

REPUBLIQUE DU CAMEROUN  
Paix-Travail-Patrie



REPUBLIC OF CAMEROON  
Peace-Work-Fatherland

# MINISTRY OF DEFENCE

## ADMINISTRATIVE PROCEDURES MANUAL

### VOLUME 1

#### CENTRAL SERVICES

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

2023 EDITION



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President of the Republic of Cameroon**



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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, authorisation, 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.

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

**Reference documents:** set of documents available within the public service 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.).

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

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



**LIST OF ACRONYMS AND ABBREVIATIONS**

<b>BAN:</b>	Naval Base
<b>CIMA Code:</b>	The Inter-African Conference on Insurance Markets
<b>DCC:</b>	Central Coordination Department
<b>EMA:</b>	Defence Staff
<b>EMAA:</b>	Air Force Staff
<b>EMM:</b>	Navy staff
<b>EMAT:</b>	Army staff
<b>EPMS:</b>	Sports and military physical training
<b>ESS:</b>	Military Service record
<b>RG:</b>	Gendarmerie Region
<b>SED/CGN:</b>	Secretariat of State at the Ministry of Defence in charge of the National Gendarmerie
<b>SOC:</b>	Career Non-commissioned Officer
<b>AC:</b>	Central services
<b>MINDEF:</b>	Ministry of Defence

**LIST OF CODES**

<b>No.</b>	<b>HEADINGS</b>	<b>CODES</b>
1.	Military Cooperation Division	<b>DCM</b>
2.	Department of Administrative and Regulatory Affairs	<b>DAAR</b>
3.	Department of Budget and Equipment	<b>DBE</b>
4.	Department of Military Property and Infrastructure	<b>DDMI</b>
5.	Department of Human Resources	<b>DRH</b>
6.	Department of Military Justice	<b>DJM</b>
7.	Department of Military Health	<b>DSM</b>
8.	Department of Sports, Cultural and Artistic Activities	<b>DSACA</b>

## LIST OF SERVICES PROVIDED

<i>No.</i>	<i>TITLE OF THE PROCEDURE</i>	<i>PAGE</i>
<b>MILITARY COOPERATION DIVISION</b>		
1.	ISSUING AN APPROVAL FOR PARTICIPATION IN A CEREMONY/AN EVENT ORGANISED BY A FOREIGN INSTITUTION/AGENCY BASED IN CAMEROON	
2.	ISSUING A COPY OF A LEGAL INSTRUMENT (CONVENTION, AGREEMENT, LAW, AUTHORISATION, ETC.)	
3.	ISSUING A DEFENCE ATTACHE A LETTER OF ACCEPTANCE	
4.	ISSUING A DEFENCE ATTACHE AN AUTHORISATION TO CARRY OUT A CONTACT VISIT	
5.	ISSUING A DEFENCE ATTACHE AUTHORISATION TO VISIT A CONSTITUENCY, AN ADMINISTRATIVE /A TRADITIONAL AUTHORITY	
6.	ISSUING AN AUTHORISATION TO AN OFFICER TO PARTICIPATE IN A TRAINING PROGRAMME ABROAD	
<b>DEPARTMENT OF ADMINISTRATIVE AND REGULATORY AFFAIRS</b>		
1.	LODGING INFORMAL APPEAL	
2.	AMICABLE SETTLEMENT OF LOSS IMPUTABLE TO SERVICE	
3.	APPOINTING A GOVERNMENT REPRESENTATIVE IN COURTS	
4.	ALLOCATING SOCIAL ASSISTANCE TO SERVICE MEMBERS' ORPHANS/WARDS OF THE NATION	
5.	GRANTING AN EXCEPTIONAL AID	
6.	GRANTING AN EXCEPTIONAL AID TO A TRAINEE	
<b>DEPARTMENT OF BUDGET AND EQUIPMENT</b>		
1.	ISSUING AN APPROVAL LETTER TO A FIRM/COMPANY	
2.	RENEWING THE APPROVAL OF A FIRM/COMPANY	
3.	WITHDRAWING THE APPROVAL OF A FIRM/COMPANY	
4.	ISSUING A WARRANTY RELEASE	
<b>DEPARTMENT OF MILITARY PROPERTY AND INFRASTRUCTURE</b>		
1.	ISSUING A TENANCY AGREEMENT FOR A BUILDING/ HOUSE	
2.	GRANTING ACCOMODATION TO MINDEF STAFF	
3.	PROVIDING FREE ELECTRICITY AND WATER	
<b>DEPARTMENT OF HUMAN RESOURCES</b>		
1.	ISSUING A MILITARY IDENTITY CARD	
2.	ISSUING A MARRIAGE AUTHORISATION TO AN OFFICER	
3.	ISSUING AN AUTHORISATION FOR MARRIAGE BETWEEN AN OFFICER AND A FEMALE FOREIGN NATIONAL	
4.	ISSUING A CERTIFICATE OF GOOD CONDUCT	
<b>DEPARTMENT OF MILITARY JUSTICE</b>		
1.	FILING A REQUEST FOR INTERVENTION	
<b>DEPARTMENT OF MILITARY HEALTH</b>		
1.	ISSUING AN AUTHORISATION FOR MEDICAL EVACUATION ABROAD	
2.	REIMBURSEMENT OF MEDICAL EXPENSES	
3.	REIMBURSEMENT OF MEDICAL EXPENSES TO RIGHTFUL	

<i>No.</i>	<i>TITLE OF THE PROCEDURE</i>	<i>PAGE</i>
	CLAIMANTS	
4.	PROVIDING MEDICINES/VACCINES	
5.	GRANTING A PROSTHESIS	
6.	REIMBURSEMENT OF EYEGLOSS EXPENSES	
<b>DEPARTMENT OF SPORTS, CULTURAL AND ARTISTIC ACTIVITIES</b>		
1.	ISSUING AN AUTHORISATION TO COMPETE IN A CIVILIAN CHAMPIONSHIP TO A MILITARY TEAM	
2.	ISSUING A SPORTS OR CULTURAL OUTING AUTHORISATION	
3.	PLACING AN ATHLETE/ARTIST ON RESERVE	
4.	APPROVING THE PRODUCTION OF AN ARTISTIC WORK	
5.	ISSUING AN AUTHORISATION FOR AN ARTISTIC PERFORMANCE	
6.	APPROVING PARTICIPATION IN A SPORTS CHAMPIONSHIP/NATIONAL OR INTERNATIONAL ARTISTIC EVENT	
<b>TOTAL = 36 procedures</b>		

## MILITARY COOPERATION DIVISION

No	LIST OF PROCEDURES
1.	ISSUING AN APPROVAL FOR PARTICIPATION IN A CEREMONY/AN EVENT ORGANISED BY A FOREIGN INSTITUTION/AGENCY BASED IN CAMEROON
2.	ISSUING A COPY OF A LEGAL INSTRUMENT (CONVENTION, AGREEMENT, LAW, AUTHORISATION, ETC.)
3.	ISSUING A DEFENCE ATTACHE A LETTER OF ACCEPTANCE
4.	ISSUING A DEFENCE ATTACHE AN AUTHORISATION TO CARRYOUT A CONTACT VISIT
5.	ISSUING A DEFENCE ATTACHE AUTHORISATION TO VISIT A CONSTITUENCY, AN ADMINISTRATIVE /A TRADITIONAL AUTHORITY
6.	ISSUING AN AUTHORISATION TO AN OFFICER TO PARTICIPATE IN A TRAINING PROGRAMME ABROAD

**MILITARY COOPERATION DIVISION****PROCEDURE No. 1/MINDEF/AC/DCM/I****ISSUING AN APPROVAL FOR PARTICIPATION IN A CEREMONY/AN EVENT ORGANISED BY A FOREIGN INSTITUTION/AGENCY BASED IN CAMEROON**

**TITLE OF THE DOCUMENT/SERVICE:** Letter to approve participation in a ceremony organised by a foreign institution/organisation based in Cameroon

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Military Cooperation Division

**REFERENCE INSTRUMENTS:**

- Vienna Convention of 18 April 1961 on diplomatic relations;
- Vienna Convention of 24 April 1963 on consular relations;
- Multilateral agreements based on reciprocity principles;
- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Decree No. 92/156 of 17 April 1992 to reorganise the Military Territorial Command;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:**

- be an institution/organisation of a country that has cooperation ties with Cameroon;
- be preparing a ceremony / an event in Cameroon;
- must have received an official invitation from the organising structure.

**CONSTITUTION OF FILE:****• *Required documents:***

- a letter to the Minister, specifying the nature of the ceremony/event;
- letter of invitation;
- technical file showing:
  - ✓ the annotated agenda/programme of the ceremony;
  - ✓ the stakes of the Minister's participation in the meeting.

**• *Reference documents:***

- state of relations between Cameroon and the country of origin;
- cooperation file;
- activity reports.

**DEADLINE:** seven (07) days

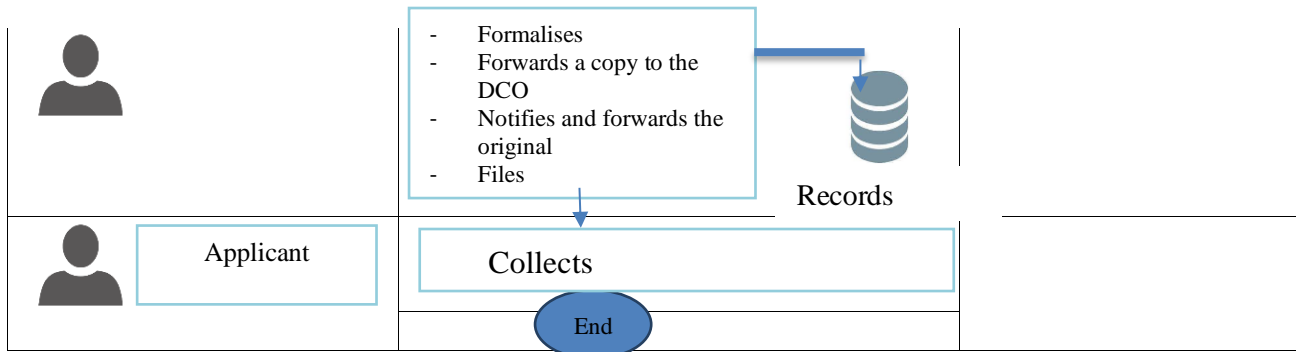
**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** collection/notification

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

<p><b>MILITARY COOPERATION DIVISION</b></p>	<p><b>Procedure No. 1/MINDEF/DCM/I ISSUING AN APPROVAL FOR PARTICIPATION IN A CEREMONY/MANIFESTATION ORGANISED BY AN INSTITUTION/FOREIGN ORGANISATION ESTABLISHED IN CAMEROON</b></p>	<p>Procedure start date: 2023</p>
		<p>Procedure version:</p>
<p><i>Intervening parties</i></p>	<p><i>Stages</i></p>	<p><i>Page</i></p>
<p>Applicant</p> <p>BCR</p> <p>SM</p> <p>Minister</p> <p>DCM</p> <p>SG</p> <p>SM</p> <p>Minister</p> <p>SM</p> <p>BCR</p>	<p>Beginning</p> <p>Submits the file</p> <ul style="list-style-type: none"> <li>- Receives</li> <li>- Registers</li> <li>- Forwards</li> </ul> <p>Submits</p> <p>Assigns</p> <ul style="list-style-type: none"> <li>- Initiates the draft letter of approval</li> <li>- Approves</li> </ul> <ul style="list-style-type: none"> <li>- Checks</li> <li>- Approves</li> <li>- Initials</li> </ul> <p>Submits</p> <ul style="list-style-type: none"> <li>- Approves</li> <li>- Signs the draft letter to approve participation</li> </ul> <p>Assigns</p>	<p><b>R1:</b> Check file's compliance</p> <p><b>R2:</b> Ensure that the applicant is a legal person legally recognised by the Cameroon government</p> <p><b>R3:</b> Ensure that the ceremony/manifestation is legal</p>



**SG=Secretary-General; DCM=Military Cooperation Division**



**MILITARY COOPERATION DIVISION****PROCEDURE No. 2/MINDEF/AC/DCM/I****ISSUING A COPY OF A LEGAL INSTRUMENT**

**TITLE OF THE DOCUMENT/SERVICE:** Copy of the cooperation legal instrument (convention, partnership agreement, law, regulation, etc.)

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Military Cooperation Division

**REFERENCE INSTRUMENTS:**

- Vienna Convention of 18 April 1961 on diplomatic relations;
- Vienna Convention of 24 April 1963 on consular relations;
- Multilateral agreements based on reciprocity principles;
- Law No. 2000/010 of 19 December 2000 to regulate archives in Cameroon
- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Decree No. 92/156 of 17 April 1992 to reorganise the Military Territorial Command;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:**

- be an institution/organisation of a country that has good cooperation ties with Cameroon/a student involved in a research project or a researcher.

**CONSTITUTION OF FILE:****• *Required documents:***

- stamped application addressed to the Minister, specifying the nature of the legal instrument requested;
- application supporting documents (letter of recommendation, affiliation).

**• *Reference documents:***

- physical and numerical coding system;
- archive directory;
- state of relations between Cameroon and the country of jurisdiction/cooperation file, where applicable.

**DEADLINE:** Seven (07) days

**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

MILITARY COOPERATION DIVISION	Procedure No. 2 MINDEF/AC/DCM/I ISSUING A COPY OF A LEGAL INSTRUMENT	Procedure start date: 2023
		Procedure version:
		Page
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
<p>Applicant</p> <p>BCR</p> <p>SM</p> <p>Minister</p> <p>DCM</p> <p>SG</p> <p>SM</p> <p>Minister</p> <p>SM</p> <p>BCR</p> <p>Applicant</p>	<pre> graph TD     Start([Beginning]) --&gt; S1[Submits the file]     S1 --&gt; S2["- Receives - Registers - forwards"]     S2 --&gt; S3[Submits]     S3 --&gt; S4[Assigns]     S4 --&gt; S5["- Edits the requested legal instrument - Approves"]     S5 --&gt; S6["- Checks - Approves - Initials"]     S6 --&gt; S7[Submits]     S7 --&gt; S8["- Approves - Signs a copy of the cooperation legal instrument"]     S8 --&gt; S9[Assigns]     S9 --&gt; S10["- Formalises - Forwards a copy to DCO - Notifies and forwards the original Files"]     S10 --&gt; S11[Collects a copy of the instrument]     S11 --&gt; End([End])     S10 --- Records[Records]             </pre>	<p><b>R1:</b> Check file’s compliance</p> <p><b>R2:</b> Ensure that the applicant uses it for legal purposes</p> <p><b>R3:</b> Check the eligibility of the applicant</p>

DCM=Military Cooperation Division,SG=Secretary General,SM =Military Secretariat, BCR=Mail and Follow-up Bureau

**MILITARY COOPERATION DIVISION****PROCEDURE No. 3/MINDEF/AC/DCM/I****ISSUING A LETTER OF ACCEPTANCE TO A DEFENCE ATTACHE**

**TITLE OF THE DOCUMENT/SERVICE:** Letter of acceptance of a Defence Attaché

**INITIATOR OF THE PROCEDURE:** Applicant/Diplomatic mission

**INITIATING ENTITY:** Military Cooperation Division

**REFERENCE INSTRUMENTS:**

- Vienna Convention of 18 April 1961 on diplomatic relations;
- Vienna Convention of 24 April 1963 on consular relations;
- Multilateral agreements based on reciprocity principles;
- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence

**REQUIREMENT:** be a Defence Attaché

**CONSTITUTION OF FILE:**

- **Required documents:**
  - note verbale addressed to the Minister of Delegate
- **Reference documents:**
  - directory of countries having ties with Cameroon;
  - state of relations between Cameroon and the country of origin;
  - cooperation file.

