



VICTOR KHANYE

LOCAL MUNICIPALITY – PLAASLIKE MUNISIPALITEIT

REGISTRY PROCEDURE MANUAL

Policy Number:	Approved by Council:29 January 2015
Resolution No:A21/01/2015	Review Date:

CONTENTS

1 SUPERVISORY OFFICIALS	1
1.1 Records Manager	1
1.2 Chief Registry Official	2
2 REGISTRY PROCEDURES	3
2.1 Receipt of post, parcels and remittances/transferable items	3
2.1.1 Procedures regarding the post-bag	3
2.1.2 Private post	3
2.1.3 Receipt, sorting and opening of post	3
2.1.4 Receipt and handling of remittances/transferable items	5
2.2 Filing of post	7
2.2.1 Application of date stamp and reference number.	7
2.2.2 Correct and neat filing	8
2.2.3 Application of a policy of document economy	8
2.2.4 Numbering of items in files	9
2.2.5 System of completing correspondence on files	9
2.3 Circulation of and search for files	11
2.4 Outgoing post	11
2.4.1 Instructions included in the Postal Guide and Financial Manual	11
2.4.2 Rules for dispatch	11
2.4.3 Special dispatches	12
2.4.4 Handling of secret/confidential postal articles	13
2.4.5 Pending of papers	14
2.4.6 Filing of papers and replacing of files	14
2.5 Movement of files	15
2.6 Closure and termination of files and records other than correspondence files . .16	
2.6.1 Closure at 3cm thickness	16
2.6.2 Termination during transfer from one office to another	16
2.6.3 Filing of closed and terminated records	17
2.7 Keeping of Essential Registers/Schedules	17
2.7.1 Records Manager	17
2.7.2 Chief Registry Official	18
2.8 Preparation and opening of file covers	18
2.9 Use of daily files	19
3 MAINTENANCE OF THE FILING SYSTEM AND RECORDS	
CONTROL SCHEDULE	20
3.1 Filing System	20
3.2 Records Control Schedule	22
3.3 Separate Case Files	22
4. DISPOSAL OF RECORDS	23
4.1 Disposal programme and destruction	23
4.2 Transfer to Archives Repository/Records Centres	25
4.3 Transfer from one body to another	27
5 CONTROL AND PROTECTION OF RECORDS	28
5.1 Access	28
5.2 Fire and fire prevention measures	29
5.3 Water	29
5.4 Pests and plagues	29
5.5 Light	30
5.6 Damage through handling	30
6 TRAINING OF REGISTRY PERSONNEL	31

1. SUPERVISORY OFFICIALS

1.1 Records Manager

- 1.1.1 The overall control, preservation and care of the body's/office's correspondence files and records other than correspondence files rest with the Records Manager (Deputy Manager Corporate Services according to the official organogram). The concept "records" includes all records created or received by the municipality in pursuance of its activities, regardless of its form or medium.
 - 1.1.2 The Records Manager (deputy manager corporate in term of the organogram) also exercises overall control of all the activities of the registry and personnel. No procedural amendments concerning any records management practices should be implemented without the knowledge and/ or consent of this official. The various departments and sections which use the records other than correspondence files may store them in their respective offices, however the Records Manager is responsible for control over them and should have access to them at all times.
 - 1.1.3 The Records Manager is solely responsible for the following non-delegatable duties:
 - a) Control of the maintenance and application of the filing system and the Records Control Schedule (see Ch.3);
 - b) Disposal of all records (see Ch.4);
 - c) Control over and safe preservation of all records (see Ch.5);
 - d) Training of Registry Head (see Ch.6); and
 - e) The application of a policy of document economy (see par. 2.2.3).
 - 1.1.4 If any of the duties mentioned in par. 1.1.2 need to be delegated during the absence of the official, it should be assigned to a person with a similar or higher rank, but under no circumstances to the Chief Registry Official.
1. A comprehensive directive on the qualifications, appointment and duties of the Records Manager (Directive C44) is available from the National Archivist on request.

