

**Ministry of Social Affairs, Labour, Vocational  
Training, and Youth Rehabilitation**  
**No. 021 MOSALVY**

Phnom Penh, 22 September 1999

**CIRCULAR**

**On**

**The Appointment of Relation Officer in Garment Factories and Enterprises**

The Ministry of Social Affairs, Labour, Vocational Training, and Youth Rehabilitation would like to inform Owners and Directors of all garment factories and enterprises that the Ministry has noticed certain labour disputes taking place due to a lack of mutual understanding and a lack of communication between employers or representatives and workers.

In order to coordinate good relations between both parties in the factories and enterprises, the Ministry of Social Affairs, Labour, Vocational Training, and Youth Rehabilitation would like to require all garment factories and enterprises to arrange for at least one staff member to handle various requests or grievances from workers. This staff shall be permanently responsible for this work and shall be paid by the employers. Before appointing this officer, Owners or Directors of the factories and enterprises shall first discuss and reach an agreement with workers representatives in order to select an independent and neutral person. When this Officer is absent or is replaced, employers shall discuss with the workers representatives and inform the workers about the replacement. When various grievances or requests from either individual workers, through worker delegates or through a union, are received, the Relations Officer shall take those grievances or requests into account. If the issue is minor and he is authorized by the employers, the Relations Officer shall settle the issue nicely in terms of a gentle attitude and explanation to the concerned parties in order to achieve harmony among workers, employees and employers. If the grievances or requests are major issues, or cannot be settled, the Relations Officer shall immediately report to employers in order to determine an appropriate time for the employers to meet and seek solutions with workers or their representatives. To resolve the issue, the concerned workers may ask their worker delegate or union for assistance. If the solution does not yield any result, the concerned workers and employers may inform the Labour Inspector to seek their help. Owners or Directors of the factories or enterprises shall submit official notification on the appointment of Relations Officer who is in charge of handling various grievances or requests from workers to the Ministry of Social Affairs, Labour, Vocational Training, and

Youth Rehabilitation, and shall announce to all workers about the name, position and location where workers may conveniently reach the Relations Officer. When there is a replacement of the Relations Officer, owners or Directors of the factories or enterprises shall also notify the Ministry of Social Affairs, Labour, Vocational Training, and Youth Rehabilitation of such change.

The Ministry of Social Affairs, Labour, Vocational Training, and Youth Rehabilitation firmly hope that the owners and Directors of all garment factories and enterprises will pay full and better attention to implement the above order from the Ministry. Failure to comply with this circular may lead to strict disciplinary action taken by the Ministry in accordance to the Law and regulations in force.

**Minister**

Ministry of Social Affairs, Labour, Vocational Training,  
and Youth Rehabilitation  
Signature and stamp

**Ith Samheng**