

DECREE OF THE PRESIDENT OF THE REPUBLIC OF AZERBAIJAN

on approval of the 'Guidelines on office work in public authorities, state-owned legal entities and those whose controlling stock (shares) is owned by the state and in budget organizations'

In order to further improve office work in *public authorities, state-owned legal entities and those whose controlling stock (shares) is owned by the state and in budget organizations* and bring it in a general system and form, hereby **I decide**:

1. To approve the 'Guidelines on office work in *public authorities, legal entities that are state-owned and those whose controlling stock (shares) is owned by the state and in budget organizations*' (attached).

~~2. Office work on consideration of offers, applications and complaints of citizens in governmental authorities, offices, organizations and enterprises and the order of work with documents in executive authority of regions, cities, city districts shall be regulated by the respective legislative acts of the Republic of Azerbaijan.~~

3. To establish that general control over observation of the requirements of the 'Guidelines on office work in public authorities, legal entities that are state-owned whose controlling stock (shares) is owned by the state and in budget organizations' shall be maintained by the *Department for Work with Documents and Appeals of Citizens of the Administration of the President of the Republic of Azerbaijan*.

4. To assign the Cabinet of Minister of the Republic of Azerbaijan within one month:
to submit offers on the order of office work with confidential documents in *public authorities, state-owned legal entities whose controlling stock (shares) is owned by the state and in budget organizations* to the President of the Republic of Azerbaijan;
to resolve other issues following this Decree within its authorities.

5. This Decree takes effect from the day of publication

Heydar ALIYEV,
President of the Republic of Azerbaijan

Baku city, 27 September 2003

№ 935

GUIDELINES

on office work in public authorities, state-owned legal entities whose controlling stock (shares) is owned by the state and in budget organizations

1. General provisions

1. *These Guidelines regulate office work in public authorities, state-owned legal entities and budget organizations (hereinafter referred to as 'organizations'), including the preparation, registration, movement, execution, accounting and archiving of documents. Clerical work in local executive bodies is carried out based on the 'Guidelines on working with documents in offices of heads of executive powers in districts, cities and towns of the Republic of Azerbaijan'. Provisions of these Guidelines do not apply to clerical work in organizations related to citizens' appeals.*

2. Office work is the activity of the organization on the organization of work with documentation and documents related to discharge of its duties. *Office work in organizations is conducted in the official language of the Republic of Azerbaijan.*

3. Clerical work in organizations is carried out by the office or employees specially allocated for this purpose (hereinafter - clerical service). The management of the organization controls compliance with the requirements of these Guidelines by the clerical service. Parent organizations monitor compliance with the rules of clerical work in subordinate organizations.

4. The clerical service:

4.1. receives, registers, distributes accordingly and delivers to executors documents received directly by mail, e-mail, fax, telephone, field courier and directly to the clerical service;

4.2. sends documents;

4.3. controls the execution period of documents, *compilation and archiving in accordance with the requirements of these Guidelines;*

4.4. requests executed documents from structural units;

4.5. copies, duplicates and maintains stenographic works of documents;

4.6. *forms documents according to the nomenclature of cases and hands over to the archive;*

4.7. *protects documents and ensures their use related to the service necessity;*

4.8. to regularly improve clerical work, provides methodical management of clerical work in organization's all activity areas, increases professional training of *clerical workers;*

4.9. controls maintenance of office work in subordinated organizations.

5. The clerical system can be centralized or decentralized depending on the structure and the volume of document circulation.

In organizations with a small number of structural units and a document circulation of up to 25,000 documents per year, clerical work is performed in a centralized manner.

In organizations with a complex structure, document circulation exceeding 25,000 documents per year, with structural units located in separate areas, clerical work is carried out in a decentralized manner.

In the centralized clerical system, the clerical service receives, sends, accounts, distributes documents and correspondence that does not require registration (Annex No. 16), as well as registers, formalizes documents, and shapes files.

In the decentralized clerical system, the clerical service receives, sends, accounts, distributes documents to structural units; structural units register and formalize documents and shape files.

6. When heads of organizations and structural units change, works or documents in progress are accepted and handed over according to the act. A copy of the act is kept in the clerical service.

When dismissed or transferred to another job, the executor should hand over the work and documents he/she has to the person newly appointed to this position or to the person temporarily performing that position according to the act.

All cases and individual documents are listed with the status of execution in the act.

2. General requirements for the preparation of documents

7. The following are the legal bases for the creation of administrative documents (decisions, decrees, orders) in organizations are as follows:

7.1. requirements of the *normative legal acts* in force;

7.2. specific tasks of higher authorities;

7.3. implementation of current organizational-discipline or administrative-economic activity within its powers for discharge of duties assigned by the organization;

7.4. need to regulate work of the organization's apparatus from a legal point of view.

8. Forms and papers of A4 (210x297 mm) and A5 (210x148 mm) formats are used for document preparation – 9327 - 60 international standards.

9. In organizations with large document circulation, blanks/letterheads are used for individual types of documents and the name of the type of document (decision, protocol, order, etc.) is written on them typographically.

Documents prepared on behalf of two or more organizations are drawn up without forms. *Those documents are confirmed by the signature of the head of the organization and the emblem seal of the organization.*

Forms for administrative documents 'Administrative documents system. Sample form' – 6.38-90 is prepared according to the interstate standard.

Forms should be made on white paper number 1. In exceptional cases it is allowed to apply a paper poorly painted in a light tone.

10. Stencil text forms produced typographically can be used when preparing uniform documents (notices, letters, etc.) that are often repeated in organizations.

11. The following details are printed on forms of organizations developed typographically:

11.1. *the Coat of Arms of the Republic of Azerbaijan (In accordance with the image established by the Constitutional Law No. 1332-VQQ of the Republic of Azerbaijan dated 2, November 2018 on approval of the image of the State Coat of Arms of the Republic of Azerbaijan);*

11.2. the name of the Republic of Azerbaijan (Nakhchivan Autonomous Republic);

11.3. full name of the organization;

11.4. organization's postal code, address, contact number, fax and email (if any).

