Quality **Procedure**

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Purpose

This procedure is established and maintained to ensure that the processes of incoming and outgoing mails are done systematically in accordance with approved procedure by designated officers to support Quality Management System, in achieving customer satisfaction / in meeting customer needs.

Scope

This procedure shall be used at Pustaka Negeri Sarawak, Miri. It covers printed and non-printed correspondences received by the officers at the Registry.

Process Details

1.0 Receipt of Incoming Mails

1.1 Whenever a letter arrived through the following channels, the Registry Officer either physically written or digital stamp.

a. Facsimile
b. Email
c. Correspondence and Case Tracking Unified System (CACTUS)
d. By hand
e. By post/courier

1.1.1 If the letter is received through digital means they shall be printed.

2.0 Recording of incoming mails the RO shall record in the Correspondence and Case Tracking Unified System (CACTUS) within one (1) working days.

2.1 Once the letter has been either physical written or digital stamp the RO shall login into CACTUS to record the following details:-

a. Sender
b. Subject
c. Sender's Reference Number
d. Document Type

e. Clasification
f. Branch
g. Date Written
h. Date of Received
i. Filing Number

2.2 Once the details have been recorded, RO shall digital stamp and physical written the following:

a. Folio number
b. CACTUS ID
c. File Number

2.3 Once all the details are written, RO shall scan and upload the documents into the CACTUS to be routed to Regional Manager (RM) or relevant officers for action.

2.3.1 Then the document shall be filed according to the file reference number in the File Cabinet within three (3) working days.

3.0 Issuance of Reference Number

3.1 Upon receipt of the application of folio number from the Requester through CACTUS, RO/Requester shall identify file number/file name.

3.2 The RO shall notify the Requester within five (5) working hours.

3.2.1 The Requester shall get the physical correspondence signed by the relevant officers and forward the signed physical correspondence to RO.

3.3 Requester shall upload the signed copy for RO to update in CACTUS.

3.4 Once the photocopy of the original correspondence has been made, the RO shall send the original correspondence to despatch within one (1) working day.

4.0 Despatching of Hard Copy Correspondence

4.1 Once the Requester has been notified, the RO shall immediately register the corresepondences in the Dotrass and send the correspondences via the following channels:-

a. By hand
b. Courier
c. Postal Service

5.0 Control of Documented Information

5.1 After the completion of the Depatch List/Acknowledgement of Receipt, the RO shall immediately keep it in Despatch List File and place the file in the file cabinet.

5.1.1 The Depatch List/Acknowledgement of Receipt shall be categorised as "Open" and can be accessed by all staff.

6.0 Disposal of Documented Information

Once the file has reached its retention period, the Head of Corporate Management shall seek approval from Departmental Records Officer for the disposal of the file.