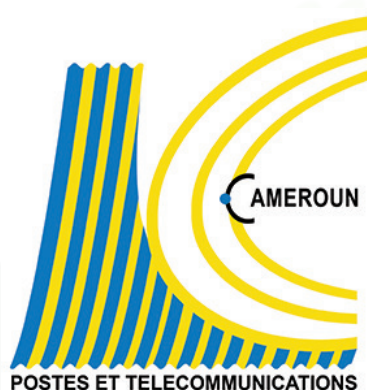


# STATE OF GOVERNANCE IN CAMEROON

## Ministry of Posts and Telecommunications

### Governance Monitoring



## SUMMARY

**ALL** the data collected via the official communication website of the Ministry of Posts and Telecommunications (MINPOSTEL) shows a performance that deserves to be improved, particularly with regard to its relationships with users. This weakness is justified by the absence of the «appeals» section, the non-existence of digitised procedures and annual performance reports for the last five years. In fact, MINPOSTEL has not digitised any of its services and in its relationship with the private sector, there are recriminations, particularly with regard to the regulation and quality of telecommunications services. Also, although MINPOSTEL publishes its activities through different «menus», this posting remains incomplete with regard to the relevance of the missing activity reports (achievements over the current year of the postal network densification project and the digital transformation and useful information for the private sector). With regard to the 05 structures under supervision, no description is made and their performance is not revealed, only the links to their respective platforms are available on the MINPOSTEL website and among these, the SUP'PTIC web link does not refer to the dedicated platform. Finally, with a completion rate of 25%, it is clear that MINPOSTEL's participation in NDS 30 activities can be improved.

# RECALL OF LEGAL REQUIREMENTS

Law N° 2018/011 of 11 July 2018 laying down the Cameroon Code of Transparency and Good Governance in public finance management specifies in the following paragraphs of section 47: (1) The administration shall take all necessary measures for the publication of information on public finances, within the time limits determined by regulation. (2) The information provided in paragraph 1 above is exhaustive. It covers the past, the present and the future and covers all budgetary and extra-budgetary activities. (3) A specific text, adopted before the beginning of the financial year, publishes the schedule for the spread of the information provided in the above paragraph.

The code of transparency and good governance drawn up by the Ministry of Finance enshrines the obligation to publish exhaustive information on public finances. This is an educational action by the State vis-à-vis citizens.

The economic outlook reports on these legal requirements through the main communication tools of the administrations and mainly the Website. An analysis of the information communicated establishes the connection with the administration's main stakeholders. It is the nature and quality (credibility and completeness) of the information in relation to the missions and activities to be carried out in the framework of the implementation of the NDS30 that constitute the main axis of the analyses of this economic outlook.

Seven (7) points are addressed: Effective online communication, but of low relevance in terms of content, relative accountability, lack of visibility on the achievements of the directorates, lack of digitalisation of services, lack of visibility of the structures under supervision, strong recrimination from the telecommunication sector companies and participation in the NDS 30 that needs to be improved.

## *Effective online communication, but of little relevance in terms of content*

MINPOSTEL uses its website <https://www.minpostel.gov.cm/> as a tool for institutional communication. Of the 10 criteria used to assess the ministry's deployment of this tool, it appears that 6 indicators are positive and 4 areas need to be improved.



## POSITIVE ASPECTS

- The website exists, it is hosted and is functional;
- It is regularly updated: its last update was on 26 October 2022<sup>1</sup> ;
- It is secure: The content of the website as well as the information of Internet users who browse it is protected. This security is visible thanks to a **'closed padlock'** in front of the site's web address;
- It has a good tree structure. Navigation on the website is easy with an instant access to information;
- The website is bilingual. Menus and contents are available in both official languages: French and English.
- It has a webmail tool that allows users to interact with the Ministry. The webmail tool is a messaging system, similar to a mailbox, which allows users to send a message directly from the website;

## AREAS FOR IMPROVEMENT

- There is no section dedicated to **'appeals'**, nor a system for digitising them. The space dedicated to 'appeals' can be either a **'menu'** or a **'section'** on the website, in which the administration enters situations such as difficulties and the related procedures. Users cannot send their concerns to MINPOSTEL remotely;
- Annual performance reports are not posted;
- No space for Frequently Asked Questions (FAQs);
- No publication of information for private companies.

