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**Islamic Emirate of Afghanistan**  
**Office of the Spokesperson**

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***Decree from the Supreme Leader Concerning Provision of Services for Clients in Ministries and Emirate Offices***

Abu Al-Shemakh Al-Azdi narrates from his cousin, who was a companion of the Prophet Muhammad (PBUH) that he went to Mr. Mu'awiya and told him that he heard from the Prophet Muhammad (PBUH) that: any individual entrusted with the duty of serving the Muslim community, who subsequently shuts out the impoverished, the downtrodden, and those in need, will face a closed door of mercy from Almighty Allah at a time when they most desperately require His benevolence.

For this reason, Mr. Mu'awiya had assigned some persons to meet the needs of the people.

Based on the mentioned narrations, I hereby approve the following provisions:

***Article 01:***

Officials from ministries, independent directorates, the Supreme Court, lower courts, provinces, provincial directorates, police headquarters, districts, and all other Emirate departments are required to facilitate necessary measures that enable clients to directly communicate their issues to the respective authorities within the relevant ministries and departments.

***Article 02:***

1) If officials from the aforementioned authorities, as specified in the first article of this decree, are unable to personally attend to clients and address their concerns due to workload constraints, they must designate a representative to interact with clients and resolve their issues.

2) Officials from the authorities specified in the first article of this decree are obliged to address and rectify client complaints and problems with the utmost promptness.

***Article 03:***

This decree shall take effect from the date of its approval and shall be published in the official gazette.

Mawlawi Shaikh Hibatullah Akhundzada

The Supreme Leader

04/11/1441 – 25-June-2023