



**OFFICE OF THE PUBLIC
INDEPENDENT CONCILIATOR
FOR THE SOUTH-WEST REGION**

**ANNUAL REPORT SUBMITTED FOR THE
ATTENTION OF H.E. THE PRESIDENT OF
THE REPUBLIC OF CAMEROON**

DONE IN BUEA, MARCH 2022

REPUBLIQUE DU CAMEROUN
Paix – Travail – Patrie

REGION DU SUD-OUEST

**OFFICE OF THE PUBLIC
INDEPENDENT CONCILIATOR**



His Excellency,

REPUBLIC OF CAMEROON
Peace – Work - Fatherland

SOUTH WEST REGION

**OFFICE OF THE PUBLIC
INDEPENDENT CONCILIATOR**

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**THE PUBLIC INDEPENDENT CONCILIATOR
SOUTH WEST REGION
TO**

**THE PRESIDENT OF THE REPUBLIC OF CAMEROON
C/O THE MINISTER OF STATE SECRETARY- GENERAL,
PRESIDENCY OF THE REPUBLIC,
YAOUNDE.**

SUBJECT: FORWARDING OF ANNUAL REPORT

I have the distinguished honour to submit here-attached, for the high attention of its illustrious addressee – H.E. the President of the Republic, the 2021 Annual Report on the State of relation between citizens as service users and the Regional and Council Services of the South-West Region.

**PUBLIC INDEPENDENT CONCILIATOR
SOUTH WEST**

Teleen Dorothy Atabong spouse Motaze

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A- INTRODUCTION

As a foreword to this very first annual report from the Office of the Public Independent Conciliator for the South-South Region, it is useful to highlight that one of the major resolutions adopted at the Major National Dialogue that held in Yaounde from 30th September to 4th October 2019 was the granting of a Special Status to the North West and South West Regions.

Pursuant thereto, the National Assembly deliberated upon and adopted Law N° 2019/024 of 24 December 2019 to institute the General Code of Regional and Local Authorities which devotes Chapter III, Sections 367, 368,369,370 and 371 to the missions and prerogatives of the Public Independent Conciliator within the framework of the Special Status.

In consonance with the provisions of Section 371 of this Law, the President of the Republic signed Decree N° 2020/773 of 24 December 2020 to lay down the conditions for discharge of the duties of the Public Independent Conciliator in the North-West and South-West Regions.

Further to this decree and to materialize the existence of this institution, the President of the Republic signed Decree N° 2021/342 of 10 June 2021 appointing Public Independent Conciliators for the North-West and South-West Regions.

In fulfilment of the provisions of Chapter II Article 7(1) of Decree N° 2020/773 cited above, the Public Independent Conciliator for the South-West took the oath of office.

B- GENERAL CONTEXT

As it has been the case with virtually every other activity in the socio-economic and even political life of the region, the ongoing socio-political and security crisis affecting the North-West and South-West Regions of our country has had an undeniable negative impact on the day-to-day functioning of local collectivities: – the Regional Assembly, City and Municipal Councils whose actions are central for the

accomplishment of the missions incumbent on the Office of the Public Independent Conciliator.

This negative impact has been clearly visible at three main levels namely:

- The day-to-day functioning or operations of local collectivities;
- The inability of citizens or service users to have free and optimal access to these collectivities;
- The effective and optimal deployment of personnel of the office of the Public Independent Conciliator in the performance of their duties.

In this regard, at the operational level, it has been observed that during the 2021 fiscal year, a majority of local collectivities of the South-West Regions, most especially the municipal councils were constrained to relocate and function from the divisional head-quarters in several administrative units such as Manyu, Meme and Ndian Divisions. The case of the local collectivities of Lebialem division is even more unfortunate as contrary to the situation described above for three of the six divisions of our region, they have not been able to function from their localities or even MENJI the divisional headquarter, rather in Dschang- the headquarters of neighbouring MENOUA Division in the West Region.

From the migrated picture presented above, it can be ascertained that at the administrative and geographical levels, only the municipal councils of Fako Division with the noticeable exception of Muyuka Council as well as the Tombel and Bangem Councils of Kupe-Manenguba Divisions have effectively functioned and have been accessed by users in their official premises.

SPECIFIC CONTEXT OR PECULIARITIES

In order to better elucidate the situation of the functioning of local collectivities within the South-West Region, the chart or table here below provides a synoptic presentation of the delivery of services by councils within the various administrative units (Divisions) of our region.

