

REPUBLIQUE DU CAMEROUN
PAIX – TRAVAIL – PATRIE

REPUBLIC OF CAMEROON
PEACE – WORK – FATHERLAND



THE CLIENT'S CHARTER



DECT/SCOM

*“Our ambition is to provide a quality
and timely service to our clients”*

OUR VALUES

Dear client,

You are the reason for the existence of our Institution, the core of our activities. Our qualified Staff is always ready to listen to you.

Purpose

We guarantee an objective service, without any discrimination, in compliance with the regulations in force.

Integrity

The probity of our Staff is an imperative. The service is provided without compensation.

Privacy

We guarantee the protection of your personal data and any claims through a secure information system.

Transparency

Your rights and duties are communicated to you on a permanent basis, by available Staff and through a multiform communication network: mail, telephone, flyers, internet, etc.

To ensure total transparency, the direct telephone and e-mail contacts of the Director General, Directors in the Central Services and Chiefs of Centre are permanently displayed in our reception desks for the attention of all our clients.

Efficiency

To serve you, all our actions are underpinned by the triptych "budgetary savings, efficiency and value creation", in strict compliance with the legality of acts. We also work every day to control response times.

Quality

Quality is our permanent goal. Therefore, we regularly organise satisfaction surveys.

Innovative attitude

We do everything necessary to adapt our operations to the requirements of a permanently moving society.

We are committed to the disability approach, specifically with regard to the accessibility of our premises (access ramps, audio lifts with Braille keys) and other facilities such as priority in the treatment of files.

Innovation means going beyond the limits of performance. At the NSIF, innovation is our credo.

YOUR RIGHTS AND OBLIGATIONS

You are an Employer

- Register your employees (permanent and temporary) within eight days of their recruitment;
- Declare their salaries online;
- Pay their social contributions;
- Report hirings and terminations;
- You are directly responsible for implementing all preventive health and safety measures intended to ensure the protection of your workers' health.

You are a non-registered Worker

- Provide all information relating to your salaried activity at the nearest Social Insurance Centre (CPS);
- Pre-register on our website www.cnps.cm and confirm your registration at the nearest CPS;
- You can also register automatically at any CPS.

You are a registered Worker

- Check your individual insured account to ensure that your employer regularly pays your social contributions;
- Report any irregularities in your career through our website www.cnps.cm;
- Make sure that your changes of employer are accompanied by notices of termination of employment, work certificates and employment contracts.

You are an independent Worker

- Register to voluntary insurance to benefit from the advantages of an old-age pension.

You are a service provider

- Check the list of documents to be provided by our financial services at the time of submission of the contract, and make sure that your employer account and tax situation are always up to date.

You are a client of our Health facilities

- Don't forget your patient code, as this will make it easier for you;
- Holders of old-age or disability pensions, beneficiaries of old-age allowances as well as beneficiaries of accident annuities, ask for a 50% reduction on the rates charged for consultations, various medical treatments and admissions.

You are a tenant of the NSIF real estate buildings

- Make sure you pay your rent on time.

You are a retired or a rightful claimant

- Make sure that we have your documents for the continuation of your rights every year.

To all the NSIF clients

- Provide accurate and complete information on your civil status and professional documents (birth, marriage, divorce, death, address, employment, termination of employment, tax data, etc.) in compliance with the regulations in force;
- In the general interest, report any attempt at fraud or abuse;
- Your correspondence must systematically include your name, registration number, company name, full address and the Social Insurance Centre of management.

OUR ENGAGEMENTS

- ⊙ Welcome you with courtesy and professionalism;
- ⊙ Ensure the comfort of our reception and waiting areas;
- ⊙ Inform you about your rights and the constitution of your files;
- ⊙ Ensure the best possible payment of your benefits by the fastest and most secure means (bank transfer, electronic purse, mobile money);
- ⊙ Take into account your suggestions and impressions through the address cnps.cameroun@cnps.cm and satisfaction surveys.
- ⊙ allow you, via the site www.cnps.cm, to:
 - check your individual insured account;
 - check your employer account;
 - declare your salaries online;
 - submit your social insurance files online at www.cnps.cm
 - pay your social contributions online (e-payment).
- ⊙ By guaranteeing an uninterrupted service and rigorous management of social contributions, we ensure the sustainability of our institution.
- ⊙ On the website www.cnps.cm, you will find all the information you need on the benefits provided, procedures, invitations to tender, downloadable forms (application for registration, application for social benefits, application for a pension, etc.) and all the latest news from the NSIF.



You will never live alone

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