1.2 Chief Registry Official (Records Clerk)

- 1.2.1 The duties of the Chief Registry Official rest with the Records Clerk.
- 1.2.2 The Chief Registry Official is responsible for the administration of, and supervising the administration of, all registry procedures, as stipulated in par. 2.1 to 2.9 below, as well as the direct supervision and training of all registry personnel. Furthermore, he/ she and his/her staff are responsible for all tasks entrusted to them by the Records Manager under par. 3.1 to 5.8 hereafter. No other task should be entrusted to the Chief Registry Official or registry personnel without the permission/knowledge of the Records Manager.

2 REGISTRY PROCEDURES

2.1 Receipt of post, parcels and remittances/transferable items

2.1.1 Procedures regarding the mailbag

- 2.1.1.1 The mailbag is collected every day in the morning at 12:00 by the Supervisor Housekeeping from the post office with the exception of Fridays where the post is collected earlier at 12:30. Post is sorted and appropriately dispatched, while outgoing post is sealed and stamped. The mailbag is returned to the post office at 14:00 daily with the outgoing post.
- 2.1.1.2 The key for the mailbag is stored safely in records office (with the spare key kept by the Post Office) by Superintendent Housekeeping.

2.1.2 Private post

- 2.1.2.1 Officials and employees must be informed that the office address may only be used for private correspondence, if it is unavoidable. Preferably, no private post should be handled by the registry.
- 2.1.2.2 Private letters that are received are placed unopened in a pigeonhole marked for this purpose. It is the duty of the addressee to collect the post him/herself.
- 2.1.2.3 The registry accepts no responsibility for private post.

2.1.3 Receipt, sorting and opening of post

2.1.3.1 Receipt of mailbag

- 2.1.3.1.1 Under the regulations of Financial Manual Chapter Q, par. Q4.1.1, it is a requirement that mail collected from the post office has to be carried in a sealed bag. Thus, mailbags are always sealed by the post office prior to their delivery.
- 2.1.3.1.2 When the mailbag is received in registry, it must be opened and emptied by the Chief Registry Official in the presence of the Assistant Records Clerk.
- 2.1.3.1.3 Both of these officials must receive written instructions from the office head entitling them to receive and open post, and to note details of all remittances or negotiables in the remittance register, received by post or otherwise. These written instructions should be filed on the personal files of the relevant official.
- 2.1.3.1.4 In cases where one or both of the officials mentioned 4 in par. 2.1.3.1.2 are not present to, or for any reason cannot open the post, permission for this task must be delegated, in writing, by the office head to other registry officials.

- 2.1.3.1.5 Under no circumstances may only one person open post. Messengers are not permitted to help with the opening of post.
- 2.1.3.1.6 Incoming post is opened once a day, at 14:30. All official post and letters received while post is not being opened are locked away unopened in the Records Office until the post is opened again. However, post which is marked urgent, as well as telegrams, telex messages and express letters should be attended to immediately on receipt.

2.1.3.2 Sorting of post

- 2.1.3.2.1 Official letters addressed to persons by name are delivered to them opened. However, if an official envelope is only marked for the attention of a particular person, it is opened by the registry personnel and dealt with in the usual manner.
- 2.1.3.2.2 Secret and confidential envelopes are delivered unopened to Records Manager who has been assigned this purpose. After these items have been handed and signed for over to the abovementioned official, the registry accepts no further responsibility for them. (Also see par. 2.4.4.1 and 2.4.4.2.)
- 2.1.3.2.3 All envelopes which indicate that the correspondence concerns staff matters are delivered unopened to Records Manager or Human Resources Office if it concerns for example filling of posts, etc.

