

December 2015

**OFFICE ADMINISTRATION PROCEDURES**

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## MEETINGS PLANNING AND OPERATING

* 1. Planning Meeting Procedures
     1. The Meeting Organizer, at least one who must be a senior staff member or board member, identifies a pertinent issue or topic to serve as a focal point for the proposed meeting. He/She then has to describe and justify the topic and by this way define meeting objectives.
     2. The Meeting Organizer has to describe the nature and number of the attendants.
     3. The Meeting Organizer must then estimate the meeting's length, and attribute a timeframe to every topic to be treated. He/She shall do his/her best to abide to this pre-estimated schedule in order to respect the attendants own timetables.
     4. The Meeting Organizer should propose dates for the holding of the meeting and justify their relevance. He/She should also describe to the future attendants the format of the meeting, and give them the proposed agenda so that they could start working on the topics.
     5. During the planning process, the Meeting Organizer should also describe the meeting publication plans (proceedings, papers, etc) and describe the potential for follow-up meetings, workshops, sessions..
     6. The Meeting Attendees should aknowledge the Meeting Agenda beforehand, and present themselves in advance on the Meeting day so that the time schedule could be respected.
  2. Planning Operating Procedures
     1. The Meeting Attendants should not forget the main reason of the Meeting, which should be one of these three primary purposes : communicating, administering or deciding. Whatever the purpose, the focus should be action. The output of a well-operated meeting should be communicating the intention to take an action, administering a plan of action or deciding among alternative actions.
     2. The best model for a meeting is Democracy. One can try to lead by moral persuasion, but not by imposing one's ideas. The goal of a meeting is to do something together better than you can do alone, and not just to announce a new course of proceeding.
     3. The Attendants should do their best to respect the pre-adopted timetable. Therefore, new upcoming issues that cannot be resolved in the allocated time shall be treated in a posterior meeting.
  3. Share Mercy's Internal Meetings
     1. Shall Mercy's staff shall involve in the following Meetings : Share Mercy Committee regular Meeting, Emergency Meetings, Share Mercy updating workshops, Cluster Workshops and Share Mercy Emergency Projects Meetings.
     2. Secretariat Team Leader is responsible for all instructions of Share Mercy, agreement and arrangement of meeting, invitation, meeting minutes writing, approving meeting minutes, sharing and record keeping. Secretariat Team Leader also has to keep specific file of Share Mercy Meeting Minutes.
     3. The Project Team and Secretariat Team Leader have to arrange together the Share Mercy emergency project meeting and have to keep in specific file of Project Meeting Minutes.

## OFFICE SAFETY AND SECURITY

* 1. Office Security Policy
     1. Even with the protection provided through a carefully created security profile, field workers are vulnerable. This is especially true of international staff. For this reason, each SM staff member must view security as an individual responsibility. In doing so, staff members will avoid two dangers :

a) A blind dependence on the SM programme office security plan, and;

b) A reckless disregard for potential risks. A field worker can gain a greater sense of security and self-confidence knowing he or she is prepared for potential crises. Good preparation affords the freedom and ability to make instant life and death decisions.

* + 1. Share Mercy has compiled DOs and DONTs regarding Office Security matters in a document called Share Mercy's Security and Safety Manual.
  1. Office Security Procedures
     1. Every staff, member or volunteer should be provided with Share Mercy's Security and Safety Manual at the time of the employment contract signing.
     2. Every staff, member or volunteer should refer to Share Mercy's Security and Safety Manual when travelling on working purposes or when experiencing any safety risk on working hours.
     3. Share Mercy's responsibility shall not be at stake when an accident arrives to an employee/member/volunteer after he/she put himself/herself at risk disregarding Share Mercy's Security and Safety Manual.

## CORRESPONDENCE RECORDS

* 1. Incoming letters called receiving official letters, invitation letters, etc,… by post office or Email or Fax own self.
     1. If any incoming letter arrives, it has to be kept in the correspondence records with the note of serial number (Incoming), Date, Sender’s name, Receiver’s name, and department of sender or person’s name.
     2. After keeping record of incoming letter, Admin Officer has to resend it to the concern person and has to get sign as received.
  2. Outgoing letter is called sending letters from CPSC, Fund Management Board, PDMC, Secretariat Team and Program Team to other places by Email or Post Office or Fax or own self.
     1. If outgoing letter is released directly by Secretariat Team and Admin Department, if mentioned by related department to keep in the record of outgoing letter it has to be kept systematically in the Outgoing Letter Record Book.
  3. Incoming letter arrived and sent by Email to be printed out and make letter serial number and keep file.
  4. To keep record of Internal Memo, Announcements and Notices Records and also so keep record of Information Letters which were shared by Member Organizations and Partners.
     1. Have to announce the Internal Memo in the office board to be known all. And then the Admin Officer has to keep record in the outgoing letter file after getting sign as all staffs have known.
     2. To release internally any Notice, Announcement and Discipline, need sign from related person of Share Mercy and Admin Officer at the bottom of the letter.

