

Standard Operating Procedure for the Management/Handling of Inward Mail by Central Mail Department

1. Purpose and Background

1.1 This SOP is designed to ensure the efficient, secure, and confidential management/handling of communication through external incoming mails. For the purpose of this SOP, the incoming mail is defined as any communication document addressed to an official or the department/office in UMT. This SOP applies to all the mails coming through one of following ways:

- 1.1.1 Courier services (such as UPS, DHL, TCS, OCS, Pakistan Post, or any other)
- 1.1.2 A carrier in person
- 1.1.3 Facsimile (Fax)
- 1.1.4 A messenger with Peon Book/Acknowledgement of receiving

1.2 The Central Mail Department under the Office of Campus Management and Services (OCMS) is designated to receive, collate, record, and deliver the mail and will strictly maintain the secrecy and confidentiality while performing its operations. It will also be ensured that no mail is ever delivered to a person or office for which it is not intended. Following guidelines must be adhered in this regard:

2. Procedure for Receiving Inward Mail

- 2.1 All incoming mail should be received by a designated official at Central Mail Department as soon as it arrives during office hours (08:00 AM – 06:00 PM) from Monday to Saturday.
- 2.2 No office other than the Central Mail Department will be authorized to receive external mail/dak directly.
- 2.3 The official while receiving the mail should complete the actions as per following checklist:
 - 2.3.1 The incoming mail is properly addressed to someone within UMT who can be identified
 - 2.3.2 The incoming mail is not damaged or with broken-seal
 - 2.3.3 If the mail is not addressed to a person who can be identified, or the mail is damaged in a manner that it is not legible, the official will contact the sender and will try to seek clarity failing which, the mail will be returned to the carrier on the spot.

3. Opening the Inward Mail

This step follows "Receiving the Mail"

- 3.1 Mail will be opened by hand with help of a knife with great care that no papers are damaged or left inside the envelop
- 3.2 The official will also scrutinize the mail (except the mail marked as confidential or personal/private) for all attached or enclosed documents. If there is anything suspicious, it would be instantly reported to the immediate supervisor.
- 3.3 The designated official will record all the opened mails in the "Incoming Mail Register" and will put stamp on the document at the back of the first page.
- 3.4 While recording the incoming mail, the official will document following information in the Incoming Mail Register:
 - 3.4.1 Diary Number
(It should be a unique number following the given pattern: DD/MM-Serial number of four units. e.g. 10/04-0001. The serial number will be re-initialized after a year)
 - 3.4.2 Date and time of receiving
(Format should be: DD/MM/YY – HH:MM AM/PM)
 - 3.4.3 Details of "Sent by" (Name)
(Name of the sender and Organization should be recorded. However, if the name of sender is not available, organization name should be recorded)
 - 3.4.4 Details of "Sent to" (Name)
(Name of the addressee along with his/her department should be recorded)
 - 3.4.5 Document nature (Notice, Circular, Letter, Information material, Invitation, Student application, Challan, CVs, Books, Magazines, Journals, Cheques, Pay Orders, Demand Drafts, Bills, etc...)
 - 3.4.6 No. of pages
 - 3.4.7 Status (Urgent/Normal)
 - 3.4.8 Subject line in brief
 - 3.4.9 Mode of delivery + Tracking No.
(The mode of deliver may include: UPS, DHL, TCS, OCS, Pakistan Post, and other courier services, a carrier in person, facsimile (Fax), a messenger with peon book/acknowledgement of receiving. In absence of

tracking number, only the information on mode of delivery will be recorded)

3.4.10 Envelop is sealed or open

3.4.11 Follow-up required (yes/no)

3.5 For mails marked as confidential or personal, only the record against item number 1, 2, 3, and 4 will be maintained.

3.6 All mail will be stamped on the backside of first page before delivery. The stamp will have the diary number.

3.7 Envelops of all mails will be pinned with the letters/documents

4. Sorting the Mail

4.1 The designated official will sort all the mail received according to the geographical location of the recipients and convenience in delivery of the mail.

4.2 The designated official will sort the personal letters/mails separately

4.3 All mails will be placed in separate pigeon holes for the ease of sorting and delivery

5. Distribution/Delivery

5.1 The designated official will ensure that the urgent and important mail is delivered immediately after all the recording, and time-stamping procedures are completed.

5.2 Distribution/delivery of the normal mail will take place twice in a day. The first cycle will start at 10:00 AM whereas the second cycle will start at 4:00 PM.

5.3 In case of urgent mails only, the designated official will also contact the addressee of the mail through phone call and will inform him about the incoming mail.

5.4 The official delivering the mail will ensure the receiving of the mail by the official designated to receive the mail in the relevant office/department/school. In case there is no designated official, the mail will be received by the addressee or a person authorized by him/her.

5.5 The receiver of the mail will write his name, date/time of receiving, and will sign at an allocated space in the peon book as an acknowledgement of the receipt.

6. Follow-up

6.1 For all the mails requiring action and needing follow-up, a timeline for the response will be marked.

6.2 The designated official will follow-up with either the addressee or his/her line manager for ensuring that action required in the mail is completed

6.3 The designated official will also make a reminder call to the concerned official one day before the deadline of the response/action to ensure that necessary action has been taken as required in the mail.

7. General Instructions

7.1 A new Incoming Mail Register will be used on yearly basis

7.2 The Incoming Mail Register will be scanned for record keeping in form of PDF file at ever month end

7.3 Redundant documents/papers will be trashed

Review

The policy will be reviewed after every two years.

