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# Basic Administration Skills Workshop

# Handouts

# Samples of Official Correspondence, Inquiries, Official Letters for Afghanistan Provincial Councils

# Introduction

The Afghanistan Local Governance Assistance Project is pleased that, in continuation of last several other workshops on improving the capacities of Afghanistan provincial councils, it once again conducts a workshop under the title of (Basic Administration Skills) for the members of the provincial councils so that it could resolve one of the major problems of the provincial councils and help them out effectively in this ground.

The aforementioned workshop, on which the Designing Team has spent plenty of time, has been organized based on the provincial councils' request, and now it is the time to be presented to you.

Whatever you have in your hands are the samples of official correspondences, inquiries, official requests, guidance on recording of documents in incoming and outgoing correspondence books as well as instructions on organizing the file folders and maintaining the provincial councils related documents.

Eventually, all the members of the PCs are kindly requested to bring forward their other requirements pertinent to administration issues so that ALGAP includes it in its next other programs.

# Main Components of an Official Letter

1. Logo (Flag if required)
2. Sender's specifications
3. Date
4. Serial No of the letter
5. Receiver's name that it may be addressed (addressee)
6. Contents and text of the letter
7. Responsible person's signature

Logo

Sender's specifications

Islamic Republic Of Afghanistan
Provincial Council
Administration Office

Serial No: Date: / / /

Addressee

To The Directorate of Public Health of ( ) Province

Contents and text of the letter

Several petitions of the inhabitants submitted to the provincial council indicate that lack of medicines and absence of sufficient health services and improper behavior of the health workers add up more to the sufferings and afflictions of the people. Therefore, taking into account the people's problems and being deprived from such instances, the Directorate of Public Health is to adopt necessary measures to sort out the aforementioned problems. This will be humanitarian and extremely good feelings against the nation and the people.

With regards,

President of the Provincial Council

Responsible person's signature

# Four Samples of Official Correspondence

- Addressed to the Directorate of Public Health
- Addressed to the Provincial Court
- Addressed to the Directorate of Education
- Addressed to the Provincial Governor's Office

Islamic Republic Of Afghanistan
Provincial Council
Administration Office

Serial No: Date: / / /

To the Directorate of Public Health of ( ) Province

Several petitions of the inhabitants submitted to the provincial council indicate that lack of medicines and absence of sufficient health services and improper behavior of the health workers add up more to the sufferings and afflictions of the people. Therefore, taking into account the people's problems and being deprived from such instances, the Directorate of Public Health is to adopt necessary measures to sort out the aforementioned problems. This will be humanitarian and extremely good feelings against the nation and the people.

With regards,
President of the Provincial Council

Islamic Republic Of Afghanistan
Provincial Council
Administration Office

Serial No: Date: / / /

To the Provincial Court of ( ) Province

Based on the decision no / / / of the esteemed court, ( ) son of ( ) through a query has asked for the revision of that decision. Respecting your authority and appreciating your preceding co-operations, hereby, the Provincial Council Office would like you to please convince the above named person and resolve the problem.

Best regards,
President of the Provincial Council

Islamic Republic Of Afghanistan
Provincial Council
Administration Office

Serial No: Date: / / /

To the Directorate of Education

As per the students families' complaints received by the provincial council concerning the nonexistence of (professional teachers, teaching stuff and proper places) in the ( x ) District, the quality of the teaching and learning process seems to be dissatisfactory. Hence, it will look better if the Directorate of Education pays further attention in this regard as possible.

With regards,
President of the Provincial Council

Islamic Republic Of Afghanistan
Provincial Council
Administration Office

Serial No: Date: / / /

To the Governor's Office of ( ) Province

The provincial council as an entity for conveying the people's lawful wishes to the government expresses that recently some citizens referred to us having complaints from the Provincial Administration Office about the obstructionism and delays in their works. Hence, we respectfully communicate this issue to you to be handled accordingly.

With regards,
President of the Provincial Council

Islamic Republic Of Afghanistan
Provincial Council
Administration Office

Serial No Date: / /

| Inquiry | Response |
|---|---|
| To the Directorate of Economy<br><br>Dear Sir:<br><br>Eight months ago, the contract for the construction of a secondary school located in ( ) was signed with one of the construction companies named ( ). The construction work of the said school was postponed after sometime and finally it was completely stopped. As per the received petitions and complaints of the people, the provincial council decided to request you to please provide us with information concerning the matter. We hope you make it clear so that the concerns of the council and people are to be taken away.<br><br>With regards,<br>President of the Provincial Council | |

Islamic Republic Of Afghanistan
Provincial Council
Administration Office

Serial No Date: / /

| Inquiry | Response |
|---|---|
| To the Directorate of Rural Rehabilitation and Development<br><br>Dear Sir:<br><br>A few days back, heads and elders of the ( ) District came to the provincial council and stated their complaints regarding the absence of developmental projects in their districts. Since the council is not completely aware of the said Directorate's plan for those districts; therefore, we kindly ask you to please let us know the status.<br><br>With regards,<br>President of the Provincial Council | |