DIVISION	LOCAL COLLECTIVITY/COUNCIL	CURRENT LOCATION OF FUNCTIONING	LEVEL OF ACCESSIBILITY OF SERVICES
FAKO	LIMBE CITY COUNCIL	OFFICIAL PREMISES	VERY SATISFACTORY
	LIMBE I COUNCIL	OFFICIAL PREMISES	VERY SATISFACTORY
	LIMBE II COUNCIL	OFFICIAL PREMISES	VERY SATISFACTORY
	LIMBE III COUNCIL	OFFICIAL PREMISES	VERY SATISFACTORY
	BUEA COUNCIL	OFFICIAL PREMISES	VERY SATISFACTORY
	TIKO COUNCIL	OFFICIAL PREMISES	VERY SATISFACTORY
	IDENAU COUNCIL	OFFICIAL PREMISES	VERY SATISFACTORY
	MUYUKA COUNCIL	WITHIN LOCALITY	BELOW AVERAGE
LEBIALEM	MENJI COUNCIL	OUT OF LOCATION	HIGHLY BELOW AVERAGE
	ALOU COUNCIL	OUT OF LOCATION	HIGHLY BELOW AVERAGE
	WABANE COUNCIL	OUT OF LOCATION	BELOW AVERAGE
KUPE-MANENGUBA	BANGEM COUNCIL	OFFICIAL PREMISES	ACCEPTABLE
	TOMBEL COUNCIL	OFFICIAL PREMISES	SATISFACTORY
	NGUTI COUNCIL	OUT OF LOCATION	BELOW AVERAGE
MANYU	MAMFE COUNCIL	OFFICIAL PREMISES	ENCOURAGING
	EYUMUKOCK COUNCIL	WITHIN LOCALITY	BELOW AVERAGE
	TINTO COUNCIL	OUT OF LOCATION	HIGHLY BELOW AVERAGE
	AKWAYA COUNCIL	DIFFICULT TO ACCESS	DIFFICULT TO EVALUATE
MEME	KUMBA CITY COUNCIL	OFFICIAL PREMISES	SATISFACTORY
	KUMBA I COUNCIL	OFFICIAL PREMISES	SATISFACTORY
	KUMBA II COUNCIL	OFFICIAL PREMISES	SATISFACTORY
	KUMBA III COUNCIL	OFFICIAL PREMISES	SATISFACTORY
	MBONGE COUNCIL	OUT OF LOCATION	BELOW AVERAGE
	KONYE COUNCIL	OUT OF LOCATION	NOT ACCESSIBLE
NDIAN	BAMUSSO COUNCIL	OFFICIAL PREMISES	SATISFACTORY
	DIKOME BALUE COUNCIL	OUT OF OFFICIAL LOCATION	BELOW AVERAGE INACCESSIBLE TO THE PUBLIC
	EKONODO-TITI COUNCIL	OFFICIAL PREMISES	ACCEPTABLE
	IDABATO COUNCIL	FUNCTIONING FROM OFFICIAL PREMISES	SATISFACTORY
	ISANGELE COUNCIL	OFFICIAL PREMISES	ACCEPTABLE
	KOMBO ABEDIMO (AKWA)	OFFICIAL PREMISES	SATISFACTORY
	KOMBO ITINDI (NGOSSO)	OUT OF OFFICIAL LOCATION	BELOW AVERAGE
	MUNDEMBA COUNCIL	OFFICIAL PREMISES	BELOW AVERAGE
	TOKO	OUT OF OFFICIAL LOCATION	HIGHLY BELOW AVERAGE

C- WORKING METHODOLOGY

On account of the general and specific context within which it has commenced its activities and conscious of the fact that being a recently created institution the citizens and service users are not yet fully acquainted with its missions and will consequently only progressively develop the culture of bringing their preoccupations to its attention; the Office of the Public Independent Conciliator adopted a series of

actions and activities as its working methodology to educate citizens and service users as well as assess or evaluate the functioning of local collectivities within the region.

These actions have included the following:

- The use of radio talks such as interviews and short sketches for sensitization;
- The conception, publication and wide dissemination of flyers;
- The organization of a few capacity-building seminars;
- Impromptu field visits and deployment of our personnel in various councils especially within Fako Division with accessible and functional councils in order to observe the rendering of services to the public or citizens who seek various services from these councils.