After the evaluation of the communication tool, it is important to look at the deployment of MINPOSTEL's missions.

---

### *Relative accountability*

Accountability is considered relative because, although MINPOSTEL posts its activities through different menus, this posting remains incomplete. One would have expected to find important documents including, among others, the report on the achievements of the postal network densification project for the current year and the digital transformation and useful information for the private sector. None of the nine (09) directorates of this Ministry communicate on their performance and activities.

---

### *Activities are presented in specific «menus».*

MINPOSTEL reports on the implementation of its missions in several sections. On the site, from the 'home' section, the following elements are visible:

<sup>1</sup> Reference updated at the time of writing the present economic outlook

- Articles that report on activities carried out 'Postal Excellence: Cameroon crowned African Champion', 'FNCC 2022: The main recommendations of the work';
- The 'Edito' and 'Agenda' sections, which provide factual reports of the most important information and upcoming activities. However, these menus have not been updated.

There is content for 2017 and 2018 respectively;

- In the 'News' menu, a wide range of activities are listed from 2016 to 2022, such as World Post Day (WPD): Two days of intense activities at MINPOSTEL (October 2022), ICT Camps Lolodorf 2022: 800 young people came out of digital illiteracy (August 2022)
- In the 'Major projects' menu, the articles describe the activities from 2017 to 2020. At this level, no major projects from 2021 and 2022 are described.
- In the 'Documentation' menu, we find documents from 2017 to 2021. There are documents such as: 'Statistical Yearbook of Telecommunications and ICT in Cameroon' (2017), 'General report of the annual conferences of the heads of central and decentralised services and structures under MINPOSTEL' (Jan. 2019), the various speeches of MINPOSTEL (budget statements, conventions, recommendations...). Of all these documents, there is no annual performance report for the last 5 years.

**NOTE:** all Cameroonian public administrations publish their annual performance reports on the parliamentary website <http://www.plateformeparlementaire.cm/> These reports date from 2013 to 2019. As the website is not currently functional, it is therefore not possible to say whether MINPOSTEL has published its annual performance reports during the above-mentioned years.

## *No visibility on the achievements of the directorates*

MINPOSTEL has nine (09) directorates that participate in the implementation of its missions. These include the Directorate of Regulation and Control of Postal Activities (DRP), the Directorate of Infrastructures, Equipment and Postal Networks (DIER), the Directorate of P&T and ICT Regulation (DRPT), the Directorate of Infrastructures and Access Networks to Information and Communication Technologies (DIR) the Directorate of Network and Information Systems Security (DSR), the Directorate of General Affairs (DAG), the Division of Projects, Studies and Foresight (DPEP), the Division of Legal Affairs Division (DAJ), the Division of International Cooperation (DCI).

These 06 directorates and 03 divisions have one thing in common: their missions are presented in the website, but no mention is made of their respective activities, services and achievements. It is difficult to assess the level and relevance of their participation in the implementation of MINPOSTEL's missions.

table 1: mapping the activities of the directorates

Directorates of the Ministry	Observations on services and activities	Directorates / Divisions of the Ministry	Observations on services and activities
Directorate of Regulation and Control of Postal Activities (DRP)	No visibility	Directorate of Network and Information Systems Security (DSR)	No visibility