Islamic Republic Of Afghanistan
Provincial Council
Administration Office

Serial No Date: / /

| Inquiry | Response |
|---|---|
| To the Criminal Department of Provincial Security Chief<br><br>Dear Sir:<br><br>Mr. ( ) son of ( ) has filed a complaint with us regarding his son being under the custody for 12 days. This period, according to the article 22 of Retribution (Punishment) Law, falls out of your authority, so the matter was communicated to you via this inquiry to respond accordingly and let the council know the situation.<br><br>With regards,<br>President of the Provincial Council | |

# Four Samples of Request Letters to Various Organs

1. To the Provincial Governor
2. To Provincial Security Chief
3. To the Provincial Governor
4. To the Provincial Governor

Islamic Republic Of Afghanistan
Provincial Council
Administration Office

Serial No Date: / /

| Request | Order |
|---|---|
| To the Provincial Governor of ( ) Province<br><br>Dear Sir,<br><br>A number of people whose relatives are detained in the province jail have requested the provincial council to visit and find out about their living condition in the jail as well as to have the authorities pay attention to the prisoners' problems. Therefore, we kindly ask you to please pave the ground in this regard.<br><br>With regards,<br>President of the Provincial Council | |

Islamic Republic Of Afghanistan
Provincial Council
Administration Office

Serial No Date: / /

| Request | Order |
|---|---|
| To Security Chief of ( ) Province<br><br>Dear Sir,<br><br>As you know that the members of provincial council can assign, in terms of security, two people as security guards. Thus, Mr. ( ) son of ( ) and Mr. ( ) son of ( ) are introduced to you. Based on your requirements, please go ahead with the process and consign the introduced persons to their duties accordingly.<br><br>With regards,<br>President of the Provincial Council | |

Islamic Republic Of Afghanistan
Provincial Council
Administration Office

Serial No Date: / /

| Request | Order |
|---|---|
| To the Provincial Governor of ( ) Province<br><br>Dear Sir,<br><br>Whereas the governor's office knows that in the current year the drought and shortage of agricultural products have made our people to face with further difficulties. The representatives of the provincial council are entirely aware of the people's needs, hence we kindly ask you to please, with cooperation of foreign organization and relevant organs, assist needy people through distribution of food stuff so that they could be helped in any possible way.<br><br>With regards,<br>President of the Provincial Council | |

Islamic Republic Of Afghanistan
Provincial Council
Administration Office

Serial No Date: / /

| Request | Order |
|---|---|
| To Provincial Governor of ( ) Province<br><br>Dear Sir,<br><br>Based on the urgent needs of the ( ) District inhabitants related to healthy and potable water and as per their frequent suggestions for digging a semi-deep well to remove the said problem, we would hereby kindly ask you to please give necessary directives to the concerned departments and make us be appreciated.<br><br>With regards,<br>President of the Provincial Council | |

# A sample of invitation letter to different organs to the Council's Programs, particularly to participate in the workshops

Islamic Republic Of Afghanistan
Provincial Council

On the occasion of a workshop on (  ) for the purpose of (development of coordination), we request the honor of Mr. (  's) presence for further strengthening of our relationship.

Regards,
President of Provincial Council

Venue: The Provincial Council Headquarter

Date: / / /

Time: ( 00:00 am)

# Guidance on Incoming and Outgoing Registration Book And Description of the Columns

The incoming and outgoing registration book, as is obvious from its name, is composed of two incoming and outgoing sections. Both sections face each other. It is a book in which the summary of the incoming and outgoing correspondences are enrolled in the chronological order, but the more important ones are enrolled in the book based on its serial number.

The main difference between the two tables in terms of practices is that any correspondence received by an organization is registered in the incoming registration side of the book, and the correspondence sent by the same organization is registered in the outgoing side.

Summary of entries operation in the incoming and outgoing registration book:

Incoming:

1. Place and number of effacement table: This section is allocated for the correspondences which will be wiped up based on the approval of storage authorized persons.

    - Serial Number: is the number that lists the correspondence from beginning to the end of the registration book, weather stored or destroyed.
    - Date: Date in which the approval for destruction of correspondences has been taken as a result of a request letter.
    - Location: Place where the related correspondences are destroyed.

2. Number:

    - Correspondence: In this column the number (quantity) of received correspondence is registered.
    - Attachments: In this column the number of attachments to the correspondence, if any, are registered.

3. Reference number and action: In this column the serial numbers of the responded correspondences are registered opposite to each other.

4. Summary of the text: In this section the summary of the text of correspondence is registered.

5. Address:

    - Sender: The sender's specifications are recorded.
    - Receiver (Addressee): The receiver's specifications are recorded.

6. Serial Number and Date:

    - Archive Correspondence
    - Date:

7. Incoming Date: Date in which a correspondence is marked and registered.

## Out going

1. Serial number: Is a number which relates to both pages and contains both incoming and outgoing correspondences. For outgoing correspondences, this number is applied on the top and for the incoming correspondences; it is placed at the bottom along with the date.

