

**PO - Reference PO1037390**

**Redraft Request - Unsatisfactory Reply**

**Request to Action Officer (Person responsible for the correspondence)**

**Please do not delete this message as it contains important instructions which you must follow**

**A REPLY IS REQUIRED BY NO LATER THAN 17:00 HOURS ON 23/10/2003**

Minister Replying:	MS(H)RIH	Correspondent:	MISC O
Keyword:	Haemophilia/Haemophilia and Clotting Disorders	Constituency:	
Service First Target:	06/11/2003	Party:	
		Constituent:	Lord David Owen
MCU Contact:		Who allocated this in MCU:	Clarissa Hudson/PR-OFF/DOH/GB
To:	Richard Gutowski/PH6/DOH/GB@GRO-C Richard Gutowski/PH6/DOH/GB@GRO-C Zubeda Seedat/PH6/DOH/GB@GRO-C		
cc:	Gerard Hetherington/TRRO-PERFC/DOH/GB@GRO-C		
From:	Clarissa Hudson/PR-OFF/DOH/GB		
Subject:	PO (Ref No. PO1037390) from MISC O: Reply Due 23/10/2003 - Redraft - 11/02 - not in filing. Case duplicated 30/01 - not in filing. Case duplicated 29/01 - not in filing		

You have been identified as the Action Officer for this piece of correspondence.

**HELP & SUPPORT FOR CORRESPONDENCE HANDLING:**

**SYSTEM HELPDESK** 7 396 22222  
**TRAINING SUPPORT** 7 396 21109

**CORRESPONDENCE MANAGEMENT** 7 210 5340

**PLEASE ACTION THIS CASE WITHIN 48 HOURS**

Officials have a maximum of 10 days in total to obtain contributions and draft a reply, 5 days for 'fast track' cases. The total time is reduced by the amount of time it takes you to accept, re-allocate or reject this case.

**IF THIS CASE IS NOT FOR YOU:**

Please re-allocate it quickly so that your policy colleague has as much time as possible to deal with the response.

If the person who should deal with this case is not an Action Officer, please reject the case, and provide the name of the person it should go to in the reason for rejection. Correspondence Management will set the person up as an action officer, and amend the keyword if necessary.

If you do not act promptly on this case, you may be expected to deal with it anyway, with a contribution from the correct policy official.

**IF THIS CASE IS CLOSE TO, OR PAST THE SERVICE FIRST TARGET:**









Please accept our apologies. The correspondent still requires a response as soon as possible, so please try to respond within 48 hours. If you have any difficulty with this please contact Correspondence Management on 7 210 5340. Thank you for your support.

Comments from MS(H) office:

MS(H) has queried the reply on this a couple of times now, but the drafts that come back still dont appear to address his main concern - why the current review is'nt looking into the fact that papers from Lord Owen's office were destroyed. Can officials provide a thorough explanation on this point and submit a redraft by 3pm on 03/03/04 please?





We await the redrafted verion for MS(H).

Many thanks - Clarissa, Customer Service Centre.

Options available to you. Please click on the button to action.	
	To view the original scanned letter (if there is one).
	To view further details of the correspondence. This will show more details that you may need to create a reply.
	Allocate this to another person. For instance, this request may have come to you, but should be sent to someone else.
	Accept responsibility for actioning the reply to this correspondence.
	Reject responsibility for actioning the reply to this correspondence. You will be asked to specify your reasons.
	Read the current reply which may be a draft, final or interim version. This launches Word with the current reply (in Read-only mode).
	Forward scanned correspondence letter and draft reply to anyone else whether in OIS or not.
	Close the current window.

#### Related Correspondence

Correspondence from the same House Number/PostCode:

(received 14/10/2003)   
 (received 13/11/2003)   
 (received 21/01/2004)   
 (received 28/01/2004) 

TO Correspondence from the same House Number/PostCode:

FOR INFO ONLY (received 29/07/2003)   
 (received 20/11/2003) 