REPUBLIQUE DU CAMEROUN
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DELEGATION GENERALE A LA SURETE NATIONALE

SECRETARIAT GENERAL

DIRECTION DE LA POLICE DES FRONTIERES

REPUBLIC OF CAMEROON
Peace · Work · Father

PRESIDENCY OF THE REPUBLIC

GENERAL DELEGATION FOR NATIONAL SECURITY

GENERAL SECRETARIAT

DEPARTMENT OF FRONTIERS POLICE

Evolution of the Cameroonian Passport Production system from 2020 to 2023

ZAKARI YAOU ALHADJ
Police Commissioner
Director of the Border Police

CAMEROON

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Presentation Overview

1 **Cameroon in few words**
Presentation of Cameroon

2 **The former system**
Half Computerized Process

3 **The new system**
Digitalized from Start to End

4 **Management of irregularities**
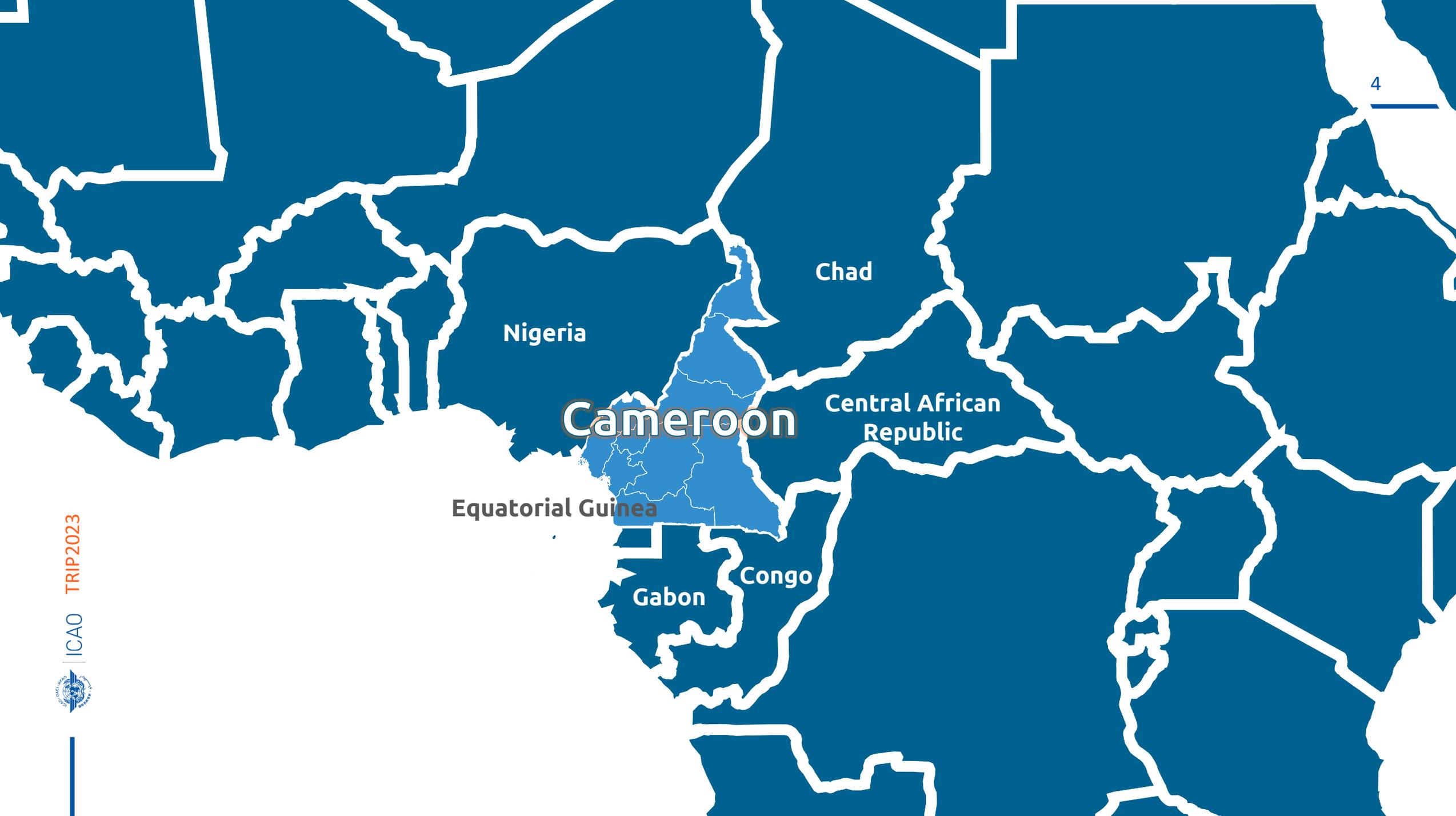How to treat non-compliant applications

