



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

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

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

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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