Details are printed horizontally on top of letterheads, as a rule, in the state language of the Republic of Azerbaijan (Annex 1). The use of letterheads with details printed in a foreign language is allowed only if the text of the document is written in a foreign language by the sender organization.

12. Planning, financial, statistical documents and other special documents are prepared and compiled as per the legislation.

13. When preparing documents, it is important to indicate the name of the organization (~~as a rule~~, it is reflected on the letterhead of the document) and the name of the type of document (except for letters), the title of the document (with the exception of documents, telegrams and notifications printed on A5 (210x148) paper), write addresses and dates on and number documents, make notes on coordination of the text, formalization, as well as movement and execution of the document.

14. As a rule, texts of documents consist of two parts. The first part gives a description of the facts and events used as a basis for the preparation of the document. The second part includes outcome, proposals, decisions and orders.

If another document is the basis for creation of the document, the first part indicates the name of the type of the document (in the nominative case), number, date and title of the document used for the preparation of this document.

The text of the second part can be divided into items and sub items numbered with Arabic numerals based on the nature of movements, executors, terms and other criteria.

In some cases, a text of a document may consist only of the last part (order, instruction, etc.).

15. Texts of documents, text parts or individual sentences can be combined into a single form. Text unification consists of developing language templates for identical and repetitive data documents.

16. The title of the document is written before the text in the middle of the page.

Titles of documents should be as short and precise as possible and be expressed with the help of a verbal noun by answering the question 'about what' ('...about serious defects', '...about measures', '...about implementation', 'on the organization of work', etc.).

17. Details of the addressee are clearly indicated in the documents sent (letters, informative references, and datasheets). For this purpose, the following requirements should be met:

17.1. the name of the organization the document is sent to, its structural unit, 1st and last names of the official are written;

17.2. if the document is sent to the organization or its structural unit, the name of the organization or its structural division is written with the preposition 'to' (e.g.: to the Ministry of Fuel and Energy of the Republic of Azerbaijan);

17.3. if the document is addressed to a specific official, then the name of the organization, and 1st and last names of the official the document is addressed to are written with the preposition 'to' (e.g.: to Mr. _____ (head of the structural department) of the Ministry of Education of the Republic of Azerbaijan);

17.4. The postal address of the addressee (postal code, city (district), settlement (village), street and house number) is indicated in full.

~~If the document is sent to an individual, first his/her postal address, then his/her 1st and last names are indicated. The postal address of the recipient of the document is not written in the documents sent to organizations.~~

The document should not contain more than four addresses. When sending a document to more than four addresses, a mailing list is created and only one address is shown per document.

18. Correct drafting of the document, clear expression of its content and style, timely and qualitative performance of the task is the direct responsibility of the executor.

19. The date of signing or approval of the document is deemed the date of the document.

The document is dated by the official who signed or approved it.

The date of the document, as well as dates in the content of the document, should be written in numbers. Elements of the date are written in the same row as follows: date/month/year (e.g.: 15.12.03, 15.12.2003 or 15 December 2003).

20. *The registration number of the document consists of the nomenclature number of the file and the serial number of the registration of the document is given during the registration of the document and is reflected on the registration stamp before the number of sheets and the date.*

Record numbers assigned to administrative documents and protocols independently within each type of document are their numbers.

21. When it is necessary to assess the appropriateness or reasonableness of the document, the document needs to be coordinated. The coordination is carried out within the organization or between different organizations. For this, before documents are signed, they should be given a visa by relevant officials.

22. Coordination within the organization is carried out between heads of relevant structural units.

In drafts of administrative documents, the executor puts a visa on the back of the last page of the text in the first copy. In the documents sent, visas are placed in the copy that remains in the organization.

The visa includes 1st and last names and signature of the person issuing the visa, and date.

Notes related to the document are written on a separate sheet. At that, the visa is shown as follows:

(signature) (1st and last names) (date)

Notes are attached.

23. The coordination of documents between different organizations is carried out by heads of relevant organizations by placing the coordination label, receiving the coordination document or presenting the protocol of the discussion of the draft document at the meeting of the collegial body.

The coordination label consists of the word 'Coordinated' or 'I agree', the position, 1st and last names of the person the document is coordinated with, his/her signature and the date (for example:

'Coordinated'

The Minister of Health of
the Republic of Azerbaijan
(signature) (1st and last names)

(date).

The coordination label should be placed in the upper right corner of the title page of the document

3. General requirements for formalization of documents

24. The document should be formalized to give it official nature and legal force. The document is formalized by signing, confirming, *registering* and stamping.

25. All copies of the *document* are signed.

The signature includes the title of the position of the person who signed the document, his/her signature, 1st and last names. If the official who has to sign the document is temporarily out of office, the document is signed by his/her deputy or the person discharging his/her authority. At that, the actual position, 1st and last names of the person who signed the document should be indicated. It is forbidden to sign the document by writing the word 'instead' or by drawing a line before the name of the position. Documents sent to the head of the public authority are signed by the head of the sender public authority, and in his/her absence by his/her deputy.

If the document is drawn up on a letterhead, the position of the person who signed the document is indicated briefly (for example:

Chairman (signature) (1st and last names).

If the document is not drawn up on a letterhead, the position of the person who signed the document is indicated in full (for example:

Chairman of the State Urban Planning and Architecture Committee of the Republic of Azerbaijan (signature) (1st and last names) (date)

~~Documents sent to organizations are signed by the head of the sending organization or his/her deputies. Documents sent to individuals and legal entities are signed by the head of the corresponding structural unit or his/her deputy.~~

~~Documents sent to the head of the public institution should be signed by the head of the sending public institution, or if he/she is not present, by his/her deputy.~~

26. Documents of collegial bodies, as well as documents for the content of which two or more persons are responsible, are duly formalized with two or more signatures (protocols, financial documents, etc.). In such cases, signatures are placed below each other in the order corresponding to the positions held by persons (names of positions are separated from each other by two to four line intervals).