Obviously, the Public Independent Conciliator and her collaborators would have been delighted to conduct more work on the field, engaging and observing the council authorities and personnel in their manner of attending to service users but have, due to operational constraints, limited their actions essentially to FAKO and the four councils of Kumba, in MEME Division.

Although this level of deployment is inadequate as per the desire and determination of the Public Independent Conciliator to bring a significant improvement in the quality of interaction between the service users and officials of local collectivities, the chart presented above shows that the councils of FAKO and MEME Divisions currently represent over 70% of the councils that could be considered as having functioned in a satisfactory manner.

D- SERVICE DELIVERY TO THE PUBLIC

GENERAL OVERVIEW:

The regional and local collectivity bodies whose activities and daily interaction with the citizens, as service users, are central in the accomplishment of the missions of the Public Independent Conciliator for the South West Region and fall into three categories namely:

The South West Regional Assembly;

The City Councils of Limbe and Kumba;

The thirty-one (31) Municipal Councils covering the same territory and population as the thirty-one (31) Sub-Divisions.

From an organizational or administrative perspective, while the duties, (domain of competence) and prerogatives of the City Councils and Municipal Councils are clearly spelt out by the framework law: - the General Code on Regional and Local Authorities determining the threshold for the actions of each, from the perception of the ordinary citizen or user of their services, the missions of these collectivities vis-à-vis the public are essentially similar though not identical.

In order to carry out a credible assessment or evaluation of the quality of service delivery in these local bodies, it is relevant to highlight the main categories of services that are in high demand from the public irrespective of specificities.

These include:

- The issuance of birth certificates both to infants and older children, or other citizens who have to resort to the court declaration procedure, due to late declaration of birth and the loss of this essential document due to the socio-political unrest.
- The granting or issuing of building permits. It is important to indicate that in spite of the prevailing security situation and may be even driven by this situation, many urban agglomerations of the region, and most especially the towns of BUEA, LIMBE, TIKO, IDENAU have continued to witness rapid development in the domain of real estate and the construction of private residences or housing units.
- The allocation or award of market space; be they shops, stalls, sheds or even ground space to numerous inhabitants involved in petty business like the “buyam sellers” and other vendors.
- The celebration of marriages and establishment of marriage certificates.
- The award of door numbers to owners and/or drivers of township taxis, the handling of a related activity on the payment of fines and withdrawal of impounded taxis or other vehicles.
- The issuance of death certificates to bereaved families.

- The provision of basic utilities such as boreholes for potable water, the construction of culverts, bridges etc. and the maintenance of some peripheral roads;
- Efforts made in collaboration with a sanitization company or local initiatives to collect and dispose of domestic refuse.
- The creation and management of public parking spaces as a way of promoting discipline, a spirit of civic responsibility and combating urban disorder.

Besides these main sectors where councils are highly solicited by the public, there are also areas such as the follow-up of slaughter houses, sporadic or periodic initiatives to assist vulnerable segments of the population, the organization of holiday jobs to provide financial assistance to students and parents towards schools resumption etc.

EVALUATION OF QUALITY OF SERVICE DELIVERY TO USERS

Obviously, on account of the peculiar context and attendant constraints on the overall functioning of the Regional Assembly and local collectivities of the region, it is neither possible nor realistic to carry out a council by council analysis of the delivery of services to the inhabitants of their various municipalities.

To the contrary, this report has attempted a panoramic or general evaluation focusing on the principal areas highlighted above in which the public predominantly seeks the services of Municipal Councils. Indeed a keen observation and analysis of collected data or information has revealed that these principal sectors of council services represent close to 75% of overall services provided to the public by municipal councils.

Consequently, if there is effective quality service delivery for these principal sectors, the overwhelming majority of the legitimate preoccupations and expectations of the service users will be fulfilled thereby significantly improving the living conditions of the local populations. This evaluation of service delivery is articulated around three main instruments of analysis namely:

- A random sampling conducted over the last five months amongst service users.
- Field trips by collaborators dispatched to the field at various intervals.
- Concertations with some active stakeholders and personal observations during some of the working sessions held with council authorities in their premises.

For purposes of objectivity and fair representation, it is important to acknowledge that a highly significant portion of the work of the Office of the Public Independent Conciliator for these first months has been restricted to FAKO Division with six (06) almost fully functional municipal councils out of a total of seven, and the Limbe City Council that has also been very accessible to the public and population in general.