## VISITORS REGISTRATION RECORDS

* 1. Admin Officer/ Secretariat Team Leader/ Officer Staff have to help in signing the visitors own self who comes to the office in the Visitors Registration Records.
  2. If any request comes for appointment with the Share Mercy Committee Members/ Secretariat Team/ Program Team or Cluster Member through the email or telephone, need to reply the requested visitors after getting permission from the related person. And then have to keep record in the book.
  3. To take appointment or reply regarding to the visitor’s request is mainly responsible of Secretariat Team Leader.
  4. If there is no Secretariat Team Leader, Admin Officer responsible.

## CONTROL SYSTEMS

* 1. Office Keys Control Systems
     1. Office Keys means office room keys and Keys Box Key.
     2. Only Admin Officer has to control the Office Keys and Keys Box Key. If there is no Admin Officer, Secretariat Team Leader is responsible.
     3. According to the requirement if any staff needs to attend the office in the government holiday or Saturday and Sunday holidays, he/she is allowed to obtain the office keys after getting the related line manager’s approval or permission of Share Mercy Chairperson. To release the keys, the receiver and giver have to sign in the record book.
     4. Any staff present at the office during holidays or outside of regular working hours stands responsible of any office matters or any matter related to office keys.
  2. Office Equipment and Stationary Control System
     1. Admin Officer has to keep an updated record inventory list systematically for all office Equipments.It shall be kept record systematically in the inventory list of the equipments which are currently being used by staffs.
     2. If any staff applies to use office equipments while going on a field trip, he/she has to fill the Equipment Requisition Form systematically after getting approval from the related line manager and submit to Admin Officer, who has to file it within the Equipment Request Record Book.
     3. About stationeries, Letter Heads to use in the office, Admin Officer has to keep record systematically in Stationery Record Book.
     4. For requisition of stationeries has to be filled Stationeries Request Form to get approval from the related line manager. For the Letter Head, only will be released the required sum and it will be recorded as the sum released.
     5. If buying additional equipments is required, one has to fill Equipment Requisition Form and submit it to Admin Officer and then to the Logistics Officer and Finance Officer.
     6. If any computers and electronics equipment stop functioning normally, one needs to fill the Service Request Form and submit it to the Admin Officer and then to Admin Officer or Logistics Officer (if available).
     7. If a project is completed or a staff gets resigned from the job, the office equipment that the staff was using has to be returned to the Admin Officer after filling Equipment Return Form and getting approval from the line manager.
  3. Phone Calling Control Systems
     1. All the telephone users need to record note in the Phone Record Book after making a telephone call. If one is not available to answer to a phone call directly, the phone receiver has to write a note in the telephone message record and Admin Officer has to share the information to the related person.

## NETWORKING AND COORDINATION RECORDS

* 1. As Share Mercy aims to become a Humanitarian Network, it has to coordinate regularly with members or other partners, or government departments.
  2. Share Mercy Secretariat Team is responsible for coordinating with other organizations. Share Mercy Secretariat Team Leader has to keep as a record for MNGO-CP Cluster Organizations, Partner Organizations, Departments of Government and other social organizations and personal information.
  3. Share Mercy Secretariat Team Leader has to keep in Correspondence Records, and share with members and others responsibilities holders the information that has been gotten by cooperating in the meetings with Partner Organizations, workshops and other collaborations.
  4. Secretariat Team has accountability to distribute, collect data and information from emergency situations.

## COLLECTING REPORTS AND REDISTRIBUTION

* 1. Reports have to be done after workshops made by Share Mercy. Project reports have to be done monthly, fourth monthly, bi-monthly and after ending for all projects.
  2. Share Mercy Secretariat Team has accountability for reports from workshops made by Share Mercy.
  3. Admin Officer has accountability related to the reports made by monthly, fourth monthly, bi-monthly, etc. that have been reported before deadline. He has to request the reports from projects 3 days prior to deadline. Admin Officer has to send the reports he has received to the related responsible persons within 3 days.
  4. The collecting and resending of the reports have to be recorded in the Reports Record Book.

