

6. Handling of Incoming Communications

This refers to the process of receiving all official documents, letters, and requests addressed to the Schools Division Office through walk-in or e-mail.

Office or Division:		Office of the Schools Division Superintendent – Records Unit		
Classification:		Simple		
Type of Transaction:		G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communications addressed to the Schools Division Superintendent – two (2) original copies		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Via Walk-In				
1. Submit official Communication	1.1 Receive and check completeness of communication as to: <ul style="list-style-type: none"> • Addressee • Date of document • Subject Matter • Sender/Signatory 	None	10 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.2 Stamp “Received”, affix date, time, name and signature.	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.3 Return the receiving copy to the client.	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
Via E-mail				
1. Send communication through the Schools Division Office official email address	1.1 Open and read the communication	None	10 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.2 Print the emailed communication	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit

	1.3 Stamp the communication with "RECEIVED", indicating the date, time, name and signature	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.4 Acknowledge receipt of email	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
TOTAL (via Walk-in):		None	20 minutes	
TOTAL (via Email):		None	25 minutes	