27. If the document is signed by two or more officials of the same rank, their signatures are placed on the same level.

28. When signing documents drawn up by the committee, the distribution of duties among members of the committee is indicated rather than duties of the persons who drew up the document (for example:

Head of the Committee: (signature) - (1st and last names)
Members of the Committee: (signature) - (1st and last names)
(signature) - (1st and last names)
(signature) - (1st and last names və s.).

~~29. If the person who should sign the document is absent, the document should be signed by his/her deputy or the person performing his/her duties. At that, the actual position, 1st and last names of the person who signed the document should be indicated. It is forbidden to sign the document by writing the word 'instead' or by drawing a line before the name of the position.~~

30. The *following* documents are approved: charters, statutes, prospective and current plans of the organization and its structural units, examination-inspection acts, acceptance and handover acts, separate types of protocols and other documents deemed necessary by the management of the organization.

31. The document is confirmed by a label of approval or by adopting a relevant administrative document.

The elements of the approval label are as follows: the words 'Approved' or 'I approve', the title of the position of the person who approved the document, his/her signature, 1st and last names, date of approval.

In cases where implementation of additional measures is required for the application of the document, that document is approved through adoption of a document with the nature of an order.

32. If the document is not drawn up on the organization's letterhead, it should be stamped.

Financial documents, references, certificates, charters, by-laws, labor books, acts on allocation of documents for destruction, as well as, if necessary, other documents to be authenticated, are stamped with the image of the Coat of Arms of the Republic of Azerbaijan.

Organizations that do not have a seal with the State Coat of Arms use the main seal. The seal should not overlap the position title and the signature.

4. Requirements for documents prepared by computer (typewriter) method

33. Documents are prepared by a computer (typewriter) method in accordance with the requirements of interstate standard 6.38-90. *The text of documents written by a computer method (except for financial, statistical and other tables) should be written in A4 format with one or one and a half line spacing in Arial 12 font.*

34. When printing documents, the following spacing is kept on the sheet:

34.1. left – 25 mm;

34.2. right – at least 8 mm;

34.3. top – 20 mm;

34.4. bottom:

34.4.1. for A4 paper formats – at least 19 mm;

34.4.2. for A5 paper formats – at least 16 mm.

35. According to international standard 9327-60, the text of A5-format documents is printed with one line interval, the text of documents published by the printing method is printed with two line intervals, and the text of other documents is printed with one and a half line intervals.

The first line of each paragraph of the document is printed five to eight characters apart from the left margin.

36. In names of organizations, all words except auxiliary words and proper nouns included in them are capitalized (the State Committee for Family, Women and Children Affairs, the State Committee for Refugees and Internally Displaced Persons, the Chamber of Commerce and Industry, etc.).

37. Only the first letter of the name of structural units is capitalized (e.g.: The Office of the State Statistics Committee of the Republic of Azerbaijan).

The names of individual structural units within structural divisions are written in a lower case (for example: Department of Labor Statistics of the Office of the State Statistics Committee of the Republic of Azerbaijan).

38. In the names of district (city) executive powers, all words are capitalized (Narimanov District Executive Authority, Lankaran City Executive Authority, etc.).

39. *In accordance with the 'Rules of spelling of the Azerbaijani language' approved by Resolution No. 108 of the Cabinet of Ministers of the Republic of Azerbaijan dated August 5, 2004, except for the names of positions with the first letter capitalized (President of the Republic of Azerbaijan, Prime Minister of the Republic of Azerbaijan, Prosecutor General of the Republic of Azerbaijan, etc.), other positions are written in lower case (Minister of Finance of the Republic of Azerbaijan, Chairman of the State Insurance Commercial Company of the Republic of Azerbaijan, President of the Azerbaijan National Academy of Sciences, Rector of Baku State University, Head of the Executive Power of Beylagan District, etc.)*

40. Complex abbreviations created from initial letters are written with capital letters (e.g.: *State Security Service – SSS*).

41. Documents with two or more pages should be numbered starting from the second page. Numbers are written in Arabic numerals.

42. In documents, the concept of number is expressed by the sign '№' or the word 'number' ('numbered').

5. Procedure for making additions (attachments) to documents

43. The following attachments may be included in the documents:

43.1. annexes confirmed by relevant administrative documents;

43.2. annexes that explain or supplement the content of the main document;

43.3. attachments sent with the cover letter as an independent document.

Attachments sent as an independent document with a cover letter should contain all elements necessary for the document (name, title, signatures of persons responsible for the content, coordination, approval notes, etc.).

44. In appendices mentioned in the text of decrees/resolutions and approved by that document, the following note is made on the upper right corner of the first page:

approved by Order ____ of the Chairman of the *State Statistics Committee* of the Republic of Azerbaijan

In the appendices mentioned in the text of the document, but not approved by that document, the following note is made on the upper right corner of the first page:

Annex 1 to the Guidelines approved by Order No. ____ of the Minister of *Economy* of the Republic of Azerbaijan dated '___' _____

If there are several appendices to orders/resolutions, not approved by that document, their serial numbers are written in sequence ('... Annex 2', '... Annex No3', etc.).

45. If there are attachments mentioned in the text to the documents (except for administrative documents), the following note about availability of the attachment is drawn up in the text before the signature in the document:

Attachment: 20 sheets, 3 copies.

If attachments not named in the text are added to the document, their names are listed in the note about the attachment with the number of sheets and copies (e.g:

Attachment: 1. list of files under permanent *protection* for the years of _____ - 5 sheets, 4 copies.
2. act on allocation of documents related to the years of _____ for destruction – 2 sheets, 3 copies).

If a document with an annex is attached with the main document, a record on existence of the attachment is drawn up in the following form:

Attachment: the name of the type of document, the organization or the document maker, the date and number of the document) and its attachment: total of 5 sheets.

If attachments are bound in the form of a book, the number of pages is not indicated.

6. Copying, duplicating and maintaining stenographic works of documents

46. The relevant executive officer's instruction or permission is required to copy documents. The head of the structural unit determines the number of copies, shipping addresses and signs letterheads.

47. Copies of documents are given to relevant parties with the permission of the management of the organization.

48. If copies of the document are made by a computer (typewriter) method not on the letterhead of the organization, but on a regular paper, the text of the document is copied in full, including the requisites of the letterhead. The note 'Copy' is written on the upper right corner of the first page of the copy.

