

# **PMS COLLEGE OF DENTAL SCIENCE AND RESEARCH**

## **POLICY AND PROCEDURE**

### **1. INCOMING AND OUT GOING LETTERS, E-MAIL, FAX, PHONE ETC**

1. Incoming letters are received by the office by the receptionist and he/she should register the letter in the Inward register and will be handed over to the Principal/Administrator / Manager directly. Then the same will forward to the respective departments/section and the person who receiving the letter will sign in the inward register.
2. Incoming Mail: College official mail Id (College Web Mail) should be opened by the Administrator/HR Officer every day and the mail will be forwarded to the respective department / section. The Academic section headed by the Principal will open the principals mail Id and the emails from the University will be opened by the Academic Officer and should bring in the attention of Principal and Administrator.
3. Outgoing letters: All out going letters prepared by departments/ office sections should be checked by the Principal/Vice principal/Administrator and then registered in the outward register by the Office Assistant and should forward the letter to the dispatch section. No one is authorized to send official letters from the college without the consent of Principal/Vice Principal/Administrator.
4. Outgoing Mail: All official outgoing mail should be send by the Office Assistants, only after obtaining the confirmation from the Principal/ Vice Principal/Administrator.

5. Fax: Fax machine is kept in the Administrative office under the control of the Asst. Administrator. All incoming Fax communications should be forwarded to the Principal/ Vice Principal / Administrator. All Outgoing Fax Communications should be done only after getting the permission from Principal/Vice Principal / Administrator.
6. Phone Calls: All phone calls are first attended by the Receptionist and transferred to respective Department/Office section. All manners of the telephonic conversation<sup>1</sup> should be followed by the reception staff of the college.

### **RESPONDING TO THE CORRESPONDENCE.**

1. All reply correspondence should be made according to priority.
2. The Principal/Vice Principal/Administrator should ensure no reply correspondence is getting delay.

### **2.FILES, DOCUMENTS,RECORDS AND ELECTRONIC DATA MANAGEMNT**

Record management is the professional practice of controlling all documents and files of an institution effectively.

- All departmental records should be kept in the respective Department
- All confidential records of office are kept in the locker.
- All students certificates are kept under lock in the locker (fire proof) meant for the same.
  1. Proper Indexing should be done for all records.
  2. Separate shelves /Almeria should be given for each and every department.

3. Two keys for each shelf / Almeria should be provided and one with user and other with the Head of Department.
4. Yearly maintenance will be done in all department shelves as and when required.
5. Electronic Data management should be done by the IT Department headed by the System Administrator.
6. Records should be stored in the software and hardware depending upon their importance.
7. All electronic files should be stored in the main server and copied in the backup server provided in the Administrative office.