Directorates of the Ministry	Observations on services and activities	Directorates / Divisions of the Ministry	Observations on services and activities
Directorate of Infrastructures, Equipment and Postal Networks (DIER)	No visibility	Division of Projects, Studies and Foresight (DPEP)	No visibility
Directorate of P&T and ICT Regulation (DRPT)	No visibility	Division of Legal Affairs Division (DAJ)	No visibility
Directorate of Infrastructures and Access Networks to Information and Communication Technologies (DIR)	No visibility	Division of International Cooperation (DCI)	No visibility
Directorate of General Affairs (DAG)	No visibility		

### *Little or no digitalisation of services*

In the 'Ministry' menu, the 'General inspection of services' section is clearly visible, but in the content of this section, only the missions of this inspectorate and the current inspectors can be found. No MINPOSTEL service is present on its website. It can be concluded that MINPOSTEL's services are not digitised. Moreover, there is no 'appeals' section to manage disputes and there is no user charter. In view of the above, it can be said that the presentation of MINPOSTEL, as deployed on the website, is only a digital organisation chart.

### *No visibility on the structures under supervision*

The Ministry of Posts and Telecommunications supervises five public entities: the Telecommunications Regulatory Agency (ART), the National Agency for Information and Communication Technologies (ANTIC), the Cameroon Postal Services (CAMPOST), the Cameroon Telecommunications (CAMTEL) and the National Advanced School of Posts, Telecommunications and Information and Communication Technologies (SUP'PTIC).

## **NO INFORMATION ON THE OVERALL PERFORMANCE OF THE STRUCTURES UNDER SUPERVISION**

On MINPOSTEL's website, there is no mention of the performance or activities of the public entities under its supervision. This suggests a lack of visibility that could weaken the managerial action of MINPOSTEL, whose task is to coordinate the deployment of each of these entities, particularly with regard to the implementation of public policies in its sector of activity. However, the web links of the different structures under supervision are present (in the form of a logo) on the ministry's platform. Of the 05 links, 04 actually redirect to the sites of the structures concerned (ART, ANTIC, CAMPOST and CAMTEL) and 01 is not available (SUP'PTIC).

## Complaints from companies in the telecommunications sector

Among the audiences to which MINPOSTEL's services are addressed are companies in the private sector, particularly in the telecommunications and related services sector. These companies face specific difficulties which they express through GICAM. During the 'Sectoral meeting of companies in the telecommunications and related services sector', held in September 2020, companies in this sector identified several difficulties that 'hamper their deployment', including: *"delay in the sector's regulations, which are obsolete in view of the evolution of the issues and technology; infrastructure issues, particularly the optical fiber, which has a huge gap between the capacities installed and those used; competition issues with the historical operator, who is at the same time the manager of the bandwidth and a concessionaire in the same way as the private sector companies; the insufficient availability of bandwidth in terms of quality and quantity, as well as its high cost; the strong dependence of companies benefiting from a concession to this public company, which charge prohibitive prices, thereby undermining the creation of added value; the persistence of a certain instability and legal and fiscal insecurity, which is likely to increase the cost of access to telephony services and related services"* .

TABLE 2: PRIVATE SECTOR RECRIMINATIONS TOWARDS MINPOSTEL 2021<sup>3</sup>

MINPOSTEL's missions	Private sector recriminations
<ul style="list-style-type: none"> <li>• Studies, builds or make people build the equipment and infrastructure corresponding to the Post and Telecommunications sectors;</li> <li>• Ensures the development of Information and Communication Technologies (ICT) as well as electronic communications in all their forms in liaison with the Administrations concerned;</li> <li>• Ensures the promotion of investments in the sector in liaison with the Ministry of Economy, Planning and Regional Development and the structures concerned;</li> <li>• Provides or arranges for the training of staff in its sector;</li> <li>• Monitors the activities of mobile and satellite telecommunications companies</li> <li>• Monitors activities related to electronic commerce and issues of Cyber security and cybercrime, in liaison with the Administrations concerned;</li> <li>• Develops, analyses and maintains statistics relating to the fields of Post and Telecommunications and Information and Communication Technologies (ICT);</li> <li>• Monitors the activities of regulatory bodies operating in its area of competence;</li> <li>• Liaises between the Government and the Universal Postal Union (UPU) as well as with the International Telecommunications Union (ITU) in conjunction with the Ministry of External Relations.</li> </ul>	<p><b>Energy</b></p> <p>Quality and costs of telecommunications</p>