49. Copies obtained with the help of the computer (typewriter) and duplicating technical facilities that do not exactly reproduce the original signature, are signed by an official who confirms that they are true to the original and, in appropriate cases, stamped.

To confirm the copies, the 'Correct' confirmation signature is added to the left field below the 'Signature' requisite of the document, the position, personal signature, first and last names of the person who approved the copy, the date of approval are indicated and stamped. (for example:

Correct:

Head of the clerical service

(signature) (1st and last names)
(date).

50. The original of the document is given for reproduction with the help of copiers, and after the copies are made, they are returned and included to the file. Copies of the original document and the duplicated annex are registered with the same number.

51. Transcripts of meetings and deliberations held by the head of the organization are prepared, duly formalized and kept in the clerical service.

52. Audio, *video recordings and recordings on electronic media* containing the relevant sound recording may be archived for *permanent* preservation or deleted by demagnetization at the request of the management. An act is drawn up or a note is made in the relevant book.

If transcripts are recorded using magnetic recording media, then those materials are stored in the clerical service.

7. Preparation and development of decisions

53. A collegial body of the organization may take a decision. The text of the decision is concise and consists of comments and decree sections, *except for the case provided for in Para 2 of Item 54 herein.* (Annex 2).

54. The comment section of the decision indicates the reasons for making the decision and objectives of the measures to be taken.

If there is no need to explain measures to be taken, there may be no comment section.

55. The comment section of the decision is expressed in the form of an order, and after the name of the organization that adopted the decision, the text continues without interruption with the words 'makes a decision'.

If the decision assigns the implementation of several measures of different nature, the decree section is divided into items. Measures of the same nature are listed in one item (with separate paragraphs).

Organizations or structural units are indicated as an executor, and when the implementation of the measure is entrusted to a specific person, the official is indicated.

The last paragraph of the decree section indicates the organization, structural unit or official who is entrusted with the control of the implementation of the decision. The name of the organization, structural unit or the full name of the position of the official, 1st and last names are written with the preposition 'to'.

56. Drafts of decisions are given to the people who prepared these documents so that they can make necessary changes and additions to them. The drafts are then returned to the person in charge for their completion and signing.

The executor adds to the decision prepared for signing a list of organizations, structural units and officials to whom the decision should be sent after signing.

57. Adopted decisions are signed by the chairman and secretary of the collegial body and delivered to executors by the clerical service within seven days at the latest.

58. Decisions are registered in the relevant book, the number assigned in that book is considered the number of the decision (Annex 3).

59. Adopted decisions are forbidden to be corrected without the consent of the management of the organization.

8. Preparation and development of decrees

60. The text of the decree, ~~as a rule~~, consists only of the decree section (Annex 4). The comments section can be included to the sentence in the form of expressions 'according to', 'for the purpose of' etc. At that, the decree section should be separated from the comment section with a paragraph, and expressed with the verbs like 'order', 'draw to the attention', 'suggest', 'approve', etc.

61. The decree is signed by the head of the organization and is recorded in the relevant book in a chronological order within the calendar year. The record number given in that book is considered the number of the decree (Annex 5).

9. Preparation and development of orders

62. An order, ~~as a rule~~, consists of comment and decree sections (Annex 6). The comments section includes the facts taken as the basis for issuing the order, while the decree section enlists the measures to be taken.

63. The decree section begins with the words 'I order' without interruption of the text. Intended ideas are placed in items numbered with Arabic numerals. Each item begins with the 1st and last names of a specific executor or official of the structural unit.

64. The text of the order is coordinated with relevant structural units and, if necessary, with relevant subordinate organizations. Only the head of the organization who signed and dated the order can make corrections to the final version of the draft order.

65. When preparing the order, the executor determines the need to send it to structural units and subordinated organizations and the circulation of the order. The list of addressees is printed on the reverse side of the last page of that order or attached as a separate document (if the circulation is large).

66. Orders are numbered throughout the calendar year and recorded in the relevant book (Annex 7).

10. Preparation and development of protocols/minutes

67. Minutes of meetings of collegial bodies of organizations, as well as other meetings and deliberations should be written at the direction of the head of the organization.

68. The text of *minutes* should consist of introductory and main parts.

69. In extensive minutes, 1st and last names of the chairman and secretary conducting the meeting, a list of invited guests, 1st and last names of the speaker(s), and the issue(s) to be discussed are given in the introductory part of the minutes. (Annex 8).

70. In extensive minutes, a brief text of reports and speeches is given first followed by the decision section. The decision begins with the word 'Decided' printed at three line intervals from the border of the left field of the page after the preceding text. The text of the adopted decision is written from a new line.

71. Minutes of meetings, that are transcribed, are compiled briefly. Such minutes include issue(s) on the agenda, 1st and last names of the speaker(s) related to this issue and speakers, and the decision taken on each discussed issue. The content of speeches is not provided when minutes of meetings where transcripts are drawn up, the text of the transcripts prepared appropriately is added to the minutes.

72. Minutes are signed by the head of the organization and the secretary of the meeting and is numbered within the frames of the calendar year.

11. Preparation and development of references and datasheets

73. The content of the reference and datasheet should consist of two parts. Part 1 includes the facts, that are the basis for the development of the document and Part 2 includes outcome and proposals.

74. The date and period of information covered in the reference or datasheet should be included in the title (for example: 'On the progress of preparation for spring agricultural work as of _____').

75. References and datasheets are printed out in organization's letterheads and signed by heads of the organization or the structural unit.

76. References issued at the request of citizens are drawn up on common letterheads or forms with stenciled text, signed and approved by the head of the organization and recorded in the relevant book.

12. Preparation and development of acts

77. The content of acts should consist of introduction and comments sections.

The introduction section includes the basis for the development of the act. The comments section includes goals and objectives of drafting the act, the essence and nature of the work done, identified facts, as well as outcome and proposals.

78. The title of the act should briefly reflect the issue specified in the act and be expressed with a verbal noun in the nominative case (e.g.: 'On preparation of schools for a new academic year').

