First-line mandate — 236 questions, capped and dated

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 09/11/2026

Pre-litigation and individual files outside the mandate, review at three months · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **As long as the mandate is not signed, the agent hands over drafted and sourced answers; it is the lawyer who sends them. The mandate is written, capped, dated and withdrawable with a word: that is what lets the department say yes.**

The 410 referrals of the year, sorted

Nature	Number	Handling
First-line questions backed by a validated point of doctrine	**236**	**Answer drafted, dated and sourced — within the mandate**
Substantive questions	**128**	**To the lawyer, with the research already done — they no longer wait behind the 236**

Nature	Number	Handling
Questions that are not for the council	46	**Go back with the name of the competent service, its address and the exact procedure**

The mandate, clause by clause

Clause	Content
Scope	**The 236 first-line questions, each backed by a point of doctrine validated by the director, and nothing else**
Cap	**No question bearing on a pre-litigation file, a statement in progress or an individual staff situation — those go back drafted within four hours, sent by the lawyer**
Mentions carried	**The source and its date, and the mention that the answer was prepared by a digital assistant of the county council**
Control	**A one-page daily record to the director — an answer to correct is caught within the hour**
Term	**Review at three months. Without an explicit decision at the review, the mandate stops — renewal is what requires a signature**
Withdrawal	**One word from the director, and direct sending ceases within the minute; answers return to drafts for validation**

Residents who write directly to the legal department

Letters received last year	Number	What is handed over
Common administrative law questions	**163**	**Answer in plain terms: the rule, what the resident can do, and by which date at the latest**

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Letters received last year	Number	What is handed over
Plain-language version — complementary agent	**163**	**Pass this content to the Accessibility, Easy Read and Translation agent — a dedicated agent, and it is not part of what this agent includes**
Letters bearing on an individual file in progress	**51**	**Handed to the lawyer already drafted, documents alongside — sent within four hours**
Pages publishable on the council's website	**12**	**They cover 121 of the 214 letters of last year**

What the fast first answer changed

Measure	Comparable quarter last year	Trial quarter
First answer to a referral	**12 days**	**2 days**
Appeals brought by informed residents	**21**	**9 — and all 9 arrived complete**
Requests for documents sent to residents	21	**0 — files arrive complete**

Date of the mandate review, entered in the director's diary: _____

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