

12-31-85

SUBJECT: IMPLEMENTATION OF APPROVED SOP AND ADDITIONAL
GUIDELINES ON THE FLOW OF WRITTEN COMMUNICATIONS

It has been observed that the Standard Operating Procedures (1984) on the flow of communication has not been followed by all personnel concerned. This resulted to difficulties in tracing the whereabouts of documents. Sometimes documents are lost in the process before they are acted upon.

In order to improve and simplify the communication system within the Ministry, it is reiterated that the approved SOP be strictly followed. In addition, the following guidelines shall be strictly implemented by all chiefs of offices and personnel concerned:

1. No incoming official communication, whether handcarried or posted, shall be acted upon by the units concerned unless initially received by the Records Section, General Services Division, for proper control except those communications handed directly to the Minister which shall have a special routing slip of the Minister.
2. All incoming communications passing through the Records Unit shall be controlled by a CODE which shall be presented as follows:

(1) (2) (3) (4) (5) (6) (7) (8) (9) (10)

L	T	0	4	8	5	6	6	0	4
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Type of Comm.	Regional Source	Year	Serial Number
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- 2.1 The first 2 boxes refer to the type of communication
- 2.2 The succeeding two boxes shall represent the regional source
- 2.3 Box 5 & 6 shall bear the calendar year
- 2.4 The remaining boxes shall refer to the serial number of the communication starting at the beginning of the year (See ANNEX A for Coding)

Communication bearing all special routing slip of the Minister shall be controlled by a Reference Number.

All communications/documents passing through the Records Unit shall bear only one standard Routing Slip as shown in ANNEX B.

- 3.1 The Routing Slip shall be accomplished and attached to the documents by the Records Section, GSD, and shall never be detached from the document.

*Pres. Aquino Copy (7 pages)
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(X.P. Please see memo 12/12/85)

- 3.2 The control code shall be affixed as described in #2.
 - 3.3 The subject shall describe briefly the content of the document.
 - 3.4 The Records Unit, GSD shall endorse the document to the OMAR/Chief of Bureaus or Services who shall determine the action requested and to whom the communication is to be routed.
 - 3.5 The Routing Slip must show all offices wherein the communication is channeled.
 - 3.6 The requesting officer shall affix his signature/initial.
4. Each office unit shall maintain a common logbook to record both incoming and outgoing communications. Format to be adopted is shown in ANNEX C. However, the office/unit is not constrained to maintain as many logbooks as needed.

Column 1	Date the communication is received or released
2	Control Code copied from the upper right corner of the Routing Slip. For inter-office communication, the control code shall be left blank
3	Source of the incoming communication
4	Subject is the same subject that is written in the Routing Slip
5	Office where the communication is sent/referred. Entries wherein the space for outgoing is left blank is understood to be still in the office
6	Legible signature of the receiving clerk in the office where the communication is sent/referred including the date received

5. Flow of Communication (STEPS)

- 5.1 Communications emanating from Regions 1 to 12, National Capital Region (NCR), private individuals, entities and other outside agencies and institutions must be received by the Records Unit, GSD.

Communications handed directly to the Minister or received by the OMAR through special messengers shall be received by the Central Control & Clearing Unit, OMAR. A special routing slip of the Minister shall be attached to the document. The duplicate copy of the routing slip shall be retained by the OMAR for follow-up action.
- 5.2 Upon receipt, the Records Unit, GSD shall affix a CODE and forwards communication to the Central Control & Clearing Unit, OMAR.

For communications with special reference to any office in the Ministry, these are directly forwarded to the offices concerned.
- 5.3 Upon receipt of the communication, the Central Control & Clearing Unit, OMAR shall review, determine the action required and the office/unit responsible, fills the routing slip, and endorses to offices concerned.
- 5.4 Communication not acted upon shall be followed-up by the CCCU and shall see to it that the ultimate purpose of the communication is achieved. Upon compliance of the action requested by the Bureaus, Services and other units of MAR, the communication must be returned to the CCCU, OMAR together with the action taken.

Communications signed and/or approved by the Deputy Minister, Asst. Ministers for the Minister need not be coursed through the CCCU and may be sent directly to the Records Unit, GSD, for release. However, the responsible office should keep file of the documents.

- 5.5 As soon as the communication is acted upon by the Minister, the CCCU shall transmit the same back to the Records Unit, GSD for release and/or file.
- 5.6 Records Unit shall release documents through special messenger, mail, or any official channel; keep file of the records; retrieve and issue copies of requested documents.

To operationalise the Communication System, the Management Division in coordination and support of the Systems Model Team and the ARES shall conduct briefings and workshop orientation and constant monitoring to ensure effectivity.

In order to establish an effective communication system, only permanent employees shall be assigned to do the job. An alternate employee shall be assigned to tackle the responsibility in case of absence of the assigned receiving clerk.

For compliance.

_____, 1985, Diliman, Quezon City.

Recommended by:

SYSTEMS MODEL TEAM

Endorsed by:

JOSE C. MEDINA, JR. CESO I
Deputy Minister

Approved by:

CONRADO F. ESTRELLA
Minister

TYPE OF COMMUNICATION

LT - Letter
IN - Indorsement
TL - Telegram
RD - Radiogram
MM - Memorandum
RP - Reports
CS - Cases

REGIONAL SOURCE

01 - Reg. I
02 - Reg. II
03 - Reg. III
04 - Reg. IV
05 - Reg. V
06 - Reg. VI
07 - Reg. VII
08 - Reg. VIII
09 - Reg. IX
10 - Reg. X
11 - Reg. XI
12 - Reg. XII
13 - Metro Manila

Sample Logbook Format

I N C O M I N G		O U T G O I N G	
(2) CONTROL CODE	(3) FROM	(4) SUBJECT	(5) TO
			(6) REC'D BY