

REPUBLIC OF CAMEROON  
Peace – Work – Fatherland

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MINISTRY OF THE PUBLIC SERVICE  
AND ADMINISTRATIVE REFORM  
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REPUBLIQUE DU CAMEROUN  
Paix – Travail – Patrie

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MINISTERE DE LA FONCTION  
PUBLIQUE ET DE LA REFORME  
ADMINISTRATIVE  
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## ***African Public Service Day***

### **THEME :**

***« Entrenching a citizen -centered service delivery culture : Partnering with the youth for Africa's transformation »***

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

### **PRESS RELEASE:**

JUINE 23<sup>rd</sup> 2017

Cameroon will on Friday, the 23<sup>rd</sup> of June 2017, join the international community to celebrate the 22<sup>nd</sup> edition of the Public Service Day and Administration. This celebration for Africa takes place under the theme "Entrenching a Citizen-Centred Service Delivery Culture: Partnering with the Youth for Africa's Transformation".

The theme of this edition takes into account the partnership with the youth to create a responsive and sustainable public service, fostering a culture of professionalism and ethical values contributing to the development and transformation of Africa.

The notion of "service provision" in the public sector establishes the social contract between civil servants and the users. The civil servant at his / her workplace is Committed to provide an efficient and effective service to the users. The compensation of this commitment is the monthly remuneration. The civil servant is obliged to provide the service to which he is bound, giving that he is evaluated by his hierarchy. Among other initiatives taken by the government in this direction, there is the support Program to improve services rendered to users of public services (PAAQSU), set up in partnership with the United Nations Development Program (UNDP), currently being piloted in five administrations and to be extended to all the others in the near future. This is part of the move to give total satisfaction to the public service user.

Youths, who constitute more than half of Cameroon's population, are agents in our community who continue to recreate and revitalize the culture of service delivery. It is for them and generations to come that the culture of quality service delivery must be safeguarded. This is particularly relevant at a time when, in many countries, young people are confronted with educational, vocational and socio-economic limitations. Their active commitment to safeguarding the culture of quality service delivery does not only provide them with a means of asserting their individual and collective identity but also contributes to their well-being and the creation of new opportunities in terms of transforming Africa.

The Government has made enormous efforts to establish a partnership with young people through the creation of ministries and integration programs devoted exclusively to them. In his message to youth on 10<sup>th</sup> February 2017, His Excellency Paul Biya, President of the Republic called on young people to participate in the magnificent and extraordinary adventure of transforming and developing Cameroon.

Therefore, the culture of quality service delivery cannot truly contribute to the transformation of Africa without partnership with all actors, especially and particularly the youth.

Let us all therefore strive for a quality public service for an emerging Cameroon by 2035 according to the wish of the President of the Republic, His Excellency Paul BIYA with a view to transform Africa.