
GENERAL PROCEDURAL POLICIES

PROCESSING GENERAL CORRESPONDENCE
BY INDIVIDUAL OFFICES IN CVM

1. **Purpose:**

This guide establishes control procedures for use in handling general correspondence not relating to an NADA, INAD, ANADA, Master File, Food Additive Petition, Export Application, Medicated Feed Mill License, Regulatory Case or Recall.

2. **Policy:**

All general correspondence shall be received, logged, distributed, and answered within each office in accordance with this guide.

3. **Control Logs:**

Each Division shall maintain a log book or computer entry system with the following information on each piece of correspondence:

- a. Control number - (which includes the unit director's administrative code).
- b. Origin and date of correspondence - (writer or organization).
- c. Subject.
- d. Routing destination - (individual or unit).
- e. Date-in and out.
- f. Due date, if any.
- g. Cross reference - (if new control number is assigned).
- h. Final action taken.

4. **Routing:**

- a. Office of Center Director:
 - (1) General correspondence received in the Office of the Center Director is logged in and then sent to:
 - (a) The Division office via the appropriate Office Director in the Center responsible for the subject matter if no addressee is designated;
 - (b) The Office Director responsible for the subject matter if no addressee is designated; or
 - (c) The Communications Staff, Office of Management and Communications.
 - (2) Replies not prepared in the Office of the Center Director.
 - (a) If correspondence is forwarded by the Center Director's office for preparation of a reply to be signed by the Center Director or Deputy Director, the correspondence should be routed through the appropriate Office Director back to the Office of the Center Director.
 - (b) If the correspondence has been routed for "direct reply," then the reply itself should not be routed back to the Office of the Center Director (a copy of the reply, with the control number, will be sufficient).
- b. Division Offices:
 - (1) General correspondence received in the Division or Team office is logged in and then sent to:
 - (a) The specific person addressed; or
 - (b) The Division Director or appropriate Team Leader for action assignment if no addressee is designated.
 - (2) Divisions receiving general correspondence from the Office of the Center Director are responsible for implementing the required action.
 - (3) Replies are routed back through the individual maintaining the log book for

entry of final action and distribution of appropriate copies.

5. **Timeframes:**

General correspondence should be answered within general timeframes established by the offices, and may vary for different types of correspondence. Individual pieces of correspondence may have due dates assigned which vary from the general timeframes. If a specifically assigned due date cannot be met, an extension should be requested from the assigning office.