

SQM – 3.2.1.1	Acknowledge all written communications
Revision No.1	
Revision Date 27.07.2010	Page 1 of 1

Process owner: Assistant Commissioner or Supdt /Section Officer/Inspector or other person

Norm: Acknowledge all written communication within 7 working days

Resource required: One receipt clerk, format/stamp to give unique identification to each acknowledgement

Resource sufficient for: Minimum of 50 communications per day

All the citizen communications are received centrally at one point. All non-citizen communications like internal/departmental communications are not covered by this procedure. Separate registers for letters received from citizens and internally may be maintained.

A diary number unique to each communication is stamped on the letter along with the date. The same dated diary number along with the stamp is also marked on the customer/citizen copy. This diary number is entered in the register along with the name, details etc of the sender and to whom it has been addressed. A standard acknowledgement letter may also be used to standardize the procedure. Unique ID may have details like Commissionerate/Division/Range/Group name and receipt number with date.