After outlining the recent criteria or instruments of analysis that have been applied for the production of this evaluation report, it can be affirmed that from a general perspective, the interaction between the various local collectivities – City and Municipal Councils and the citizens has been relatively satisfactory during the period under review.

This assertion draws inspiration from the consideration that during the five-month period July to December 2021 that constitute the evaluation period, no cases of the expression of bitter disappointment or dissatisfaction with the quality of service delivery was brought to the attention of the Office of the Public Independent Conciliator for the South West Region. However, this general assessment should not be misunderstood or misinterpreted to suggest that all councils of the South-West, taken individually, have rendered commendable services to the population of their various municipalities in all domains in which they are expected to.

Indeed, it is my conviction that as the population becomes more acquainted with the missions of the office of the Public Independent Conciliator through our sensitization campaigns and initiatives, some of the shortcomings or irregularities

encountered by service users will be brought to our attention and thus enable us to carry out a more competent performance evaluation.

Beyond the general assessment and in order to provide a clear and credible picture of service delivery as it actually obtains on the ground, here-below is a point by point assessment using the main categories earlier outlined.

(i) ISSUANCE OF BIRTH CERTIFICATES

This remains one of the most highly solicited services from the councils especially in the urban agglomerations where the population is very conscious of the importance of establishing a birth certificate for every child. Our field observations reveal that in most of the councils, the birth certificate is issued completely free of any charge or levy for children from days old to three (03) months. Beyond this age bracket, many councils charge a fee which is highest for adolescents and other older persons who come to establish the birth certificate through the court judgment procedure.

As regards the charging of a fee which is observed not to be a uniform rate for all councils and even before any initiative could be envisage to harmonize the practice, this could also be used as an argument, to sensitize the population to declare and register births more promptly in order to benefit from the non-payable establishment of the birth certificate within the prescribed period.

(ii) GRANTING OF BUILDING PERMITS

From our observations and random interactions with service users and private individuals actively involved in real estate development or the follow-up of housing projects, this is one of the domains with the highest discrepancy in the implementation of laid down levies or attracting complaints about delays or discriminatory practices as applicants are said not to be subjected to equal or equitable treatment.

However, it is important to point out that, even the service users or members of the public who are prompt in making such observations, are not above reproach because they indulge in several irregularities, seeking to mislead the council officials

and administration. Consequently, they could be considered as partially responsible for the shortcomings which they attribute to the council services.

In this regard, it is common to realize that numerous applicants for the building permit grossly under-estimate or under-cost the value of their property, in order to cut down on the amount they are entitled to pay by law, since it is a fixed percentage of the overall cost of the building or structure to be constructed. In the same way, many of those who approach council services for this permit do not submit complete files to enable the council serve them with diligence. On this account, there is need for the councils and the Office of the Public Independent Conciliator to include this aspect in sensitization campaigns, in order to promote greater awareness on the need for the citizens and service users to develop a culture of civic responsibility, which in turn contribute to smoother collaboration and satisfaction about service delivery.

(iii) ORGANISATION OR CELEBRATION OF MARRIAGES

Although there is no recommendation about the period of organization of marriages, it has been observed that over 60% of marriages registered and celebrated by the councils occur during the last three months – October, November and December of each year with the peak recorded in November and December.

Feedback gathered during the celebration of some of these events suggest that this is one of the areas where applicants or couples and their families express high appreciation for the services and attention received from the local collectivities. It should be highlighted that, apart from simply establishing and issuing marriage certificates, which could transform the celebration into a mere formality, virtually all councils of the region pay special attention to counseling on various aspects such as joint or separate property, monogamy or polygamy as well as cautioning the couples about their mutual obligations.

(iv) ISSUANCE OF DEATH CERTIFICATES

In the same light like the case of birth certificate and marriages, service users in particular and the population in general have expressed satisfaction with the performance of council officials in the discharge of this duty. Whereas it is possible to attribute this positive performance to the natural sympathy that most human beings

feel towards others who are bereaved, it is useful to indicate that in this domain, the council services are rather the complainant; drawing attention to the fact that in spite of repeated sensitization each time the cases come up, they seem to be faced with the same reality of families showing up without the attestation or certificate of cause of death established by a medical doctor or incomplete information – no identity card or other document capable of proving reliable information about a deceased relative.

