**Distress Messages Management Process.**

**AS-IS Process**

**Step 1: Receiving Distress Message at the Front Office**

*Message Receipt*

The front office personnel receive a distress message (either via physical visits by clients, paper mail, email or call center calls). The front office personnel the records the message by ensuring it is complete and legible.

*Detail Recording*

The following details are recorded in the incoming mail register:

i. Sender's Name: The name of the individual or entity sending the message.

ii. Receiving Date: The date on which the message was received.

iii. Reference Number: A unique reference number assigned to the message for tracking purposes.

iv. Subject: A brief description or subject line summarizing the content of the message.

**Step 2: Stamping**

The received message is stamped with the date and time of receipt to verify its arrival.

**Step 3: Folio Number Assignment**

Each message is assigned a unique folio number for easy identification and tracking throughout the handling process.

**Step 4: Director's Action**

i. Message Forwarding

The stamped message, along with its folio number, is forwarded to the Director.

ii. Director's Review

The Director reviews the content of the message to determine the necessary actions.

iii. Assignment to Cadets/Officers

The Director assigns the case to the relevant cadets (FSO), marking the necessary instructions for further action.

**Step 5: Assignment by Front Office**

i. Case Distribution

The front office distributes the cases as marked by the Director to the assigned cadets.

i. Case Log Update

The distribution details are logged, including the cadet assigned and the date of assignment.

**Step 6: Cadet/Foreign Service Officer**

i. Case Investigation

The assigned Officer/Cadets investigate and work on the assigned cases, following the Director’s instructions.

ii. Progress Reporting

The assigned Officer/Cadets periodically report progress to their supervisors or the Director as required.

iii. Case Resolution

The assigned Officer/Cadets work towards resolving the case and take appropriate actions based on their findings.

**Step 7: Filing**

**a) Resolution Documentation**

Upon case resolution, the following details are recorded:

i. MD: The managing director or relevant authority.

ii. Date of Case Completion: The date when the case was resolved.

iii. Officer in Charge: The name of the officer who handled the case.

iv. Folio Number: The unique folio number assigned to the case.

v. Case Response: A summary of the actions taken and the outcome of the case.

**b) File Closure**

The file is signed by the relevant authorities, indicating that the case is closed.

**c) Detailed Record Keeping**

The file includes the following columns for comprehensive documentation:

i. Country of Origin: The country where the message originated.

ii. Name of the Distressed Person: The name of the individual in distress.

iii. Date Reported: The date when the case was reporte

iv. Nature of the Case: A description of the case details.

v. Case Details: Comprehensive details of the case.

vi. Action Taken: Actions taken to resolve the case.

vii. Case Status: Status of the case (active/closed).

viii. Remarks by Handling Officer: Comments or observations by the handling officer.

ix. Details of the Officer Handling the Case: Information about the officer responsible for handling the case.

x. Optional Remarks by PS: Additional remarks by the Permanent Secretary or relevant authority.

**d) File Storage**

The closed file is stored securely for future reference and record-keeping.

**TO-BE Process**

i. The process to be fully automated through provision of data forms in the EDRMS.

ii. The forms to be filled out at the front office as soon as a distress message is received.

iii. Various sections of the form to be locked and activated as the case resolution progresses through different action officers.

iv. Users should be able to attach all relevant documents related to the case progressively.

**Item Stages Activity Action owner /Actor**

1. Form data to be created in the EDRMS The process to be fully automated through provision of data forms in the EDRMS. Software Engineer

2. Receipt of the distress call The forms to be filled out at the front office as soon as a distress message is received. The filled forms are forwarded to the director Customer service staff

3. Case Assignment The Director reviews the content of the message to determine the necessary actions. He then assigns the case to the relevant cadets (FSO), marking the necessary instructions for further action. Director

4. Case resolution and documentation Cadet(s) work on the case and updates the form data as the case progresses Prepares and attaches all the case report and forward to the Dir (marking officer) Cadets

5. Director 2nd Action Receives the case resolution report. Director

6. Archival All case instances, attachments and reports are archived in the EDRMS