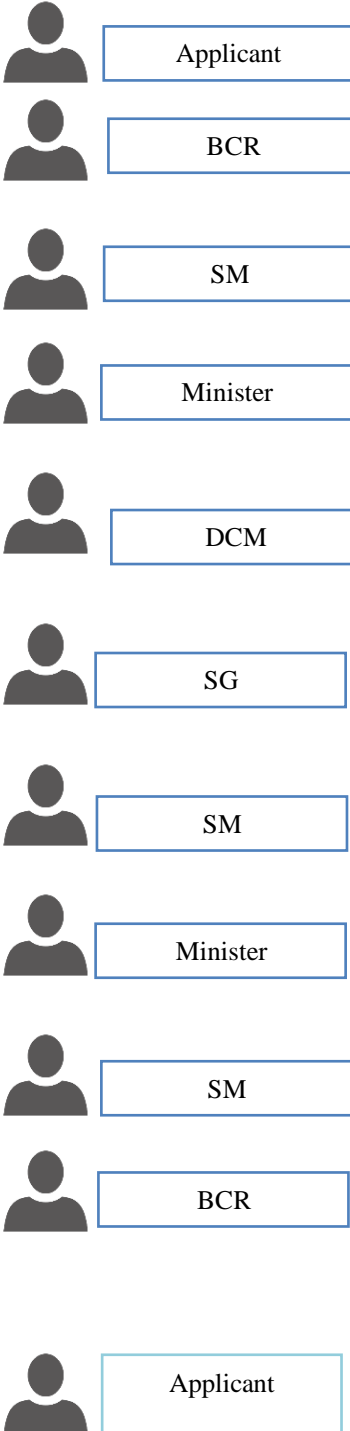
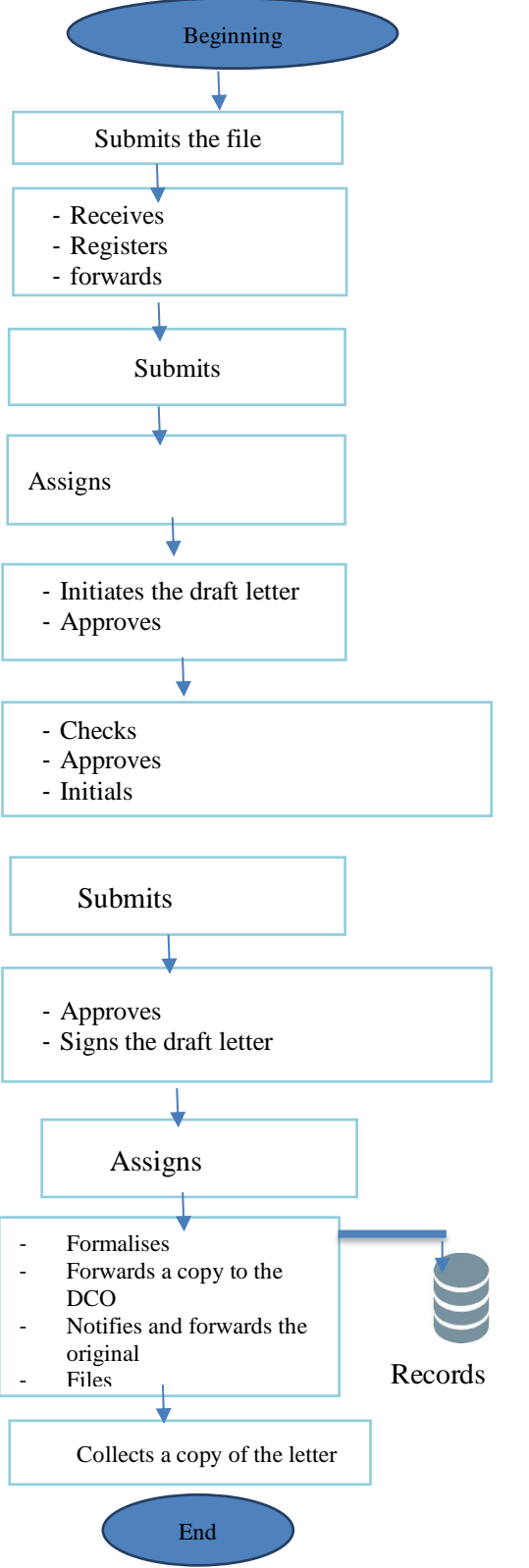
**DEADLINE:** seven (07) days

**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

MILITARY COOPERATION DIVISION	Procedure No. 3/MINDEF/AC/DCM/I ISSUING A LETTER OF ACCEPTANCE TO A DEFENCE ATTACHE	Procedure start date: 2023
		Procedure version:
<i>Intervening parties</i>	<i>Stages</i>	Page
		<i>Handling rules</i>
		<p><b>R1:</b> Check file's compliance</p> <p><b>R2:</b> Check applicant's eligibility</p>

## MILITARY COOPERATION DIVISION

## PROCEDURE No. 4/MINDEF/AC/DCM/I

**ISSUING AN AUTHORISATION TO A FOREIGN DEFENCE ATTACHE TO CARRYOUT  
A CONTACT VISIT**

**TITLE OF DOCUMENT/SERVICE/SERVICE:** Letter to authorise a Defence Attaché

**INITIATOR OF THE PROCEDURE:** Applicant/Diplomatic Mission

**INITIATING ENTITY:** Military Cooperation Division

**REFERENCE INSTRUMENTS:**

- Vienna Convention of 18 April 1961 on diplomatic relations;
- Vienna Convention of 24 April 1963 on consular relations;
- Multilateral agreements based on reciprocity principles;
- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Decree No. 2011/ 408 of 9 December 2011 to organise the Government;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence.

**REQUIREMENT:** Be a Defence Attaché regularly accredited to Cameroon

**CONSTITUTION OF FILE:**

- **Required documents:** A Note verbale addressed to the Minister Delegate stating the subject and period of the visit
  
- **Reference documents:**
  - copy of approval of the person concerned;
  - directory of countries having ties with Cameroon;
  - state of relations between Cameroon and the country of jurisdiction;
  - cooperation file;
  - authorisation.

**DEADLINE:** seven (07) days

**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**MILITARY COOPERATION DIVISION****PROCEDURE No. 5/MINDEF/AC/DCM/I****ISSUING AN AUTHORISATION TO A DEFENCE ATTACHE TO VISIT A CONSTITUENCY, AN ADMINISTRATIVE/TRADITIONAL AUTHORITY**

**TITLE OF THE DOCUMENT/SERVICE:** Letter to authorise a Defence Attaché to visit a constituency, an administrative/traditional authority

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Military Cooperation Division

**REFERENCE INSTRUMENTS:**

- Vienna Convention of 18 April 1961 on diplomatic relations;
- Vienna Convention of 24 April 1963 on consular relations;
- Multilateral agreements based on reciprocity principles;
- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENT:** Be a Defence Attaché

**CONSTITUTION OF FILE:**

- **Required document:** A note verbale addressed to the Minister of Defence stating the subject and period of the visit.
  
- **Reference documents:**
  - directory of approved Defence Attachés;
  - state of relations between Cameroon and the country of jurisdiction;
  - cooperation file.

**DEADLINE:** seven (07) days

**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**MILITARY COOPERATION DIVISION****PROCEDURE No. 06/MINDEF/AC/DCM/I****ISSUING AN AUTHORISATION TO AN OFFICER TO PARTICIPATE IN A TRAINING PROGRAMME ABROAD**

**TITLE OF DOCUMENT/SERVICE/SERVICE:** Letter authorising an officer to participate in a training programme abroad

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Military Cooperation Division

**REFERENCE INSTRUMENTS:**

- Vienna Convention of 18 April 1961 on diplomatic relations;
- Vienna Convention of 24 April 1963 on consular relations;
- Multilateral agreements based on reciprocity principles;
- Law No. 67/LF/9 of 12 June 1967 on the general organisation of defence;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:** be an Officer enrolled in a recognised training institution with a partnership agreement with the Ministry.

**CONSTITUTION OF FILE:**

- **Required documents:**
  - stamped application addressed to the Minister Delegate and stating the subject and period of the visit;
  - school attendance certificate;
  - training approval letter;
  - specifications for the academic course.
- **Reference documents:**
  - directory of accredited training institutions;
  - agreements signed with foreign training institutes;
  - state of relations between Cameroon and the country of origin;
  - cooperation file.












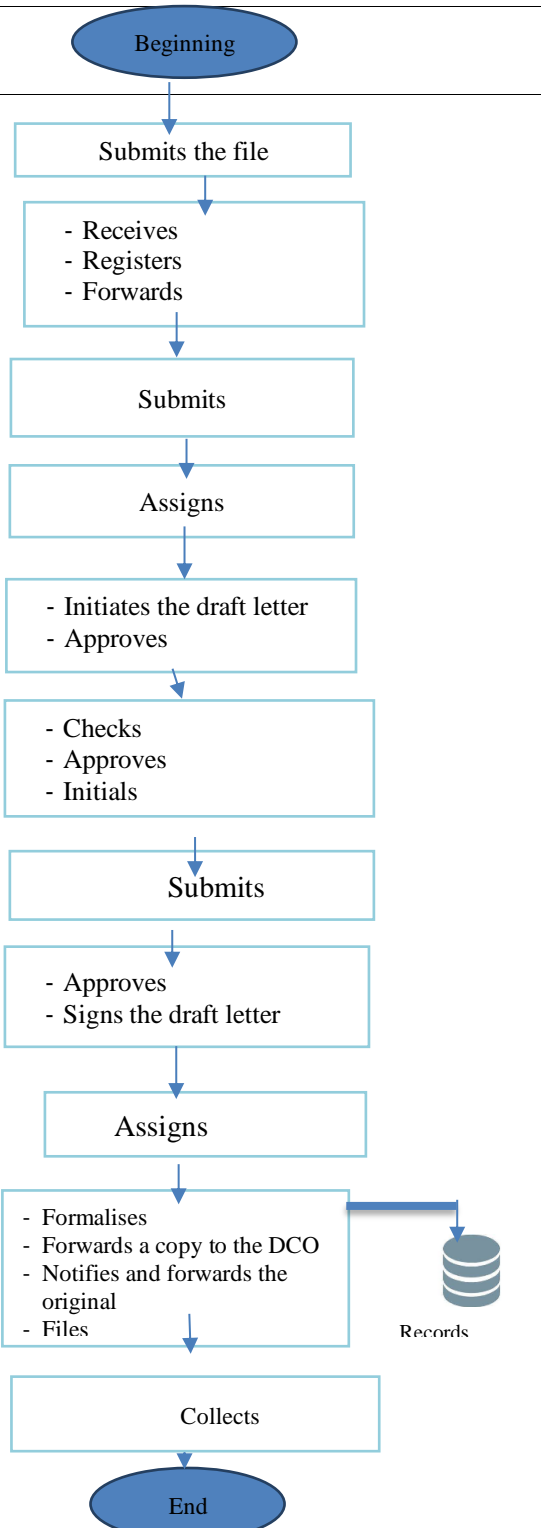
**DEADLINE:** ten (10) days

**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

<b>MILITARY COOPERATION DIVISION</b>	Procedure No. 04 - 06/ MINDEF/AC/DCM/I	Procedure start date: 2023
		Procedure version:
		Page
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
<div style="display: flex; flex-direction: column; gap: 10px;"> <div> Applicant</div> <div> BCR</div> <div> SM</div> <div> Minister</div> <div> DCM</div> <div> SG</div> <div> SM</div> <div> Minister</div> <div> SM</div> <div> BCR</div> <div> Applicant</div> </div>		<p><b>R1:</b> Check file’s compliance</p> <p><b>R2:</b> Ensure the applicant’s eligibility</p> <p><b>R3:</b> Check the authenticity of documents submitted by the applicant</p>



**DEPARTMENT OF ADMINISTRATIVE AND  
REGULATORY AFFAIRS**

<b>No.</b>	<b>TITLES OF PROCEDURES</b>
1.	LODGING AN INFORMAL APPEAL
2.	AMICABLE SETTLEMENT OF LOSS IMPUTABLE TO SERVICE
3.	APPOINTING A GOVERNMENT REPRESENTATIVE IN COURTS
4.	ALLOCATING SOCIAL ASSISTANCE TO SERVICE MEMBERS' ORPHANS/WARDS OF THE NATION
5.	GRANTING AN EXCEPTIONAL AID
6.	GRANTING AN EXCEPTIONAL AID TO A TRAINEE

## DEPARTMENT OF ADMINISTRATIVE AND REGULATORY AFFAIRS

## PROCEDURE No. 1/MINDEF/AC/DAAR/I

LODGING AN INFORMAL APPEAL

**TITLE OF THE DOCUMENT/SERVICE:** Reply to an informal appeal

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Legal Service

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/ 177 of 12 June 2001 to organise the Ministry of Defence
- Instrument establishing appeal for clemency.

**REQUIREMENTS:**

- be a staff of the Ministry of Defence;
- should have been aggrieved by an instrument.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**CONSTITUTION OF FILE:****\* Required documents:**

- petition on *papier ministre* (square ledger paper) addressed to the Minister Delegate at the Presidency in charge of Defence;
- copy of the alleged instrument;
- any other supporting documents, where applicable.

**\* Reference documents:**

- respondent's file;
- any document necessary to review the file.

**DEADLINE:** sixty (60) days

**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** notification

**QUALITY SUPERVISOR:** the Follow-up Service

**PROCESSING**

DEPARTMENT OF ADMINISTRATIVE AND REGULATORY AFFAIRS	Procedure No. 1/MINDEF/ACDAAR/I <u>LODGING AN INFORMAL APPEAL</u>	Procedure start date: 2023
		Procedure version:
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
<ul style="list-style-type: none"> <li> Applicant</li> <li> BCR</li> <li> SM</li> <li> Minister</li> <li> DAAR</li> <li> SG</li> <li> SM</li> </ul>	<p>Beginning</p> <p>Submits the file</p> <ul style="list-style-type: none"> <li>- Receives</li> <li>- Registers</li> <li>- Forwards</li> </ul> <p>Submits</p> <p>Assigns</p> <ul style="list-style-type: none"> <li>- Initiates the draft letter</li> <li>- Approves</li> </ul> <ul style="list-style-type: none"> <li>- Checks</li> <li>- Approves</li> <li>- Initials</li> </ul> <p>Submits</p>	<p><b>R1:</b> Check file’s compliance</p> <p><b>R2:</b> Ensure that the alleged instrument is legal</p> <p><b>R3:</b> Check applicant’s status</p>
<ul style="list-style-type: none"> <li> Minister</li> <li> SM</li> <li> BCR</li> <li> Applicant</li> </ul>	<ul style="list-style-type: none"> <li>- Approves</li> <li>- Signs the draft letter</li> </ul> <p>Assigns</p> <ul style="list-style-type: none"> <li>- Formalises</li> <li>- Forwards a copy to the DAAR</li> <li>- Notifies and forwards the original Files</li> </ul> <p>Records</p> <p>Collects a copy of the reply letter</p> <p>End</p>	

**DEPARTMENT OF ADMINISTRATIVE AND REGULATORY AFFAIRS****PROCEDURE No. 2/MINDEF/AC/DAAR/I****AMICABLE SETTLEMENT OF LOSS IMPUTABLE TO A SERVICE**

**TITLE OF DOCUMENT/SERVICE:** Minutes of settlement

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY THE DRAFT DOCUMENT:** Department of Administrative and Regulatory Affairs

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/ 177 of 25 July 2001 to organise the Ministry of Defence

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENT:** should have suffered a prejudice as a result of military administration.

**CONSTITUTION OF FILE:**

\* *Required documents:*

- stamped settlement request addressed to the Minister of Defence;
- supporting documents for the damage;
- damage assessment form, where applicable.

\* *Reference documents:*

- CIMA Code;
- Civil Code.

**DEADLINE:** sixty (60) days

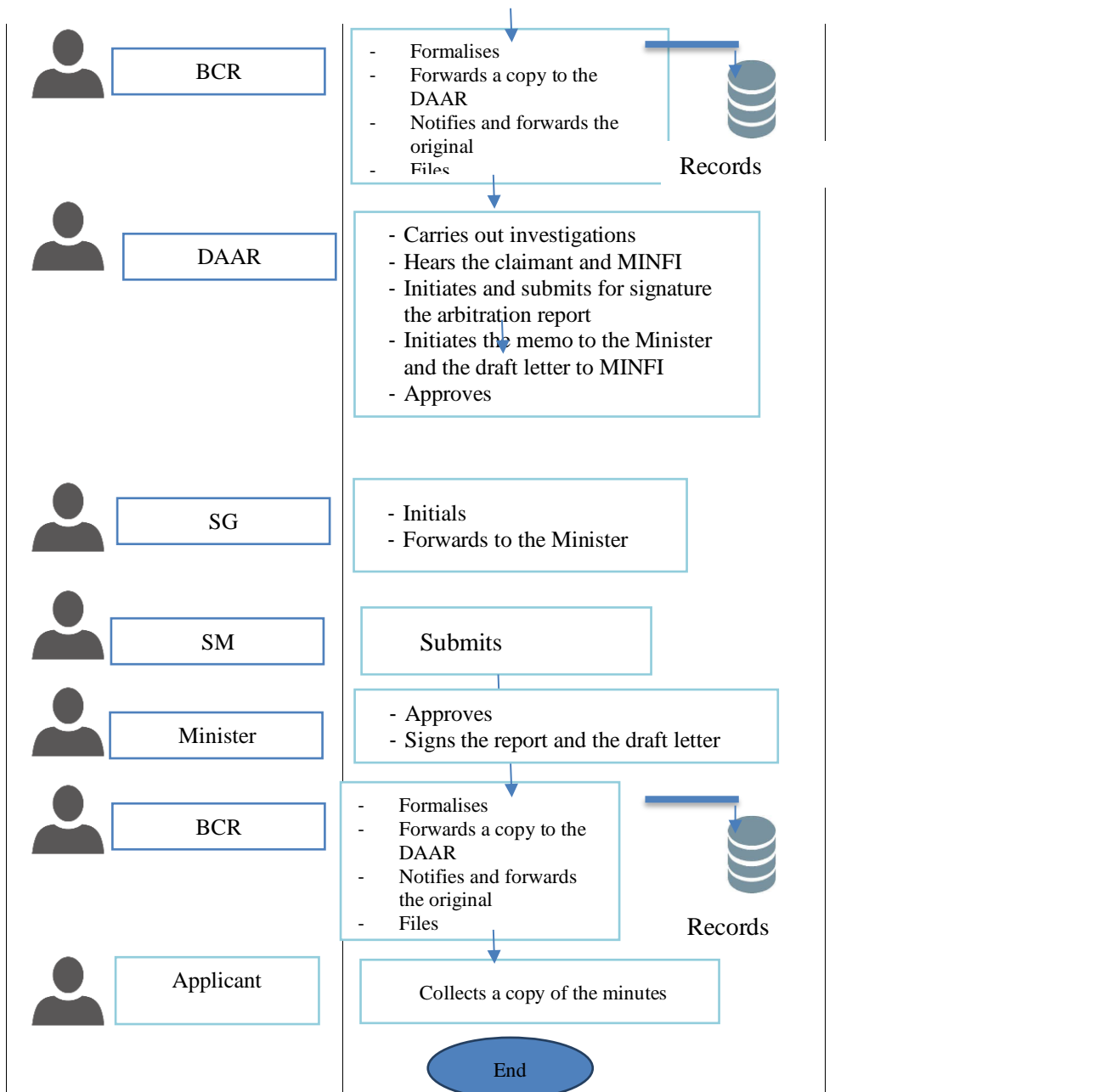
**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** notification

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

### PROCESSING

<b>DEPARTMENT OF ADMINISTRATIVE AND REGULATORY AFFAIRS</b>	<b>Procedure No. 2/MINDEF/AC DAAR/ AMICABLE SETTLEMENT OF LOSS IMPUTABLE TO A SERVICE</b>	Procedure start date: 2023
		Procedure version:
		Page
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
<div style="display: flex; flex-direction: column; gap: 10px;"> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px 10px;">Applicant</div> </div> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px 10px;">BCR</div> </div> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px 10px;">SG</div> </div> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px 10px;">SM</div> </div> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px 10px;">Minister</div> </div> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px 10px;">DAAR</div> </div> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px 10px;">SG</div> </div> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px 10px;">SM</div> </div> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px 10px;">Minister</div> </div> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px 10px;">SM</div> </div> </div>	<pre> graph TD     Start([Beginning]) --&gt; S1[Submits the file]     S1 --&gt; S2["- Receives - Registers - Forwards"]     S2 --&gt; S3["- Receives - Registers - Forwards to the Minister"]     S3 --&gt; S4[Submits]     S4 --&gt; S5[Assigns]     S5 --&gt; S6["- Carries out investigations - Initiates the draft letters of invitation to the claimant and MINFI - Approves"]     S6 --&gt; S7["- Checks - Approves - Initials"]     S7 --&gt; S8[Submits]     S8 --&gt; S9["- Approves - Signs the draft invitation letters"]     S9 --&gt; S10[Assigns]     </pre>	<p><b>R1:</b> Ensure file’s compliance</p> <p><b>R2:</b> Ensure that there is a damage</p> <p><b>R3:</b> Check applicant’s status</p>



**DEPARTMENT OF ADMINISTRATIVE AND REGULATORY AFFAIRS****PROCEDURE No. 3/ MINDEF/AC/DAAR/I****APPOINTING A STATE REPRESENTATIVE IN COURT**

**TITLE OF THE DOCUMENT/SERVICE:** Decision to appoint officials assigned to defend the State's interests (Ministry of Defence) in court

**INITIATOR OF THE PROCEDURE:** Applicant/Administration

**INITIATING ENTITY:** Legal Service

**REFERENCE INSTRUMENT:**

- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS :**

- be a civil or military personnel in active service;
- have a legal background.