## RECORDS KEEPING

* 1. Records mean the records not only related to Admin, Logistics, Finance, HR from Share Mercy but also from projects, Secretariat Team, record books and other important compilations.The records must have been kept in both Hard Copy and Soft Copy.
  2. Admin Officer has to systematically arrange with Filing System the records according to whether month, year or project by collaborating with Officers from the other Departments and Secretariat Team.
  3. List of Records to be kept
     1. Records of Secretariat Team
* Share Mercy meeting minutes (including of invitation and attendants to meeting)
* Share Mercy Updating Workshop records
* Share Mercy’s Member Lists (Mobile Phone, Address, Name of the main person)
* Share Mercy’s products (including of original books to the last books)
* The important contracts (contracts directly contracted with Share Mercy)
* Policy and SOPs of Share Mercy
* Reports related to Secretariat Team Leader (to direct donor of Secretariat Team Leader)
  + 1. Personal Records
* All staffs’ profiles
* Employment Contracts and ToRs, Appointment Orders
* Job Descriptions
* Leave letters of Staffs
* Records of Office on and off
* Records being allowed for outside of work
  + 1. Correspondences Records
* Inbox letters (by post, by person, email, fax)
* Government Departments, Inbox letters from Regional Authority Organizations
* Inbox letters from Member Organizations
* Inbox letters from Partner Organizations
* Inbox letters from projects
* Invitations
* Outbox letters (by post, by person, email, fax)
* Sent letters from Government Departments, Regional Authority Organization
* Sent letters from Member Organizations
* Sent letters from Partner Organizations
* Sent letters from projects
* Invitations
  + 1. Internal Communication
* Internal Memo
* Announcements (vacancy announcements and other information for the projects of Share Mercy)
* Reminders
* Rules as needed
  1. Filing System : Records, recorded books and filing papers must be kept systematically by attaching files by password according to related department/project whether as hard copy or as soft copy in External Hard Disc/CD/DVD by dividing files.

## ATTENDANCE RECORDS AND STAFF TRAVEL

* 1. Office Attendance Registration Records
     1. Office attendance registration record purpose is to know officially the presence of Share Mercy staffs at office during working hours and to know their rights of getting leave. The entry and exit record has to be kept for Share Mercy members and visitors. Working days go from Monday to Friday except government holidays. The office hour is from 9:00am to 5:00pm and lunch time is from 12:00pm to 1:00pm.
     2. All staff have to sign the Attendance Record Book at their time of arrival and departure everyday from Monday to Friday.
     3. If staff has to work outside of normal working hours, eg. according to the requirement of project or office activities, he/she has to fill and submit the form of Permission to Work out of working days after getting the permission of Secretariat Team Leader/ Admin Officer in advance.
     4. Even though most of staffs attend the field office in the project site, on Saturday and Sunday holidays Yangon Head Office will be closed.
     5. In emergency, according to the requirement of Project or Office, if they need to work on Saturday and Sunday holidays, the Admin and Finance Officer have to fill in the form of Permission to Work and record it. According to HR Policy with the agreement of employee appointment letter while contract done, the staffs rights will be given in return.
     6. If staffs have to go outside during working hours, they need to write the following : staff’s name, reason to go outside, destination, time of leaving and time of returning, on notice board.
     7. Any staff who whishes to take leave has to fill and submit Leave Form after getting leave permission from Share Mercy President/ Vice-President/ Program Manager/ Project Coordinator/ Project Manager and HR Manager/ Officer. Therefore, Admin Officer has to note it in the Leave Record Book.
  2. Staff Travel Record
     1. Staff travel here refers to Share Mercy Committee Members, Secretariat Team Staffs, Program Staffs domestic and international travelling regarding office activities, Staff travelling to project area and out of project area according to the requirement of office (Official Trip), Share Mercy Committee members and Share Mercy chair persons travelling to project site (Monitoring Trip).
     2. If Share Mercy Committee members and Share Mercy Staffs have to go on either domestic or international visit they have to inform the Secretariat Team Leader in advance. Admin Officer then files an Official Trip Information Form and has to get permission from the Share Mercy Chair Persons. Then only will the Secretariat Team Leader procure travelling tickets and other required documents with the help of Admin Officer. After returning from the trip, Secretariat Team Leader has to keep record on the official staff travel record book. When the Secretariat Team Leader has to go on a trip, Admin Officer will take responsibility and follow this procedure in his/her place.
     3. When a staff has to visit from Yangon Office to Project Area or from Project Area to Yangon Office or out of Project Area, he/she needs a Movement Order Form from the Admin Officer and the permission from related Line Manager. After the arrival from the trip, Admin Officer has to note in the Staffs Travel Record Book and attach with photo copy of MO.
     4. If any staff takes office asset and cash in advance while travelling, he/she needs prior approval from Logistics, HR and Finance Officer.