79. The place and date of the event should correspond to the place and date of the event written in the act.

80. Information on copies of the act and the place where it is stored is placed at the end of the text of the act (before signatures).

81. The act is signed by all persons involved in its preparation. At that, positions of signatories are indicated.

82. If drafters of the act and those involved have special opinions, those opinions are written below the signatures or on a separate sheet.

13 Preparation and development of letters, telegrams and telephone messages

83. Letters are drawn up for the purpose of expressing a request (inquiry), a response to a request, as well as informative information and on one issue.

Cover letters are drawn up when explanations are required on the nature of the execution of the document sent for execution or the purpose of sending it.

84. The text of the letter, ~~as a rule~~, should consist of two parts, one logically connected with the other. Part 1 contains a description of the facts, *events or documents (indicating the registration number and date)* used to prepare the letter, and Part 2 contains outcome, proposals or requests.

85. Telegraphic correspondence is carried out only on urgent issues. When answering a request, the number of that request is indicated before the telegram text. The output number is placed at the end of the text (in addition to the signature).

Telegrams are printed in two copies and executors put visas on them. Once signed, telegrams are handed over to the clerical service for dispatch. Words are written without dividing them into syllables and without corrections in the telegram. The signature is put on a new line and confirmed with a stamp

86. Telephone messages are used to provide information by phone within a country, a city and a region. When sending a telephone message, the following is indicated: who it is sent to, the position and surname of the person who signed it, the date and time of the telephone message, the position and surname of the person who transmitted the text, the telephone number of the organization.

14. Organization of circulation of documents

87. Movement of documents in the organization means circulation of documents from the moment they enter or are created in the organization to the moment they are executed or sent.

88. Document circulation in organizations should meet the following requirements:

88.1. movement of documents should be prompt, regulated and optimally implemented;

88.2. instances and operations that do not arise from the necessity of the work should be excluded from the movement of documents;

88.3. Maximum uniformity should be ensured in the movement and processing of documents.

89. Receiving and initial processing of incoming correspondence is carried out by the clerical service in organizations, and in structural units by employees of structural units responsible for clerical work. Initial processing of incoming correspondence consists of checking correctness of the delivery of correspondence and integrity of documents inside envelopes, preparing it for delivery to the destination.

90. The purpose of verifying the accuracy of delivered correspondence is to detect undelivered correspondence. Correspondence delivered in error is returned.

All envelopes, except for personal correspondence, are opened. At that, integrity of envelopes and availability of documents are checked. ~~As a rule~~, envelopes are destroyed, except for the cases where it is possible to determine the address of the sender of the document or the date of sending and receiving of the document only by the envelope.

All incoming documents are stamped in the lower right corner of the front page (Annex 9).

After received documents are registered and numbered on the registration stamp, they are delivered to the management of the organization or structural unit for review.

Documents of public authorities, other crucial documents on important issues of the organization's activity, as well as documents that require making a decision for their implementation are given to the head of the organization, and the rest of the documents are given to his/her deputy or the head of the structural unit.

Documents addressed to officials are, as a rule, given directly to them.

91. Received documents should be submitted for review on the day they are registered. Telegrams and other urgent documents are given priority for review and processing.

If there is a reference to other documents in the received document, those documents are selected and given to the management of the organization together with the received document or the relevant reference.

92. Findings of the review, ~~as a rule~~, are reflected in the resolution written by the head of the organization, his/her deputy or the head of the structural unit, in the place allocated by the interstate standard 6.38-90 (in the upper left part before the text). Resolutions should include clear and definitive instruction about the executive nature of the documents and their executors.

93. After the received documents are reviewed by the management, they are returned to the clerical service to *transfer* the text of the resolution to the registration form and, if necessary, take under control.

94. The person indicated first in the resolution is the executor of the document.

The main executor should coordinate with other executor(s) the reference on document execution prepared for management information. If other executor(s) does/do not agree with the reference, he/she prepares and submits it to the clerical service a separate reference to inform the management.

Joint executors of the document should provide necessary materials (information) to the main executor and provide other necessary assistance. Executors are equally responsible for the timely and qualitative preparation of documents.

Executed documents are given to structural units that compile the works on relevant issues or to employees allocated for this purpose to be filed.

95. Transfer of received documents from one structural unit to another one is carried out by the clerical service under instructions of the management, and a related record is made in registration forms and the relevant book.

96. Drafting, coordination, formalizing, registration (documents to be registered) and sending of the document constitute the process of document preparation.

The draft document can be duplicated and given to all organizations involved in its preparation at the same time for familiarization and coordination.

Before submitting the document for signing, the executor should check its content, correctness of its compilation, availability of necessary signatures and attachments. The document for signing is delivered together with the materials used for its preparation.

97. Signed documents are submitted to the clerical service for registration and sending.

98. Processing of the sent correspondence includes sorting, preparing envelopes, determining and recording postage costs, compiling registered mailing lists, and providing same-day communication services. Documents are issued for mailing (other than ordinary mailings) in a fully prepared form with a note on the mailing category. Documents are not sent by registered mail unless absolutely necessary.

The clerical service checks correctness of the address of documents, availability of attachments specified in the main document, and if deficiencies are found, documents are returned to executors.

Envelopes with addresses printed on them using letterpress or rapid reproduction means are used for documents sent to permanent addressees.

Several documents sent to one address at the same time can be placed in one envelope.

Documents to be sent should be processed and sent on the same day.

99. Internal documents are prepared, drawn up and implemented within the organization. Movement of internal documents is organized in accordance with general rules of circulation of documents sent during the stages of their preparation and compilation, and incoming documents during the execution stage.

After drafts of documents of order nature are agreed upon, they are submitted to the management of the organization for review or signing. After signing, those documents are registered, multiplied according to the attached mailing list and issued (sent) for execution.

Datasheets, references, information and other internal documents addressed to the management of the organization or structural units are reviewed by the official to whom they are addressed, after which those documents are generally given to or taken from corresponding structural units for execution (processing).