**CONSTITUTION OF THE FILE :**

\* *Required document* : N/A

\* *Reference document*: Staff file

**DEADLINE:** sixty (60) days

**SIGNATORY OF THE DOCUMENT:** the Minister

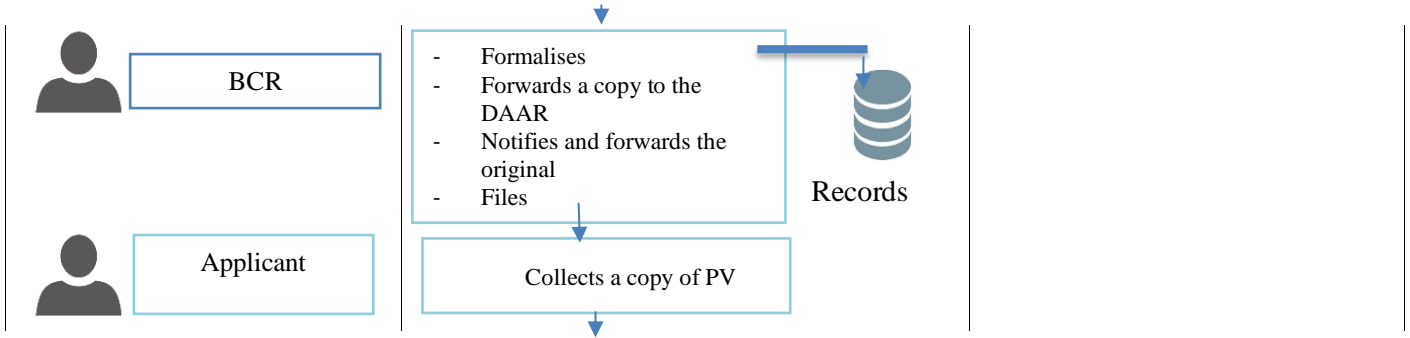
**DELIVERY METHOD:** notification

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

<p>DEPARTMENT OF ADMINISTRATIVE AND REGULATORY AFFAIRS</p>	<p>Procedure No. 03/MINDEF/AC DAAR/I <b><u>APPOINTING A GOVERNMENT REPRESENTATIVE IN COURT</u></b></p>	<p>Procedure start date: 2023</p>
		<p>Procedure version:</p>
		<p>Page</p>
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
<p>The flowchart illustrates the process of appointing a government representative in court. It starts with an Applicant submitting a file. This file goes through BCR (Registers and Forwards), then SG (Registers and Forwards to the Minister), and is submitted to the Minister. The Minister assigns the task to DAAR, who carries out investigations, initiates draft documents, and approves them. The draft documents are then checked and approved by SG, who initials them. These are submitted to SM, who approves and signs the draft documents. Finally, SM assigns the representative.</p>	<p><b>Beginning</b></p> <p>Submits the file</p> <p>- Receives - Registers - Forwards</p> <p>- Receives - Registers - Forwards to the Minister</p> <p>Submits</p> <p>Assigns</p> <p>- Carries out investigations - Initiates draft documents - Approves</p> <p>- Checks - Approves - Initials</p> <p>Submits</p> <p>- Approves - Signs draft documents</p> <p>Assigns</p>	<p><b>R1:</b> Check file’s compliance</p> <p><b>R2:</b> Check the authenticity of documents</p> <p><b>R3:</b> Ensure the eligibility of the applicant</p> <p><b>R4:</b> Ensure the availability of resources</p>





## DEPARTMENT OF ADMINISTRATIVE AND REGULATORY AFFAIRS

## PROCEDURE No. 04//MINDEF/AC//DAAR/I

**ALLOCATING SOCIAL ASSISTANCE TO SERVICEMEMBERS' ORPHANS / WARDS OF THE NATION**

**TITLE OF THE DOCUMENT/SERVICE:** Decision to allocate social assistance to servicemembers' orphans/wards of the nation

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Central Service for Social Welfare and Schools

**REFERENCE INSTRUMENTS:**

- Current Finance Law of the Republic;
- Law No. 84/4 of 4 July 1984 to lay down adoption conditions and criteria for wards of the Nation;
- Decree No. 2007/6 of 26 December 2007 on the financial regime of the State;
- Decree No. 2001/ 177 of 25 July 2001 to organise the Government;
- Order to re-open the Imprest Funds of the Ministry of Defence;
- Decision to appoint officials charged with the management of Imprest Funds at the Ministry of Defence;
- Circular of MINFI to lay down instructions relating to the execution of the finance law, follow-up and control of the execution of the budget of the State and other subsidised bodies for the current budgetary year;
- Service Memo of MINDEF on the execution of the budget of the Ministry of Defence for the current budgetary year.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:** be a legal tutor of the minor child of a service member who died on duty

**CONSTITUTION OF FILE:****\* Required documents:**

- unstamped handwritten application on *papier ministre* (square ledger paper) addressed to the Minister;
- detailed report by the Company Commander showing the circumstances of the death;
- certified true copy of death certificate of the parent;
- certified true copy of marriage certificate, where applicable;
- certified true copies of the birth certificates of the children;
- collective life certificate;
- school attendance certificates for minor children;
- original copy of a judgement of ward of the nation;
- certificate of non-appeal.

**\* Reference document:** Military file of the deceased

**DEADLINE:** sixty (60) days

**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** notification

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

## DEPARTMENT OF ADMINISTRATIVE AND REGULATORY AFFAIRS

## PROCEDURE No. 05/MINDEF/AC/DAAR/I

GRANTING EXCEPTIONAL AID

**TITLE OF THE DOCUMENT/SERVICE:** Decision to grant an exceptional aid

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Central Service for Social Welfare and Schools

**REFERENCE INSTRUMENTS:**

- Current Finance Law of the Republic;
- Decree No. 2007/6 of 25 July 2001 on the financial regime of the State;
- 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;
- Order to re-open the Imprest Funds of the Ministry of Defence;
- Decision to appoint officials charged with the management of Imprest Funds at the Ministry of Defence;
- Decision No. 15000528/DM/MINDEF/01 of 14 April 2015 to appoint officials charged with defending Government interests (Ministry of Defence) in court;
- Circular of MINFI to lay down instructions relating to the execution of the finance law, follow-up and control of the execution of the budget of the State and other subsidized bodies for the current budgetary year;
- Service Memo of MINDEF on the execution of the budget of the Ministry of Defence for the current budgetary year.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENT:** be a servicemember in distress requiring medical care

**CONSTITUTION OF FILE:****\* Required documents:**

- handwritten application on *papier ministre* (square ledger paper) addressed to the Minister of Defence;
- medical record;
- pro forma invoice;
- attestation of effective presence.

**\* Reference document:**

- Individual file

**DEADLINE:** sixty (60) days

**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** notification

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

## DEPARTMENT OF ADMINISTRATIVE AND REGULATORY AFFAIRS

## PROCEDURE No. 6/MINDEF/AC/DAARI

GRANTING AN EXCEPTIONAL AID TO A TRAINEE

**TITLE OF THE EXPECTED DOCUMENT:** Decision to grant an exceptional aid to a trainee

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY :** Social Welfare Service

**REFERENCE INSTRUMENTS:**

- Current Finance Law of the Republic;
- Decree No. 2007/6 of 25 July 2001 on the financial regime of the State;
- 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;
- Order to re-open the Imprest Funds of the Ministry of Defence;
- Decision to appoint officials charged with the management of Imprest Funds at the Ministry of Defence;
- Decision No. 15000528/DM/MINDEF/01 of 14 April 2015 to appoint officials charged with defending Government interests (Ministry of Defence) in court;
- Circular of MINFI to lay down instructions relating to the execution of the finance law, follow-up and control of the execution of the budget of the State and other subsidised bodies for the current budgetary year;
- Service Memo of MINDEF on the execution of the budget of the Ministry of Defence for the current budgetary year.

**REQUIREMENT:** be a service member admitted to a training course.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**CONSTITUTION OF FILE:****\* Required documents:**

- stamped handwritten application addressed to the Minister of Defence;
- service memo;
- mission order;
- payslip.

**\* Reference document:** Military file of the trainee












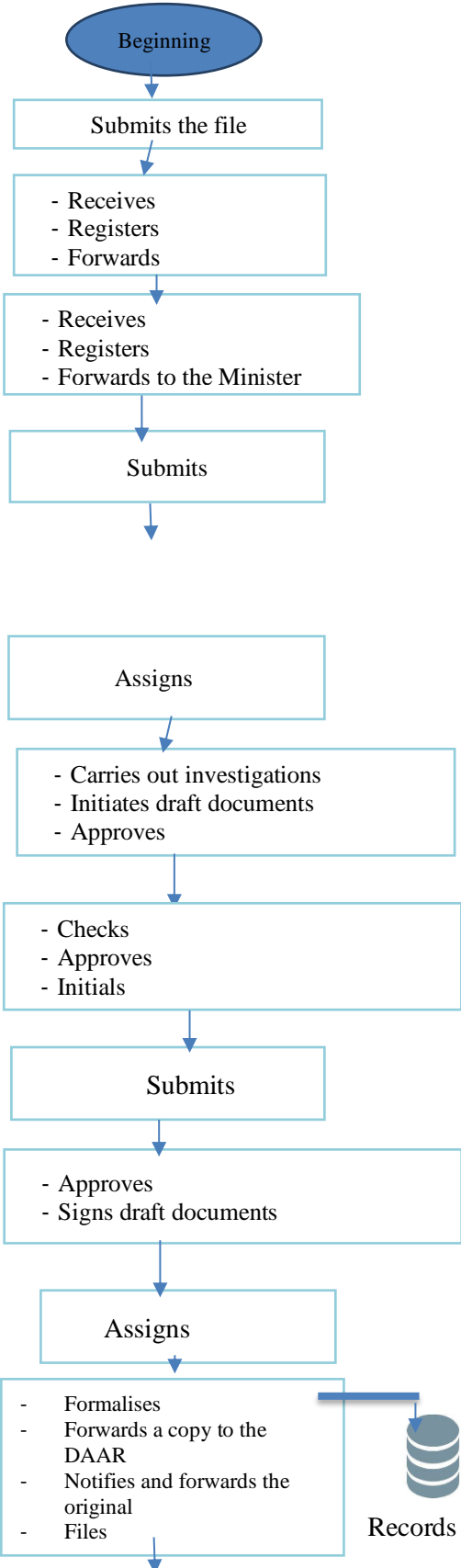
**DEADLINE:** sixty (60) days

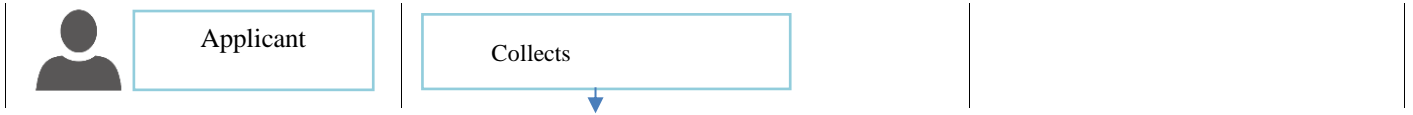
**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** notification

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

<b>DEPARTMENT OF ADMINISTRATIVE AND REGULATORY AFFAIRS</b>	Procedures No. 4-6/MINDEF/AC DAAR/I	Procedure start date: 2023
		Procedure version:
		Page
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
<div style="display: flex; flex-direction: column; gap: 10px;"> <div> Applicant</div> <div> BCR</div> <div> SG</div> <div> SM</div> <div> Minister</div> <div> DAAR</div> <div> SG</div> <div> SM</div> <div> Minister</div> <div> SM</div> <div> BCR</div> </div>	 <pre> graph TD     Start([Beginning]) --&gt; S1[Submits the file]     S1 --&gt; S2["- Receives - Registers - Forwards"]     S2 --&gt; S3["- Receives - Registers - Forwards to the Minister"]     S3 --&gt; S4[Submits]     S4 --&gt; S5[Assigns]     S5 --&gt; S6["- Carries out investigations - Initiates draft documents - Approves"]     S6 --&gt; S7["- Checks - Approves - Initials"]     S7 --&gt; S8[Submits]     S8 --&gt; S9["- Approves - Signs draft documents"]     S9 --&gt; S10[Assigns]     S10 --&gt; S11["- Formalises - Forwards a copy to the DAAR - Notifies and forwards the original Files"]     S11 --&gt; End[ ]     </pre>	<p><b>R1:</b> Check file’s compliance</p> <p><b>R2:</b> Check the authenticity of documents</p> <p><b>R3:</b> Ensure the eligibility of the applicant</p> <p><b>R4:</b> Ensure the availability of resources</p>



## DEPARTMENT OF BUDGET AND EQUIPMENT

No.	TITLES OF PROCEDURES
1.	ISSUING AN APPROVAL LETTER TO A FIRM/COMPANY
2.	RENEWING THE APPROVAL OF A FIRM/COMPANY
3.	WITHDRAWING THE APPROVAL OF A FIRM/COMPANY
4.	ISSUING A WARRANTY RELEASE

## DEPARTMENT OF BUDGET AND EQUIPMENT

## PROCEDURE No. 1/MINDEF/AC/DBE/I

ISSUING AN APPROVAL LETTER TO A FIRM/COMPANY

**TITLE OF THE DOCUMENT/SERVICE:** Approval letter to a firm or a company

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Service Delivery Bureau

**REFERENCE INSTRUMENTS:**

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2018/366 of 20 June 2018 on the Public Contracts Code.

**REQUIREMENTS:**

- be a promoter of a Cameroonian company or a Cameroonian legal structure;
- be of good morale and enjoy full rights as a citizen;
- provide financial guarantees to ensure that equity capital is available;
- have an escrow account of share capital;
- not be indebted to the banking and financial system;
- should not have been adjudicated bankrupt in company management, unless rehabilitated.