Workplace health and safety: Checklist

|  |  |  |
| --- | --- | --- |
| Subject | Yes | No |
| All members of the board of management understand their legal  responsibilities for health and safety |  |  |
| There is a copy of the relevant legislation in the office for reference about  the details of these legal responsibilities |  |  |
| Board of management and staff members including volunteers know where  to get free workplace health and safety advice and information |  |  |
| Everyone in the workplace is aware of the workplace health and safety  Policy |  |  |
| Staff (including volunteers) understand their workplace health and safety  responsibilities |  |  |
| We regularly talk about health and safety issues at work |  |  |
| Staff (including volunteers) are involved in decisions that may affect their health and safety at work |  |  |
| Workplace hazards have been identified |  |  |
| Workplace health and safety risks have been assessed and prioritized |  |  |
| Action has been taken to control these workplace health and safety risks |  |  |
| Records are kept of injuries or illnesses occurring in the workplace |  |  |
| First Aid procedures are in place |  |  |
| Emergency procedures for critical incidents are in place |  |  |
| Staff induction and training covers necessary workplace health and safety issues |  |  |
| New hazards and risks are identified and assessed: How potential hazards are identified  How accidents are registered and in what timeframe  Reporting critical incidents  How staff are protected when working after hours or with few staff |  |  |
| Strategies for protecting the safety of staff undertaking long distance travel  in vehicles for their work |  |  |
| How to minimise and promptly respond to aggressive behaviour or physical  Threat |  |  |
| Procedures to ensure staff safety when handling cash |  |  |
| Action to be taken to ensure fire safety (fire exits, extinguishers, blankets, training in use of equipment, building evacuation drills). |  |  |
| First Aid training and first aid kits in cars and office |  |  |
| Safe Work Procedures have been written for all operations and for all  equipment use |  |  |
| On-going training in how to use equipment safely and follow safety procedures |  |  |
| Regular maintenance checks on building and equipment |  |  |
| Doing a workplace health and safety audit |  |  |
| Induction for new workers, (including volunteers) and committee members in workplace health and safety |  |  |
| Is there a staff induction program that includes workplace health and safety issues? |  |  |
| Do all staff including volunteers have access to general information about workplace health and safety? |  |  |
| Have all work activities and their workplace health and safety hazards and risks been identified? |  |  |
| Is it clear who is responsible for each identified work activity? |  |  |
| Have safe work procedures been developed for each activity? |  |  |
| Have staff (including volunteers) been trained in the safe work procedures related to their job? |  |  |
| Is workplace health and safety training provided about new procedures, equipment and materials? |  |  |
| Is on-going/ refresher training about general workplace health and safety issues provided? |  |  |
| Is there an on-going staff consultative mechanism in place? |  |  |
| Have staff been consulted about their workplace health and safety training needs? |  |  |
| Is there a staff training plan and a training policy? |  |  |

Security Incident Report

1. Country: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Province or project area: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Date, time, and specific location of incident:

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4. Description of incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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5. Staff involved or injured and/or damage to assets:

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6. Injuries or damage to others: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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7. Actions taken in response to incident and additional actions required:

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8. Source of information: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (self, colleague, partner agency, military, police, government official, unconfirmed) and grading of reliability:\_\_\_\_\_\_\_

1 = reliable

2 = presumed reliable

3 = gossip

9. Was the incident the first of its kind?\_\_\_\_\_\_\_If not, indicate approximate dates of previous incidents/reports:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

10. Threat assessment:\_\_\_\_\_\_\_

1 = no potential threat to SM,

2 = unable to determine, but other incidents have occurred

3 = potential threat

4 = increasing threat to SM

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Annex: Stationary Record Book

