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**"Krasnoyarsk Cooperative Technical School of Economics, Commerce and Law"**

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**Annotation**

The topic of the study is devoted to the analysis and improvement of official business correspondence in the internal affairs bodies (OVD). The key principles and rules for compiling business letters, requests, responses and other documents used in the daily activities of the Department of Internal Affairs are investigated. Particular attention is paid to the normative acts regulating office work in the Department of Internal Affairs, as well as common errors and ways to eliminate them. The work contains practical recommendations for improving the efficiency and legal significance of official business correspondence in the Department of Internal Affairs, including issues of style, language and structure of documents. The purpose of the work is to develop practical recommendations aimed at optimizing the business correspondence of employees of the Department of Internal Affairs and improving the quality of management activities.

**Keywords:**

Official business correspondence, design standards, documentation support, legal significance, business letter, structure of a business letter, details, communication

# **Introduction**

**The relevance of** the project: lies in the fact that it is impossible to imagine the activities of a law enforcement officer without working with documents. Experts have calculated that some law enforcement officers spend most of their working time on the preparation of official documents and work with them. relations in the team and with citizens, and ultimately the success of the business.

**The object of the research** is the social relations that develop in the field of official business correspondence in the internal affairs bodies.

**The subject of the research** is the normative legal acts regulating the activities of law enforcement officers in the preparation of documents of official business correspondence.

**The purpose of the project** is to study the regulatory framework and rules for formalizing official business correspondence in the internal affairs bodies.

**Tasks:**

− To study the concept of document flow and official business correspondence, their main stages.

− To consider the rules and procedure for composing official business letters

− To consider the requirements for official business correspondence in the internal affairs bodies.

**Hypothesis:** it serves as a means of communication between bodies, organizations and citizens, and also helps to record and store the necessary information

**Method:** a systematic approach to this topic, as well as the collection of thematic information, the study of primary documents, the analysis of the text of regulatory legal acts.

# **1 General Issues of Official Business Correspondence in the Internal Affairs Bodies**

* 1. **Legal and organizational issues of official business correspondence, classification of documents**

In accordance with the Order of the Ministry of Internal Affairs of Russia dated 02.09.2024 No 515 "On Approval of the Instruction on Records Management in the Internal Affairs Bodies of the Russian Federation", business correspondence is an important means of communication with external authorities. Despite modern methods of communication, the volume of correspondence in organizations remains significant. In the system of the Department of Internal Affairs of the Russian Federation, official letters are used to request information, respond to requests from higher bodies and organizations, as well as to initiate petitions.

Formalization of official documentation contributes to a faster and clearer assimilation of the essence of the issue, reduces the time for its preparation and reduces the volume of paper. Like any formalization, it reflects business etiquette and has a contractual nature. This leads to the consolidation of rules for the preparation of official documents in official sources, creating uniform standards for all, but can also cause differences in rules between departments or countries.

Classification of official documents coming from various sources:

- By origin: official; Personal.

- By completeness of information: requests, confirmations, denials.

- By content: simple (one question); complex (several questions).

- By shape: individual; Typical.

- By deadlines: urgent; non-urgent.

- By type of design: genuine; Copies

* 1. **Requirements for official business correspondence**

When composing a business letter, the following requirements should be taken into account

- The performer must clearly understand the message or question and be able to express it clearly and concisely.

- The letter should be simple, specific and logical, without ambiguity, so that the addressee can easily understand its content

- The letter should be about only one issue, the text is divided into paragraphs, each of which covers one aspect.

- The letter should be persuasive and contain sufficient argumentation.

- The tone of the presentation should be neutral, without emotional coloring.

A business letter is an official document that does not have a name. Abbreviation of the names of organizations is allowed only in the official form.

The address of the recipient is indicated on the upper right side of the form. For an official, the name of the organization is written in the nominative case, and the position and surname are written in the dative. Initials are placed after the surname. Punctuation marks may be omitted.

The letter should not contain more than four addressees. If there are more recipients, a mailing list is drawn up, and only one addressee is indicated on each letter.

The title is placed on the left before the text and should briefly reflect the main reason for the letter, usually begins with the preposition "O" or "Ob" and is not marked with quotation marks. If the letter is addressed to a specific person, the title is not placed, instead an address is used, for example: "Dear Ivan Ilyich!"

1. **Registration of certain types of documents in the Ministry of Internal Affairs of Russia** 
   1. **Official correspondence: the concept, types, and procedure of compilation**

In accordance with the Order of the Ministry of Internal Affairs of Russia dated 02.09.2024 No 515 "On Approval of the Instructions for Records Management in the Internal Affairs Bodies of the Russian Federation", official correspondence includes official documents of an information and reference nature for the exchange of information**.**

There are two types of correspondence: in-departmental (with other bodies of the Ministry of Internal Affairs, territorial divisions and officials) and non-departmental (with other authorities and organizations). Both types are carried out under the signature of the management or authorized people.

Forms of business correspondence include official letters, telegrams, faxes and telephone messages. Official letters are drawn up for reports, information on the consideration of citizens' appeals, draft reviews of legislative acts and other initiatives.