**CONSTITUTION OF FILE:**

- **Required documents:**
  - stamped application addressed to the Minister Delegate at the Presidency in charge of Defence;
  - copy of registration certificate;
  - constitution of the institution, where applicable;
  - bank statement;
  - location map;
  - certificate of residence;
  - contract bond/guarantee;
  - fiscal file.
- **Reference document:** unscrupulous contractors file

**DEADLINE:** five (05) days

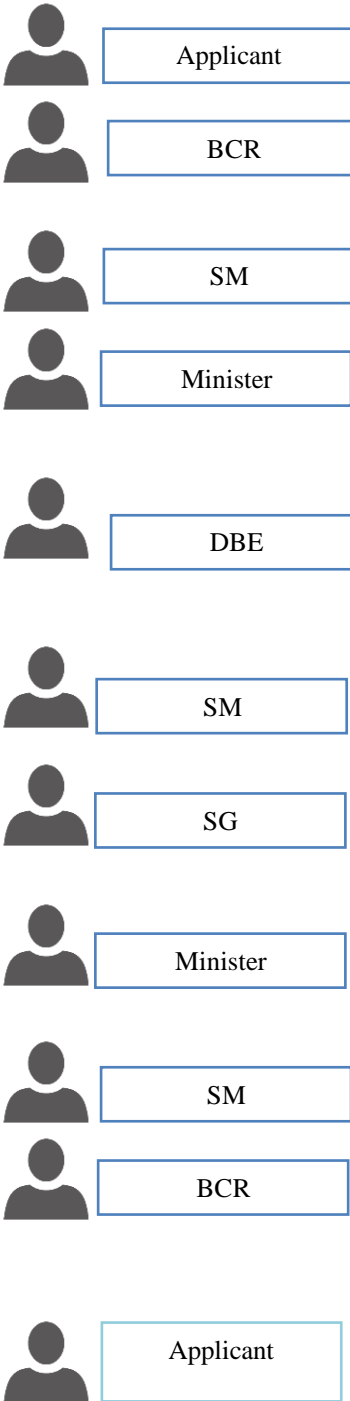
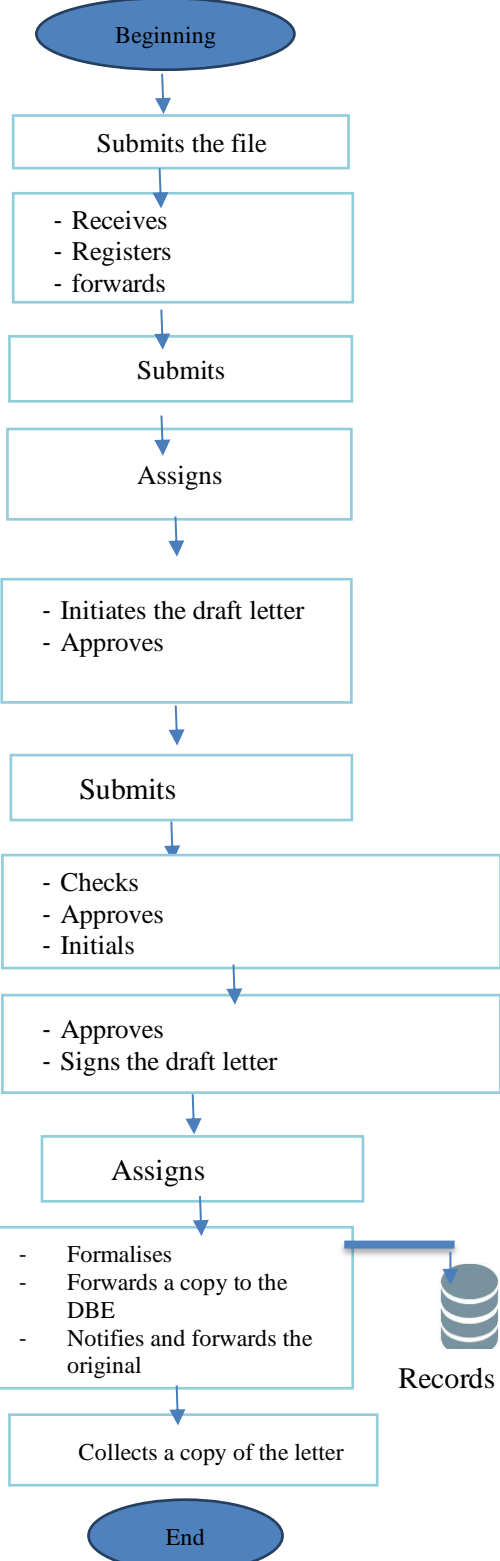
**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHODS:** forwarding/collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service



**PROCESSING**

DEPARTMENT OF BUDGET AND EQUIPMENT	Procedure No. 1/DBE/I ISSUING AN APPROVAL LETTER TO A FIRM/COMPANY	Procedure start date: 2023
		Procedure version:
		Page
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 <p>Applicant</p> <p>BCR</p> <p>SM</p> <p>Minister</p> <p>DBE</p> <p>SM</p> <p>SG</p> <p>Minister</p> <p>SM</p> <p>BCR</p> <p>Applicant</p>	 <p>Beginning</p> <p>Submits the file</p> <ul style="list-style-type: none"> <li>- Receives</li> <li>- Registers</li> <li>- forwards</li> </ul> <p>Submits</p> <p>Assigns</p> <ul style="list-style-type: none"> <li>- Initiates the draft letter</li> <li>- Approves</li> </ul> <p>Submits</p> <ul style="list-style-type: none"> <li>- Checks</li> <li>- Approves</li> <li>- Initials</li> </ul> <ul style="list-style-type: none"> <li>- Approves</li> <li>- Signs the draft letter</li> </ul> <p>Assigns</p> <ul style="list-style-type: none"> <li>- Formalises</li> <li>- Forwards a copy to the DBE</li> <li>- Notifies and forwards the original</li> </ul> <p>Records</p> <p>Collects a copy of the letter</p> <p>End</p>	<p><b>R1:</b> Check file’s compliance</p> <p><b>R2:</b> Check the authenticity of documents submitted by the applicant</p> <p><b>R3:</b> Ensure the eligibility of the applicant</p>

## DEPARTMENT OF BUDGET AND EQUIPMENT

## PROCEDURE No. 2/MINDEF/AC/DBE/I

RENEWING THE APPROVAL OF A FIRM/COMPANY

**TITLE OF THE DOCUMENT/SERVICE:** Letter to renew the approval of a firm/a company

**INITIATOR OF THE PROCEDURE:** Administration

**INITIATING ENTITY:** Accreditation and Proceedings Bureau

**REFERENCE INSTRUMENTS:**

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of Defence;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2018/366 of 20 June 2018 on the Public Contracts Code.

**REQUIREMENTS:** acknowledge that the firm or company:

- is not in default;
- has not discontinued business;
- has submitted financial statements and annual accounts for two (02) years;
- can be physically located in the field.

**CONSTITUTION OF FILE:**

- **Required document:** N/A
  
- **Reference documents:**
  - audit report;
  - official statement of facts;
  - any document supporting the alleged facts.

**DEADLINE:** five (05) days

**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** Notification

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

## DEPARTMENT OF BUDGET AND EQUIPMENT

## PROCEDURE No. 3/MINDEF/AC/DBE/I

WITHDRAWING THE APPROVAL OF A FIRM/COMPANY

**TITLE OF THE DOCUMENT/SERVICE:** Letter to withdraw the approval of a firm/a company

**INITIATOR OF THE PROCEDURE:** Administration

**INITIATING ENTITY:** Accreditation and Proceedings Bureau

**REFERENCE INSTRUMENTS:**

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of Defence;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2018/366 of 20 June 2018 on the Public Contracts Code.

**REQUIREMENTS:** acknowledge that the firm or company:

- is not in default ;
- has not discontinued business;
- has not submitted financial statements and annual accounts for two (02) years;
- can be physically located

**CONSTITUTION OF FILE:**

- **Required document:** N/A
  
- **Reference documents:**
  - audit report;
  - official statement of facts;
  - any document supporting the alleged facts.

**DEADLINE:** five (05) days

**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** notification

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

## DEPARTMENT OF BUDGET AND EQUIPMENT

## PROCEDURE No. 04/ MINDEF/AC/DBE/I

ISSUING A WARRANTY RELEASE

**TITLE OF THE DOCUMENT/SERVICE:** Letter of warranty release to a firm/company

**INITIATOR OF THE PROCEDURE:** Administration

**INITIATING ENTITY:** Accreditation and Proceedings Bureau

**REFERENCE INSTRUMENTS:**

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of Defence;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2018/366 of 20 June 2018 on the Public Contracts Code.

**REQUIREMENTS:**

- should have been awarded a contract;
- should have performed its contractual obligations.

**CONSTITUTION OF FILE:**

*Required document:* N/A

- *Reference documents:*

- acceptance report;
- minutes of contracts award;
- any document supporting the alleged facts.











**DEADLINE:** Five (05) days

**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** notification

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

<b>DEPARTMENT OF BUDGET AND EQUIPMENT</b>	<b>Procedures No. 2-4/MINDEF/AC/DBE/I</b>	<b>Procedure start date: 2023</b>
		<b>Procedure version:</b>
		<b>Page</b>
<b>Intervening parties</b>	<b>Stages</b>	<b>Handling rules</b>
 DBE   Contracts Service  DBE  SG  SG  Minister  SM  BCR  Applicant	<p style="text-align: center;">Beginning</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Places the order for the physical file with the Head of the Contracts Service</p> <p style="text-align: center;">↓</p> <ul style="list-style-type: none"> <li>- Receives the order</li> <li>- Registers</li> <li>- Compiles the physical file</li> <li>- Initiates the draft letter of withdrawal of approval</li> </ul> <p style="text-align: center;">↓</p> <ul style="list-style-type: none"> <li>- Initials the draft letter</li> <li>- Forwards to the SG</li> </ul> <p style="text-align: center;">↓</p> <ul style="list-style-type: none"> <li>- Initials the draft letter</li> <li>- Forwards to the Minister</li> </ul> <p style="text-align: center;">↓</p> <ul style="list-style-type: none"> <li>- Checks</li> <li>- Approves</li> <li>- Initials</li> </ul> <p style="text-align: center;">↓</p> <ul style="list-style-type: none"> <li>- Approves</li> <li>- Signs the draft letter</li> </ul> <p style="text-align: center;">↓</p> <p style="text-align: center;">Registers the file</p> <p style="text-align: center;">↓</p> <ul style="list-style-type: none"> <li>- Formalises</li> <li>- Forwards a copy to the DBE</li> <li>- Notifies and forwards the original Files</li> <li>- Files</li> </ul> <p style="text-align: right;">  Records             </p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Collects a copy of the letter</p> <p style="text-align: center;">End</p>	<p><b>R1:</b> Check the administrative and financial situation of the company/firm or execution of contract, where applicable</p>

## DEPARTMENT OF MILITARY PROPERTY AND INFRASTRUCTURE

No.	TITLE OF PROCEDURES
1.	ISSUING A TENANCY AGREEMENT FOR A BUILDING/ HOUSE
2.	GRANTING ACCOMODATION TO MINDEF STAFF
3.	PROVIDING FREE ELECTRICITY AND WATER

## DEPARTMENT OF MILITARY PROPERTY AND INFRASTRUCTURE

## PROCEDURE No. 1/MINDEF/DDMI/I

ISSUING A TENANCY AGREEMENT FOR A BUILDING/ HOUSE

**TITLE THE DOCUMENT/SERVICE:** Tenancy agreement for a building/house

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Real Estate Contracts Bureau

**REFERENCE INSTRUMENTS:**

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 85/9 of 04 July 1985 on the exploitation procedures for public utilities and compensation modalities;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Order No.00332/Y.15.1/MINUH/DC00 of 20 November 1987 to fix the calculation bases for the monetary value of constructions to be expropriated for public utility.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENT:**

- own a building.

**CONSTITUTION OF FILE:**

- **Required documents:**
  - stamped application at the current rate addressed to the Minister Delegate at the Presidency in charge of Defence;
  - copy of the land certificate;
  - certificate of ownership;
  - copy of NIC of the applicant;
  - technical report;
  - submission of legalised signature;
  - detailed plans in three (03) copies;
  - pictures of the building;
  - bank attestation;
  - site plan of the building/house.
- **Reference document:** MINHDU order setting the value of the building/house.

**SIGNATORIES OF THE DOCUMENT:** the Minister/Owner

**DEADLINE:** ninety (90) days

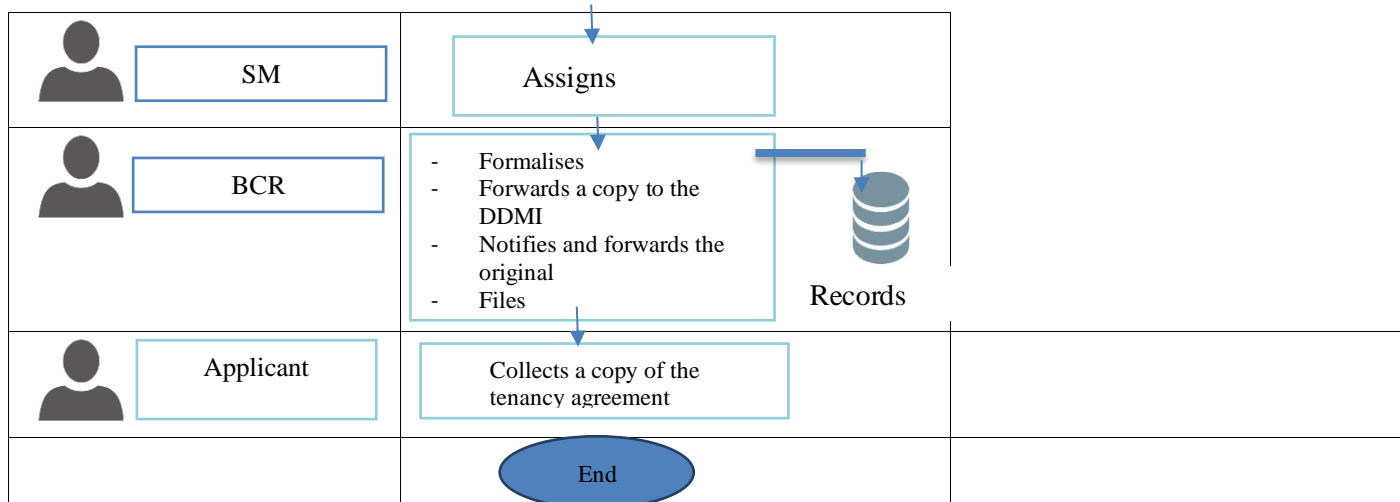
**DELIVERY METHOD:** notification

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

<b>DEPARTMENT OF MILITARY PROPERTY AND INFRASTRUCTURE</b>	<b>Procedure NO. 01//MINDEF/AC/DDMI/I ISSUING A TENANCY AGREEMENT FOR A BUILDING /HOUSE</b>	<b>Procedure start date: 2023</b>
		<b>Procedure version:</b>
		<b>Page</b>
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
Applicant	Submits the file	<b>R1:</b> Check file’s compliance  <b>R2:</b> Check the authenticity of documents  <b>R3:</b> Check owner’s status
BCR	<ul style="list-style-type: none"> <li>- Receives</li> <li>- Registers</li> <li>- Forwards</li> </ul>	
SM	Submits	
Minister	Assigns	
DDMI	Assigns the file	
SDM	Assigns the file	
BCI	<ul style="list-style-type: none"> <li>- Visits the building/house</li> <li>- Produces a draft report</li> <li>- Calls and meets the owner</li> <li>- Carries out necessary negotiations</li> <li>- Initiates the draft agreement and presentation</li> <li>- Owner signs the draft agreement</li> <li>- Approves</li> </ul>	
DDMI	<ul style="list-style-type: none"> <li>- Approves</li> <li>- Initials the draft agreement</li> </ul>	
SG	<ul style="list-style-type: none"> <li>- Approves</li> <li>- Initials the draft agreement of the building/house</li> </ul>	
SM	Submits	
Minister	<ul style="list-style-type: none"> <li>- Approves</li> <li>- Signs draft agreement of the building/house</li> </ul>	





## DEPARTMENT OF MILITARY PROPERTY AND INFRASTRUCTURE

## PROCEDURE No. 2/MINDEF/AC/DDMI/I

**GRANTING FREE HOUSING TO MINDEF STAFF**

**TITLE OF DOCUMENT/SERVICE:** Letter to grant a building/house

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Real Estate Contracts Bureau

**REFERENCE INSTRUMENTS:**

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 85/9 of 4 July 1985 on the exploitation procedures for public utilities and compensation modalities;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Order No.00332/Y.15.1/MINUH/DC00 of 20 November 1987 to fix the calculation bases for the monetary value of constructions to be expropriated for public utility.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENT:** be a service member

**CONSTITUTION OF FILE:**

- **Required documents:**
  - stamped application addressed to the Minister Delegate at the Presidency in charge of Defence;
  - appointment or assignment instrument, where applicable
- **Reference documents:**
  - MINH DU order setting the value of the building/house;
  - staff file.

**SIGNATORY OF THE DOCUMENT:** the Minister

**DEADLINE:** ninety (90) days

**DELIVERY METHOD:** notification

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**DEPARTMENT OF MILITARY PROPERTY AND INFRASTRUCTURE****PROCEDURE No. 3/MINDEF/AC/DDMI/I****PROVIDING FREE ELECTRICITY / WATER**

**TITLE OF THE DOCUMENT/SERVICE:** Decision to provide electricity and water free of charge

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Real Estate Contracts Bureau

**REFERENCE INSTRUMENTS:**

- Law No. 67/LF/ 9 of 12 June 1967 on the general organisation of defence;
- Law No. 85/9 of 04 July 1985 on the exploitation procedures for public utilities and the compensation modalities;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Order No. 332/Y.15.1/MINUH/DC00 of 20 November 1987 to fix the calculation bases for the monetary value of constructions to be expropriated for public utility.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENT:**

- be a service member;
- be a beneficiary of staff accommodation.

