GOVERNMENT LAWNGTLAI COLLEGE

OFFICE PROCEDURE FOR EFFECTIVE COMMUNICATION, LAYERED APPROVALS, AND ESCALATION OF ISSUES

1. PURPOSE

This office procedure aims to establish clear guidelines for effective communication, structured approval processes, and systematic escalation of issues to ensure smooth operations within Government Lawngtlai College.

2. EFFECTIVE COMMUNICATION

2.1. Objective: Ensure timely, clear, and professional communication across all departments, staff, and stakeholders.

2.2. Internal Communication:

2.2.1. All internal communications may utilize both official and non-official channels, depending on their purpose. However, professionalism should be consistently upheld in the conveyance of all messages.

2.2.2. Important announcements should be made through formal circulars or posted on the official college notice board or official college social media group (WhatsApp, Facebook/Meta).

2.2.3. Regular meetings should be scheduled to discuss the college development plan and progress, departmental progress, examination-related matters, and issues.

2.3. External Communication:

2.3.1. All communication with external bodies (e.g., government offices or any other institutions) must go through the Principal's office for review and authorization.

2.3.2. Any official correspondence must use the college letterhead and be approved as per the layered approval protocol.

2.4. Documentation:

2.4.1. Ensure that all communications are properly documented and stored for future reference. This includes meeting minutes, memos, financial documents, periodic reports etc.

3. LAYERED APPROVALS

3.1. Objective: Establish a structured approval process to maintain accountability and clarity in decision-making.

3.2. Departmental Level:

3.2.1. Routine matters, such as daily operational requests, may be approved at the departmental level by the Head of Department (HoD).

3.2.2. HoDs are responsible for overseeing that all requests and activities within their department align with college policies.

3.3. Administrative Level:

3.3.1. Requests involving cross-departmental coordination or requiring budget approval must be forwarded to the Administrative Level Committee for review.

3.3.2. The Administrative Level Committee will verify compliance with college and government policies and either approve the request or escalate it to the Principal.

3.4. Principal's Office:

3.4.1. All major decisions, including those involving policy changes, significant expenditures, or external collaborations, must be reviewed and approved by the Principal.

3.4.2. The Principal has the final authority on all approvals but may consult with the college management committee as needed.

3.5. Layered Approval Workflow:

1st Layer: Departmental Approval (HoD)

2nd Layer: Administrative Level Committee Review

3rd Layer: Principal's Approval

4. ESCALATION OF ISSUES

4.1. Objective: Outline a clear procedure for escalating issues that require higher-level attention or resolution.

4.2. Immediate Reporting:

4.2.1. Urgent issues that impact college operations or pose a safety risk must be immediately reported to the respective HoD and subsequently to the Principal's office.

4.3. Escalation Process:

Step 1: Issues are first reported to the immediate supervisor or HoD. If unresolved within a reasonable timeframe, they are escalated.

Step 2: Unresolved issues at the departmental level are escalated to the Administrative Level Committee for review.

Step 3: Persistent or critical issues are escalated to the Principal's office, which will either address the issue directly or engage relevant external authorities if required.

4.4. Documentation of Escalation:

4.4.1. All escalations should be documented in writing, detailing the nature of the issue, steps taken at each level, and reasons for escalation.

4.5. Feedback and Resolution:

4.5.1. For each escalated issue, feedback should be provided to the original reporting party regarding the action taken and expected outcomes. This feedback loop ensures transparency and encourages proactive problem-solving.

5. IMPLEMENTATION AND REVIEW

5.1. This procedure will be reviewed annually or as needed to ensure it remains effective and relevant to college needs.

5.2. Any suggestions for improvements may be submitted to the Principal's office for consideration during the annual review process.

This procedure is designed to streamline operations, support effective communication, and ensure accountability at every level within Government Lawngtlai College.

GOVT. LAWNGTLAI COLLEGE
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DATE: .....
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Principal
Govt. Lawngtlai College
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