2.1.3.3 Procedure for opening post

- 2.1.3.3.1 The registry is closed from 14:30 to 16:00. During these periods, post is opened, sorted and filed and all other activities are suspended. Telephone enquiries and requests for files during these periods must be limited to urgent cases only and should be the exception.
- 2.1.3.3.2 Post is opened only on the front office of records office and should be moved as little as possible from one table to another.
- 2.1.3.3.3 Envelopes are slit open on two sides to ensure that all the contents have been removed and, once emptied, the envelopes are immediately disposed of in the waste bin. No Envelopes in which tender documents are received are dealt with because tenders are only accepted if placed in the specified tender box in the foyer office and same is opened by the Supply Chain Management officials together with the Internal Auditor. Envelopes of unclaimed/undeliverable letters are attached to the letter.
- 2.1.3.3.4 After the letters have been removed from the envelopes, they must be opened immediately and read to ensure that any annexures and monies referred to have actually been enclosed. If such items are missing, this must be neatly noted in the margin of the letter and initialled. In cases where money is missing, or the amount differs from that mentioned in the letter, both officials must initial the note on the letter. At the same time, loose annexures should be attached to the accompanying letter or,

in the case of bulky annexures, stapled with the big stapler or holes punched and documents bound with file fasteners. When attaching documents care must be taken with original documents that are valuable to the sender, e.g. educational certificates, that they are not damaged by pins or anything else. (See also par. 2.2.2.2 in this respect.)

2.1.3.3.5 Registered and certified postal articles are treated in the same manner as ordinary post. Bearing in mind the regulations in the Financial Manual Chapter Q (par. Q4.1.2 - Q4.1.6), these articles should be recorded in the register kept for this purpose.

2.1.3.3.6 Incoming parcels are opened and dealt with in the same manner as incoming post.

2.1.3.3.7 Incorrectly delivered post is returned to the mail-bag.

2.1.3.3.8 Incoming telegrams, telex messages and express letters should immediately be opened by the Registry Chief and Assistant Records. It must then be decided whether the article should be delivered with or without the relevant file. If the file is not immediately available, the article must be shown to the official concerned and his/her further instructions be obtained thereon. The files to which such items are attached must be delivered immediately by hand to the official for whom it is meant.

2.1.4 Receipt and handling of remittances/transferable items

2.1.4.1 Letters enclosed with money or transferable items must be immediately separated from the other post once it has been opened and handed to cashiers from licence office (Social Services Department) or income section (Finance Department) who notes it through attaching their signature in the remittance register.

2.1.4.2 As already mentioned in par. 2.1.3.3.4, money which is either not enclosed or does not correspond with the amount mentioned in the letter, must be noted in the margin and initialled by both officials opening the post.

2.1.4.3 In addition, the following extracts from Financial Manual Chapters J and Q must be strictly adhered to: "Q4.2.3. In the 'remittance register' the following should be recorded:

- a) the date of receipt;
- b) whether received by ordinary or registered post;
- c) from whom received;
- d) the nature of remittance;
- e) the amount of remittance (where applicable);

- f) the signatures of the officials present at the opening of the mail;
- g) the signatures of officials to whom handed over;
- h) the reference of the receipt, issued and the method of disposal; and
- i) the signature of the controlling official and the date of the cheque. Q4.2.5. The controlling officer, must examine the prescribed register at least once a week to ensure that all instructions are being complied with, and that all the valuables recorded therein, have been promptly accounted for. He must sign the register in the last column to indicate that this has been done. Q4.2.2. Before a remittance register is brought into use, the supervising official, must ensure that all the pages have been numbered consecutively throughout; and, responsible for checking the register, during the course of his check must verify that no pages have been removed from the register. Q4.1.3 - Q4.1.6. In the case of registered and certified mail, the date of receipt and number of the advice slip of the relevant articles must be recorded in a separate register.

The advice slip, issued by the post office, should be signed in order for the article to be cleared. Once the articles have been collected, the officials responsible for opening the mail must compare them with the entries in the register. Each article prior to opening must be carefully examined for evidence of tampering. If they contain remittances or transferable items, these must be recorded in the remittance register.

4.2.9. Officials receiving remittances hand delivered must verify the letter's or packet's contents. If it has been entered in a "letter delivery book", the entry in that book must be signed in acknowledgement of receipt, after which the remittance should then be recorded in the register. Q4.1.1. All postal matters collected from the post office must be carried in a sealed bag and, wherever possible, arrangements should be made to ensure that the bag is sealed by a post office official. J.5.2. Warrant vouchers, cheques, bank drafts, money orders, postal orders, transfer orders or other items of payment, excluding stamps and bank notes, received by an official on behalf of the State, whether made payable to him/her in his official capacity or not, must immediately on receipt thereof be rendered not negotiable, by means of a crossing consisting of the words "not negotiable" across the face of the item.

