

REPUBLIQUE DU CAMEROUN
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MINISTERE DE LA FONCTION PUBLIQUE
ET DE LA REFORME ADMINISTRATIVE

REPUBLIC OF CAMEROON
Peace-Work-Fatherland

MINISTRY OF THE PUBLIC SERVICE
AND ADMINISTRATIVE REFORM

**Letter of the Minister of Public Service and
Administrative Reform to Cameroon State
Employees on the occasion of the 29th
edition of the Africa Public Service Day**

Dear Employees of the Cameroon Public Service,

As is tradition, Cameroon, together with other African countries, is celebrating the 29th edition of the Africa Public Service Day on 23 June 2024.

This international day was instituted during the first Pan-African Conference of Ministers of Public, held on 20 and 21 June 1994 in Tangiers, Morocco, and adopted by the United Nations in its resolution No. 57/277 of 20 December 2002.

The aim of celebrating Africa Public Service Day is to underscore the contribution of public administration, through its various public services, to the development of nations.

This year's central theme is: **"Empowering a Citizen-Centric Public Service for an Inclusive and Thriving 21st Century Africa: a Journey of Lifelong Learning and Technological Transformation"**. It is inspired by the theme of the African Union's Agenda 2063 for 2024 and the decision of the Heads of State and Government of the African Union to declare 2024 as the year for: *"Educate an African fit for the 21st century: Building resilient education systems for increased access to inclusive, lifelong, quality, and relevant learning in Africa"*.

As we celebrate our common commitment to exemplary, citizen-focused public service, I urge you to keep in mind the need to rethink and improve our practices in order to respond effectively to the challenges of our time.

The main mission of the public service in our country is to meet the needs of all citizens in an equitable manner, by providing quality services and guaranteeing access to essential services, in a peaceful and inclusive environment.

Serving with integrity, efficiency and transparency, listening attentively to users' needs, and being determined to provide high-quality services, should be the credo of every public servant.

The central theme of this year's event also provides us with an opportunity to highlight the need for continuous learning, as well as a permanent commitment to ethics, innovation and technology, in order to achieve the transformation of a public service that is better adapted to the needs of its citizens, and to have **"a public administration that is more efficient, simpler, more expeditious, more competent and more accountable"**, as called for by the **President of the Republic, His Excellency Paul BIYA**, in his book entitled *Communal Liberalism*.

In addition to innovations and the proliferation of media, the advent of Information and Communication Technologies has brought about changes of various kinds that need to be taken into account in the organization and functioning of public services. Citizens are expressing ever-greater expectations, and are becoming ever more demanding in terms of service quality. Public services are therefore called upon not only to make greater efforts to satisfy them, but also to meet the ongoing challenge of enhancing the image of the public service, proximity and quality of service. The professionalism and ethics of the public service, and its alignment with today's technologies, are becoming imperative.

These new technologies are a golden opportunity not only to improve relations with users, but also to develop fruitful partnerships with the private sector in particular. However, this opportunity, which facilitates procedures, data transfers and processing of files between services, needs to be carefully managed to avoid certain drifts that are already perceptible.

The main aim is to maintain the credibility of public services, protect individual rights and personal data, and guarantee responsible use of these new technologies.

It also means equipping public services with strategies and tools to enable them to move confidently through the digital landscape, while ensuring that they remain at the forefront of technological innovation.

It also involves cultivating an innovative mindset in the public sector by encouraging creative thinking, problem-solving and entrepreneurial skills.

In the context of Cameroon's public administration, we must constantly develop our skills to meet these new challenges and exploit the opportunities offered by digital transformation. The Cameroon Government has made the digitization of public administration its priority, notably by:

- accelerating the digitization of administrative procedures;
- deploying biometric systems to manage effective presence at work;
- increasing the number of online declaration and payment procedures;
- finalizing the process of setting up the new system of management of State human resources, codenamed **"AIGLES" (State Personnel and Payroll Logical Management Software)** to illustrate the desire for efficiency, transparency, celerity and objectivity in the management of the State's workforce;
- setting up a digital platform to verify the authenticity of certificates; and
- promoting electronic archiving.

It should also be noted that several legal instruments have been adopted to promote and enhance learning and vocational training, notably Law No.2018/010 of 11 July 2018 governing vocational training in Cameroon and its various enabling texts.

Public service employees,

As I congratulate and thank you for your commitment, resilience and dedication to service, I can't refrain from reminding you of your vital contribution to the well-being of our citizens and the smooth running of our society.

That's why it's important to:

- continue learning and training to improve your skills and keep abreast of best practices;
- adopt a proactive, user-centric approach in all your interactions;
- promote technological transformation and digitalization to modernize and enhance the efficiency of your services;
- work collaboratively to share knowledge and innovations; and
- maintain a high level of integrity and transparency in all your actions.

Your commitment and collaboration are essential to achieving our ambitious vision of a modern, state-of-the-art public service that enables every citizen, whatever their situation, to benefit equally from public services.

On this special day, let us reaffirm together our commitment to excellence, by placing the user at the center of our concerns as we continue our journey towards an emerging Cameroon and a prosperous Africa.

Long live the Cameroon Public Service, the driving force of emergence, the crucible of national unity, the catalyst of peace and social cohesion. /-

**The Minister of Public Service
and Administrative Reform**



Joseph LE