Available statistics also reveal that, this document is generally applied for much later by relatives of deceased civil servants, or by those who have to move with mortal remains to a different administrative unit for burial etc.

(v) ALLOCATION OF MARKET SHEDS OR SPACES

Whereas the allocation of market space or sheds is sometimes challenging in the urban municipalities with a high population and attendant demand from traders or vendors such as in Fako Division, Kumba City, Tombel, Mamfe etc, the situation is very different in the rural municipalities where the markets are either not constructed or available sheds not fully occupied.

Since the allocation and effective occupation of these spaces is a source of sure revenue for the councils, the council services usually pay special attention to the speedy allocation of such spaces, and there is very little misunderstanding between the beneficiaries and the council administration.

(vi) PROVISION OF BASIC UTILITIES – BRIDGES, CULVERTS, ROADS MAINTENANCE

Out of the major sectors of expectation for the delivery of services to the population, this sector constitutes the one wherein the population expresses a higher degree of dissatisfaction. The most frequent concerns raised concern (involve) for the most part neglect or indifference from the Mayors or council authorities towards their preoccupations as well as flagrant discrimination in the choice of neighbourhoods to benefit from such projects. According to the population of most of the underprivileged neighbourhoods, the criteria ought to be population density or pertinence of the

preoccupation raised but they observe that, it is usually either arbitrary or subjective on the basis of nepotism or friendship within council circles.

(vii) INTERACTION WITH DRIVERS UPON PAYMENT OF IMPOUNDMENT LEVIES

This is one of the areas in which the council services especially in the urban agglomerations such as the local collectivities of Fako and Meme Divisions, have to make positive efforts towards improving the quality of service delivery. Several drivers affirm that even after payment of specified levies to the council revenue services, they find themselves compelled to bear extra expenditure by way of unofficial payments to other council personnel who do not hesitate to resort to various sabotage tactics to ensure compliance such as disappearing from the offices with car keys or documents, exaggerating number of days of impoundment to force negotiation etc. The attention of Mayors has been drawn to this situation.

E- SERVICE DELIVERY BY THE REGIONAL EXECUTIVE COUNCIL

As one of the institutions recently created to further consolidate and complete the decentralization process of our country, the Regional Assembly has a council complementary role to the local collectivities towards improving the living conditions of the population through multi-dimensional activities.

During the period under review and notwithstanding its inception barely one year ago as well as the challenges imposed by the current socio-political and security crisis affecting the region, the South-West Regional Assembly has undertaken some commendable initiatives for the improvement of the livelihoods of the local population. Obviously, there are and maybe other areas where such actions could have a more positive impact on the living conditions of their inhabitants, but the prevailing situation has compelled the Regional Executive Council to limit its actions and activities to areas enjoying relative peace and tranquility to enable the execution of its initiatives.

During the period under review, the following projects were executed under the auspices of the Regional Assembly.

N°	PROJECTS	Budgetary provision (Sum) FCFA
1	Construction of an administrative block for Kumba District Hospital	128.562.000
2	Construction of a maternity block in Ekondo-Titi District Hospital	76.000.000
3	Supply of medical equipment to Tombel District Hospital	20.000.000
4	Supply and installation of solar street lights in Mundemba-Ndian division	06.000.000
5	Rural electrification N'anga Bwasa and Likomba	60.000.000
6	Supply of medical equipment to Alou District Hospital	64.000.000
7	Supply of medical equipment to Mamfe District Hospital	20.000.000
8	Acquisition of books for school libraries in 06 Division	20.000.000
9	Supply of two lots of dress making kits and three lots of cookery kits to 5 technical schools (Lebialem, Ndian, Meme, Kupe-Muanenguba and Mamfe)	18.000.000
10	Acquisition of 1200 benches for six Divisions: 200 benches per Division.	35.000.000
11	Supply of lots of 15 computers, 15UPS Photocopies and laser printer to some secondary schools in the six Divisions.	40.000.000
12	Electrification with solar panels in Alou	40.000.000

As it can be observed, these projects were essentially focused on the domains of health, education and rural electrification which have a direct impact on the well-being of the population. As regards the education sector, virtually all the actions enlisted were carried out during the months of September and October during the reopening of schools for the 2021/2022 academic year, but for the supply of computers etc. that were done later.

