Direct-answer mandate — twelve subjects, capped and dated

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

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No individual cases, review at three months · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Nothing goes out directly before the mandate is signed.** Until then the agent prepares draft answers; **the town hall secretary sends them.**

What the mandate brings in — the figure that decides

Measure	Without a mandate	With a mandate
Average time to answer a letter or an e-mail	**9 days**	**2 days**
Enquiry arriving on a Saturday	**Handled on Tuesday**	**Handled on Saturday**
Enquiries under the 12 subjects	2,340 a year	**2,340 handled at any hour**

Measure	Without a mandate	With a mandate
Unanswered calls	41 %	**6 %**

The mandate, in six lines

Clause	Content
Exact scope	**The twelve subjects, listed by name, and nothing else. Any question outside the list comes back with a draft answer — prepared, never sent**
Absolute prohibition	**No answer on an individual case in progress: not a permit under review, not a civil status situation, not a social assistance request. General information is not an individual decision**
Statements carried by every answer	**The source — resolution, decree or web page — with its date, and the statement that the answer was prepared by a digital assistant of the municipality**
Next-day check	**Daily list of the answers sent the day before, on one page — a wrong answer is caught in an hour, not in three weeks**
Duration	**Review after three months. Without an explicit decision at the review, the mandate stops — it is renewal that requires a signature, not stopping**
Withdrawal	**A word from the town hall secretary, and direct sending stops within the minute; answers go back to being drafts for approval**

What is published to residents

Medium	Content	Where
Public notice	What the assistant handles, what it does not, how to ask for a person	**Posted in the town hall and on a dedicated page of the website**

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Medium	Content	Where
Telephone greeting	**The digital-assistant statement, in the first sentence**	**On every call, without exception**
Agenda item at the council	Presentation of the mandate and its scope	The meeting following signature

The review timetable

Milestone	What is produced	Who decides
D+30	First report: volumes, times, answers corrected	For information
D+90	**Full report and proposal for a revised scope**	**The mayor — without an explicit decision, it stops**
At any time	Withdrawal of a subject or of the whole mandate	The town hall secretary

> **A written mandate, capped, dated and withdrawable with a word is not a legal precaution: it is what makes it possible to say yes.** The municipality does not have to choose between rereading every answer and signing a blank cheque.

For the municipality to settle

Date of signature of the mandate and date of the three-month review: _____

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