**CONSTITUTION OF FILE:**

- **Required documents:**
  - stamped application addressed to the Minister Delegate at the Presidency in charge of Defence;
  - copy of the decision granting a house;
  - copy of previous electricity and water bills.
- **Reference document:**
  - state housing file
  - staff file

**SIGNATORY OF THE DOCUMENT:** the Minister

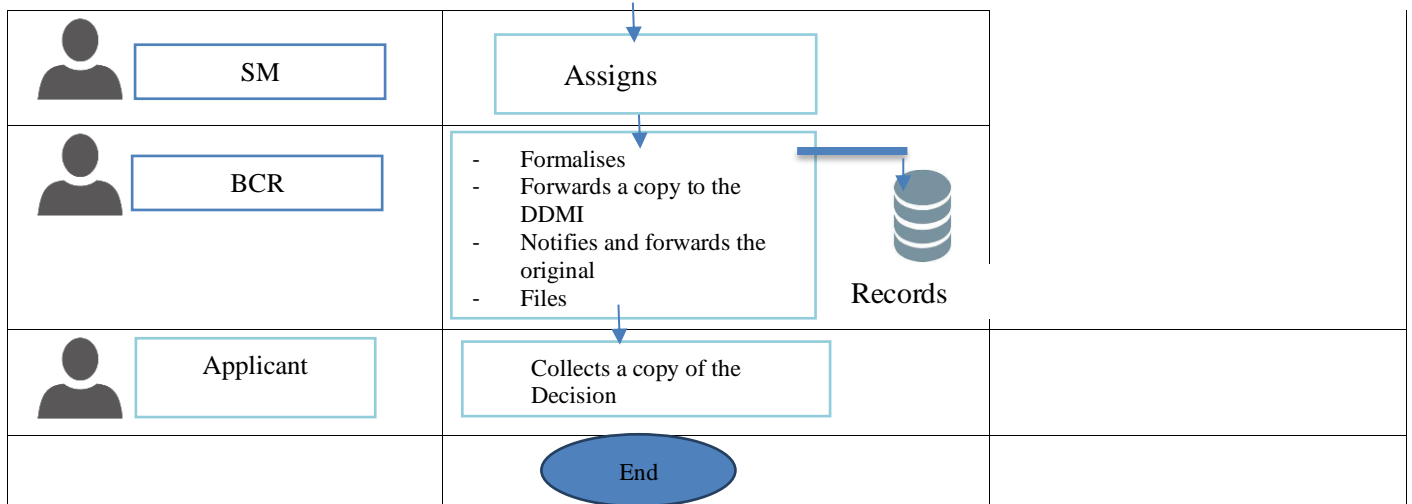
**DEADLINE:** ninety (90) days

**DELIVERY METHOD:** notification

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

DEPARTMENT OF MILITARY PROPERTY AND INFRASTRUCTURE	Procedure No. 2-3/MINDEF/AC/DDMI/I	Procedure start date: 2023
		Procedure version:
		Page
Intervening parties	Stages	Handling rules
Applicant	Submits the file	<b>R1:</b> Check the authenticity of documents
BCR	<ul style="list-style-type: none"> <li>- Receives</li> <li>- Registers</li> <li>- Forwards</li> </ul>	<b>R2:</b> Check file’s compliance
SM		<b>R3:</b> Check the eligibility of the applicant
Minister		<b>R3:</b> Ensure the availability of the requested matter
DDMI	Assigns the file	
SDM	Assigns the file	
BCI	<ul style="list-style-type: none"> <li>- Receives the file</li> <li>- Reviews the file</li> <li>- Initiates draft Decision</li> <li>- Visas draft Decision</li> </ul>	
DDMI	<ul style="list-style-type: none"> <li>- Approves</li> <li>- Initials the draft Decision</li> </ul>	
SG	<ul style="list-style-type: none"> <li>- Approves</li> <li>- Initials the draft Decision</li> </ul>	
SM		
Minister	<ul style="list-style-type: none"> <li>- Approves</li> <li>- Signs the draft Decision</li> </ul>	



## DEPARTMENT OF HUMAN RESOURCES

### No. LIST OF PROCEDURES

1. ISSUING A MILITARY IDENTITY CARD
2. ISSUING A MARRIAGE AUTHORISATION TO AN OFFICER
3. ISSUING AN AUTHORISATION FOR MARRIAGE BETWEEN AN OFFICER AND A FEMALE FOREIGN NATIONAL
4. ISSUING A CERTIFICATE OF GOOD CONDUCT

## DEPARTMENT OF HUMAN RESOURCES

## PROCEDURE No. 01/MINDEF/AC/DRH/I

ISSUING A MILITARY IDENTITY CARD

**TITLE OF THE DOCUMENT/SERVICE:** Military identity card

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** National File Bureau

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/177 of 25 July 2001 to organise Ministry of Defence and Central defence staff;
- Ministerial Instruction on the practice of physical, military and sports education in the Defence Forces.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENT:** be a service member assigned to the Ministry of Defence.

**CONSTITUTION OF FILE:**

- **Required documents:**
  - unstamped handwritten application addressed to the Minister Delegate at the Presidency in charge of Defence;
  - attestation of effective presence;
  - photocopy of the national identity card;
  - information sheet;
  - 04 colour 4×4 photos without headgear on a single background.
- **Reference document:** Staff file











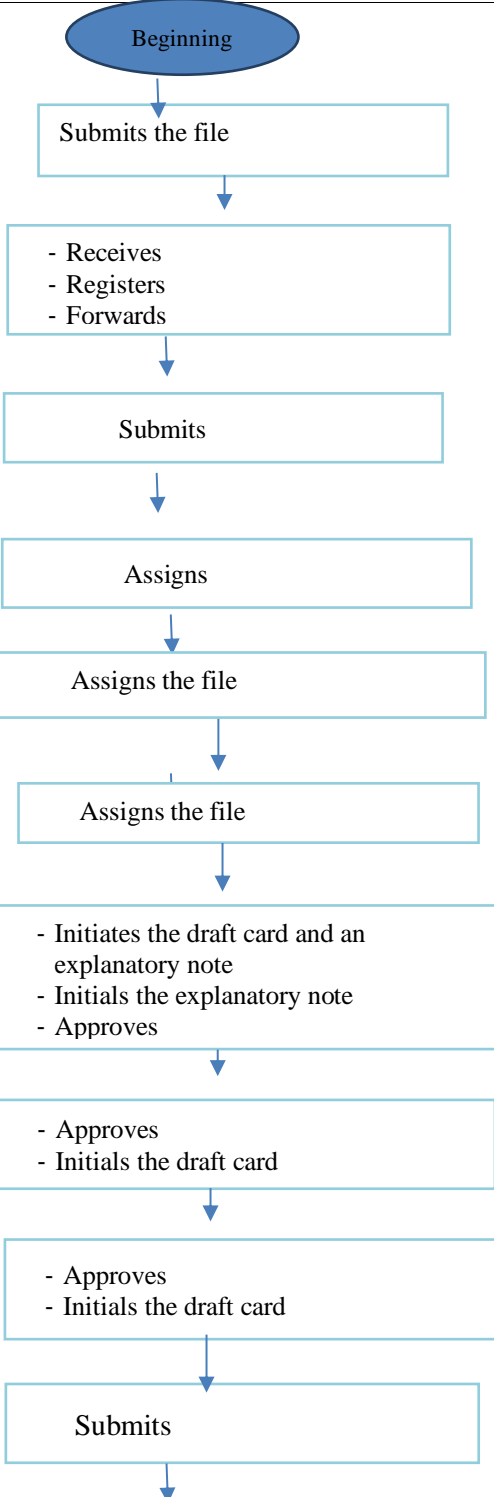
**SIGNATORY OF THE DOCUMENT:** the Minister

**DEADLINE:** one (01) month

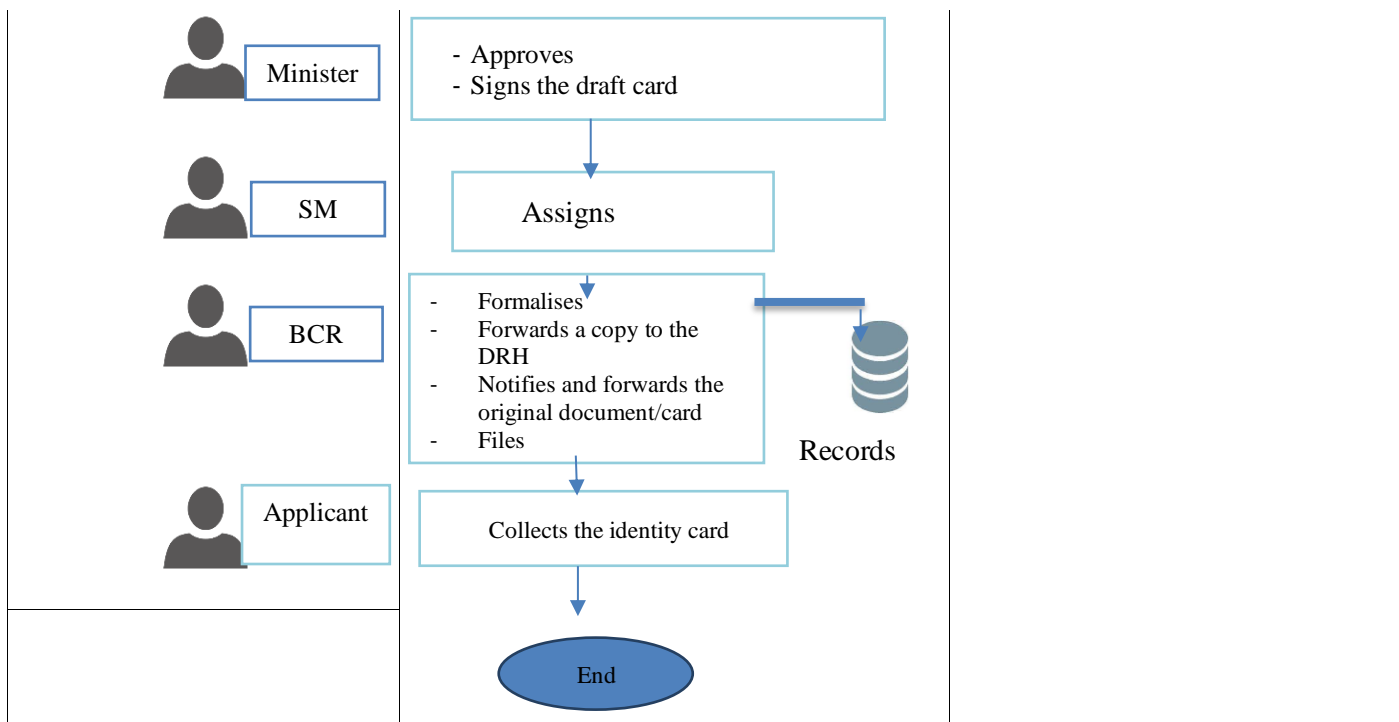
**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

<b>DEPARTMENT OF HUMAN RESOURCES</b>	Procedure No. 01 /MINDEF/AC/DRH/I	<b>Procedure start date: 2023</b>
	<b>ISSUING A MILITARY IDENTIY CARD</b>	<b>Procedure version:</b>
		<b>Page</b>
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 Applicant  BCR  SM  Minister  DRH  SFN  BFN  DRH  SG  SM	 <pre>                 graph TD                     Start([Beginning]) --&gt; A[Submits the file]                     A --&gt; B["- Receives - Registers - Forwards"]                     B --&gt; C[Submits]                     C --&gt; D[Assigns]                     D --&gt; E[Assigns the file]                     E --&gt; F[Assigns the file]                     F --&gt; G["- Initiates the draft card and an explanatory note - Initials the explanatory note - Approves"]                     G --&gt; H["- Approves - Initials the draft card"]                     H --&gt; I["- Approves - Initials the draft card"]                     I --&gt; J[Submits]             </pre>	<p><b>R1:</b> Check file’s compliance</p> <p><b>R2:</b> Check the authenticity of documents submitted by the applicant</p> <p><b>R3:</b> Ensure the eligibility of the applicant</p>





## DEPARTMENT OF HUMAN RESOURCES

## PROCEDURE No. 2/ MINDEF/AC/DRH/I

ISSUING A MARRIAGE AUTHORISATION TO AN OFFICER

**TITLE OF THE DOCUMENT/SERVICE:** Marriage authorisation

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Discipline Bureau

**REFERENCE INSTRUMENTS:**

- Ordinance No. 81/002 of 29 June 1981 to organise civil status and legislation governing the status of a natural person;
- International Convention on the rights of a child of 20 November 1989;
- Decree No. 2001 the status /177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2001/188 of 25 July 2001 to lay down special regulations governing the corps of Active Officers of the Defence Forces;
- Decree No. 2007/199 of 07 July 2007 to lay down Rules of General discipline in the Defence Forces;
- 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;
- Ministerial Instruction No. 086/MINFA/200 of 15 March 1977 relating to the conditions of marriage of military personnel in active service in the Armed Forces;
- Ministerial Instruction No. 4715/IM/MINFA/200 of 14 December 1979 on the conditions of marriage for military personnel serving in the Armed Forces.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:**

- be an officer with at least three (03) years of service;
- for a female service member, the future spouse must be of Cameroonian nationality.

**CONSTITUTION OF FILE:****• Required documents:**

- handwritten application on *papier ministre* (square ledger paper) addressed to the Minister Delegate at the Presidency in charge of Defence stating the future spouse's date and place of birth, nationality, contact address, occupation, as well as his/her parents' contact address;
- certified true copy of the future spouse's birth certificate;
- certificate of non-conviction of the future spouse;
- copy of divorce judgement of future spouse, where applicable;
- authorisation of the President of the Republic, if the future spouse is a minor;
- certificate of function if the future spouse is a civil servant;
- report of the Gendarmerie Brigade Commander , for Non-Commissioned Officers and the Rank and File or report of an Officer, for Officers, on the place of residence of the future spouse, that of the parents and his/her reputation as well as that of his/her family and his/her health condition.

***In the case of a second marriage:***

- Where the first marriage was polygamous:
  - certified true copy of the first marriage certificate
- Where the first marriage was monogamous and if there had been a divorce:

- marriage certificate of the first marriage and the final divorce judgement
- Where the first spouse is dead:
  - copies of marriage and death certificates;
  - investigation report on the future spouse's place of birth.
- *Reference document:* Staff file












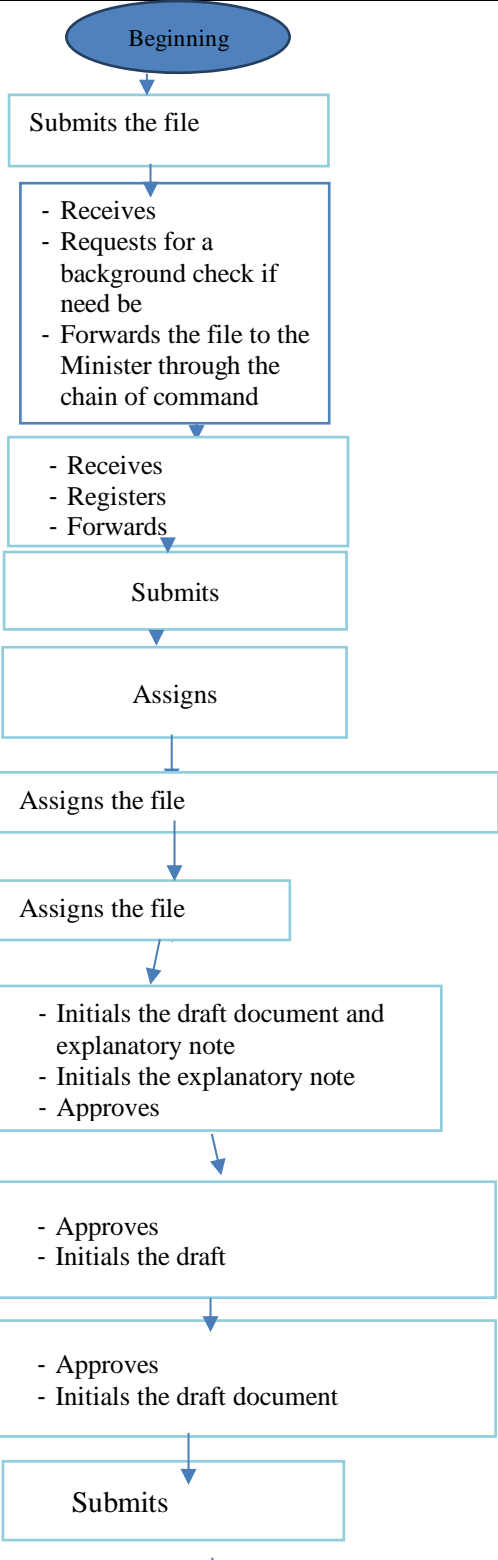
**SIGNATORY OF THE DOCUMENT:** the Minister

