



**Islamic Republic Of Afghanistan
Kabul Municipality**



CITIZEN INFORMATION CENTER POLICY
DEPARTMENT OF ADMINISTRATION AND FINANCE

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Signature: _____



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Introduction

The Citizen Information Center (CIC) for the Kabul Municipality provides physical and electronic access for the citizens of Kabul to obtain information, to access municipal offices and to conduct business with the municipality easy and efficiently.

The center provides services for both the citizens of Kabul and for the Municipality.

At the center, citizens get information, get free municipality forms needed for their applications, and information about relevant legislation.

The center employees offer general counseling, help citizens make decisions, inform them about their options and about the results of their actions. The employees also offer specialized assistance by providing experience in the subject matter, and offer direct support by helping the citizens fill the application forms.

Kabul Municipality is served by the center by providing analysis, forecasts, reports on dynamics of citizen's needs, for the municipality to prepare for better services in the respective fields.

For solving a citizen's request there are three main steps that need Standard Operating Procedures established. The steps are:

- Application filing with the desk officer;
- Application registered at Registration desk.
- The complete folder is sent to municipality departments for processing;
- Citizen picks up the Municipality response from Registration desk.

For that, a comprehensive set of Operating Procedures are needed, and they should be defined in significant detail. These should be in the form of written guidelines that explain what is expected and required of CIC personnel.

1.0 Purpose and Objectives

The purpose of the CIC is to provide for a place for Kabul citizens to get support for gaining access to Kabul Municipality Resources. The CIC's main function is to answer any questions the public has regarding access to city services, documents, legal advice, etc. The main objective of the CIC is to add transparency to the role public participation and development plays in Kabul.

3.0 Definitions

3.01 Application- A form used for submitting official application for a job, land acquisition or other thing needed from the KM.



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3.02 City Services- The type of services that a city may perform for its citizens free of charge or for a nominal fee. For example, trash clean up, electricity, parks and schools are all part of city services.

3.03 Municipal Office- A place for a KM government official performs their daily duties.

3.04 Standard Operating Procedure (SOP) - By definition, Standard Operating Procedures (SOPs) within the context of CIC KM, is a written description of steps for all significant activities relating to the practice of management of CIC KM, that has to be approved by persons in charge of an CIC KM sub-system. SOPs should accurately reflect good information management practices, be sufficiently practical and be usable in the CIC KM sub-system.

4.0 Scope:

This policy applies to the Department of Administration and Finance and all other departments working with the Citizen Information Center.

5.0 Guidance

The policies listed below are generally applicable and intended for the entire Kabul City Urban Planning existing in rights-of-way, private and public properties, streets, land use, etc.

5.01 Responsibilities:

5.01.01. It is the responsibility of the CIC to provide public information for the citizens of Kabul. This information should be about city services being offered by the Kabul Municipality.

5.01.02. The CIC should provide general assistance to the citizens of Kabul to solve their problems. The CIC will need to explain the steps and provide contacts for helping to fix any problems a citizen may have related to city services.

5.01.03. The CIC needs to keep all citizen complaints on file for future reference. The proposed timeline for answering all inquiries shall be within 7 days.

5.01.04. The CIC needs to work with all KM departments as well as other Government Ministries in helping to solve problems.

5.01.05. The CIC needs to ensure that all KM staff has access to KM policies and standard operating procedures.

5.01.06. The CIC needs to provide guidance for the citizens of Kabul on how to access public services in an effective and efficient manner.

5.01.07. The CIC needs to provide a venue for citizen complaints.



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6.0 Policy Evaluation

This policy should be regularly evaluated to ensure it is enabling and effectively moving Kabul Municipality towards its goals of being a safe and secure city that benefits all members of the community.

7.0 Policy Enforcement

The contents of this policy are enforceable after His Excellency the Mayor's approval.