**КРАЕВОЙ СОЮЗ ПОТРЕБИТЕЛЬСКИХ ОБЩЕСТВ «КРАЙПОТРЕБСОЮЗ»**

**ЧАСТНОЕ ПРОФЕССИОНАЛЬНОЕ ОБРАЗОВАТЕЛЬНОЕ УЧРЕЖДЕНИЕ**

**«КРАСНОЯРСКИЙ КООПЕРАТИВНЫЙ ТЕХНИКУМ ЭКОНОМИКИ, КОММЕРЦИИ И ПРАВА»**

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INTRODUCTION

The relevance of the study of these processes is unshakeable at the present time. The modern world demands high speed and quality of work from law enforcement agencies, which places high demands on employees of internal affairs agencies in the field of working with incoming correspondence.

The object of the work is social relations arising in the field of office work in the internal affairs bodies.

The subject of the work is normative legal acts defining the specifics of office work in the internal affairs bodies.

The purpose of the work is to investigate the features of registration of incoming correspondence, assignment of a registration number, to study the procedure for record keeping on repeated appeals of citizens in the internal affairs bodies.

Tasks of the work:

- to give a general description of office work in the internal affairs bodies;

- to characterize the sources of regulatory regulation of office work;

- to investigate the work with incoming documents in the internal affairs bodies;

- consider the general rules for dealing with citizens' appeals, including repeated ones.

The work consists of an introduction, two chapters, a conclusion and a list of sources used.

Abstract – this paper talks about the main functions of office work in the internal affairs bodies; problems arising during the processing of incoming incoming documents, ways to solve them; The procedure for registering incoming correspondence in the internal affairs bodies.

**1 The concept of incoming and incoming documents in the Department of Internal Affairs**

The main elements of office work are documentation and document management. The documentation of management activities consists in recording the information necessary for management in accordance with established forms, that is, in creating documents.

The main functions of office management in the internal affairs bodies are to solve the following tasks:

1. Adequate reflection in the documents of the activities of the body, its structural divisions and employees.

2. Prompt search in the files and archive of the necessary information for the implementation of the functions of the management body.

3. Ensuring the reception, accounting and sending of correspondence.

4. Ensuring proper control over the execution and execution of documents.

5. Ensuring the safety of information contained in documents that constitute a state or official secret.

6. Saving time and effort on the preparation, production and search of documents.

Documents are a means of securing information about facts, events, and phenomena of objective reality in various ways on special material.

Document registration is a record of credentials about a document in a prescribed form, recording the fact of its creation, dispatch or receipt. It is the smoothness of this area of work that allows you to quickly find the necessary information and documents in the future. The value of registration is confirmation of the fact that a document has been created or received. While the document has not been registered, has not received its number, the institution is not responsible for it, since the fact of receipt has not been confirmed.

Registration forms can be of three types: journal (the most common), card (common in European countries) and automated. In the system of the Ministry of Internal Affairs of Russia after opening the package of documents.

They are registered in a journal or a record card for unclassified documents. If there are several documents in the package, each of them is registered under a separate number.**2 General rules for dealing with citizens' appeals, including repeated ones**

Written appeals of citizens to a state body, a local government body or an official are subject to mandatory registration within three days from the date of receipt.

Appeals and related documents received by investigative bodies, institutions and organizations of the IC of Russia are registered in an alphabetical file. Oral appeals accepted by employees at a personal reception and issued by them with a certificate indicating the data necessary for registration (surname, first name, patronymic, on what issue, place of action, home address, etc.) are also registered here.

Registration is confirmed by the presence of the registration number and the date of registration of the appeal, which are placed on the front side of the first the sheet is in the lower right corner.

The registration number includes the initial letter of the author's surname and the serial number of the received application.

For example:

L-128

The registration forms for citizens' appeals are alphabetical and reference cards.

The alphabetical card is placed on the person in whose case (in relation to) the appeal was received.

A reference card is issued to the applicant if the request was not received from the person himself.

