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S.N: 1434

**Official Gazette**

Date: 11 July 2023

In the Name of Allah, the Most Merciful, the Most Compassionate

**Decree of His Highness Amirul Momenin (May Allah Protect Him) regarding the provision of conveniences for clients in ministries and Emirate Offices**

**No: 41**

**Date: 1444/11/7 A.H – 27 May 2023**

عن أبي الشامخ الاذري، عن ابن عم له من أصحاب النبي صلى الله عليه و سلم، أتى معاوية فدخل عليه، فقال: سمعت رسول الله صلى الله عليه وسلم يقول: " من ولي أمرا من أمر الناس، ثم أغلق بابه دون المسكين، والمظلوم أو ذي الحاجة أغلق الله تبارك وتعالى دونه أبواب رحمته عند حاجته، وفقره أفقر ما يكون إليها" وفي رواية الترمذي: فجعل معاوية رجلا على حوائج الناس.

Translation: Abu al-Shamakh al-Azri (may Allah bestow mercy on him) narrates from his cousin, who was a companion of the Messenger of -Mohammad (peace be upon him), that he went to Muawiyah (may Allah bless him) and said to him: I have heard from Mohammad (peace be upon him): Whoever is entrusted with a task in the affairs of the Muslims, then he closes his doors to the poor, the oppressed and the needy, Allah will also close the door of mercy on him when he needs and facing the poverty especially, at a time when he needs Allah's mercy more than ever.

For this reason, Muawiyah (RA) appointed a person to meet the needs of the people.

According to the above narrations, I am going to approve the following points:

**Article 1:**

Officials of Ministries, Independent Directorates, Supreme Court, Courts, Provinces, Directorates at the Provinces, Police Chiefs' Departments, Districts offices, and other administrative offices are obliged to provide necessary facilities in the relevant ministries and offices for their clients to present their problems to the authorities directly.

**Article Two:**

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(1) If the managers of the clients listed in the first article of this decree are unable to meet the clients and listen to their problems due to the density and increase of the affairs, then one of their representatives should be assigned to visit the clients and remove their difficulties.

(2) The responsible officials listed in the first article of this decree are obliged to address the client's complaints and problems as soon as possible.

**Article Three:**

This decree shall be effective from the date of issuance and published in the official gazette.

Wa Salaam

Amirul Momenin Sheikh-ul-Quran-Wal-Hadith Mawlawi Hibatullah Akhundzada