<sup>2</sup> <https://www.legicam.cm/index.php/p/telecommunication-pour-une-meilleure-connexion-du-secteur>

<sup>3</sup> IPAP – GICAM 2021

## WAYS OUT:

To overcome the difficulties, the stakeholders at the 'Sectoral Meeting of companies in the Telecommunications and Related Services Sector' proposed:

- «... A stimulation of investment by the regulatory bodies, liberalisation by the regulator of the corporate service part, allowing operators, for example, to connect their customers with their own optical fiber networks, revision of the regulatory framework governing this sector of activity in order to boost private initiatives...»
- As concerning of the insufficient quality of telecommunication services, MINPOSTEL through the Telecommunications Regulatory Agency (ART), recalls that the main cause of this problem is the cutting of optical fiber, a consequence of untimely power cuts and work on the road networks in Cameroon. The ART suggests that the company whose competence is indexed, (CAMTEL), ensures a better networking <sup>4</sup>.
- In December 2021, MINPOSTEL votes a budget of 16 billion for the improvement of telecommunications services<sup>5</sup>. This budget is specifically dedicated to: investment and operation. In addition, for the year 2022, the Ministry extends its projects in the area of fiscal and financial services to continue the densification of the postal network and the digital transformation. This is what the Minister of Posts and Telecommunications, in her speech of December 2021<sup>6</sup>, details by speaking of : *«digital transformation of our country, extending postal coverage, digital connection and of course, at the level of Cyber Security»*.

**NOTE 1:** This year, no report on the 'densification of the postal network and MINPOSTEL's digital transformation' project has yet been made. However, speaking of cyber security, we can observe an 'SMSing' campaign, driven by MINPOSTEL, aimed at sensitising Cameroonian citizens on the legal measures to which any cybercriminal is exposed.

**NOTE 2:** MINPOSTEL does not publish enough useful information for private companies on its website. There is no menu dedicated to the various services that MINPOSTEL provides to companies in the telecoms sector.

Let us now analyse MINPOSTEL's contribution to the Cameroon Development Strategy NDS30.

---

### ***NDS30: a participation that needs to be improved***

---

The National Development Strategy 30, makes MINPOSTEL responsible for two (02) components of governance: **Improvement of the Public Service of the State and Economic and Financial Governance**. According to the NDS 30, MINPOSTEL should carry out 08 actions on behalf of these components.

- With regard to the 'Improvement of the State Public Service' component, *MINPOSTEL must carry out 05 actions in collaboration with MINFOPRA and the SPM*, notably: the Charter for the reception of users in public services developed; the duration of files processing framed and communicated to users; measures for simplifying administrative procedures disseminated; the effective dematerialisation of administrative procedures and the rate of satisfaction of users. Of all these actions, MINPOSTEL has

<sup>4</sup> Source: Eco – Matin

<sup>5</sup> Source: Cameroun Tribune

<sup>6</sup> <https://www.minpostel.gov.cm/index.php/fr/actualites/398-budget-2022-le-minpostel-a-defendu-son-enveloppe>

not carried out any of them, nor does it provide any information on the status of these actions.

- With regard to the «Economic and Financial Governance» component, the objective that MINPOSTEL should aim for (as provided for in the NDS30) is the optimal regulation of the economy. In order to achieve this, 3 actions are to be carried out: the protection of consumers and quality of services ensured; the autonomous functioning of regulatory authorities; the operational capacities of the competition authority and regulators strengthened.