100. Employees of the structural unit responsible for clerical work deliver documents within the organization. Couriers deliver outgoing documents according to their destination.

101. Telegrams and urgent documents are delivered immediately, and other documents, ~~as a rule~~, at least twice a day

102. Incoming and outgoing documents, including controlled and other most important documents, are received and handed over at all stages of the movement, ~~as a rule~~, with a certain record in the relevant book (Annexes 10 and 11).

103. Issuance of documents within structural units is carried out by the employee of the structural unit responsible for the clerical work, and relevant notes are made about it in the registration form. The clerical service should be informed about transfer of the document from one structural unit to another. A relevant note is made about the issuance of the document in the registration form.

15. Registration of documents and structure of the database

104. Registering a document means putting a registration number on it and specifying necessary information on that document in the registration form.

105. The organization's clerical service and employees of structural units responsible for the clerical service carry out registration of documents.

106. Documents, not directly necessary for discharge of duties of the organization (congratulatory letters and invitations, books, magazines, bulletins, advertising notices and posters, programs of meetings, consultations, conferences and other events or other information on such events, reports on various issues, etc.) are not required to be registered. Such documents are registered in relevant units of the organization (library, accounting, HR, analytical and information divisions, etc.).

107. Every document is registered only once in the organization. Incoming documents are recorded on the day they enter the organization, and outgoing and internal documents on the day they are signed or approved.

108. A single registration form is used for document registration in organizations with circulation of more than 1,000 documents per year (Annex 12).

109. Letterheads of registration forms are prepared by a printing method or an operational polygraphic method on A5 and A6 format paper in 170 x 120 mm size.

110. In organizations with circulation of up to 1,000 documents per year, it is allowed to register documents only in the registration book.

111. The following requirements should be observed when documents are recorded in the registration forms:

111.1. forms are written only for an initiative document (request);

111.2. the front side of the form is filled out by the clerical service, and the reverse side by the structural unit or the executor;

111.3. the first copy of the form is sent together with the document, and the second copy remains in the clerical service;

111.4. documents form two files in the clerical service (a file of executed documents and a file of unexecuted documents).

112. When the document is sent from one structural unit to another one, the text and date of the resolution is indicated on the registration form.

113. A note on the execution of the document should reflect the resolution of the issue, the date and number of the response document. In case a written response is not required, a specific note is written in the initiative document about when, by whom and how to resolve the issue.

114. The data file of registration forms consists of the following parts:

114.1 for unexecuted internal documents (Section 1);

114.2. for sent documents awaiting a response (Section 2);

114.3. for executed internal documents (Section 3).

115. Days of a month are divisions of Sections 1 and 2 of the file. Forms are placed in sections according to execution periods and the expected dates of receiving the answer.

Divisions of Section 3 correspond to structural units of the organization or independent work areas, and rubrics correspond to titles and nomenclature numbers of files. Forms are placed in these sections in the order of registration numbers.

116. As documents are processed and answers are received, forms are transferred from Sections 1 and 2 to the corresponding section and rubric of Section 3, and necessary notes are written on them. Registration forms filled in for documents sent by higher organizations for information are also placed there.

16. Organization of control over execution of documents

117. Implementation of proposals, tasks and issues contained in documents should be monitored constantly. The purpose of such a control is to timely and qualitatively execute documents.

118. Heads of organizations and structural units monitor execution of documents and the tasks contained in them.

Direct control over execution of documents is assigned to the clerical service and the control service specially created in the organization. Employees responsible for the clerical work in structural units control execution of documents in structural units.

119. The following documents are under ~~special~~ control:

119.1. documents directly related to the implementation of *normative legal acts*;

119.2. documents that provide for tasks of state authorities or higher organizations with specified execution time;

119.3. documents that envisage tasks of organizations themselves.

Other documents, intended to be reported on results of their implementation, may also be taken under control at the direction of the organization's management.

120. The overall execution period of documents is determined by the organization itself in accordance with the requirements of the legislation.

In specific cases, a special execution period may be set by organization management or a higher organization in connection with execution of any separate document.

121. If the document specifies deadline for a response, that time limit should, as a rule, be observed.

122. The execution period is calculated from the time of its entry into the organization.

123. *The head of the organization has the right to extend the execution period of the document at a substantiated written request of the executor(s).*

124. Execution of documents is monitored by making notes on control sheets (Annex 13).

125. In organizations with a small document circulation, control is carried out in registration books of incoming, outgoing and internal documents (Annex 14).

126. *With the exception of organizations with the electronic document circulation system, control sheets and documents under control (on the upper right corner of the first sheet) are marked with a control mark ('№') or stamped 'Under Control' and handed over to the executor, and an additional copy of the sheet placed in the control file.*

127. Information on the progress of the execution of documents is recorded in the 'Remark on execution' column.

128. The document is deemed executed only when the issues raised in it are resolved and the sender of the document is answered accordingly.

If the execution is not documented, related information is written in the column 'note about execution' of the control sheet.

129. Documents, as a rule, are removed from control after execution. Information on the execution and removal of the document from control is recorded in the control sheet.

In other cases, the document can be removed from control only by the official who took it into control. At that, a note about removal from control is written in the document and sheet.

130. The management of the organization is informed about the execution of the documents under control once a month.

Information on the progress and results of the execution of other documents is analyzed at least once a year. Based on the analysis, an appropriate action plan is developed to speed up the execution of documents and increase the execution discipline.

17. Rules for compiling nomenclature of files, forming folders, preparing for transfer to the archive and using the current archive

131. A general nomenclature-list of organization's works is drawn up every year to properly form folders, ensure quick finding of documents, systematize and record works, determine their *storage* periods and transfer them to the archive at an appropriate level in future (Annex 15).

132. The clerical staff draws up the work nomenclature, taking into account proposals of the structural units, and the head of the organization approves it.

133. Executed documents are formed in folders by structural units according to the approved work nomenclature.

134. The following requirements should be observed by the clerical service before files are handed over to the archive of the organization for *safekeeping*:

134.1. check whether all files are in the folder;

134.2. check whether documents to be filed in the folder are registered in accordance with these Guidelines and when unregistered documents are found, register them;

134.3. check the correctness of the placement of documents in the folder;

134.4. check whether names of divisions in the list of completed works filed section by section correspond to completed documents;

134.5. number pages of the folder from the top to the bottom with a pencil, starting from the right corner.

