- M. BEA Marc Claude, Cadre/SPRA ;
- Mme EPASSI Solange Rachel ;
- Mme. AKANDE Gylien MANDAH.