5 **The new system security**
What guaranties the passports' Security

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Cameroon

The Country in few words

☑ **Main Cities and local Centers**

☑ **Surface Area : 475,442 Km^2**

☑ **Population : 30,135,732**

☑ **Enrolment Centers : 54**

Maroua

Garoua

Ngaoundere

Bamenda

Bafoussam

Yaounde

Buéa

Bertoua

Douala

Ebolowa

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Half computerized

Two-step process

✓ **First phase :**

Manual collection of applicants' data in all the centers around the world

- Hand filled application form
- Analogic portrait capture and printing
- Manual fingerprint capture using ink

✓ **Second phase :**

Data digitalization by trained agent

- Picture scanned
- Fingerprints scanned
- Introduction of collected data from the application form into the management software.
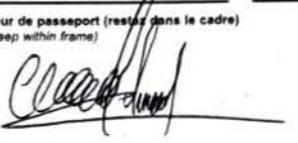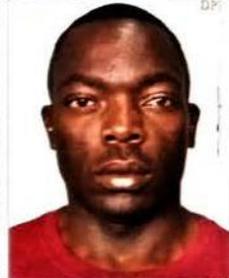
The former system

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1995

N° 0577768

Délégation Générale à la Sûreté Nationale
General Delegation for National Security

50350415

GM

Formulaire de demande de passeport
passport production form

Veuillez utiliser des lettres majuscules et de l'encre noire
Please use capital letter and black ink

0048

Type de passe..., ...az
un type)
Type of passport required (tick one)

Ø S D T

Nom surname: LUMA

Prénoms Given names: EDOUARD
ROMAIN

Signature du demandeur de passeport (restez dans le cadre)
Applicant's signature (Keep within frame)

Durée de validité du passeport
(Service ou Diplomatique Temporaire uniquement)
Term of passport (Service or Temporary Diplomatic only)

Adresse du demandeur de passeport Applicant's address:
699 5421 3681

Date de naissance (jour, mois année)
Date of birth (day-month, year): 02 07 1989

Lieu de naissance Place of birth: JAOUNDE

Profession Profession:

Sexe (cochez une case) Sex (tick one): M ☑ F
Taille (mètres) Height (meters): 1.74 m

Numéro du dernier passeport
Previous passport number:

Date de dépôt:

Bureau d'enregistrement Registration office: DPA

Signature du préposé à l'enregistrement Signature of Registration Office:
IPi KEJA 29/12/2014

05 JAN 2015

Cocher index gauche ou autre
doigt en cas handicap index gauche
Tick the index finger of the left hand
or another finger in case of handicap

Cocher index main droite ou autre
si main gauche amputée
Tick the index finger of the right hand
or another finger in case of left hand
amputed or handicap

Détachez le long de cette ligne (tear along here)

Disadvantages

Of The manual Process

✓ **Delays in passport issuance**

  Due to the fact that the process was half computerized, there were
  - Long delays for Application forms shipment from the offices to the production center
  - Delays on the digitalization process

✓ **Fraud risks**

  High level

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Decree N° 2021/347 Of 17th June 2021, Laying down the conditions for the issuance of passeport

Digitalized from Start to End

Six-step Application **Process**

1. **Online Pre-enrolment**
2. **Physical Enrolment in an Office**
3. **Application Validation**
4. **Passport Production**
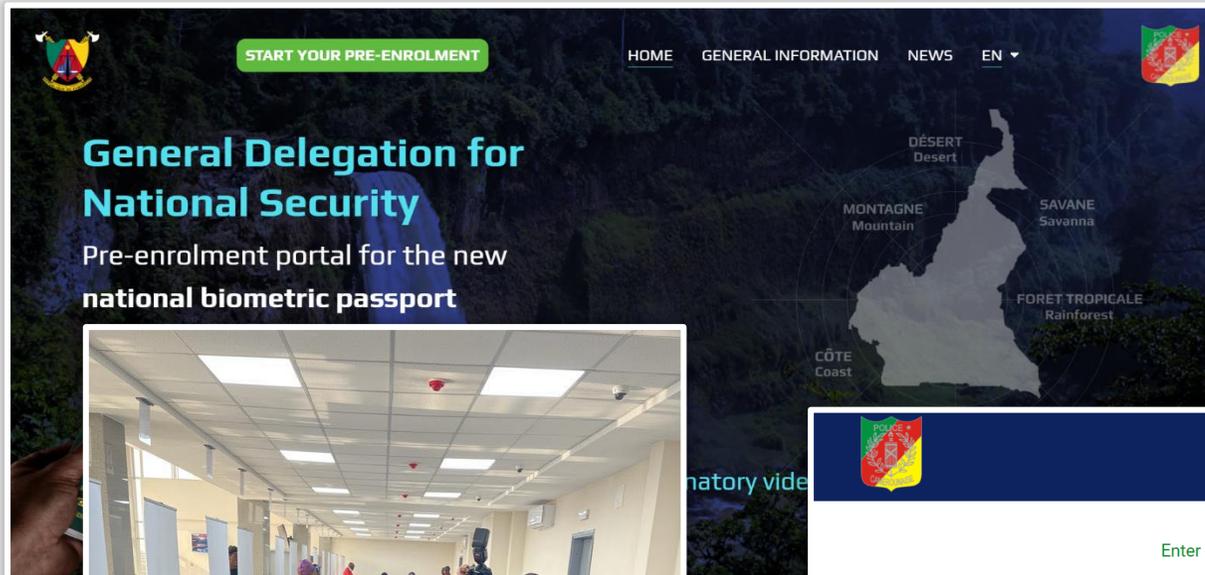5. **Passport Shipment**
6. **Passport Delivery and Issuance**

