



**DIRECTORATE GENERAL OF THE TREASURY, FINANCIAL AND
MONETARY COOPERATION**

USER RECEPTION CHARTER



DECEMBER 2023



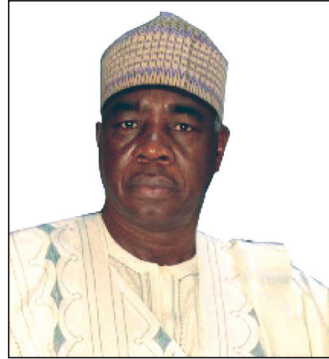
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WORD BY THE DIRECTOR GENERAL

The National Development Strategy (NDS-30), the reference framework for the actions of the Government and its partners for the period 2020-2030, states in its Governance, Decentralisation and Strategic Management of the State chapter that Cameroonian Authorities are committed to improving the quality of public service, through the establishment of a Charter on the reception of users in public services.

The Directorate General of the Treasury, Financial and Monetary Cooperation (DGTCFM) of the Ministry of Finance has not been left out of this important initiative. By adopting a code of ethics and a user guide, it has taken the first steps towards enriching its regulatory framework with a view to improving user satisfaction. To complete this process, it is essential to adopt a Reception Charter that expresses our commitment to offering quality services aimed at avoiding frustration, facilitating social cohesion and serving users beyond their expectations.

This Charter, which sets out the commitments and fundamental rules to be observed by all, is therefore intended as an educational tool, demonstrating the DGTCFM's firm determination to serve with courtesy, impartiality, celerity and efficiency.

I would therefore urge the staff of the DGTCFM and even users to adopt the provisions of this Charter, in order to make reception a unifying principle of our administration.

Sylvester MOH TANGONGHO

PREAMBLE

The staff of the Directorate General of the Treasury,
Financial and Monetary Cooperation (DGTCFM),
Mindful of the Government's commitments to improve the
quality of reception, through the establishment of a Charter on
the reception of users in public services,
Reiterating our commitment to strengthening professionalism
and ethics in the public service,
Reaffirming our collective determination to work tirelessly to
improve the quality of the service provided to users,
Wishing to ensure effective application of the Charter, Hereby
agree as follows in this document.

TERMS, DEFINITIONS AND ACRONYMS

1. TERMS AND DEFINITIONS

Reception: This is the way in which a public service user is received and addressed face-to-face, on the telephone or by e-mail/courier.

Reception by mail/email (mails): Indirect reception: this entails receiving a user's digital mail, providing information or directing the user to the appropriate service and/or person.

Physical reception: Direct or face-to-face reception, which consists of physically receiving the user, providing information or directing them to the appropriate service and/or person.

Reception on the website: Indirect reception, which consists of providing users with the necessary information they are looking for, at the first click of the mouse.

Telephone responses: Indirect greeting, which consists of receiving telephone calls from a user, providing information or directing them to the appropriate service and/or person. User waiting time: The time that elapses between the request for a service and the provision of that service.

Charter: A tool for internal cohesion, designed to improve the way users are received.

Service commitment: An explicit promise made to all users regarding the level of service quality they are entitled to expect.

Person indicated: Person competent to respond to the user's concern.

Reception point: Place where users are received (switchboard, secretariat, gate, website, etc.).

Public service: Any service or activity of public interest placed under the authority of a public official. User: Person requesting a public service.

2. ACRONYMS

MINFI	Ministry of Finance
DGTCFM	Directorate General of the Treasury, Financial and Monetary Cooperation
NDS-30	National Development Strategy 2020-2030

PURPOSE AND SCOPE OF APPLICATION

1

This Charter sets out the conditions and rules to be adopted by all DGTCFM staff to ensure a good physical, telephone and e-mail/mail reception to users and the Directorate General's partners. It also specifies aspects relating to the dress code and behaviour of the user.

2

The Charter shall apply to the areas of physical, telephone and email/mail reception. The conditions and rules contained in this Charter shall be defined to be applicable on a daily basis in all services of the DGTCFM: central, devolved and external services.

COMMITMENTS RELATING TO RECEPTION

Public employees

PHYSICAL RECEPTION

COMMITMENTS

- ▶ **Services available with or without appointment.**
Access to DGTCFM services is possible from Monday to Friday, in accordance with the schedule posted at the entrance to the services.
- ▶ **Identified and courteous contacts at reception**
Our public servants are identified by a badge showing their names in full, job position and service. They are there at the service of users.
- ▶ **Waiting timeframes defined and respected in our services**
Waiting timeframes for the reception of a user must be reasonable. If the waiting time is exceeded, the user shall be informed of the reasons for the longer wait.