2. Date: Date in which the issuance of the correspondence is registered.

3. Address:

   - Sender: The sender's specifications are recorded.
   - Receiver (Addressee): The receiver's specifications are recorded.

4. Summary of the text: In this section the summary of the text of correspondence is registered.

5. Folder Number: Is the folder in which a copy of the sent correspondence is put.

6. Place and number of effacement table: In these columns the correspondences will be wiped up based on the approval of the authorized persons.

   - Number: Number listing the correspondence on serial basis both in incoming and outgoing registration book which has been decided for destruction purpose.
   - Date: Date in which the approval for destruction of correspondences has been obtained as a result of a request letter.
   - Location: Place where the related correspondences are destroyed.

7. Submission of papers to store keeper:

   - Maintenance Office: is an office where the papers or documents are kept for storage purpose, in fact those correspondences that might be needed and used in the future:

     1. Correspondence: number (quantity) of the correspondence
     2. Attachments: number of (quantity) the attachments
     3. Signature: The signature of Maintenance Office responsible person

   - Storage: Is an office where the papers are stored, those papers which are used rarely or may never used:

     1. Correspondence: number (quantity) of the correspondence
     2. Attachments: number of (quantity) of the attachments
     3. Signature: The signature of Maintenance Office's responsible person

Incoming Registration Book Page: Book (A) Year:

1.1. Department: Section Directorate:

| Incoming Date | Number and Date | | | Address | Summary of the Correspondence's Text | Registration Number of Archive | Reference & Action Number | Number (quantity) | | Place & number of effacement table | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Date | Archive Correspondence | Receiver | Sender | | | | Page | Correspondence | Location | Date | Number |
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Outgoing Registration Book Page: Book (A) Year:

1.1. Department: Section Directorate:

| Submission of Papers for Storage | | | | | | Place and number of effacement table | | | Folder Number | Summary of the Correspondence's Text | Address | | Date | Serial Number |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Office & Storage | | | Maintenance Office | | | | | | | | | | | |
| Signature | Attachments | Correspondence | Signature | Attachments | Correspondence | Location | Date | Number | | | Receiver | Sender | | |
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# Guidance on Receipts Registration Book And Description of the Columns:

The receipts registration book is the one in which the sent correspondences by the sender organization are received by the receipts organization's responsible person. Following are the specific practices:

1. Serial Number: SN is applied.
2. The office and archive number :
   - Archive: The number registered by the Archive Department in the correspondence.
   - Office or Department: The number of the sender's office, which is registered in the outgoing book.
   - Date: Date of the said correspondence which has been sent out.
3. Address:
   - Sender: The sender's specifications are recorded.
   - Receiver (Addressee): The receiver's specifications are recorded.
4. Number (quantity): The number of papers to be sent is registered.
5. Submitter (Person who receives a correspondence):
   - Name: The name of relevant organ submitter
   - Date of Signature: Registration of date with signature
6. Archive registration number for actions: The archive registration number is enrolled.
7. Remarks: In case of any remarks, the matter is written in this section

Receipts Registration Book Page: Book (A) Year:

1.1. Department: Section Directorate:

| Remarks | Archive registration number | Submitter | | Number (Quantity) | Address | | The office & archive number | | | SN |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Date of Signature | Name | | Receiver | Sender | Date | Office/Department | Archive | |
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## Registration Book for Petitions (Queries):

Whereas the PC is the only entity that is always dealing with numerous petitions of the people, hence, the PCs are required to have a book to register the petitions. Because, if sometime people refer to PC and ask for the results of their petitions, the registration book is a good source to respond to the people's questions, that is how the PC can give explanation pertinent to the nature of the actions on the people's petitions based on the registration book. On the other hand, the registration book for this purpose can avoid the petitions to get lost. With the help of registration book, In case of loss, the petitions could be rewritten and problem is solved.

# Registration Book for Petitions

| SN | Petitioner's Identity | | Petitioner's Address | | | Summary of the theme | Nature of the actions | Remarks |
|---|---|---|---|---|---|---|---|---|
| | Name | F/Name | Village | District | Province | | | |
| | | | | | | | | |

# Organizing the Folder

In today's world, people are using various methods to organize their documents in the folders. Generally, we can list the following three methods:

1. **By the subject order:** This method is mostly applied in very big organizations such us ministries that are dealing with numerous matters.
2. **By alphabetical order:** This is method is also applied by some organizations.
3. **By chronological order:** This method is mainly used by the organizations which the scope of their relationship is limited.

## The proposed effective methods for the PCs to organize there folders:

The PCs can apply the following methods to access and organized their documents and correspondences:

1. A folder for incoming correspondence
2. A folder for outgoing correspondence
3. A folder for request letters
4. A folder for petitions
5. A folder for reports
6. A folder for plans
7. A separate folder for actions of each committee
8. A folder for maintenance of additional information
9. A folder for maintenance of the copy of some essential inquires.

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