



**Islamic Republic of Afghanistan
Kabul Municipality**



**STANDARD OPERATING PROCEDURE
FOR
CITIZEN INFORMATION CENTER**

ADMINISTRATION AND FINANCE DEPARTMENT

H.E Mohammad Yonus Nawandesh the Mayor of Kabul City

Signature: _____

KABUL MUNICIPALITY STANDARD OPERATING PROCEDURE
FOR
CITIZEN INFORMATION CENTER

References: [Procedure Working Group Resolution No. #]

Overview: One of main purposes of the Kabul Municipality is to make the a better place for all of its citizens. It is necessary to standardize the effective and efficient use of the Citizen Information Center (CIC), which is a place for Kabul citizens to get documents from the KM and log inquires about any issues they have. The benefits of a CIC SOP are the following:

- Harmonization of CIC KM data management procedures;
- Efficient and effective coordination in the use of resources;
- Complete information for citizens and for KM Departments; and,
- Provide guidance on how to access public information.

Purpose: The purpose of this SOP is to define the process for writing, reviewing, distributing, and amending SOPs within the CIC KM. The SOP will provide clear, unambiguous instructions to conduct activities of the CIC KM in accordance with Kabul Municipality Policies.

Scope: This SOP covers the procedures of writing, reviewing, distributing, and amending SOPs within the CIC KM.

Responsibility: It is the responsibility of CIC KM Coordinator to appoint the SOPs Working Group to formulate the SOPs that:

- Co-ordinates activities of writing, reviewing, distributing, and amending SOPs
- Maintains on file all current SOPs and the list of SOPs
- Maintains an up-to-date distribution list of each SOP circulated to CIC KM staff
- Maintain a record of the investigators to whom SOPs are distributed against a Requisition
- Ensures all CIC KM staff has access to the SOPs
- Ensures the CIC KM staff is working according to current version of SOPs
- Propose new / modified SOPs as needed
- Select the format and coding system for SOPs

Policy: This SOP will effect positively upon the operations of the Kabul Municipality in one sector and bring effective changes to the Kabul Municipality as a whole.

Services offered by CIC

General services	Service	Communication Channel	Remarks
<i>Citizens information</i>	Public information - Citizen informed about services offered by Kabul Municipality	Customer information: face to face, by phone, by e-mail	Registry staff Desk officers Other entities
		Informative leaflets	
		Brochures, Annual report	
		Guides	
		Newsletters	
		Announcements	
	Information on documents needed to solve the problem	Forms for citizen requests	Citizen Phone (Call center ?)
<i>General assistance for citizens</i>	Explain the steps to solve the problem	Face by face	Registry staff Desk officers
	Contact with other services	By phone, by e-mail	
	Guidance citizens bureaucratic stages	Face by face	
	Support for completing forms	Face by face	
<i>Specialized assistance for citizens</i>	Check the documentation accompanying the application	Face by face	Desk officers
	Provide information on how to obtain various documents, opinions, agreements, authorizations, approvals within the jurisdiction of Kabul Municipality and its specialized departments	Face by face	
<i>Direct support to citizens</i>	Verification of documents submitted	Face by face	Registry
	Registration documents	Written request	
	Receiving and recording complaints	Written request	

	Issuance of the registration receipt specifying the period for issuing the document	Written response	
	Preventing and reporting delays	By phone or by e-mail	Registry Desk Officers
	Issuance of documents and opinions	Face to face	
	Sending response in time, to the applicant	Written response	
	Receiving and recording calls	By phone	Desk Officers
<i>Services to Kabul Municipality staff</i>	Provides form completed by citizens to KM departments	Written forms	Registry
	Resolutions received from departments	Written forms	
	Providing analysis report	Written forms	Registry Desk Officers
	Providing Prognostic reports	Written forms	
	Collaboration with other departments to follow to resolve problems notified by phone	By phone or e-mail	

CIC KM Documents/Records Management System

	Documents	Records
Documents / Records * <i>* Note: SOPs are Controlled Documents</i>	<ul style="list-style-type: none"> • Written policies, process descriptions, procedures, and blank forms • Used to communicate information 	<ul style="list-style-type: none"> • Information captured on worksheets, forms, and charts
Management	<ul style="list-style-type: none"> • Types of documents • Control of documents <ul style="list-style-type: none"> - Registration/indexing - Distribution • Archive management • Ensuring that documents remain legible and identifiable • Ensuring that external documents like customer supplied documents or supplier manuals are identified and controlled 	Characteristics of Records: <ul style="list-style-type: none"> • Permanent <ul style="list-style-type: none"> - Keep books bound - Number pages - Use permanent ink - Control storage • Secure <ul style="list-style-type: none"> - Maintain confidentiality - Limit access - Protect from environmental hazards • Traceable <ul style="list-style-type: none"> - Sign and date every record Tips for Good Record Keeping <ul style="list-style-type: none"> • Understand the information to be collected • Record the information every time • Record all the information • Record the information in the same way every time

PREPARED BY:

APPROVED BY:

DG Policy and Coordination

Mohammad Yonus Nawandesh
Kabul City Mayor