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**Regional Union of Consumer Societies "Kraypotrebsoyuz"**

**Private professional educational institution**

**"Krasnoyarsk Cooperative College of Economics, Commerce and Law"**

**Course work**

Topic: Registration of incoming correspondence, assigning a registration number

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CONTENT

|  |  |
| --- | --- |
| Introduction………………………………………………………………………………. | 3 |
| 1 Theoretical foundations for registering incoming correspondence…. | 5 |
| * 1. Concept and stages of processing incoming correspondence………………………
 | 5 |
| * 1. Registration of incoming correspondence……………………………..
 | 9 |
| 1. Features of registration of incoming correspondence in the Department of Internal Affairs........
 | 14 |
| 2.1 Requirements for incoming correspondence to the Department of Internal Affairs……………………… | 21 |
| 2.2 Control of execution of incoming documents and their storage……….. | 20 |
| Conclusion…………………………………………………………………. | 26 |
| List of used literature…………………………………….. | 18 |

INTRODUCTION

In the modern world, information flows play a key role in all areas of activity, be it government agencies, commercial organizations or non-profit associations. One of the most important elements of information flow management is the registration of incoming correspondence and assigning a registration number to it. The process of registering incoming correspondence and assigning a registration number to it is of particular importance. This process is the basis for the subsequent processing, control and tracking of information entering the organization from outside. This process is basic for organizing effective work with documents, ensuring their storage, control and execution.

Registration of incoming correspondence is a systematic process of documenting incoming documents for the purpose of their subsequent recording, control and distribution to executors. Assigning a registration number is an important attribute of this process, allowing you to identify each document, track its movement and prevent possible errors and omissions in working with documents.

The purpose of this course work is to study the process of registering incoming correspondence and assigning a registration number, analyze existing methods and approaches to organizing this process, as well as develop recommendations for improving this process, taking into account modern information technologies and requirements for document flow efficiency.

The relevance of the course work on the topic “Registration of incoming correspondence, assignment of a registration number” is due to the need to optimize work with incoming documents, reduce the risks of loss or incorrect processing of information, as well as increase the efficiency of management of the organization as a whole.

The object of research in the course work is the process of registering incoming correspondence and assigning a registration number to it. The work will analyze the current practice of registering correspondence in organizations in various industries, and also discuss issues related to automation and optimization of this process.

The purpose of this work is to study the process of registering incoming correspondence, analyze its importance for the effective operation of the organization, and offer recommendations for optimizing this process. The results and conclusions of this study may be useful for managers and employees responsible for document management in an organization.

1.Theoretical basis for registering incoming correspondence

1.1 Registration of incoming correspondence

Registration of a document – ​​assigning a registration number to a document and recording information about the document in the prescribed manner. Document registration index (document registration number) is a digital or alphanumeric designation assigned to a document upon its registration. Registration of incoming correspondence with internal affairs bodies (OVD) involves entering certain document metadata into registration materials in order to record the fact that the document has been received by the organization. This allows you to further track the movement of the document between structural divisions and the place of its storage, as well as the result of its execution.

All correspondence received by the Department of Internal Affairs is accepted and processed by the DOW service;

On all received documents, a mark of receipt (registration stamp) is affixed in the lower right corner of the first sheet. A stamp is affixed to the envelope (package) if the correspondence is not opened.

Incoming documents must be registered on the day of receipt. The registration index of the incoming document is a serial registration number assigned within the office year, which, after execution of the document, is supplemented by the case index according to the nomenclature of cases in accordance with the mark on the execution of the document and its sending to the case;

Registered documents are transferred from the preschool educational institution service for review by management. Documents that do not require a management decision are transferred to performers according to their competence.

Documents are usually reviewed on the day they are received. Telegrams and other urgent documents are transmitted to the manager as they are received;

The results of the consideration of documents are reflected in the resolution.

When registering an incoming document, a stamp is placed on the back of its first page indicating the name of the internal affairs body to which the document was received, the registration (incoming) number, the date of registration, the number of sheets of the main document and its annexes. On the back of the first sheets of applications there is a stamp “To input. No. \_\_\_\_\_" indicating the year of registration.

After registration, correspondence is reported on the day of receipt to the relevant head (chief) of the internal affairs body or transferred to the employee to whom it is addressed.Envelopes marked “Personally” are registered without opening and handed over to the addressee or an authorized employee against signature.

Envelopes received from government agencies marked “Urgent” (“Promptly”) are opened immediately. The documents enclosed in them are sent for registration out of turn and within an hour after registration are transferred for a report to the head (chief) of the internal affairs body.

The volume of document flow is recorded in order to improve the organization of work with documents and calculate the optimal number of employees involved in office work. The number of documents is recorded using registration data. A copy of a document (original or copy, if this is the only copy of a document) is taken as a unit for recording the number of documents. Copies of a document obtained as a result of copying or reproducing a document are not taken into account in the volume of document flow. When accounting for outgoing documents, the cover letter and the documents attached to it are accepted as one document.