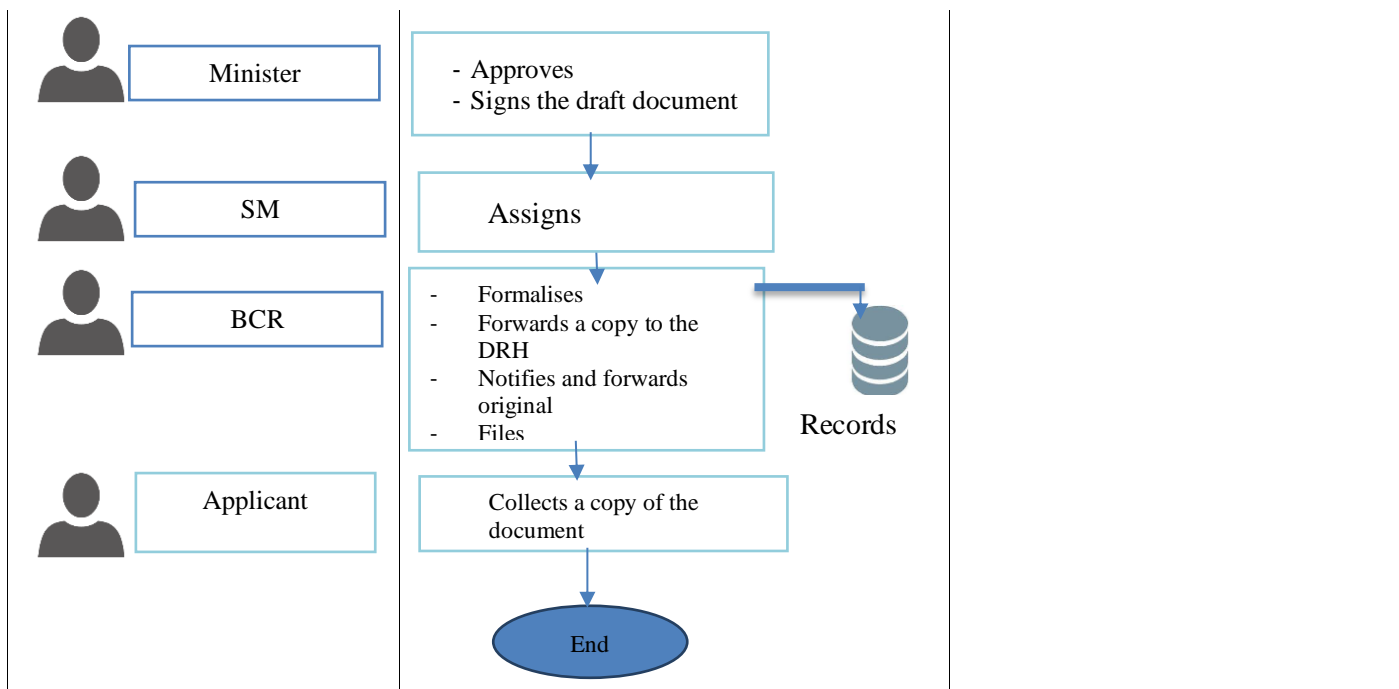
**DEADLINE:** six (06) months

**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

DEPARTMENT OF HUMAN RESOURCES	Procedure No. 02/MINDEF/AC/DRH/I ISSUING A MARRIAGE AUTHORISATION TO AN OFFICER	Procedure start date: 2023
		Procedure version:
		Page
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 Applicant  Base Unit Head   BCR  SM  Minister   DRH  SC   BD   DRH   SG   SM	 <pre>                 graph TD                     Start([Beginning]) --&gt; S1[Submits the file]                     S1 --&gt; S2["- Receives - Requests for a background check if need be - Forwards the file to the Minister through the chain of command"]                     S2 --&gt; S3["- Receives - Registers - Forwards"]                     S3 --&gt; S4[Submits]                     S4 --&gt; S5[Assigns]                     S5 --&gt; S6[Assigns the file]                     S6 --&gt; S7[Assigns the file]                     S7 --&gt; S8["- Initials the draft document and explanatory note - Initials the explanatory note - Approves"]                     S8 --&gt; S9["- Approves - Initials the draft"]                     S9 --&gt; S10["- Approves - Initials the draft document"]                     S10 --&gt; S11[Submits]                     S11 --&gt; End[ ]             </pre>	<p><b>R1:</b> Check the authenticity of documents</p> <p><b>R2:</b> Ensure file’s compliance</p> <p><b>R3:</b> Check the eligibility of the applicant</p>



## DEPARTMENT OF HUMAN RESOURCES

## PROCEDURE No. 3/MINDEF/AC/DRH/I

**ISSUING AN AUTHORISATION FOR MARRIAGE BETWEEN AN OFFICER AND A FEMALE FOREIGN NATIONAL**

**TITLE OF THE DOCUMENT/ SERVICE:** Marriage authorisation

**INITIATOR OF THE PROCEDURE:** Applicant

**ENTITY INITIATING:** Chancellery Service

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2001/188 of 25 July 2001 to lay down special regulations governing the corps of Active Officers of the Defence Forces;
- Decree No. 2007/199 of 07 July 2007 to lay down rules of General discipline in the Defence Forces;
- 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;
- Ministerial Instruction No. 086/MINFA/200 of 15 March 1977 relating to the conditions of marriage of military personnel in active service in the Armed Forces;
- Ministerial Instruction No. 4715/IM/MINFA/200 of 14 December 1979 on the conditions of marriage for military personnel serving in the Armed Forces.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:** be a male officer with at least three (03) years of service

**CONSTITUTION OF FILE:****• Required documents:**

- handwritten application on *papier ministre* (square ledger paper) addressed to the Minister Delegate at the Presidency in charge of Defence stating the future spouse's date and place of birth, nationality, contact address, occupation, as well as his/her parents' contact address;
- copy of the future spouse's birth certificate signed by the competent authority;
- copy of divorce judgement of future spouse, where applicable;
- parental authorisation legalised by the competent authority, where the future spouse is a minor;
- certificate of function where the future spouse is a civil servant.

***In the case of a second marriage***

- Where the first marriage was polygamous:
  - certified true copy of the first marriage certificate
- Where the first marriage was monogamous and if there had been a divorce:
  - marriage certificate of the first marriage and the final divorce judgement
- Where the first spouse is dead:
  - copies of marriage and death certificates;
  - information sheet showing :
    - names and addresses of persons in the future spouse's country of origin who can be contacted to provide information on the future spouse, if the need arises;
    - date of arrival on the national territory of Cameroon and periods of stay and that of her family members if possible;

- investigation report on the place of birth of the future spouse.

• **Reference document:** Staff file














**SIGNATORY OF THE DOCUMENT:** the Minister

**DEADLINE:** six (06) months

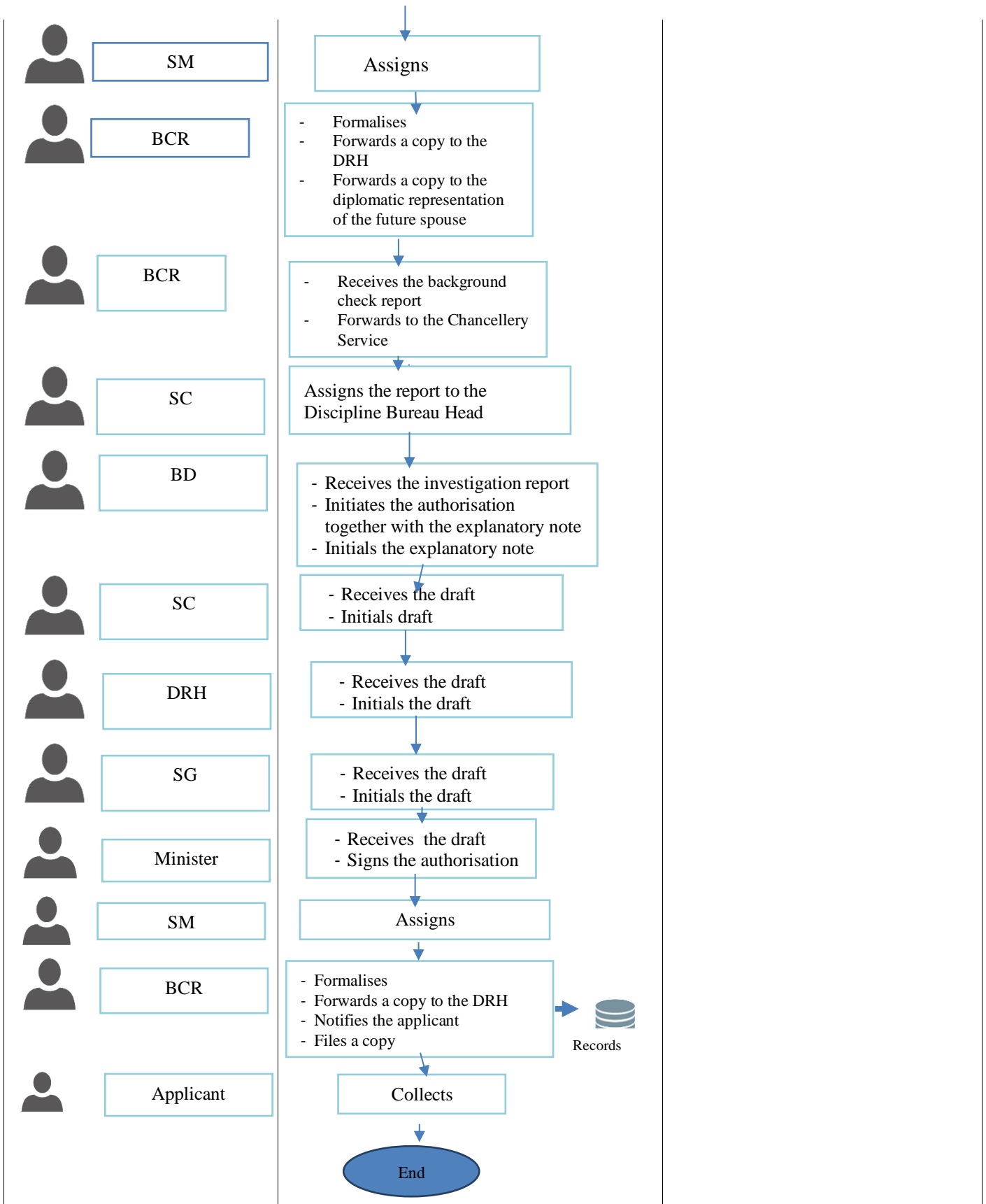
**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

<b>DEPARTMENT OF HUMAN RESOURCES</b>	Procedure No. 03/MINDEF/AC/DRH/I	Procedure start date: 2023
	<b>ISSUING AN AUTHORISATION FOR MARRIAGE BETWEEN A FEMALE FOREIGN NATIONAL</b>	Procedure version:
		Page
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 Applicant  Base Unit Head  BCR  SM  Minister  DRH  SC  BD  SC  DRH  SG  SM  Minister	<p style="text-align: center;">Beginning</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Submits the file</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">- Receives - Forwards the file to the Minister through the chain of command</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">- Receives - Registers - Forwards</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Submits</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Assigns</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Assigns the file</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Assigns the file</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">- Initiates the draft letter for background check to the diplomatic representation together with the explanatory note - Initials the explanatory note - Approves</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">- Receives the draft letter - Initials the draft</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">- Receives the draft letter - Initials the draft</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">- Receives the draft letter - Initials the draft document</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Submits</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Signs the draft letter</p>	<p><b>R1:</b> Check file's compliance</p> <p><b>R2:</b> Check the authenticity of documents</p> <p><b>R3:</b> Check the eligibility of the applicant</p> <p><b>R4:</b> Conduct a background check of the future spouse</p>





**DEPARTMENT OF HUMAN RESOURCES****PROCEDURE No. 04/ MINDEF/AC/DRH/I****ISSUING A CERTIFICATE OF GOOD CONDUCT**

**TITLE OF THE DOCUMENT / SERVICE:** Certificate of good conduct

**INITIATOR OF THE PROCEDURE:** Administration

**INITIATING ENTITY:** Human Resource Bureau

**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 on general rules and regulations governing servicemen;
- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence;
- Decree No. 2001/190 of 25 July 2001 to lay down special regulations governing Non Commissioned Service personnel;
- Decree No. 2007/199 of 7 July 2007 to lay down rules of general discipline in the Defence.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:**

- be in active service in one of the structures of the Central services;
- must not have been released for disciplinary reasons.

**CONSTITUTION OF FILE:** N/A

**REFERENCE DOCUMENTS:**

- nominal roll;
- deserter's file;
- punishment record;
- military individual file.

**DEADLINE:** sixty (60) days

**SIGNATORY OF DOCUMENT:** the Minister Delegate

**DELIVERY METHOD:** notification/collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

# DEPARTMENT OF MILITARY JUSTICE

<b>No.</b>	<b>TITLE OF PROCEDURE</b>
1.	FILING A REQUEST FOR INTERVENTION

**DEPARTMENT OF MILITARY JUSTICE**

**PROCEDURE No. 1/AC/DJM/I**

**FILING A REQUEST FOR INTERVENTION**

**TITLE OF THE DOCUMENT/SERVICE:** Response letter

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Legal Affairs Bureau

**REFERENCE INSTRUMENT:**

- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:** have legal interest.

**REQUIRED DOCUMENTS:**

- unstamped application addressed to the Minister Delegate at the Presidency in charge of Defence;
- photocopy of National Identity Card;
- supporting documents, if applicable.











**DEADLINE:** fifteen (15) days

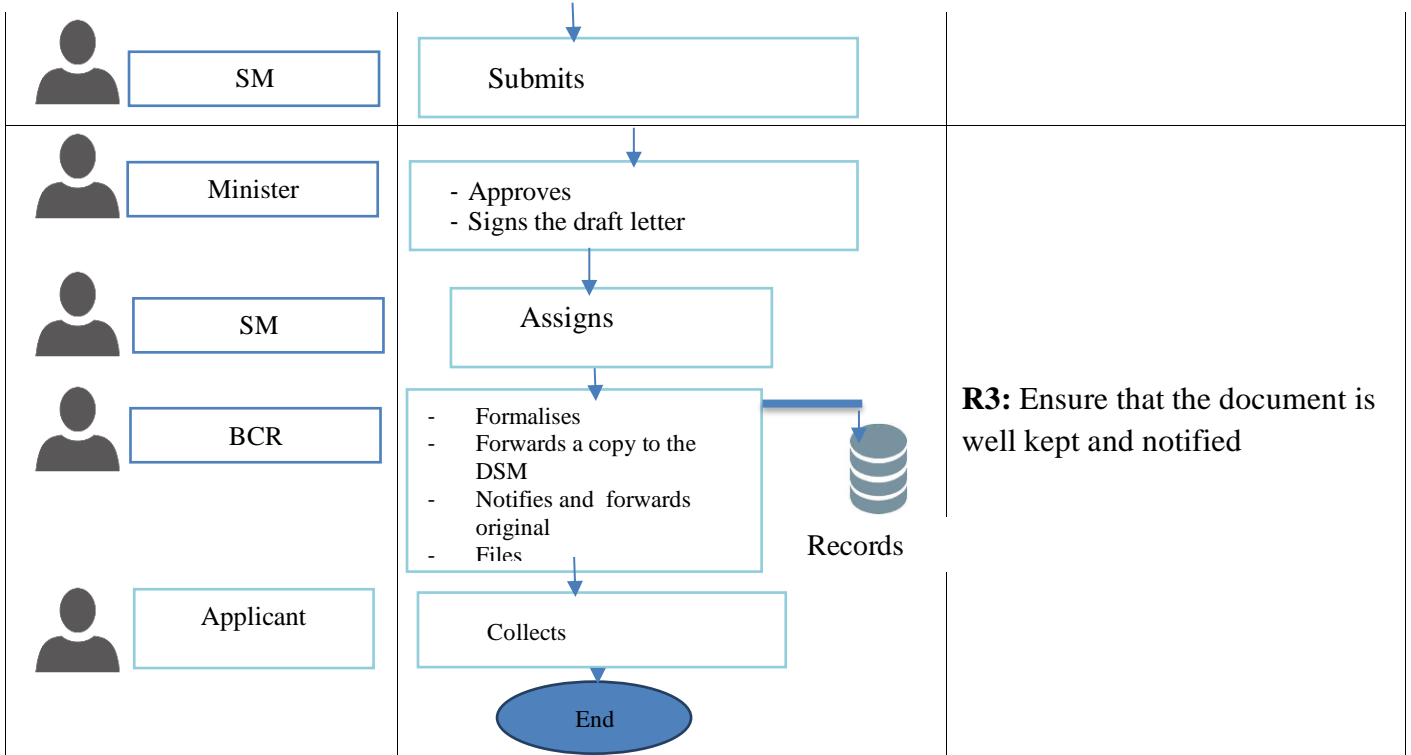
**SIGNATORY OF THE DOCUMENT:** the Minister Delegate at the Presidency in charge of Defence

**DELIVERY METHOD:** forwarding

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

DEPARTMENT OF MILITARY JUSTICE	Procedure No. 01/AC/DJM/I	Procedure start date: 2023
		Procedure version:
		Page
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 Applicants  BCR   SM  Minister   DJM  CSAJP  CBAJP   CSAJP   DSM   SG	<p style="text-align: center;">Beginning</p> <p>Submits the file</p> <p>- Receives - Registers - Forwards</p> <p>Submits</p> <p>Assigns</p> <p>Assigns the file</p> <p>Assigns the file</p> <p>- Initiates the draft letter and the explanatory note - Initials the explanatory note - Approves</p> <p>- Approves - Initials the draft</p> <p>- Approves - Initials the draft</p> <p>- Approves - Initials the draft letter</p>	<p><b>R1:</b> Check file's compliance</p> <p><b>R2:</b> Ensure that the requested intervention is legal</p>



## DEPARTMENT OF MILITARY HEALTH

### No. LIST OF PROCEDURES

1. ISSUING AN AUTHORISATION FOR MEDICAL EVACUATION ABROAD
2. REIMBURSEMENT OF MEDICAL EXPENSES
3. REIMBURSEMENT OF MEDICAL EXPENSES TO RIGHTFUL CLAIMANTS
4. PROVIDING MEDICINES/VACCINES
5. GRANTING A PROSTHESIS
6. REIMBURSEMENT OF EYEGLOSS EXPENSES

DEPARTMENT OF MILITARY HEALTH

PROCEDURE No. 1/MINDEF/AC/MINDEF/DSM/I

**ISSUING AN AUTHORISATION FOR MEDICAL EVACUATION ABROAD**

**TITLE OF THE DOCUMENT/SERVICE:** Decision to authorise a medical evacuation abroad

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Hospital Management Bureau

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:**

- be a staff of MINDEF
- have a condition that cannot be treated locally;
- be under regular care of a military/civilian physician working in a health institution of MINDEF

**CONSTITUTION OF FILE:**

- **Required documents:**
  - unstamped handwritten application on *papier ministre* (square ledger paper) addressed to the Minister Delegate at the Presidency in charge of Defence;
  - medical record;
  - financial assessment of the evacuation.
- **Reference documents:**
  - staff file;
  - medical report of the attending physician.