TELEPHONE RECEPTION

COMMITMENTS

- ▶ **Courteous telephone callers**
Receptionists receive telephone calls as follows: Name of the service followed by the greeting «Hello», the conversation continues courteously.

RECEPTION BY MAIL AND ON THE WEBSITE

COMMITMENTS

▶ Rapid responses tailored to the user's needs

Mail systems must function normally and respond to user concerns.

▶ Reliable, up-to-date content on the website

The DGTCFM website www.dgtcfm.cm must inform and respond to the usual concerns of users.

Users

USERS IN THEIR RELATIONS WITH THE ADMINISTRATION

COMMITMENTS

▶ Exemplary citizen

- Users must be courteous and dress responsibly.
- Users must present their requests clearly.
- Users must comply with the instructions posted.
- All forms of bribery or intimidation proscribed.

CONDITIONS AND RULES OF RECEPTION

Reception communicates the image that the public has of an organisation, through the visual signs that it transmits to outsiders (logo, quality of mail, slogan, etc.), its facilities (level of modernisation, location of premises) and the behaviour of staff.

Reception helps to build an organisation's image. It is the process of receiving people from outside and guiding them to their satisfaction. Reception is also the place where the first meeting between the visitor and the organisation takes place. For our administration, this entails integrating the requirements of direct or physical reception with those of indirect reception (telephone and email/mail).

DIRECT OR PHYSICAL RECEPTION

The design of the internal and external working environment is a prerequisite. The following four principles must be respected by staff.

▶ **Respect for the principles of neutrality and equal treatment**

- Receive the public without discrimination on grounds of sex, race, religion or ethnic origin.
- Receive users in a friendly, non-judgemental manner.
- Demonstrate the same quality of listening to all visitors.
- Guarantee the confidentiality of all discussions.

▶ **Identification, availability and design of reception areas and suggestion boxes**

- Routing map and signs should be clearly visible.
- Reception areas must be easy to find and functional.
- Dedicated staff should be trained in reception techniques.
- Waiting rooms should be close by and have seats, information panels and toilets nearby.
- Reception areas must include suggestion boxes for monitoring and evaluating user opinions.

▶ **Proactive, positive and professional responses**

- Listen to the user and provide answers as quickly as possible, using simple, clear language.
- If necessary, direct users to the most appropriate service to deal with their request.
- Keep users informed about the progress of their file.
- Comply with the overall training programme on the right attitudes to adopt when dealing with users.

▶ **Displaying opening hours, waiting timeframes and the most frequently used procedures**

- Display reception hours for users.
- Respect the waiting timeframes, which should not be excessive. After 30 minutes, users must be informed of the reasons for the longer wait.
- Communication of the reasons for rejection decisions.
- Publication of current administrative procedures and lists of documents requested from users.

INDIRECT RECEPTION

CONDITIONS AND RULES FOR TELEPHONE RECEPTION

- ▶ **Improve telephone installations**
All DGTCFM services must have at least one telephone line to receive and make calls.
- ▶ **Have good behavior on the telephone**
Take care of the user as quickly as possible, deal with them in a professional manner and conclude the discussion in a polite manner.

RECEPTION CONDITIONS AND RULES FOR THE DGTCFM WEBSITE AND MAIL/EMAIL

- ▶ Configure and update the DGTCFM website on an ongoing basis.
- ▶ Handle mail/email promptly as required by management, depending on the sensitivity or urgency of each mail/email.
- ▶ Ensure that professional email addresses are used correctly. These must clearly identify the name of the official and Directorate General.

Sample professional mail address: prenom.nom@dgtcfm.cm.

USEFUL EXPRESSIONS ON RECEPTION

This section presents a few useful expressions on physical and telephone reception.

USEFUL EXPRESSIONS ON PHYSICAL RECEPTION

WHAT YOU MUST NOT SAY

I'm not in charge of
that

I don't know

It's not my problem

You are not the only
one having this
problem

WHAT YOU SHOULD SAY

I will help you to get
a solution to your
problem

I will inform you about
the person who takes
care of it

We are working to
resolve this issue.