Requirements for the preparation and sending of messages by fax depend on the type of document (letter, protocol). The information must be placed within the bounding frame of the facsimile equipment. Documents should be printed in a clear font or written with a ballpoint pen, ink or contrast ink. Outgoing and incoming documents are recorded in the journal, and faxes received are reported to the manager.

A telephonogram has legal force if the following details are present: outgoing registration number, name of position and surname of the sender, signature of the person who received the telephonogram, and incoming registration number. It is used for the prompt resolution of official issues and should consist of no more than 50 words.

* 1. **Problems arising in the course of official business correspondence and ways to solve them**

The problem of illiterate preparation of documents in the internal affairs bodies is relevant. The most important quality of police officers is speech culture, which includes the ability to correctly select and use language means in various law enforcement situations. Official documents must be written in literary language and meet high requirements for accuracy, logic and clarity.

The structure of service letters should be clear: introduction (address), main part (information and conclusions) and conclusion (politeness formula). Errors in structure can make it difficult to understand the text. Employees often try to give the letter "solidity", including unnecessary information, which distracts the addressee.

Mistakes in grammar and stylistics are also common, such as incorrect formation of plural forms, declension of numerals and surnames. These shortcomings are associated with the lack of knowledge about the Russian language and speech skills, which negatively affects business communication.

Deviations from the literary norm make it difficult to perceive legally significant information. To overcome these shortcomings, it is necessary:  
- Regularly conduct classes to improve the speech culture and stylistic literacy of law enforcement officers.  
- Carefully choose words and build grammatical structures in official and procedural documents so that they are written flawlessly.  
  
The professional speech of a police officer must comply with the norms of literary language

* 1. **Legislative and regulatory framework of business correspondence in Russia**

The legislative and regulatory framework of business correspondence in Russia is a set of legal norms and standards that regulate the creation and processing of documents. The main components of this framework include:

**1) Federal laws** are fundamental acts that establish general rules.

**2) Regulatory legal acts of federal authorities** – specify and detail the requirements for document flow

**3) Regulatory legal acts of the constituent entities of the Russian Federation** take into account local characteristics.

**4) State standards –** determine the technical and organizational requirements for documents.

With the adoption of the Federal Law "On Information, Informatization and Protection of Information" in 1995, the legal regulation of information technologies began. The Law "On Participation in International Information Exchange" (1996) regulates the transfer of information abroad.

Another important aspect is the use of the state language. The Law "On the Languages of the Peoples of the Russian Federation" determines that official paperwork is conducted in Russian, and in the republics - in their state languages.

With the increase in the share of electronic documents, there is a need to certify their legal force. The Federal Law "On Electronic Digital Signature" (2002) recognizes an electronic signature as equivalent to a handwritten one, which allows the use of electronic documents on an equal basis with paper ones.

Thus, the legislative norms in Russia are aimed at streamlining the flow of documents and ensuring the equivalence of various forms of documents, including documents used in the activities of the Ministry of Internal Affairs.

The state standard GOST R 6.30-2003 regulates the execution of organizational and administrative documentation, including official letters, with an emphasis on content, addressing, coordination and approval документов. Этот The standard is advisory, which is associated with modern legislation.

The standard for paper sizes, which has been in effect for almost half a century, establishes formats for documents, including the A4 format (210 x 297 mm), which is the main one both in Russia and in international practice. The paper sizes are geometrically similar, and the area of the A0 format is about a square meter.

With changes in legislation and the introduction of new technologies, there was a need to develop a regulatory framework for document management support. In 2000, an instruction registered by the Ministry of Justice of the Russian Federation was approved, which reflects the main technological operations of office work.

Business correspondence makes up a significant part of the document flow of organizations and is used for the exchange of information between departments and other organizations. It contains important data on civil law contracts and can be used in court proceedings. The design of each correspondence must comply with current standards in order for it to be considered an official document.

# **Conclusion**

In the course of the study, it was found that the activities of law enforcement officers cannot be imagined without working with documents. The importance of this area determines the need to understand key concepts such as "official documents" and "business correspondence".

Official documents are official documents used in current activities, drawn up on behalf of a body or institution and signed by authorized representatives. Their main feature is formalization, that is, mandatory compliance with established requirements and rules (for example, GOSTs and service traditions). Compliance with these rules ensures the legal force of documents, their compliance with official etiquette and the effective use of information

When composing a business letter, it is important to follow the requirements of the Order of the Ministry of Internal Affairs of Russia dated 02.09.2024 No 515 "On Approval of the Instructions for Records Management in the Internal Affairs Bodies of the Russian Federation". Official business correspondence is divided into intradepartmental (with other bodies of the Ministry of Internal Affairs) and non-departmental (with other authorities and organizations).

Official correspondence must be competently composed, without spelling mistakes. Speech culture for police officers is a guideline of behavior, since their work requires active interaction with people. This emphasizes the importance of mastering the culture of speech, including normative, ethical and communicative aspects. The professional speech of police officers must strictly comply with the norms of the literary language, which is the main condition for the culture of speech.

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