



This procedure will free the Section Head from the routine task of sorting and distributing, yet keeps the Head informed through copies of telegram and continuous contact with Senior Desk Officer. Permits the Head time for administrative duties, staff development, involvement in sensitive cases, dealing with the press and various other individuals seeking information on specific situations or incidents. The Senior Desk Officer could also maintain some form of 'Case Record' that would provide the Section Head or Director with a running record of stage of progress or settlement of each case, thus providing a synopsis, in a central location, which would be sufficient to answer routine questions. Desk officers are currently maintaining similar progress notes for their own use therefore the introduction of a formal procedure would not represent additional work. The Senior Desk Officer would be in a position