135. Whether the folder should be transferred to the archive of the organization is determined according to the work nomenclature.

Documents transferred to the organization's current archive can be taken for use only with the permission of the organization's management.

136. All documents of one year are formed in folders, except for the works that refer to the next year. The number of sheets in one folder should not exceed 200-250. Documents are filed into the folder in one copy.

137. When the nomenclature of cases is drawn up, files are formed and correct inclusion of documents in files is checked, documents are expertised in the organization. The expertise is carried out by the expert committee on expertise of documents and archivation, which is permanently operating in the organization.

The head of the organization approves the composition of the expert committee.

138. When documents are prepared for handing over to the State Archive, they should be re-examined, lists of permanently *protected* documents and cases, acts of documents and files set aside for destruction should be drawn up.

Archive fund documents in hard and/or soft copy in the organization should be handed over to permanent state protection in accordance with the rules established by the Cabinet of Ministers of the Republic of Azerbaijan after the temporary protection period specified in the Law of the Republic of Azerbaijan 'On the National Archive Fund' has expired. Documents that should not be transferred to the archive are destroyed by the decision of the expert committee and according to the act approved by the head of the organization.

~~139. When documents are transferred to the State Archives for permanent storage, the following requirements should be observed:~~

~~139.1. composition and quality of documents should be checked;~~

~~139.2. on the front cover (at the end of the folder), and in the general folder, as well as in the list of sections, a validating signature should be put, the number of numbered sheets of the folder should be indicated in numbers and words, if necessary, the nature of numbering of sheets and a physical condition of documents attached with the file should be noted;~~

~~139.3. intermediate layers, metal clips, rivets should be removed from the folder and documents should be filed in the prescribed manner;~~

~~139.4. After preparing the folder for handing over to the archive, a stamp with the word 'Archive' should be placed on the first page of the list of sections of the general folder (lower right corner), and on the last document of individual folders (on the back of the last page).~~

18. The nature of maintaining office work related to electronic documents

140. *Organizations are entitled to maintain office work electronically as well.*

141. *When the document is received electronically, the organization should apply the information system specified in Item 144 herein.*

142. *General requirements for preparation of electronic documents in organizations include:*

142.1. *an electronic document should meet the requirements specified in the Law of the Republic of Azerbaijan 'On electronic signature and electronic document';*

142.2. *the e-document should support the 'Unicode' standard, the 'UTF-8' format;*

142.3. *the electronic document should be readable and editable in table, presentation, text, graphic and archiving editors;*

142.4. *the electronic document should be in the structure defined by Article 22 of the Law of the Republic of Azerbaijan "On electronic signature and electronic document";*

142.5. *an electronic document should be approved by adding an electronic or enhanced electronic signature of a relevant official;*

142.6. *all attachments with an electronic document should be combined into a single electronic file and must be certified by an electronic or enhanced electronic signature of a person authorized to certify that document;*

142.7. *In organizations with the electronic document circulation system documents and their attachments are scanned and converted into a single electronic file in the same format.*

143. *The original and copy of the electronic document are prepared and approved in accordance with the Law of the Republic of Azerbaijan "On electronic signature and electronic document".*

144. *Organizations use an information system that ensures the implementation of the following functions for clerical work with electronic documents:*

144.1. *creation of an electronic document;*

144.2. *addition of requisites and a strengthened electronic signature;*

144.3. *sending an electronic document;*

144.4. *verification of the accuracy of the electronic document;*

144.5. *approval of receiving the electronic document;*

144.6. *registration of incoming or outgoing documents;*

144.7. *ensuring collective work during the creation, registration, sending and storage of an electronic document;*

144.8. *control over execution of the electronic document;*

144.9. *search for the electronic document;*

144.10. *storage of the electronic document.*

145. *The e-document is received and registered after the following information is verified:*

145.1. *the authenticity of a strengthened electronic signature that confirms an electronic document based on verification data using electronic signature tools;*

145.2. *all requisites of the electronic document;*

145.3. *authorities of signatories who used the strengthened electronic signature.*

146. *When printing out an electronic document, a registration password or barcode containing the following should be automatically placed on the front side of the first page:*

146.1. *full name of the organization;*

146.2. *address of the organization;*

146.3. *the registration number and date of the electronic document i.*

147. *Prior to sending an electronic document, the sender checks that it is correctly prepared (availability of an electronic signature, basic and additional details) and addressed.*

148. *Acceptance and registration of an electronic document is confirmed by sending an electronic notification containing the following to the sender by the information system:*

148.1. *information about the sender of the notification;*

148.2. *date and time of receipt of the electronic document;*

148.3. *the date and number of electronic document registration.*

149. *In the cases defined by Article 27.3 of the Law of the Republic of Azerbaijan "On electronic signature and electronic document", the recipient should consider the electronic document not sent by the sender.*

150. *According to Article 27.4 of the Law of the Republic of Azerbaijan "On Electronic Signature and Electronic Document", the electronic document is deemed not received until the sender receives an electronic notification that the electronic document has been received. After sending the electronic document, if the notification is not received within the period indicated by the sender or determined by the agreement of the parties, the sender informs the recipient about this and conveys the content of the electronic document to him using other means of communication.*

151. *When a document registered as an electronic document is also received in a hard copy, a stamp showing the registration number and date of the electronic document is placed on it.*

152. In organizations with the electronic document circulation system, movement of incoming and outgoing electronic documents, as well as intra-organizational correspondence, are recorded through the system. Delivery of documents to system participants is confirmed through the system. During electronic document circulation, only resolutions and outgoing documents need to be approved by electronic signature.