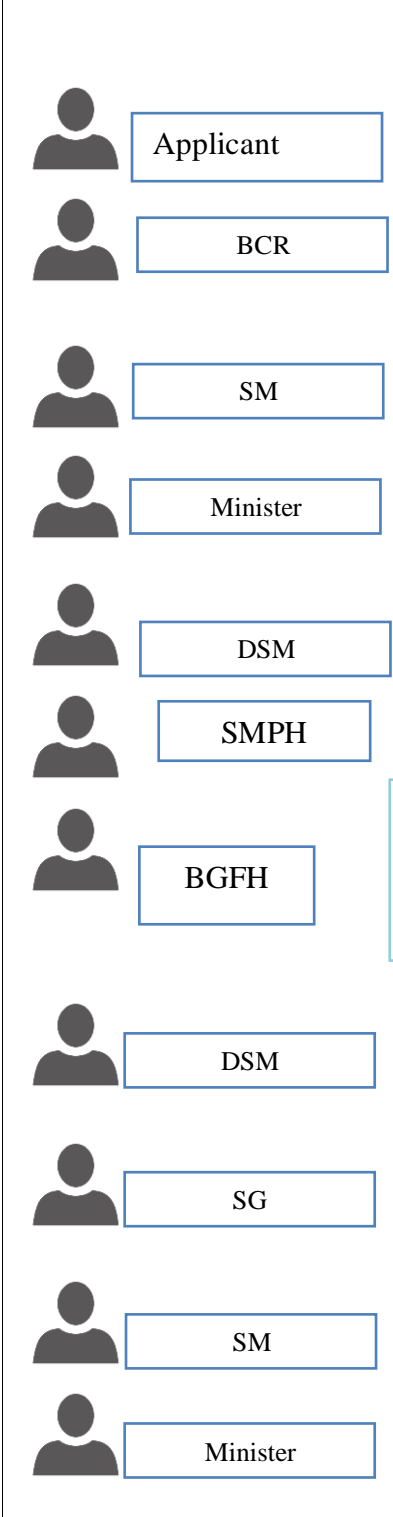
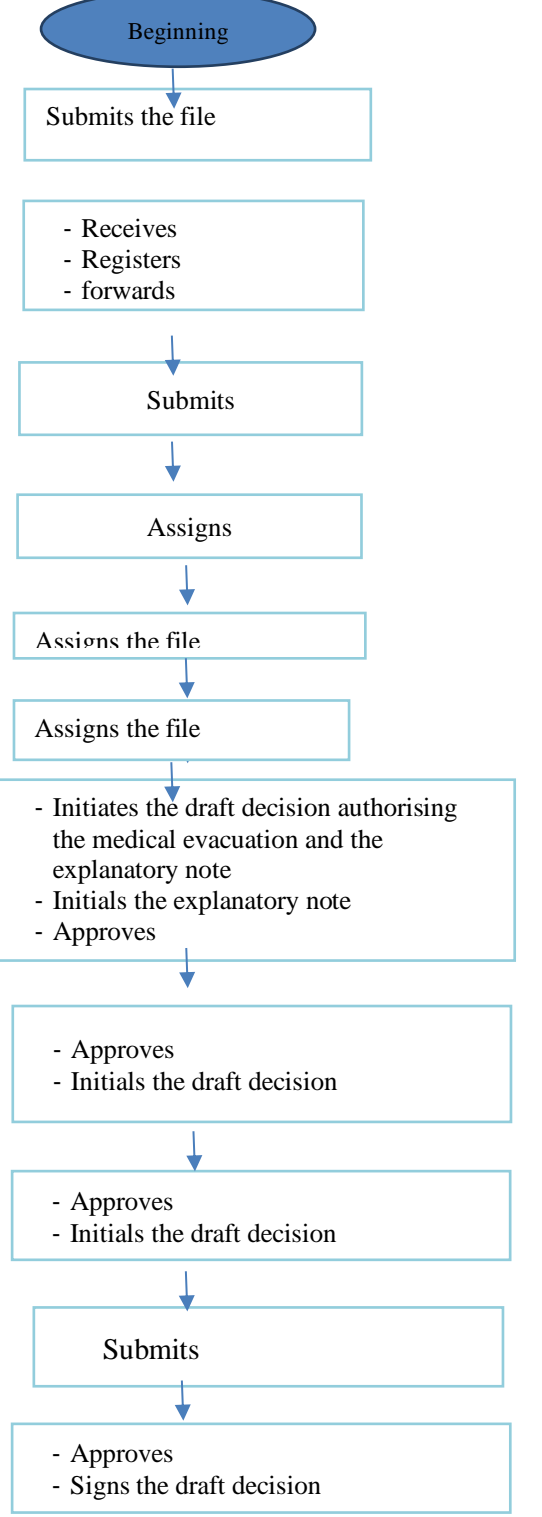
**DEADLINE:** one (01) month

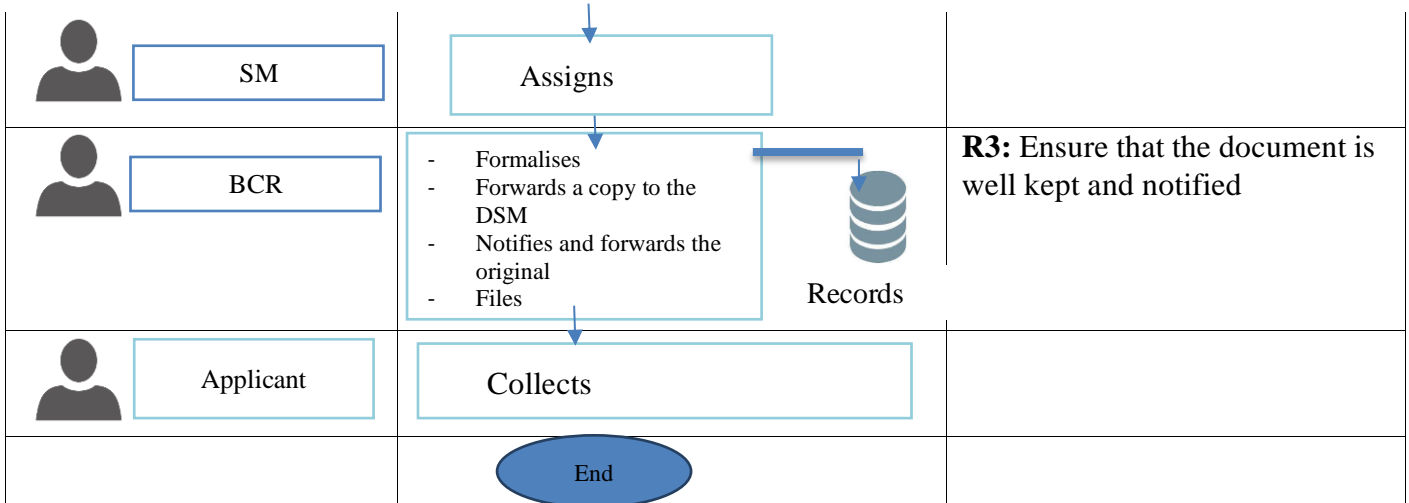
**SIGNATORY OF THE DOCUMENT:** the Minister

**DELIVERY METHOD:** notification/collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service



DEPARTMENT OF MILITARY HEALTH	Procedure No. 1/MINDEF/AC/DSM/I ISSUING AN AUTHORISATION FOR MEDICAL EVACUATION ABROAD	Procedure start date: 2023
		Procedure version:
		Page
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
		<p><b>R1:</b> Check file's compliance</p> <p><b>R2:</b> Ensure the eligibility of the applicant</p> <p><b>R3:</b> Ensure the sustainability of the evacuation</p>



**DEPARTMENT OF MILITARY HEALTH**

**PROCEDURE No. 2/MINDEF/AC/DSM/I**

**REIMBURSEMENT OF MEDICAL EXPENSES**

**TITLE OF THE DOCUMENT/SERVICE:** Decision to reimburse medical expenses

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** General Resources Bureau

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence.

**PLACE OF SUBMISSION OF FILE:** Military Secretariat

**REQUIREMENTS:**

- be a MINDEF staff;
- should have pre-financed his/her medical care, that of his/her spouse or minor child;
- should have reported the illness to the hierarchy;
- be treated locally.

**CONSTITUTION OF FILE:**

- **Required documents:**
  - stamped handwritten application addressed to the Minister Delegate at the Presidency in charge of Defence;
  - medical report issued by the attending physician;
  - original invoice approved by the relevant doctor;
  - payslip;
  - copy of letter addressed to the hierarchy;
  - copies of children's birth certificates, where applicable;
  - children's collective life certificate, where applicable;
  - copy of marriage certificate, where applicable;
  - receipts for expenses incurred.
- **Reference document:** N/A

**DEADLINE:** one (01) month

**SIGNATORY OF THE DOCUMENT:** the Minister Delegate at the Presidency in charge of Defence

**DELIVERY METHOD:** notification/collection

**QUALITY SUPERVISOR:** the Follow-up Service Head

DEPARTMENT OF MILITARY HEALTH

PROCEDURE No. 3/MINDEF/AC/DSM/I

**REIMBURSEMENT OF MEDICAL EXPENSES TO RIGHTFUL CLAIMANTS**

**TITLE OF THE DOCUMENT/SERVICE:** Decision to reimburse medical expenses to rightful claimants

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** General Resources Bureau

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:**

- be a rightful claimant of a deceased service member;
- justify the pre-financing of medical care of the deceased's illness;
- should have reported the illness to the hierarchy;
- be managed locally.

**CONSTITUTION OF FILE:**

- **Required documents:**
  - handwritten stamped application addressed to the Minister Delegate at the Presidency in charge of Defence;
  - certified copy of the certificate of inheritance
  - medical report issued by the attending physician;
  - original invoice approved by the relevant doctor;
  - recent pay slip of the deceased ;
  - receipts for expenses incurred.
- **Reference document:** N/A

**DEADLINE:** one (01) month

**SIGNATORY OF THE DOCUMENT:** the Minister Delegate

**DELIVERY METHOD:** notification/collection

**QUALITY SUPERVISOR:** the Follow-up Service Head

**DEPARTMENT OF MILITARY HEALTH**

**PROCEDURE No. 4/MINDEF/AC/DSM/I**

**PROVIDING MEDICINES / VACCINES**

**TITLE OF THE DOCUMENT/SERVICE:** Purchase order

**INITIATOR OF THE PROCEDURE:** Administration

**INITIATING ENTITY:** Procurement Bureau

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:** N/A

**CONSTITUTION OF FILE:**

- *Required documents:* N/A
- *Reference documents:*
  - available stock of medicines/vaccines;
  - purchase order of the health facility.

**SIGNATORY OF THE DOCUMENT:** the Minister

**DEADLINE:** five (05) days

**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

DEPARTMENT OF MILITARY HEALTH

PROCEDURE No. 5/MINDEF/AC/DSM/I

GRANTING A PROSTHESIS

**TITLE OF THE DOCUMENT/SERVICE:** Health care voucher

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** General Resources Bureau

**REFERENCE INSTRUMENT:**

- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:**

- be a MINDEF staff;
- live with a disability that requires a prosthesis or corrective device;
- be regularly followed up by a military/civilian physician working in a health facility of MINDEF.

**CONSTITUTION OF FILE:**

- **Required documents.**
  - unstamped application addressed to the Minister Delegate at the Presidency in charge of Defence;
  - medical record;
  - proforma invoice.
- **Reference document:** Medical report

**SIGNATORY OF THE DOCUMENT:** the Minister

**DEADLINE:** one (01) month

**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

DEPARTMENT OF MILITARY HEALTH

PROCEDURE No. 6/MINDEF/AC/DSM/I

REIMBURSING THE COST OF PURCHASING EYEGASSES

**TITLE OF THE DOCUMENT/SERVICE:** Refund voucher

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** General Resources Bureau

**REFERENCE INSTRUMENT:**

- Decree No. 2001/177 of 25 July 2001 to organise the Ministry of Defence.

**REQUIREMENTS:**

- be a MINDEF staff with a visual condition that requires wearing glasses;
- be followed up by a military/civilian physician working in a health institution of MINDEF;
- should have purchased a pair of glasses.

**CONSTITUTION OF FILE:**

- **Required documents.**
  - unstamped application addressed to the Minister Delegate at the Presidency in charge of Defence;
  - medical record;
  - invoice.
- **Reference documents :**
  - medical report;
  - staff file.

**SIGNATORY OF THE DOCUMENT:** the Minister

**DEADLINE:** one (01) month

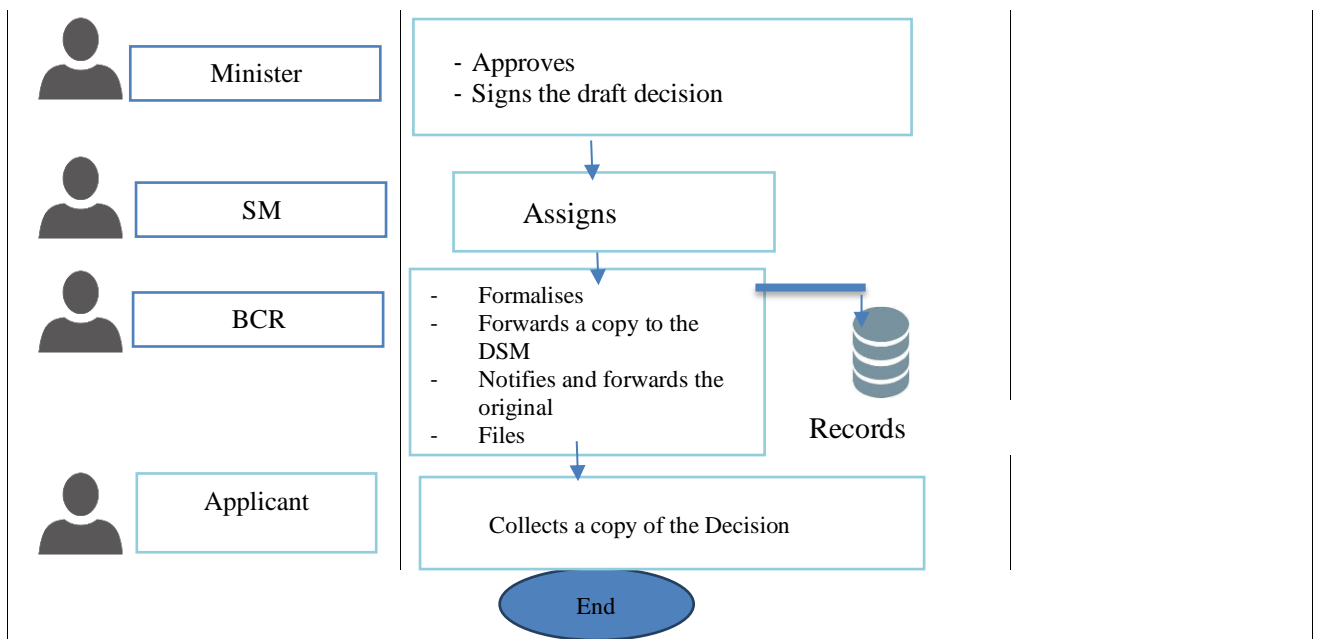
**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**PROCESSING**

DEPARTMENT OF MILITARY HEALTH	Procedures No. 2-6/MINDEF/AC/DSM/I	
	Procedure start date: 2023	
	Procedure version:	
		Page
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
Applicant	Submits the file	<b>R1:</b> Check file's compliance
BCR	<ul style="list-style-type: none"> <li>- Receives</li> <li>- Registers</li> <li>- Forwards</li> </ul>	<b>R2:</b> Ensure that the documents provided are authentic
SM	Submits	<b>R3:</b> Ensure the eligibility of the applicant
Minister	Assigns	<b>R4:</b> Ensure the availability of resources
DSM	Assigns the file	
SMPH	Assigns the file	
BGFH	<ul style="list-style-type: none"> <li>- Initiates the draft document and the explanatory note</li> <li>- Initials the explanatory note</li> <li>- Approves</li> </ul>	Records
DSM	<ul style="list-style-type: none"> <li>- Approves</li> <li>- Initials the draft document</li> </ul>	
SG	<ul style="list-style-type: none"> <li>- Approves</li> <li>- Initials the draft decision</li> </ul>	
SM	Submits	





## DEPARTMENT OF SPORTS, CULTURAL AND ARTISTIC ACTIVITIES

### No. TITLES OF PROCEDURES

1. ISSUING AN AUTHORISATION TO COMPETE IN A CIVILIAN CHAMPIONSHIP TO A MILITARY TEAM
2. ISSUING A SPORTS OR CULTURAL OUTING AUTHORISATION
3. PLACING AN ATHLETE/ARTIST ON RESERVE
4. APPROVING THE PRODUCTION OF AN ARTISTIC WORK
5. ISSUING AN AUTHORISATION FOR AN ARTISTIC PERFORMANCE
6. APPROVING PARTICIPATION IN A SPORTS CHAMPIONSHIP/NATIONAL OR INTERNATIONAL ARTISTIC EVENT

DEPARTMENT OF SPORTS, CULTURAL AND ARTISTIC ACTIVITIES

**PROCEDURE No. 1/MINDEF/DSACA/I**

**ISSUING AN AUTHORISATION TO COMPETE IN A CIVILIAN CHAMPIONSHIP  
TO A MILITARY TEAM**

**TITLE OF THE DOCUMENT/SERVICE:** Decision to authorise a military team to compete in a civilian championship

**INITIATOR OF THE PROCEDURE:** Applicant/Administration

**INITIATING ENTITY:** Sports, Cultural and Artistic Activities Service

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/177 of 25 July 2001 on the general organisation of the Ministry of Defence and Central General Staff;
- Ministerial Instruction No. 15000530/FM/MINDEF/27 of 20 April 2015 on the practice of physical, military and sports education within the Defence Forces.