From the perspective of geographical and administrative representation, it is commendable to observe that all six divisions of the region benefitted from allocation and execution of the Regional Assembly projects. However, it is important to indicate that not all of the earmarked projects were effectively completed and received as at

31st December 2021. In this regard, the construction of a maternity block in the Ekondo-Titi District Hospital, rural electrification on projects for Na'anga Bwasa (Buea) and Likomba (Tiko) and the installation of solar street lights in Mundemba have not yet been officially received or commissioned, although the Mundemba solar panels are functional.

As commendable as these actions and projects are, the population of the region expects significantly more from the Regional Assembly which they consider should be given adequate financial resources to effectively respond to their aspirations and expectations. In this regard, a shade of public opinion believes that in order for this institution to fully meet its objectives, it should have greater authority over domains concerned by the transfer of competences such as in the management or coordination of educational affairs, health, sports, tourism, culture, agriculture, rural infrastructure etc. which have a direct bearing on the quality of the livelihoods of the local population.

F- CHALLENGES

The greatest of the challenges that constitutes a major handicap in the accomplishment of the missions incumbent on the Office of the Public Independent Conciliator for the South-West Region remains the absence of an office which has compelled me and my collaborators to be working in make-shift offices at the Buea Mountain Hotel. This last resort option was adopted to avoid squatting with a public administrative service, as this could be interpreted as compromising the credibility or status of the office. This unpleasant situation constitutes a drawback at the main levels namely:

- The inability of the public to know and identify an address where they can conveniently come to submit their complaints or express their concerns.
- The impossibility of organizing my work and that of my collaborators in a more formal manner.
- The impossibility of receiving or attending to personalities or holding concertation meetings with other stakeholders.

One of the most noticeable consequences of this regrettable situation is our inability and the attendant disorganization of work as we are frequently relocated from one temporary office space to another as the commercial constraints of the hotel occasionally warrants the management of the hotel to allocate the space we are using to its clients for one purpose or another.

Beyond the absence of an office, the prevailing socio-political and security crisis has been a service impediment for the effective accomplishment of the missions assigned to the Office of the Public Independent Conciliator as we have been unable to carry out activities or deploy ourselves in some divisions.

As it has been highlighted in an earlier part of this report, the prevailing socio-political and security crisis affecting the region has severely undermined and jeopardized the delivery of various services for the benefit of the populations in most council areas. In this regard, for the overwhelming majority of internally displaced persons as well as refugees who fled to relative safety into Nigeria from border council areas such as Akwaya and Eyumujock (Manyu Division); they are completely cut off from their native council areas.

Similarly, apart from the councils of Fako division which have, for the most, continued to function in a quasi-normal rhythm, several council offices have either been vandalized and destroyed during the crisis or abandoned by officials and staff as a result of rampant insecurity. Under such circumstances, it is obvious that these councils are neither accessible to the public for routine services nor can they lay claim to being able to provide such services in a satisfactory manner from the temporary premises to which some have been compelled to relocate to. Conscious of this mindset and of our responsibility to use this office to build confidence and trust with the public, sensitization, explanations and other communication tools are engaged to educate the public as well as illustrate our resolve to be totally at their service by handling any concerns brought before the office as promptly as possible with objectivity and integrity.

RESUME EXECUTIF:

Grande nouveauté dans l'architecture institutionnelle de notre pays, le « **Office of the Public Independent Conciliator** » institué dans les régions du Sud-Ouest et du Nord-Ouest voit le jour dans le cadre de l'application, par le Chef de l'Etat, de l'une des principales résolutions du Grand Dialogue National accordant un **Statut Spécial** à ces deux régions en vue de la préservation de leur héritage et spécificités linguistiques et culturelles.

A cet effet, le décret présidentiel N° 2020/773 du 24 décembre 2020 fixe les conditions de l'accomplissement des missions du Public Independent Conciliator dans les régions du Nord-Ouest et du Sud-Ouest.

Ces missions se résument pour l'essentiel à :

- La gestion et résolution amicale des disputes entre les collectivités et les usagers ;
- La défense et la protection des droits des citoyens (usagers) dans leur interaction avec les services des différentes collectivités locales ;
- La prise des mesures nécessaires en vue d'éviter toute forme de discrimination directe ou indirecte à l'encontre des usagers :

De la définition des missions dévolues au « Public Independent Conciliator », il se dégage que les collectivités territoriales décentralisées dont les actions font et devraient faire l'objet d'un suivi et évaluation par cette institution sont de trois (03) catégories à savoir :

- Le Conseil Exécutif Régional ;
- Les Maires de villes en l'occurrence celles de Limbe et Kumba puisque la région du Sud-Ouest en compte deux

- Les communes ou communes d'arrondissement dont la région en compte trente-et-une (31) réparties dans le six départements.