The procedure for registering incoming correspondence includes the following steps:

1. Appointment of an employee responsible for recording incoming correspondence. This could be a secretary or an office worker.
2. Entering data about the received document into the registration form (magazine or program).
3. Placing a registration number on a document in accordance with the nomenclature of cases approved by the organization.
4. Assigning the status “Registered” to the document.
5. Placing a registration stamp on documents received on paper

The following types of incoming documents are not subject to registration:

1. Advertising brochures and commercial offers;
2. Invitations to exhibitions and presentations;
3. Congratulatory and thank you letters, postcards, telegrams;
4. Logistics documentation;
5. Accounting and payment documents.

Refusal to register incoming correspondence is classified as a violation of the job description and regulations on office work. Such misconduct may result in disciplinary action up to and including dismissal.

2 Features of registration of incoming correspondence in the Department of Internal Affairs

1. Registration deadline. All appeals are subject to mandatory registration within a period not exceeding three days from the date of their receipt, with the exception of complaints about decisions and actions (inaction) of internal affairs bodies and their officials in the provision of public services, which are registered no later than the next working day from the date of their receipt .
2. Registration number. In the event that several applications with one cover letter are received from state bodies, local governments or officials, a registration number is assigned to each application. In this case, the cover letter is copied for all applications.
3. Accounting for requests. Accounting is carried out in accounting forms.
4. The card file or journal must be filled out clearly and legibly. Entries are made in pen, without abbreviations. Corrections are not allowed. Erroneous entries are crossed out and certified by the signature of an employee of the records management department.
5. Use of automated information systems (AIS). The automated information system must ensure that requests are checked for repetition and coherence, storage of information about requests, as well as the generation of the necessary statistical information.
6. Registration of requests begins annually with the number “1”. During the consideration of the application, all correspondence regarding it is carried out using one number assigned to it during registration. Registration forms can be of three types: journal (most common), card (common in European countries) and automated.
7. Reports on the volume of document flow in internal affairs bodies are compiled quarterly. The total volume of incoming, outgoing and internal documents is calculated on the basis of their accounting (registration) for all divisions of the Ministry of Internal Affairs of Russia. In this case, only original management documents are taken into account. Letters from citizens, copies and duplicates of documents are not taken into account.
8. If a shortage of documents (individual sheets) or attachments to them is detected, as well as a discrepancy between the numbers indicated on the package and the numbers of the enclosed documents, a report is drawn up in three copies, one of which remains in the office management and regime department, the second is attached to the received document, and the third is sent to the sender.
	1. Requirements for incoming correspondence to the Department of Internal Affairs

Before opening envelopes (packaging), they are checked for the presence of a stamp restricting access to the document (“Top Secret”, “Secret”, “For official use”), and special notes: “Do not open the envelope until... (... h.. . min)”, “Personally”, “Urgent”, “Promptly”, etc., and also indicates the absence of damage.

Envelopes marked “Personally” are registered without opening and handed over to the addressee or an authorized employee against signature.

Envelopes received from government agencies marked “Urgent” (“Promptly”) are opened immediately. The documents enclosed in them are sent for registration out of turn and within an hour after registration are transferred for a report to the head (chief) of the internal affairs body.

Erroneously sent documents are returned to the sender or, by agreement with him, sent to their destination in new packages (packages).

When a damaged document arrives, a mark “Document received damaged” is placed on the reverse side of its last sheet in the lower right corner.

In case of detection of shortage of documents (individual sheets of them) or attachments to them, mismatch of registration numbers, as well as in the absence or irreparable damage of documents, a report is drawn up.

The first copy of the act with a copy of the envelope is attached to the register of received documents and placed in the appropriate nomenclature file of the office management unit and the regime that received the document, the second copy of the act, together with the received documents, is sent to the sender.

Envelopes of incoming documents are destroyed after a three-day period, except in cases where only the sender's address can be determined from them, when the date of the postmark is important as evidence of the time of sending and receiving the document.

Preliminary review of documents is carried out on the basis of an assessment of their content in accordance with the procedure for the distribution of official duties established in the internal affairs body and is carried out in order to distribute received documents: for mandatory consideration by the head (chief) of the internal affairs body and for sending directly to the structural units of the internal affairs body by the responsible person performers.

Documents addressed to the head (chief) of the internal affairs body, as well as without specifying a specific person or structural unit, are first examined in the office management and regime department, and then sent to the management or to the structural unit.

Documents addressed directly to the structural units of the internal affairs body or their officials are transferred to their destination with a note in the appropriate accounting forms.

Reception of correspondence received by the internal affairs body during working hours is carried out by the relevant departments of office work and regime.