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| Date of Issue | Issued Item | Quan-tity | Person of Issue | Desi-gnation | Remark |
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| No | Purchase Date | Item | Quantity | Voucher No. | Remark |
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Annex XII: Stationary Requisition Form

Date …………………………

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| --- | --- | --- | --- | --- |
| No | Stationery Item | Quantity | Reason for purchasing | Remark |
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Requested by Approved by

Sign Sign

Name Name

Position/Department Position/Department

Beneficiary Lists: Cover

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| စဥ္ | အမ်ိဳးအမည္ | အေရအတြက္ | ေရတြက္ပံု | ခန္႔မွန္းကုန္က်ေငြ (က်ပ္) | မွတ္ခ်က္ |  |
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Beneficiary Lists: Signature Form

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Events Attendance Sheet: Landscape

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| **Sr.** | **Name** | **Designation** | **Organization** | **Contact (Phone, e-mail, address)** | **Sign  (Day 1)** | **Sign  (Day 2)** | **Sign  (Day 3)** | **Sign  (Day 4)** | **Sign  (Day 5)** |
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Events Attendance Sheet: Portrait

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| **Sr.** | **Name** | **Organization** | **Contact (Phone, e-mail, address)** | **Signature** |
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| |  | | --- | |  | |  | SHARE MERCY No. 10, 2nd Floor, 53rd Street, 2nd Ward, Pazundaung Township, Yangon, Myanmar Tel: (95) 09-7955-43906, (95) 09-420-119-420, (95) 09-3387-6343  Email: sharemercy@gmail.com, secretariat@gmail.com, Website: www.sharemercy.net | | | | | | | |
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| **STOCK REQUISITION FORM** | | | | | | | | | |
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| Requested by: | |  |  |  | Position |  |  | |  |
| Empolyee ID: | |  |  |  | Project/Department: |  |  |  |  |
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| ***Sr*** | ***Description*** | | | ***Quantity*** | ***Per Item Cost  (MMK/ USD)*** | ***Issued to Date*** | ***Specification*** | | |
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| |  | | --- | |  | |  | SHARE MERCY  No. 10, 2nd Floor, 53rd Street, 2nd Ward, Pazundaung Township, Yangon, Myanmar Tel: (95) 09-7955-43906, (95) 09-420-119-420, (95) 09-3387-6343  Email: sharemercy@gmail.com, secretariat@gmail.com, Website: www.sharemercy.net | | | | | | | |
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| **ITEMIZED RECEIPT FORM** | | | | | | | | | |
|  | **Purpose:** |  |  |  |  |  |  |  |  |
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| ***Sr*** | ***Description*** | | | ***Quantity*** | ***Per Item  Cost  (MMK/  USD)*** | ***Name*** | ***Position*** | *Phone* | *Sign* |
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| **To-do list** | |  | **To be completed** | **by:** | Name |
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| **Done?** | Project 1 | Due By | Notes |  |  |
|  | Planning | 4/15/04 |  | | |
|  | Preparation | 4/18/04 |  | | |
|  | Task a | 4/18/04 |  | | |
|  | Task b |  |  | | |
|  | Task c |  |  | | |
|  | Task d |  |  | | |
|  | Paperwork |  |  | | |
|  | Hand-off |  |  | | |
|  | Follow-up |  |  | | |
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| **Done?** | Project 2 | Due By | Notes |  |  |
|  | Planning |  |  | | |
|  | Preparation |  |  | | |
|  | Task a |  |  | | |
|  | Task b |  |  | | |
|  | Task c |  |  | | |
|  | Task d |  |  | | |
|  | Paperwork |  |  | | |
|  | Hand-off |  |  | | |
|  | Follow-up |  |  | | |
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| **Done?** | Project 3 | Due By | Notes |  |  |
|  | Planning |  |  | | |
|  | Preparation |  |  | | |
|  | Task a |  |  | | |
|  | Task b |  |  | | |
|  | Task c |  |  | | |
|  | Task d |  |  | | |
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| Our Organization's Telephone List | | | | | | |  |  | |  | | Last Updated: |  | |
| **Name** | **Title** | **Father Name** | **NRC No.** | **Designation** | **Sector/ Industry** | | **Work Number** | **Cell Phone No.** | | **Email** | | **Current Address** | **Permenant Address** | |
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| **Name** | **Title** | **Designation** | **Industry** | **Work Number** | | **Cell Phone No.** | **Email** | | **Current Address** | | **Permanent Address** | | |
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