

SQM – 3.2.1.2	Convey decision on matters
Revision No.1	
Revision Date 27.07.2010	

Process owner: Additional/Joint Commissioner or other person

Norm: Convey decision on matters within 15 working days of their receipt

Resource required: Receipt clerk, Superintendent heading the branch, Inspector/Ministerial staff

The list of documents needing decision is given to the receipt clerk who highlights in green/yellow or similar method the dak or communication that needs a decision. Such a list may evolve over time, based on types of dak received. These are entered in a separate register and the decision is conveyed in 15 days. If it is not possible to convey a final decision, then, an interim reply is sent in 15 days.