This instruction does not apply to the case of warrant vouchers specially drawn for encashment. Q4.1.7. All monies or other transferable items received through the post must be handed over immediately to the officials responsible for accounting, and an acknowledgement should be made thereof in the relevant column of the remittance register."

2.2 Filing of post

2.2.1 Application of date stamp and reference number

- 2.2.1.1 The date stamp is applied to all pages of a letter. The first page of the annexures and invoices are also stamped.

- 2.2.1.2 The date stamp must be applied to an open space on the letter. If the front of the letter has insufficient space, the date stamp should be applied to the back. Under no circumstances must any written or printed part of the letter be stamped as it could make important information illegible.
- 2.2.1.3 Cheques are stamped on the back.
- 2.2.1.4 Opened post should immediately be divided into three groups, namely those on which the office reference number already appears, those that do not need any reference number, and those to which a reference number must be allocated.
- 2.2.1.5 The following items receive no file numbers:
- 2.2.1.5.1. When a file number is allocated to a particular letter, it is written in the top right hand corner, and the letter is given to the officials responsible for drawing or locating the files.
- 2.2.1.5.2. Letters to which reference numbers must be allocated are dealt with as follows:
- a) The Chief Registry Official reads the letters thoroughly and carefully to determine precisely what it deals with. Under no circumstances should the subject be determined simply from the letter heading. The latter can be misleading;
 - b) Only the filing system should be used to determine file numbers;
 - c) To determine the correct number, the list of main series should first be consulted and the most suitable series selected. Then the different sub-series should be consulted to eventually identify the correct file reference; and
 - d) If there is still disagreement over the correct reference the Records Manager should be consulted.
- 2.2.1.6. If more than one subject is dealt with in a letter, the references should be identified for each subject and copies of the letter should be made for the relevant files.
- 2.2.1.7. Officials working with correspondence must also ensure that the correspondence they deal with is placed on the correct files. In cases where there is disagreement about the allocation of a file number, or the correctness of a given number, it should immediately be discussed with the Chief Registry Official.
- 2.2.1.8. Reference numbers i.r.o. personal papers of staff are not allocated because personal papers of staff of letter are not opened.

2.2.2. Correct and neat filing

- 2.2.2.5. Once the reference numbers have been allocated to the incoming post, the relevant files are determined and drawn according to the procedures explained hereunder. The papers in question are filed or attached on the file fasteners in the files and the control sheets completed. Under no circumstances may loose papers be circulated either in the file cover or pinned to the front of the file, since correspondence can be damaged and soiled in this way.
- 2.2.2.6. Documents which must be sent back to a person, e.g. certificates, wills, copies of deeds, etc., should be placed in an envelope and pinned to the right hand side (flyleaf) of the file cover.
- 2.2.2.7. If a file on which correspondence must be sent out is not available within a reasonable time, or after the first search for it, the documents should be taken to the relevant department or section. If the matter cannot be dealt with without the file, the registry officials must search for it. If the file cannot be found after repeated attempts, a duplicate file is opened by the Chief Registry Official and entered in pencil in the Register of Opened Files. Meanwhile, attempts must still be made to trace the original file and when found, the contents of the temporary file must be amalgamated to it.
- 2.2.2.8. The following papers are always sent through for attention without files:
- (i) Documents in the security file.
 - (ii) Incoming Fax.
 - (iii) Budget related documents.
 - (iv) Service Level Agreements.
- 2.2.2.9. Care must be taken to ensure that papers are neatly filed on the file fasteners. Attention must be paid to the correspondence which should be kept neat and tidy in the file covers. No papers should protrude from the files.