✓ **Automated SMS and Emails on each step**

✓ **Email addresses for Support requests**

The new system

AUGENTIC TRIP2023

Digitalized from Start to End

The new system

Digitalized from Start to End

Irregular and Incomplete **Applications Management** Processes

✓ **Application Lacking documents or with Bad Biometrics**

- Application Rejected with SMS or email sent to the Applicant
- The applicant is given the exact reason for the rejection
- The application is sent back to the enrolment office to be completed

✓ **Application for lost passports**

- Applicant provides lost certificate
- Makes a request for previous passport cancellation
- Passport Cancellation is issued and notified to all **BORDER POLICE OFFICES** and the **INTERPOL**

The new system

AUGENTIC TRIP2023

Digitalized from Start to End

Irregular and Incomplete **Applications Management** Processes

✓ **Fraudulent Identities**

- Application Rejected
- The applicant receives an SMS
- Deposits a petition at the secretariat of the Director of the Frontier Police
- An Investigation is opened to clarify real Identity

✓ **In case of urgent international security alert**

- A committee led by the GDNS is convened, for fast resolution
- Safety Measures are implemented with the technical partner

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The new system

Digitalized from Start to End

Passports **Authenticity** Assurance

✓ **Booklets safety is guarantied by**

▪ **Building and IT security**
Biometrics **Access Control, Cameras, Real time System Replication**

▪ **Secured transportation inside the Buildings**
Booklets are stored in a safe and Moved in **Mobile security Cages.**

▪ **Secured Shipment**
Partnership with specialized companies allows secured movements.

▪ **Computerized tracking of the booklets**
Each Booklet is Registered from the manufacturer facilities and scanned at each movement, until the last action, Issuance

The new system

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PassCam

Digitalized from Start to End

Passports **Authenticity** Assurance

✓ **Passports Authenticity Assurance**

- **PKI** With CSCA Renewed every 3 Years
- **nPKD**, and SPOC connected to the ICAO PKD
- **Documents Signer Certificate** and **Certificate Revocation List** are **renewed every 3 months**
- In case a Document Signer Certificate is corrupted, it's added to CRL and sent to ICAO PKD and INTERPOL
- The whole System and procedures are audited by :
  - Regular Internal audits
  - Regular External audit from GRANT THORNTON
  - Regular audit from Civil Aviation Authority and ICAO

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The new system

New buildings

Constructed as part of the project

YAOUNDE

DOUALA

GAROUA

NGAOUNDERE

New System Key Figures

In 2 years, from the **1ˢᵗ of July 2021** to the **31ˢᵗ of August 2023**

1
Dedicated website
With a Pre-enrolment Portal
and an address for citizens assistance
www.passcam.cm

593 007
Passports produced

94 931
Passports shipped abroad

Per week, Up to
3
Local Shipments and
2
Shipments abroad

44
Diplomatic Representations
Operational for enrolment in 37 countries

10
Enrolment centers
Operational in 10 regions

83ʳᵈ
Country registered in the Public Key Directory (PKD) out of 193 ICAO member countries

450+
people mobilized on a daily basis to register citizens and produce travel documents

145
Enrolment Stations
installed

56
Mobile Kits deployed
in Cameroon and beyond

48h
For the production and delivery
of the passports

80%
Of passports issued in less than 48 hours

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Thank You

MONTREAL
HQ

PARIS
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BEIJING
Sub-office

CAIRO
Office

MEXICO CITY
Office

DAKAR
Office

BANGKOK
Office

NAIROBI
Office

LIMA
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