EXPRESSIONS UTILES SUR L'ACCUEIL TELEPHONIQUE

WHAT YOU MUST NOT SAY

Hello, who is it?

Be loud!

He cannot talk to you now!

I'm not in charge of it.

For nothing

No silence at the end of the
communication

Don't be angry

Vous parlez trop vite

WHAT YOU SHOULD SAY

Name of the service + Hello

Example: «Department of General Affairs, hello.»

Sorry to interrupt, but I can't hear you very well.

Sir/Madame is attending a meeting now.

Can I take a message for him please?

I will forward your message to Sir/Madame, who is in
charge of this file.

Please do so

Goodbye and nice day...

I understand your anger. Please be patient, we
will solve your problem.

Sir or Madame...Can you speak calmly? I'm
having trouble understanding you.

NEVER HANG UP THE TELEPHONE WHILE TALKING TO THE USER

REFERENCE DOCUMENTS

1. Constitution ;

2. African Charter on the Values and Principles of Public Service and Administration;

3. Law n°2022/020 of 27 December 2022 on the Finance Law of the Republic of Cameroon for the 2023 financial year;

4. Decree No. 2000/287 of 12 October 2000 amending and supplementing certain provisions of Decree No. 94/199 of 07 October 1994 on the General Rules and Regulations of the State Public Service;

5. Decree no. 2013/066 of 28 February 2013 to organise the Ministry of Finance;

6. Circular n° 00000006/C/MINFI of 30 December 2022 on Instructions relating to the Execution of Finance Laws, Monitoring and Control of the Execution of the Budget of the State and Other Public Entities for the 2023 Financial Year;

7. National Development Strategy 2020-2030;

8. Three-year planning table for DGTCFM activities 2022-2024;

9. DGTCFM Annual Work Plan (AWP) 2023;

10. Improving customer service, Laurent HERMEL, AFNOR;

11. Comment manager son secrétariat, Pulchérie NONNOUMI, PELLYCAN CONCEPT;

12. Je téléphone avec succès, Michel BAUDIER, MAXIMA – 3ème édition.

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APPENDICES

LOCATION OF DGTCFM CENTRAL SERVICES

MINISTRY OF FINANCE BLOCKS A AND B

IMMEUBLE EX-CNR (Former CNR Building), close to the Directorate General of Taxation
PLACE: YAOUNDE

STRUCTURES		LOCATION
CABINET OF THE DIRECTOR GENERAL OF THE TREASURY, FINANCIAL AND MONETARY COOPERATION		BLOCK B – 2 nd Floor 222 22 49 53
INTERNAL MAIL SERVICE	SO	BLOCK B - 2 nd Floor 222 22 23 35
DEPARTMENT OF GENERAL AFFAIRS	DAG	BLOCK B - 2 nd Floor 222 22 93 18
DEPARTMENT OF FINANCIAL AND MONETARY COOPERATION	DCFM	BLOCK B - 2 nd Floor
COMPUTER DIVISION	DI	BLOCK A – GROUND FLOOR 222 22 85 89
TREASURY AUDIT DEPARTMENT	IST	BLOCK A - 2 nd Floor 222 22 54 90
MICROFINANCE DIVISION	DMF	BLOCK B - 2 nd FLOOR 222 22 28 58
DEPARTMENT OF INSURANCE	DA	EX CNR – 9 th FLOOR
DEPARTMENT OF PUBLIC ACCOUNTING	DCP	BLOCK A - 2 nd FLOOR 222 23 12 69
DEPARTMENT OF LIQUIDITY MANAGEMENT	DITRE	BLOCK A – GROUND FLOOR 222 22 09 20
LEGISLATION AND CODIFICATION UNIT	CLC	BLOCK A – 2 nd FLOOR

