

## 4.9 Prompt Response to Official Correspondence at RKMV Shimla

### Introduction

RKMV Shimla is committed to maintaining effective communication with various stakeholders, including government departments, universities, and partners. To ensure timely and accurate responses to official correspondence, our institution follows a systematic approach.

### Channels of Correspondence

We receive letters through various channels, including:

1. **Department of Higher Education and Directorate of Higher Education**
2. **Himachal Pradesh University** (our affiliating university)
3. **University Grants Commission (UGC) and Ministry of Human Resource Development (MHRD)**
4. **Our Collaborators and Partners**
5. **Various Government Departments, Boards, NGOs, etc.**

### Response Protocol

1. **Entry into Dairy Register:** Upon receipt, all correspondence is logged into the dairy register. This ensures that every letter is tracked from the moment it arrives.
2. **Dak File Management:** Following registration, the correspondence is organized into a Dak File by the designated dealing in-charge. This facilitates easy retrieval and review of documents.
3. **Principal's Review:** The Principal reviews each correspondence and marks it for the relevant in-charge for action. This step is crucial to ensure that all responses are directed to the appropriate personnel.
4. **Compliance within Time Frame:** The in-charge is responsible for ensuring compliance and responding within the stipulated time frame. This practice underscores our commitment to timely communication.
5. **Dispatching of Letters:** Once a response is prepared, it is dispatched to the concerned department after assigning a date and dispatch number. This action is recorded in the dispatch register to maintain a clear record of outgoing correspondence.
6. **Record Retention:** A copy of all correspondence and responses is retained in the office for future reference. This provides a record for accountability and helps in addressing any follow-up queries.

### Conclusion

RKMV Shimla's systematic approach to handling official correspondence ensures that we remain responsive and accountable to our stakeholders. By prioritizing promptness and organization, we foster effective communication and strengthen our relationships with various entities.