Dans leur déploiement quotidien au service des citoyens et des usagers, une analyse de l'action des mairies de ville et des communes révèle qu'en dépit des domaines de compétences spécifiques à chacune et précisés par les textes y afférents, les prestations offertes aux usagers par ces deux catégories de collectivités locales présentent de nombreuses similitudes. A cet effet, les prestations ou services les plus sollicités par les citoyens concernent les aspects ci-après :

- L'établissement et la délivrance des actes de naissance ;
- La délivrance des permis de bâtir ;
- L'organisation des cérémonies de mariage et l'établissement des actes de mariage ;
- La gestion et l'attribution des espaces marchands; autant dans les marchés construits que dans d'autres espaces publics ;
- La gestion des fourrières municipales objet de nombreuses récriminations de la part des propriétaires de véhicules ou chauffeurs de taxi qui s'y rendent régulièrement ;
- L'établissement et la délivrance des actes de décès au profit de ceux qui en sollicitent ;
- Des réalisations susceptibles de contribuer à l'amélioration directe des conditions de vie des populations locales dans les domaines tels l'éclairage public, l'approvisionnement en eau potable, la construction des dalots et ponts en zone rurale, l'entretien ou l'aménagement des routes rurales etc.

Au cours de la période de référence, en l'occurrence le deuxième semestre de 2021, une analyse du fonctionnement des collectivités locales de la région du

Sud-Ouest révèle des disparités importantes dans l'accessibilité des citoyens aux différentes présentations auxquelles ils peuvent prétendre. Cette situation de privation de prestations des mairies ou d'inaccessibilité de la majorité de la population, à ces services, dans certaines localités est l'une des conséquences *directes* de la crise socio-politique et sécuritaire connue dans les régions du Nord-Ouest et du Sud-Ouest depuis plus de cinq ans aujourd'hui.

A cet effet, j'ai présenté, dans ce rapport annuel, un tableau récapitulatif qui résume le niveau de fonctionnement de ces collectivités locales. Il convient de signaler tel que repris dans ledit tableau qu'en dehors du département du FAKO dont six (06) des sept (07) communes et la Mairie de ville de Limbe ont fonctionné de manière quasi-normale, le fonctionnement de la majorité des communes d'autres départements a été sévèrement plombé par cette crise sécuritaire.

A ces communes du département du FAKO à l'exception de celle de Muyuka, l'on peut ajouter la maire de ville de Kumba, les trois communes d'arrondissement de cette localité (département de la MEME) ; les communes de Mundemba, IDABATO et d'Ekondo – Titi (département du NDIAN) ; Tombel et Bangem (Kupe-Muanenguba) et Mamfe – département de la Manyu. Dans certains cas, ces communes s'opèrent et mènent leurs activités de façon sporadique hors de leur territoire de compétence.

En ce qui concerne le Conseil Exécutif Régional, il y a lieu de relever qu'il commence à se déployer et à mener quelques actions louables en dépit du fait qu'il ne soit opérationnel que depuis un an. Les actions ainsi recensées pour le compte du Conseil Exécutif Régional du Sud-Ouest sont essentiellement dans trois domaines à savoir :

- La Santé et des adductions d'eau potable ;

- L'Education ;
- L'éclairage public.

Bien que ces efforts soient globalement louables, il est évident sur le terrain que les populations de la région attendent nettement plus de cette institution et estiment que pour réellement assumer les missions qui lui incombent, le Conseil Exécutif devra bénéficier de plus de moyens et du renforcement de l'effectivité de ses attributions consacrées par le transfert des compétences.

Au chapitre des difficultés rencontrées depuis le démarrage de nos activités, l'absence des locaux constitue le plus grand handicap car, il ne permet ni une bonne organisation du travail ni un encadrement des collaborateurs dans l'accomplissement des tâches assignées.

Toutefois, je me déploie au quotidien avec mes collaborateurs pour réserver une attention particulière et un examen objectif aux préoccupations portées à notre connaissance par les usagers des services des collectivités locales.

Public Independent Conciliator,
South West Region

Telelen Dorothy Atabong
spouse Motaze