LOCATION OF SOME DEVOLVED SERVICES
PAYMASTER GENERAL'S OFFICE AND SPECIALISED PAYMASTERS' OFFICES
 LOCATION: YAOUNDE

STRUCTURES		LOCATION
PAYMASTER GENERAL'S OFFICE	PGT	MINFI - BAT A
SPECIALISED PAYMASTER'S OFFICE FOR DGSN	PS-DGSN	DGSN
SPECIALISED PAYMASTER'S OFFICE FOR MINSANTE AND MINJUSTICE	PS-MINSANTE MINJUSTICE	MINSANTE - Ground floor
SPECIALISED PAYMASTER'S OFFICE FOR MINTP AND MINHDU	PS-MINTP-MINHDU	Emergence building
SPECIALISED PAYMASTER'S OFFICE FOR MINREX AND MINMAP	PS-MINREX MINMAP	MINREX
SPECIALISED PAYMASTER'S OFFICE FOR MINJEC, MINDDEVEL AND MINEFOP	PS-MINJEC MINDDEVEL MINEFOP	MINJEC
SPECIALISED PAYMASTER'S OFFICE FOR MINESUP AND MINDCAF	PS-MINESUP MINDCAF	Ministerial building N°2
SPECIALISED PAYMASTER'S OFFICE FOR MINADER AND MINEPIA	PS-MINADER – MINEPIA	Oppsite ELECAM Head Office building
SPECIALISED PAYMASTER'S OFFICE FOR MINEBUB, MINESEC, MINFOPRA	PS-MINEBASE MINESEC MINFOPRA	MINESEC

PAYMASTER GENERAL'S OFFICE ET SPECIALISED PAYMASTERS' OFFICES

(cont'd)

SPECIALISED PAYMASTER'S OFFICE FOR MINDEF	PS-MINDEF	MINDEF
SPECIALISED PAYMASTER'S OFFICE FOR MINSEP, MINTRANS AND CONSUPE	PS-MINSEP MINTRANS CONSUPE	MINSEP
SPECIALISED PAYMASTER'S OFFICE FOR MINFOF AND MINEPDED	PS-MINFOF MINEPDED	Maison du combattant
SPECIALISED PAYMASTER'S OFFICE FOR MINRESI	PS-MINRESI	MINRESI
SPECIALISED PAYMASTER'S OFFICE FOR MINPOSTEL-MINCOM	PS-MINPOSTEL MINCOM	MINPOSTEL - Poste centrale
SPECIALISED PAYMASTER'S OFFICE FOR MINAT	PS-MINAT	MINAT
SPECIALISED PAYMASTER'S OFFICE FOR MINAC, MINPROFF AND MINAS	PS-MINAC MINPROFF-MINAS	Behind the National Museum
SPECIALISED PAYMASTER'S OFFICE FOR MINCOMMERCE, MINMIDT AND MINTOUL	PS- MINCOMMERCE MINMIDT- MINTOUL	Ministry of Tourism
SPECIALISED PAYMASTER'S OFFICE AUPRES FOR MINEE AND MINPMEESA	PS-MINEE MINPMEESA	Emergence building 2 nd floor

REGIONAL TREASURIES

LOCATION: REGIONS

STRUCTURES	LOCATON
YAOUNDE 1 REGIONAL TREASURY	Yaounde - Poste Centrale
YAOUNDE 2 REGIONAL TREASURY	Yaounde - Opposite the municipal lake
EBOLOWA REGIONAL TREASURY	Finance building Ebolowa Main building
BERTOUA REGIONAL TREASURY	Finance building Bertoua
DOUALA REGIONAL TREASURY	Douala - Bonanjo, Behind the Court complex
REGIONAL TREASURY NKONGSAMBA	Nkongsamba
BUEA REGIONAL TREASURY	Finance building Buea
BAMENDA REGIONAL TREASURY	Finance building Bamenda
BAFOUSSAM REGIONAL TREASURY	Finance building Bafoussam
GAROUA REGIONAL TREASURY	Finance building Garoua
NGAOUNDERE REGIONAL TREASURY	Finance building Ngaoundere
MAROUA 1 REGIONAL TREASURY	Maroua -Domayo Finance
MAROUA 2 REGIONAL TREASURY	Maroua - MINH DU building Opposite the Council Hall

REGIONAL SERVICES FOR INSURANCE AND MONETARY AFFAIRS (RSIMA)

LOCATIONS: REGIONS

STRUCTURES	LOCATON
RSIMA CENTRE	Yaounde - Mvog-Ada, Entrance opposite the Tax Centre
RSIMA LITTORAL	Douala - Akwa, Former BCD building
RSIMA EAST	Bertoua - Finance building
RSIMA NORTH	Garoua - Finance building
RSIMA EXTREME-NORTH	Maroua – Finance building
RSIMA SOUTH	Ebolowa - Finance building
RSIMA WEST	Bafoussam - Behind the City Council
RSIMA SOUTH WEST	Limbe - Finance building
RSIMA NORTH WEST	Bamenda - Finance building
RSIMA ADAMAWA	Ngaoundere - Central Town