

High Commission
For the Republic of Cameroon
In Canada



Haut-Commissariat
Pour la République du Cameroun
Au Canada

No. 001 /HCO 05 DEC. 2024

Letters to users of the Consular Service

Dear users of our Consular Service,

During my interactions with some of you, I became aware of some grievances you have against the Consular Service of the High Commission of Cameroon in Ottawa. ***The complaints mainly concern the quality of reception and difficulties in reaching our consular staff by telephone. I find this situation rather disturbing.***

Upon an objective assessment of the situation, we are determined to optimize the quality of our service **purposely for you; you who are after all, the main reason for which the service exists.**

Indeed, I note that despite the limited space within, and the understaffing of, the High Commission, **our personnel strive daily to make sure you have the best possible service.** As you must have noticed for yourselves, the High Commission does not have a dedicated switchboard operator. Despite the technical nature of the task, which requires keen attention and concentration, the staff of the Consular Service is also expected to take your many telephone calls.

I am convinced that their work would be a little easier if those of you, whose files are not fully compliant, could be kind enough to avoid calling to insistently request for an exemption from the applicable procedures and requirements.

Moreover, as you well know, failure to comply with certain conditions may substantially undermine the processing of your files and eventually lead to them being rejected at some point, something no one would like. It is therefore in everyone's interest that files be properly compiled.

Your complaints are of concern to us, and we cannot remain indifferent on grounds that others are not complaining. The public service system is a work in progress. Our goal has always been to improve the quality of service to the public and we are sparing no effort to achieve it.

Rest assured, we remain resolutely committed to serving you **with mutual respect**, which is our hallmark.

As for you, I am convinced that you will put in every effort to help us achieve this goal. As such, I would like to encourage you to once more consult the High Commission's website for reliable information, which will guide you to compile your files in accordance with the regulations in force, and subsequently facilitate their processing.

Lastly, as much as I urge my staff, your humble and devoted servants, to observe the basic **rules of courtesy and civility** towards you, I would also like to stress that this fundamental value in public administration calls for **reciprocity**.

Thank you for your usual understanding and frank cooperation.

Yours truly,