153. Procedure for storing electronic documents and their archives:

153.1. In accordance with the Law of the Republic of Azerbaijan "On electronic signature and electronic document", electronic documents should be stored in electronic information carriers in a form that will allow checking their integrity in these carriers;

153.2. The period of storage of electronic documents in electronic information carriers should be within the period specified for paper carriers of relevant documents in accordance with the Law of the Republic of Azerbaijan "On the National Archive Fund";

153.3. It should be possible to use the information in electronic documents in future, as well as to make copies of electronic documents on paper;

153.4. it should be possible to restore an electronic document in the format in which it was created, sent or received;

153.5. the electronic document should contain information that allows identifying its source and destination, its sender, recipient, time and date of sending and receiving;

153.6. Electronic documents are stored in the format in which they were created, sent or received, unless otherwise provided for in the Law of the Republic of Azerbaijan 'on Electronic Signature and Electronic Document' or in the agreement between participants;

153.7. electronic documents are transferred to the state archive for permanent protection in accordance with the rules established by the Cabinet of Ministers of the Republic of Azerbaijan;

153.8. archives of electronic documents should be protected from unauthorized access, destruction and (or) distortion.

154. *Electronic document protection is provided in accordance with the Law of the Republic of Azerbaijan 'On Electronic Signature and Electronic Document' and the "Statute on interoffice electronic document circulation".*

‘Sample letterhead of the organization
(to the width)

The image of the Coat of Arms of the Republic of Azerbaijan

**THE MINISTRY OF INTERNAL AFFAIRS OF
THE REPUBLIC OF AZERBAIJAN**

ZIP code _____, Baku city, _____ Str _____

Tel: _____ Fax: _____ E-mail _____

‘ _____ ‘

No _____ ‘;

Sample decision of the organization

The image of the Coat of Arms of the Republic of Azerbaijan (~~According to the image
determined with the Statute 'on the Coat of Arms of the Republic of Azerbaijan)~~

**COLLEGE OF THE STATE STATISTICS COMMITTEE OF THE REPUBLIC OF
AZERBAIJAN
DECISION**

No _____

Baku city

' _____ ' _____

decides:

Record book of decisions

No of the decision	Date	Title of the decision	Who signed	Executor	Note

Sample decree letterhead of the organization

The image of the Coat of Arms of the Republic of Azerbaijan (~~According to the image
determined with the Statute 'on the Coat of Arms of the Republic of Azerbaijan)~~

**DECREE
THE MINISTRY OF THE ECONOMY AND ~~INDUSTRY~~ OF THE REPUBLIC OF
AZERBAIJAN**

No _____

Baku city

' _____

Annex 5 to the Guidelines approved by Decree
No 935 of the President of the Republic of
Azerbaijan dated 27 September 2003

Record book of decrees

No of the decree	Date	Title of the decree	Who signed	Executor	Note

Sample order letterhead of the organization

The image of the Coat of Arms of the Republic of Azerbaijan (~~According to the image
determined with the Statute 'on the Coat of Arms of the Republic of Azerbaijan)~~

THE MINISTRY OF FINANCE OF THE REPUBLIC OF AZERBAIJAN

ORDER

No _____

Baku city

' ____ ' _____

I order:

Annex 7 to the Guidelines approved by Decree
No 935 of the President of the Republic of
Azerbaijan dated 27 September 2003

Record book of orders

No of the order	Date	Title of the order	Who signed	Executor	Note

Sample extended minutes

**MINUTES OF THE COLLEGE MEETING OF THE *MINISTRY OF CULTURE AND
TOURISM* OF THE REPUBLIC OF AZERBAIJAN**

No _____

Baku city

' _____ ' _____

Chaired: (1st and last names, position)

Participated: (1st and last names)

Invitees: (1st and last names, positions)

Agenda

1. _____
(list of issues under review, 1st and last names of speakers)
2. _____
3. _____

Who spoke: (the name of the issue, 1st and last names of speakers and those participated in discussions).

Speeches: (brief content of reports and speeches)

It was decided: (the decision taken or a project reject on the issue in full).

1. _____
2. _____
3. _____

Chairman _____ (1st and last names)

(signature)

Signature _____ (1st and last names)

(signature)

'Sample registration stamps

Name of the organization
Entry № _____
_____ sheets
' ____ ' _____

Sizes:

5,5 X 2,5 sm.

Under control

4 X 1,0 sm.

Return together with the answer

4 X 1,5 sm.

Urgent

4 X 1,0 sm.'

Record book of outgoing documents

Date and number of the document	Who is sending	Brief content	Note on the execution of the document	Signature and date on the issue of the document

Sample registration letter

REGISTRATION SHEET (obverse)

Name of the organization
Number _____ and
Date ' ____ ' _____
of the document

№ of receipt by the clerical
service
' ____ ' _____

Who is sending

Brief description of the document

Who it is sent to. Author and content of the resolution	Notes on the form, type, number of sheets, annexes, cover letter of the document
---	--

(r e v e r s e)

Progress of execution

Outcome of execution

Sample control sheet

CONTROL SHEET

Execution note

To be returned to the control service after execution

**Signature of the head of the structural
unit** _____

Note _____

‘ ’ _____

Record book of documents under control

Document 's control number, receipt number and date	Sender	Docume nt date and number	Brief content	Who took under control, resolution	Who reviewed	Executor	Control notes

Nomenclature-list of files

Name of the organization Nomenclature of files	Approval griffin
---	------------------

Date index

Index of files	Names of structural units (or activity directions) and files	Amount of files (volumes)	<i>Storage</i> periods and items under the list	Note
1	2	3	4	5

Final note on categories and amounts of prepared files

On <i>storage</i> periods	Total	Including those referring to another year
Permanent		
Temporary (over 10 years)		
Temporary (until 10 years, including the last year)		
TOTAL		
Signature		

Coordination griffin with the archive office

LIST
of correspondence not required to be registered

- 1. Advertising brochures, notices, posters, price lists*
- 2. Invitations, tickets, meeting and conference programs, greeting cards*
- 3. Accounting documents, contracts, invoices, estimates*
- 4. Books, newspapers, magazines, bulletins and other periodical publications*
- 5. Statistical and reporting summaries, graphs and tables*
- 6. Various questionnaires, reviews, educational programs, hydrometeorological and other forecasts sent for information.*