

Process Documentation	
Service Name	RESPONSE TO WRITTEN CORRESPONDENCE
Brief Description Document purpose/Service	The purpose of this procedure is to ensure effectiveness in external communication.
Document Control: Change Record/ Version Number	VERSION B
Process Owner: Name and Position	GRACE MCHANA PRINCIPAL'S SECRETARY
Process Writer (s); Name and Position	1.
	2.
Process Reviewer (s) Name and Position	1.
	2.

STEPS/FLOW/SEQUENCE				
Step	Event/Activity/Action	Time/ No. Of Days	Actor	
1.	Opening of institute's mail	Daily	Principal's secretary	
2.	Filling and forwarding of mail to principal for action	Daily	Principal's secretary	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Opening of secure mail	1.	For secure mails they shall be recorded in the mails registers record book.	Upon receipt	Principal's secretary
Trainee letters	2.	Trainee letters shall be recorded in the trainee letter dispatch registers and handed Over to the trainee council secretary who shall sign the mail dispatch book	Upon receipt	Principal's secretary
Process Maps/Visuals				
<p>The Principal's secretary shall open official mails, file them and hand them over to the Principal and the procedure shall continue as above</p> <p>Trainee letters shall be recorded in the trainee letter dispatch registers and handed over to the trainee council secretary who shall confirm by signing in the delivery book and ensure delivery to the respective trainee.</p>				