Reception of documents includes: checking the correctness of its delivery; checking the safety of packaging (package, envelope); opening envelopes; checking the correctness of investments.

Correspondence delivered by post is accepted by an authorized official of the records management department.

Correspondence delivered by a courier of the State Courier Service of the Russian Federation is accepted by an authorized official of the office work and regime department according to the inventory of correspondence sent by the courier, against a signature in it, when delivering single packages - against a signature in a tear-off coupon to the package with a seal (stamp) affixed with the name divisions.

* 1. Control of execution of incoming documents and their storage

Control over the execution of documents is a set of measures aimed at ensuring timely and high-quality execution of the instructions (instructions) contained therein.

Documenting internal documents is carried out similarly to documenting outgoing documents and includes: receiving instructions for the development of a document; development of a draft document; coordination of its content with interested parties; document correction and execution.

In control of document execution we can distinguish:

- control on the merits of resolving the issue, fulfilling the instructions;

- control over the deadlines for completing tasks.

Control over the substance of the issue is carried out by the head (of the organization or structural unit) or a specially authorized person. Control on the merits is an assessment of how correctly, successfully, and completely the issue has been resolved.

Control over the deadlines for the execution of documents is carried out in a large organization by a division or control group that is part of the document management service (DMS), in a small organization - by the secretariat or secretary. In GOST R 51141-98 “Office management and archiving.

Cases of temporary (up to 10 years inclusive) storage, as a rule, are not subject to transfer to the departmental archive; they are stored centrally by the records management service or in structural divisions and, upon expiration of the storage period, are subject to destruction in the prescribed manner. They can be transferred to the archive only in exceptional cases by decision of the head of the organization. Their transfer can be carried out at the discretion of the departmental archive or according to inventories, or according to nomenclatures of files.

Each case is received by the head (special employee) of the departmental archive (the person responsible for the archive) in the presence of an employee of the structural unit. In this case, on both copies of the inventory, a note about the existence of the case is made against each case included in it.

At the end of each copy of the inventory the following is indicated:

- in numbers and words the number of cases actually accepted into the archive;

- numbers of missing cases, date of acceptance of transfer of cases;

- as well as the signatures of the departmental archive employee and the person who transferred the files.

When accepting particularly valuable cases, the number of sheets in the cases is checked.

Cases are delivered to the departmental archive by employees of structural units, linked in bundles.

Along with the files, the office (secretariat) transfers registration and control files for documents to the departmental archive. The title of each file is included in the inventory.

In cases where the case consists of several volumes (parts), the general title of the case and the title of each volume (part) are placed on the cover of each volume (part). The headings of cases containing copies of documents indicate their copy number. The authenticity of the case documents is not stated in the title. On the cover of the case, the extreme dates of the case are indicated in Arabic numerals - the year(s) of establishment and completion of the case. To ensure the completion of the archive in the organization, archival inventories are compiled for all completed records of permanent, temporary (over 10 years) storage and personnel that have undergone an examination of value.

At the end of the inventory following the last descriptive article.

The list of affairs of a structural unit is signed by the compiler indicating his position and approved by the head of the structural unit. At the request of the organization's archive, a table of contents, a list of abbreviations, and indexes can be compiled for the inventory.

CONCLUSION

During the course work, the theoretical aspects of the process of registering correspondence were studied, as well as the practical aspects of its implementation in various organizations. The main goals and objectives of registration, as well as its role in ensuring the effective operation of the enterprise, were considered.

Thus, studying the process of registering incoming correspondence allows you to optimize the organization’s work, increase the efficiency of information management and ensure its security. The introduction of modern technologies and automation of this process helps speed up document processing, reduce time costs and improve the quality of customer service.

The analysis showed that registration of incoming correspondence is an important stage of document flow, ensuring control over incoming information and its timely distribution. Assigning a registration number allows you to systematize documents and ensure their subsequent recording and storage.

As a result of studying methods for registering correspondence, the most effective approaches were identified that can be adapted to the specifics of a particular organization. In particular, it was found that the use of automated registration systems can significantly increase the speed of document processing and reduce the likelihood of errors.

Also during the research, the main problems associated with registering incoming correspondence were considered and possible ways to solve them were proposed. In particular, it was noted that insufficient qualifications of employees responsible for registration can lead to errors and operational failures. To solve this problem, it is proposed to conduct regular trainings and seminars on document management issues.

In conclusion, it should be noted that the topic of registering incoming correspondence and assigning a registration number is relevant and requires constant study and improvement, taking into account the changing conditions of the business environment and technological advances. Thus, an effective system for registering incoming correspondence and assigning a registration number is an important tool for the successful functioning of any organization. The course work made it possible not only to systematize existing knowledge in the field of document management, but also to develop recommendations for improving the process of registering incoming correspondence, which ultimately can help improve the efficiency of the organization as a whole.

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