Of these 3 actions,

- **2 are carried out:** consumers' protection and quality of services ensured; operational capacity of the competition authority and regulators strengthened.
- **1 is not carried out:** autonomous functioning of the regulatory authorities (apart from ARSEL and CSPH which are accountable for setting prices and interest rates to be paid by consumers. It is difficult to comment on the functioning of the regulatory authorities).

From the above, it appears that MINPOSTEL's participation in the implementation of the strategic actions of the SND 30 is weak. Out of a total of 8 actions, 6 were not carried out and 2 were, i.e. a 25% rate of achievement. Similarly, MINPOSTEL does not communicate on its performance.

## APPENDIX

Missions	Activities / Services
<ul style="list-style-type: none"> <li>• Studies, builds or make people build the equipment and infrastructure corresponding to the Post and Telecommunications sectors;</li> <li>• Ensures the development of Information and Communication Technologies (ICT) as well as electronic communications in all their forms in liaison with the Administrations concerned;</li> <li>• Ensures the promotion of investments in the sector in liaison with the Ministry of Economy, Planning and Regional Development and the structures concerned;</li> <li>• Provides or arranges for the training of staff in its sector;</li> <li>• Monitors the activities of mobile and satellite telecommunications companies</li> <li>• Monitors activities related to electronic commerce and issues of Cyber security and cybercrime, in liaison with the Administrations concerned;</li> <li>• Develops, analyses and maintains statistics relating to the fields of Post and Telecommunications and Information and Communication Technologies (ICT);</li> <li>• Monitors the activities of regulatory bodies operating in its area of competence;</li> <li>• Liaises between the Government and the Universal Postal Union (UPU) as well as with the International Telecommunications Union (ITU) in conjunction with the Ministry of External Relations.</li> </ul>	<p>The activities carried out are in line with the missions</p> <p>No digitalisation of services and procedures</p>

This document is produced by the « [Studies and Research](#) » department of *OBIV Solutions* on the basis of information disseminated by MINFOPRA through several channels (official digital communication tools: Website, certified page) and interviews with certain officials from 18 August to 28 October 2022. This choice of information collection is based on Law No. 2018/011 of 11 July 2018 on the Code of Transparency and Good Governance in Public Finance Management in Cameroon, which obliges administrations to publish their activity reports and report on their performance.

TABLE 2: PUBLIC POLICIES OF THE GOVERNANCE SECTOR AND ADMINISTRATIONS INVOLVED<sup>7</sup>

Public policies (governance components)	Administrations concerned
Component 1: decentralisation and local development	MINFI, MINFOPRA, MINDEVEL, MINEPAT
Component 2: Strengthening the rule of law and the protection of human rights	MINCOM, MINJUSTICE; Supreme Court, SPM, CADHL, ELECAM, MINDEF, DGSN, DGRE, Constitutional Council, MINAT, MINDDEVEL, CTD
Component 3: Improvement of the state public service	MINFOPRA, CONSUPE, MINEPAT, MINFI, MINPOSTEL, SPM
Component 4: Economic and financial governance	MINEPAT, MINMAP, MINFI, MINCOMMERCE, MINPMEESA, MINDCAF, MINHDU, CTD, CONSUPE, MINREX
Component 5: Land-use planning	MINEPAT, MINTP, MINHDU, MINDCAF
Component 6: Bilingualism, multiculturalism and citizenship	MINEDUB, MINESEC, MINESUP, MINFOPRA, CNPMB, MINAC, MINJEC

<sup>7</sup> Source (Extract from the National Governance strategy, 2020-2030)

## CONTACTS

---



7942 Yaoundé, Avenue Foch



(+237) 222232160



[contact@obivsolutions.com](mailto:contact@obivsolutions.com)



[www.obivsolutions.com](http://www.obivsolutions.com)



(+237) 670 61 30 49/ 696 38 48 34

*OBIV Solutions'* Studies and Research Department commits to do a publication every 15<sup>th</sup> of the month until 15 December 2022.

