

Kingdom of Cambodia
Nation Religion King

Ministry of Social Affairs, Labor,
Vocational Training, and Youth Rehabilitation
No. 21/SRC/MSALVY
Phnom Penh, September 22, 1999

Sarachor
on
The Appointment of a Liaison Personnel in Garment Factory

The Ministry of Social Affairs, Labor, Vocational Training, and Youth Rehabilitation (MOSALVY) would like to inform all directors of garment factories that MOSALVY has noticed that some labor disputes have occurred as a result of the lack of mutual understanding and communication between employers or their representatives and workers/employees.

In order to facilitate the communication between both parties in the factories, MOSALVY wishes to instruct all garment factories to appoint at least one staff to be responsible for resolving any request or complaint of the employees. This staff shall be responsible for the works on a permanent basis and receive remuneration from the employer. Prior to the appointment of this staff, the owner or manager of the enterprise shall first consult with the workers/employees' representative to select an individual who is independent and neutral. When he is absent or changes position, the employer shall consult with the workers/employees' representative and announce to all workers/employees about the change. Upon receiving a complaint or a request from an employee or employees through a shop steward or a trade union, this staff shall consider the request or complaint. If the complaint or request is a minor issue and provided he was delegated the power by his employer, he shall attempt to resolve the problem as smoothly as possible using good attitude and communication skills to explain to the complainant and build peaceful relations between the employer and the workers/employees. If a request or complaint is a serious matter or when he is unable to resolve it, he shall immediately report to his employer so that a reasonable time can be set for talk between the workers/employees or their representative. In the attempt to resolve the problem, an individual employee could request a shop steward or trade union representative to assist her or him. If no agreement is reached, both parties can officially notify the labor inspector to assistance. Enterprise owners shall officially notify to MOSALVY on the appointment of a liaison staff and announce to all workers/employees his or her name, position and the location where workers/employees can easily find her or him. Whenever there is a change of this staff, enterprise owners shall also notify the change to MOSALVY.

MOSALVY strongly hopes that all enterprises owners would follow this instruction, failure of which, MOSALVY will take serious action in accordance with the laws and regulations in force.

Minister of Social Affairs, Labor,
Vocational Training, and Youth Rehabilitation
Signature and Seal

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