2.2.3. Application of a policy of document economy

- 2.2.3.5. Both the Records Manager and the Chief Registry Official must ensure that the following policy of document economy is carried out:
- a) Copies of reminders are not placed on files. Only the particular letter to which the reminder applies is endorsed;
 - b) Excessive cross-filing and duplication of papers on files must be regularly guarded against. Where duplicates of an item are made for any reason, those unused should be filed separately in a folder and not on the file;

- c) Where identical letters are directed to more than one address, only one copy needs to be placed on the file, together with a list of the other addresses to which similar letters are sent; and
- d) Where a duplicate dispatch is made for the purpose of acknowledgement of receipt, the returned copy with the acknowledgement must be placed in the same file as the previous copy.

2.2.4. Numbering of items in files

- 2.2.4.5. Each individual item placed on a file is numbered consecutively. The item is seen as an entity and receives only one number. Since the pages of any one item are not separately numbered, it is not necessary for the item's pages to be placed in the file in reverse order.

2.2.5. System of completing correspondence on files

- 2.2.5.5. It must be regularly ensured that all incoming post and instructions on the files receive attention. It is the duty of the registry officials to ensure that an instruction to file or pend is noted of every item before the particular file is replaced. If this is not given, the file must be returned.
- 2.2.5.6. In order to make these controls as effective as possible, the following procedures are followed:
 - a) Control sheets are pasted in the front of every file cover;
 - b) The registry personnel place the documents received on the file, allocate the following item number on the file and enter the number in the first column on the control sheet;
 - c) The date on which the item is placed on the file is written in the second column;
 - d) The item is then marked out to the official who will receive it;
 - e) If the item refers to previous correspondence, the relevant item number of that correspondence is placed in the fourth column;
 - f) If the correspondence clerk makes a submission to his seniors, it is written on a new page with the following item number, and the details are written on the control sheet;
 - g) When the original document is dealt with, in whatever manner, it is marked "file" with the correspondence clerk's signature, and date in the relevant column of the control sheet;
 - h) Submissions which must circulate to various officials should be marked with only the following person's rank, or initials, in the third column. Officials who have already consulted the file should delete their initials, or rank, in order to avoid confusion; and

- i) If the incoming correspondence resulted in a letter being dispatched, the copy for filing must be marked "file", the outgoing copy must be signed, and instructions should be given to Registry in the relevant column of the control sheet, whether the letter should be pending or filed.

2.3. Circulation of and search for files

- 2.3.1. Once incoming mail is placed on the files, they are placed pigeon holes with respective directorate names for all the departments within the municipality. From here they are taken by the records staff/ secretaries and circulated amongst the various officials and sections.
- 2.3.2. Only in exceptional cases should the registry personnel be given the instruction to search for a file urgently and this is done in consultation with the records manager.
- 2.3.3. Once the registry personnel have drawn and dealt with the files in registry, as mentioned, a search list is compiled. On this list, file numbers of all unfiled papers are given in numerical order. This procedure simplifies and speeds up the search for files.
- 2.3.4. The offices are then systematically searched by Chief Registry Officer, the correspondence is placed on the files and the control sheets are completed. The officials dealing with correspondence should be informed of the new correspondence being added to the file. If the official is not in his/ her office at the time, the file on which the new correspondence has been filed is simply replaced in his/her "in" tray.
- 2.3.5. Files should not be removed from an official's table without his knowledge. If he is absent, a note should be left stating where the file has been taken.

2.4. Outgoing post

2.4.1. Instructions contained in the Postal Guide and Financial Manual

- 2.4.1.1. Registry officials follow the instructions included in the Postal Guide and the Financial Manual regarding matters like postal money, weight, measurements, packaging, registered post, etc. which are dealt with thoroughly in the Postal Guide.

2.4.2. Rules for dispatch

- 2.4.2.1. All files that contain post for dispatch must be placed in his/her tray for "post files" by the correspondence official. From here it is taken by the various secretaries and brought directly to supervisor housekeeping who sign for the post as acknowledgement in the register.
- 2.4.2.2. Officials must ensure that all post to be dispatched, reaches the registry before 12:00. Post received after the given times will only be dispatched the next time that mail is posted. In cases where post must be dispatched

urgently, but is not ready at the correct time, the Chief Registry Official should be informed. Such post will be received and dispatched later.

