SOP: Handling Service Applications

Ref: HC/SOP/2026-04

Standard operating procedure for the Council front desk and Secretariat. Target: decision on a complete application within five working days.

Steps

Step	Action	Responsible	Time
1	Receive application and check completeness against the service checklist	Front desk	Same day
2	Register in the application log and issue acknowledgement	Front desk	Same day
3	Verify details and supporting documents	Section officer	1 day
4	Collect fee and issue receipt (if any)	Finance	1 day
5	Approve or reject with reasons	Council Executive	2 days
6	Issue permit or notify applicant	Front desk	1 day

Quality standards

- Be polite and clear. Explain missing documents in writing.
- Never accept payment without issuing a receipt.
- Record every complaint in the complaint register.
- Keep files for at least seven years.

SAMPLE