THE FORM OF THE REFERENCE CARD

Surname \_

Name, patronymic, Date, region\_

No.\_

SEE:

Last name\_

Before registering each request, the card file checks whether an alphabetical or reference card was previously opened.

In the Investigative Committee, upon receipt of appeals, a control production is created (formed).

Control proceedings are initiated on the basis of applications accepted for permission in the departments of the central office of the Investigative Committee of the Russian Federation, investigative bodies.

**3 Problems that arise when processing incoming incoming documents, ways to solve them**

Processing incoming incoming documents to the internal affairs bodies may face a number of problems, including:

1. Insufficient automation of the document processing process, which can lead to errors and delays in work.

2. The lack of a unified document management system, which makes it difficult to control the receipt and processing of documents.

3. Insufficient qualifications of employees responsible for processing documents, which may lead to incorrect interpretation of information.

4. The risk of leakage of confidential information when transferring documents between employees.

5. Delays in processing documents due to the lack of clear instructions and procedures.

To solve these problems, the following ways can be suggested:

1. Implementation of specialized programs and systems for automating the document processing process.

2. Creation of a unified document management system to simplify document control.

3. Conducting employee training on the correct processing of documents and interpretation of information.

4. Implementation of security measures to prevent leakage of confidential information.

5. Develop clear instructions and procedures for processing documents to speed up the process.

The procedure for registering incoming correspondence in the internal affairs bodies is quite simple. First, you need to determine the category of incoming correspondence and assign a person responsible for its processing. Further, the letter must be reviewed by an employee who decides on further processing and referral for execution

Assigning a registration number to a letter is a mandatory step in registering incoming correspondence. This number helps to quickly identify the document and search for it in the future. In addition, it helps to control the deadlines for completing tasks related to letter processing

Thus, the procedure for record-keeping on repeated appeals of citizens in the internal affairs bodies is an important element of protecting the rights and interests of citizens. Compliance with established procedures helps to ensure transparency and efficiency of complaint handling, as well as improves the quality of work of internal affairs bodies CONCLUSION

Registration of incoming correspondence is an important stage in the office work of the internal affairs bodies. Upon receipt of the letter, it must be registered and assigned a unique registration number.

The procedure for registering incoming correspondence in the internal affairs bodies is quite simple. First, you need to determine the category of incoming correspondence and assign a person responsible for its processing. Next, the letter must be reviewed by an employee who decides on further processing and referral for execution.

Repeated appeals of citizens to the internal affairs bodies also require registration and assignment of a registration number. In this case, it is necessary to take into account the previous appeals of citizens and monitor compliance with the deadlines for consideration of appeals.

In general, registration of incoming correspondence and assignment of a registration number are important stages in the office work of internal affairs bodies. Compliance with the registration rules helps to ensure a quick and effective solution to emerging issues.

Repeated appeals of citizens to the internal affairs bodies may arise for various reasons - from insufficient information provided to misunderstanding of the results of consideration of the initial complaint. In such cases, the procedure of record keeping plays an important role in ensuring the rights and legitimate interests of citizens.

In order to ensure the efficiency and transparency of the record-keeping procedure for repeated appeals of citizens to the internal affairs bodies, certain rules and procedures must be followed. In particular, it is necessary to monitor the timing of complaints, conduct appropriate checks and ensure timely access to information.

Thus, the procedure for record-keeping on repeated appeals of citizens in the internal affairs bodies is an important element of protecting the rights and interests of citizens. Compliance with established procedures helps to ensure transparency and efficiency of complaint handling, as well as improves the quality of work of internal affairs bodies.

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**Application А**

The journal of accounting for the movement of materials on written appeals of citizens"

Journal

accounting for the movement of materials based on written requests from citizens

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(name of the department)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| The registration number of the material | The number of the case (volume) from which the material was withdrawn, the date of withdrawal | The basis of withdrawal | Surname, initials of the employee who received the material, his signature and date of receipt | The number of the case (volume) in which the material is attached | A note on the return of the material to the case | Note |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|  |  |  |  |  |  |  |