**PLACE OF SUBMISSION OF FILE:** Military Secretariat

**REQUIREMENTS:**

- have a team in the relevant sports discipline;
- should have insured the team.

**CONSTITUTION OF FILE:**

• ***Required documents:***

- unstamped application addressed to the Minister Delegate at the Presidency in charge of Defence;
- photocopies of NICs of athletes and coaches;
- certificates of coach trainers;
- copy of insurance;
- 3 colour 4X4 photos of athletes/coaches;
- terms of reference/roadmap.

• ***Reference document:***

- file of the relevant sports Federation

**SIGNATORY OF THE DOCUMENT:** the Minister

**DEADLINE:** seven (07) days

**DELIVERY METHOD:** collection/notification

**QUALITY SUPERVISOR:** the Follow-up Service Head

## DEPARTMENT OF SPORTS, CULTURAL AND ARTISTIC ACTIVITIES

### PROCEDURE No. 2/MINDEF/AC/DSACA/I

#### ISSUING A SPORTS OR CULTURAL OUTING AUTHORISATION

**TITLE OF THE DOCUMENT/SERVICE:** Letter to authorise the release of an athlete or artist

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Sports, Cultural and Artistic Activities Service

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/177 of 25 July 2001 on the general organisation of the Ministry of Defence and Central General Staff;
- Ministerial Instruction No. 15000530/FM/MINDEF/27 of 20 April 2015 on the practice of physical, military and sports education within the Defence Forces.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:**

- be working in the Ministry of Defence;
- be an athlete/artist;
- be invited to a festival/sports competition outside the country.

**CONSTITUTION OF FILE:**

- **Required document:**
  - unstamped handwritten application on *papier ministre* (square ledger paper) addressed to the Minister Delegate at the Presidency in charge of Defence;
  - invitation letter;
  - letter from the president of the federation.
- **Reference document:** Directory of athletes/artists

**SIGNATORY OF THE DOCUMENT:** the Minister

**DEADLINE:** seven (07) days

**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

DEPARTMENT OF SPORTS, CULTURAL AND ARTISTIC ACTIVITIES

**PROCEDURE No. 3/ MINDEF/AC/DSACA/I**

**PLACING AN ATHLETE/ARTIST ON RESERVE**

**TITLE OF DOCUMENT/SERVICE:** Letter to place an athlete or an artist on reserve

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Sports, Cultural and Artistic Activities Service

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/177 of 25 July 2001 on the general organisation of the Ministry of Defence and Central General Staff;
- Ministerial Instruction No. 15000530/FM/MINDEF/27 of 20 April 2015 on the practice of physical, military and sports education within the Defence Forces.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:**

- be working in the Ministry of Defence ;
- be an athlete/artist;
- be invited for a festival/sports competition outside the country.

**CONSTITUTION OF FILE:**

- **Required documents:**
  - unstamped handwritten application on *papier ministre* (square ledger paper) addressed to the Minister Delegate at the Presidency in charge of Defence;
  - invitation letter;
  - letter from the president of the federation;
  - evidence of the sports or cultural event.
- **Reference document:** Directory of athletes/artists

**SIGNATORY OF THE DOCUMENT:** the Minister

**DEADLINE:** seven (07) days

**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**DEPARTMENT OF SPORTS, CULTURAL AND ARTISTIC  
ACTIVITIES**

**PROCEDURE No. 4/ MINDEF/DSACA/I**

**APPROVING THE PRODUCTION OF AN ARTISTIC WORK**

**TITLE OF DOCUMENT/SERVICE:** Letter to approve the production of an artistic work

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Sports, Cultural and Artistic Activities Service

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/177 of 25 July 2001 on the general organisation of the Ministry of Defence and Central General Staff;
- Ministerial Instruction No. 15000530/FM/MINDEF/27 of 20 April 2015 on the practice of physical, military and sports education within the Defence Forces

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:**

- be an artist working in the Ministry of Defence;
- be the author of a work of art.

**CONSTITUTION OF FILE:**

- **Required documents:**
  - Application on *papier ministre* (square ledger paper) addressed to the Minister Delegate at the Presidency in charge of Defence;
  - model/draft/project of the artistic work to be produced.
- **Reference document:** N/A

**SIGNATORY OF THE DOCUMENT:** the Minister

**DEADLINE:** seven (07) days

**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**DEPARTMENT OF SPORTS, CULTURAL AND ARTISTIC  
ACTIVITIES**

**PROCEDURE No. 5/ MINDEF/AC/DSACA/I**

**ISSUING AN AUTHORISATION FOR AN ARTISTIC PERFORMANCE**

**TITLE OF THE DOCUMENT/SERVICE:** Letter to authorise an artistic performance

**INITIATOR OF THE PROCEDURE:** Applicant

**INITIATING ENTITY:** Sports, Cultural and Artistic Activities Service

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/177 of 25 July 2001 on the general organisation of the Ministry of Defence and Central General Staff;
- Ministerial Instruction No. 15000530/FM/MINDEF/27 of 20 April 2015 on the practice of physical, military and sports education within the Defence Forces.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:**

- be an artist working in the Ministry of Defence;
- have a show project or be invited.

**CONSTITUTION OF FILE:**

- **Required documents:**
  - unstamped handwritten application on *papier ministre* (square ledger paper) addressed to the Minister Delegate at the Presidency in charge of Defence;
  - draft programme of the show.
- **Reference document:** Staff file

**SIGNATORY OF THE DOCUMENT:** the Minister

**DEADLINE:** seven (07) days

**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service

**DEPARTMENT OF SPORTS, CULTURAL AND ARTISTIC  
ACTIVITIES**

**PROCEDURE No. 6/ MINDEF/DSACA/I**

**APPROVING PARTICIPATION IN A SPORTS CHAMPIONSHIP/NATIONAL OR  
INTERNATIONAL ARTISTIC EVENT**

**TITLE OF DOCUMENT/SERVICE:** Letter to authorise participation in a championship

**INITIATOR OF THE PROCEDURE:** Administration

**INITIATING ENTITY:** Sports, Cultural and Artistic Activities Service

**REFERENCE INSTRUMENTS:**

- Decree No. 2001/177 of 25 July 2001 on the general organisation of the Ministry of Defence and Central General Staff;
- Ministerial Instruction No. 15000530/FM/MINDEF/27 of 20 April 2015 on the practice of physical, military and sports education within the Defence Forces.

**PLACE OF SUBMISSION OF FILE:** Mail Bureau

**REQUIREMENTS:**

- be a MINDEF team/artist;
- be qualified/invited.

**CONSTITUTION OF FILE:**

• ***Required documents:***

- invitation letter;
- explanatory note addressed to Minister Delegate at the Presidency in charge of Defence;
- draft programme of the championship/show;
- letter from the president of the federation.

• ***Reference document:***

- *Staff file*

**SIGNATORY OF THE DOCUMENT:** the Minister












**DEADLINE:** seven (07) days

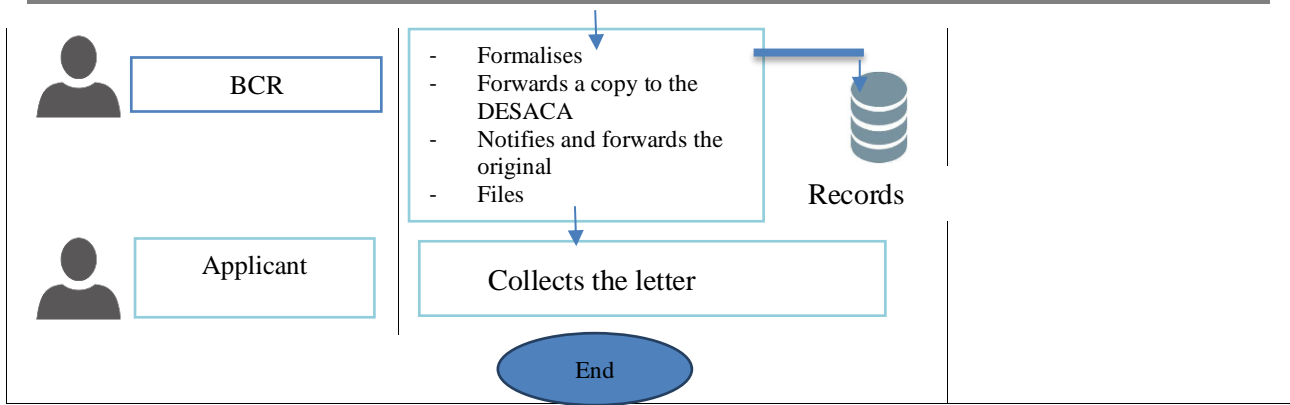
**DELIVERY METHOD:** collection

**QUALITY SUPERVISOR:** the Head of the Follow-up Service



**PROCESSING**


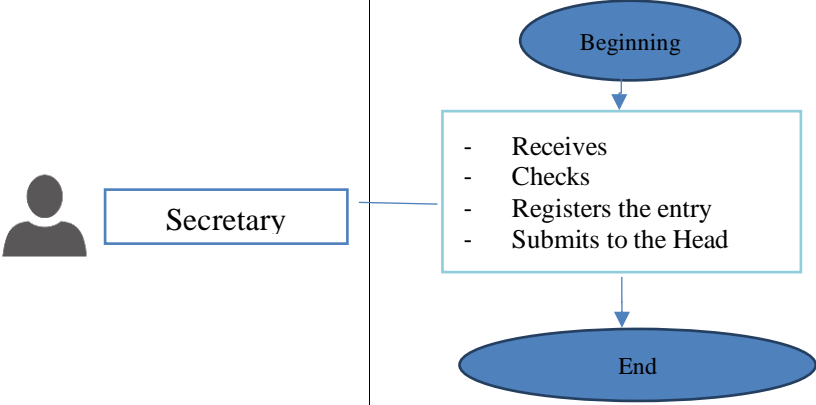
DEPARTMENT OF SPORTS, CULTURAL AND ARTISTIC ACTIVITIES	Procedures No. 1- 6/DSACA/I	Procedure start date: 2023
		Procedure version:
		Page
<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 Applicant  BCR  SM  Minister  DESACA  SSACA  DESACA  SG  SM  Minister  SM	<p style="text-align: center;">Beginning</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Submits the file</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">- Receives - Registers - forwards</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Submits</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Assigns</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Assigns the file</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">- Initiates the authorising draft document and the explanatory note - Initials the explanatory note - Approves</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">- Approves - Initials the draft decision</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">- Approves - Initials the draft decision</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Submits</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">- Approves - Signs the draft decision</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Assigns</p>	




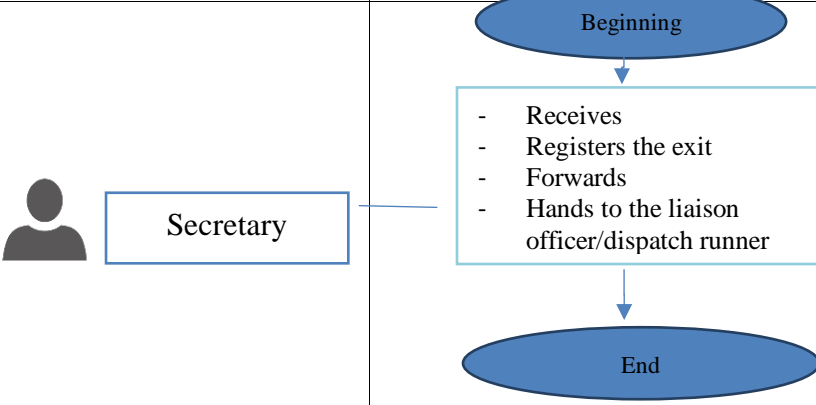
**STANDARD OPERATIONS OF STAKEHOLDERS  
IN THE PROCESSING CHAIN**

## PROCESSING OF FILE


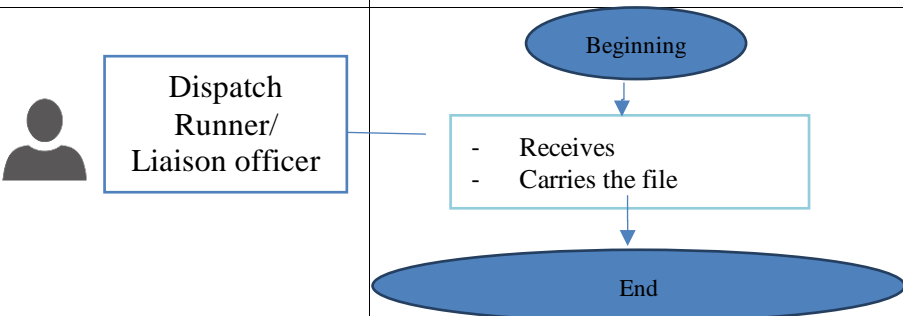
### 1) Secretary at the entry of the file

<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rule</i>
 <div style="border: 1px solid black; padding: 5px; display: inline-block;">Secretary</div>	 <pre> graph TD     Start([Beginning]) --&gt; Process[Receives Checks Registers the entry Submits to the Head]     Process --&gt; End([End])     Secretary[Secretary] --- Process                     </pre>	<p><b>R1:</b> Ensure conformity of the physical file with the content of the forwarding slip or medium</p>

### 2) Secretary at the exit of the file


<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rule</i>
 <div style="border: 1px solid black; padding: 5px; display: inline-block;">Secretary</div>	 <pre> graph TD     Start([Beginning]) --&gt; Process[Receives Registers the exit Forwards Hands to the liaison officer/dispatch runner]     Process --&gt; End([End])     Secretary[Secretary] --- Process                     </pre>	<p><b>R1:</b> Ensure that the file is complete</p> <p><b>R2:</b> Ensure that a receipt is issued upon forwarding of the document/physical file</p>

### 3) Liaison Officer/Dispatch Runner


<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rule</i>
 <div style="border: 1px solid black; padding: 5px; display: inline-block;">Dispatch Runner/ Liaison officer</div>	 <pre> graph TD     Start([Beginning]) --&gt; Process[Receives Carries the file]     Process --&gt; End([End])     DR[Dispatch Runner/ Liaison officer] --- Process                     </pre>	<p><b>R1:</b> Ensure that the physical file is consistent with the content of the document/physical file</p> <p><b>R2:</b> Ensure that a receipt is issued upon reception of the document/physical file</p>

## I. PROCESSING OF FILE AT THE MAIL BUREAU LEVEL


### a. At the beginning of the process

<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 <p>Applicant</p> <p>Head of the Incoming Mail Bureau</p>	<p>Beginning</p> <p>Submits the file</p> <ul style="list-style-type: none"> <li>- Receives the physical file</li> <li>- Reviews the physical file</li> <li>- Registers the physical file which automatically generates a mail number</li> <li>- Writes the generated number on the physical file</li> <li>- Issues an acknowledgement receipt to the applicant</li> <li>- Prints the forwarding file</li> <li>- Forwards the electronic data to the Head of the General Affairs Division</li> <li>- Submits the physical file to the Head of the General Affairs Division</li> <li>- Submits the physical file to the Secretary of the Sub-director for Reception, Mail and Liaison</li> </ul> <p>End</p>	<p><b>R1:</b> Ensure receipt of the required number of documents</p>

**b. When forwarding the file to another service**

<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 <p>Head of the Outgoing Mail and Follow-up Bureau</p>	<p>Beginning</p> <ul style="list-style-type: none"> <li>- Receives the physical file, the forwarding slip intended for the service concerned and the forwarding slip against signature</li> <li>- Checks the conformity of the physical data with electronic data</li> <li>- Receives the electronic data and prints the acknowledgement receipt</li> <li>- Formalises the signed slip</li> <li>- Registers exit of the physical file</li> <li>- Forwards the electronic data to another service</li> <li>- Prints the forwarding slip</li> <li>- Carries the physical file with forwarding slip to the Services of the structure concerned</li> </ul> <p>End</p>	<p><b>R1:</b> Ensure conformity of physical file with electronic data</p> <p><b>R2:</b> Ensure that the addressee is not mistaken</p> <p><b>R3:</b> Ensure that the name of the addressee is correct</p>

**c. At the end of the process**

<i>Intervening parties</i>	<i>Stages</i>	<i>Handling rules</i>
 <div data-bbox="201 654 440 779" style="border: 1px solid black; padding: 5px; width: fit-content;">                     Head of the Outgoing Mail Bureau                 </div>	<div data-bbox="619 315 900 387" style="border: 1px solid black; border-radius: 15px; background-color: #FFD700; text-align: center; padding: 5px; margin-bottom: 10px;">                     Beginning                 </div> <div data-bbox="509 392 1024 766" style="border: 1px solid black; padding: 10px;"> <ul style="list-style-type: none"> <li>- Receives the physical file and the decision</li> <li>- Initials the forwarding slip</li> <li>- Registers the document</li> <li>- Carries out reprography of the document</li> <li>- Formalises the document and its photocopies</li> <li>- Registers and codifies the document</li> <li>- Registers exit of the document</li> <li>- Files a copy of the document</li> <li>- Returns the substance of the file and a copy of the document to the initiating entity</li> <li>- Forwards the original to the applicant</li> </ul> </div> <div data-bbox="671 801 871 873" style="border: 1px solid black; border-radius: 15px; background-color: #FFD700; text-align: center; padding: 5px; margin-top: 10px;">                     End                 </div>	<p><b>R1:</b> Ensure that page numbering is respected</p> <p><b>R2:</b> Ensure that confidentiality is respected</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 Gyllien MANDAH.

### III- COMITE DE PILOTAGE

#### ❖ Pour le compte du MINDEF

- Colonel XXXXXX, DAAR ;
- Colonel XXXXXX, représentant SED/CGN ;
- Colonel XXXXXX, 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 Gylie MANDAH.