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, Sibu. It covers printed and non-printed correspondences received by the officers at the Registry.

Definition

Registry officers (RO) shall refer to Registry Officer assigned at Pustaka Negeri Sarawak Sibu.

Process Details

1.0 Receipt of Incoming Mails

1.1 Incoming mails may arrived through the following channels:

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

1.2 If the incoming mail is received through digital means, the letter shall be printed.

2.0 Recording in the Correspondence and Case Tracking Unified System (CACTUS)

2.1 Once received, the RO shall login into CACTUS to record the following details:-
a. Sender
b. Subject
c. Sender's Reference Number

d. Document Type
e. Classification
f. Branch
g. Date Written
h. Date of Received
i. Filing Number

2.2 Once the mail details have been recorded, RO shall digitally or physically write the following:

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

2.3 Once all the details are written, RO shall scan or upload the documents into the CACTUS to be routed to Regional Manager (RM) or relevant officers for action within one (1) working day.

2.4 Then the document shall be filed according to the file reference number in the File Cabinet within seven (7) working days.

3.0 Issuance of Reference Number

3.1 Upon receipt of the application of folio number from the Requester through CACTUS, RO or Requester shall identify file number and notify the Requester within five working hours.

3.0.1 The Requester shall get the physical or digital correspondence signed by the Chief Executive Officer or Sector Head or Regional Manager.
3.0.2 The requester shall forward the signed physical or digital mail to RO.

3.2 Once receipt, RO shall update mail received from requester through digital or physical into CACTUS within one (1) working day.

3.1 Once the photocopy of the original correspondence has been made, the RO shall send the original correspondence 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 corresesepondences in the tracking system 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 Document Tracking System (DOTRASS), the RO shall immediately keep it in Despatch List File and place the file in the file cabinet.

5.1.1 The Despatch List File shall be categorised as "Open" and can be accessed by all staff.

5.1.2 The Despatch List File shall be retained for a period of one (1) year from the date of its completion.

6.0 Disposal of Documented Information

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