- 2.4.2.3. Letters and papers for dispatch should neither be placed on top of files, nor attached in front with a paperclip, but should be folded neatly in the file cover. This prevents outgoing papers from being soiled, detached from the relevant file or torn while being handled.
- 2.4.2.4. The dispatch of all post occurs from the Chief Registry Officer in the registry and is carried out by Supervisor Housekeeping who acts as dispatch clerk.
- 2.4.2.5. After the supervisor housekeeping has stamped the post, he/she checks whether all stamps and signatures have been added, as well as whether all annexures mentioned have been enclosed.
- 2.4.2.6. The date of dispatch should not be typed on the letters, as the correspondence may not be posted on the same day, and alterations will then have to be made. The franking machine automatically prints the date prior to dispatch.
- 2.4.2.7. Post ready for placing in envelopes is placed in the registry and handed over to registry staff and noted in the post book, while files are submitted to registry staff and acknowledged as such where they can be removed and filed by all staff at the supervision of the chief registry clerk.
- 2.4.2.8. Post should be placed for dispatch in four separate groups, viz.:
 - a) Ordinary post which is sent by the post office;
 - b) Registered post; and
 - c) Ordinary post which reaches its destination by means of messenger deliveries.
- 2.4.2.9. Correspondence clerks who send letters through for dispatch should note that, to save time with the writing of addresses on envelopes, window envelopes (for letters to the public) and address stamps (for organizations and offices with whom they correspond frequently) should be used.

2.4.3. Special dispatches

- 2.4.3.1. The regulations contained in the Postal Guide should be adhered to strictly when dealing with all of the undermentioned dispatches. Furthermore, the following apply.
- 2.4.3.2. Only important documents and correspondence which, for specific reasons, the addressee must sign, should be sent by registered post.
- 2.4.3.3 The official who sends registered post should:
 - a) ensure that special registered post envelopes are used and properly sealed;

b) stick a registry label in the top left corner of the addressed face;

c) Compile a list of the registered post in duplicate on form Z.209. The book should accompany the post to the post office where the original list is removed and proof of receipt applied to the duplicate copy.

2.4.3.4. All registered post should be handed over at the post office counter and must not be placed in the mailbag.

2.4.3.5. Labels for registered post are locked in the office of the supervisor housekeeping and are only issued by the said official.

2.4.3.6. Telegrams are only sent in very urgent cases. The length of a telegram must be kept to the absolute minimum and sent to a telegraphic address. No register is kept for telegrams dispatched.

2.4.3.7. The thick envelopes specifically used for fragile items makes up the parcels and the registry personnel attach only the necessary stamps, postage stamps, etc. Ordinary parcels are placed together with the other post in the mailbag. For certified parcels, the same procedure applies as with certified letters (see par. 2.4.3.6 to 2.4.3.7), while insured parcels are handed in at the post office counter. The delivery receipt received for such a parcel is glued on the file copy of the covering letter. This controls the dispatch of the parcel.

2.4.4. Handling of secret/confidential postal articles

2.4.4.4. Registry personnel do not deal with secret/confidential papers in their normal day to day work. If a registry official should be given the task, all the precautions contained in the "Guide for Security Measures for the Protection of State Secrets" (EM 9/12) should be followed and the head of the office should issue the instruction personally, and in writing.

2.4.4.5. Secret files are protected (placed in the main safe at registry) and managed by the registry who also carry responsibility for them.

2.4.5. Pending of papers

2.4.5.4. It is not the function of the registry staff to decide for how long a document should be pended; they only carry out an instruction.

2.4.5.5. The dispatch of reminders i.r.o. pended items is the responsibility of the relevant correspondence official.

2.4.5.6. The registry, as well as every correspondence official, keeps a diary according to which the pending of papers is managed. When a correspondence official wishes to pend an item, he/she carries out the following procedures:

a) Record the file and item number in the relevant date column of his/her diary;

b) Complete the control sheet in the relevant file in the prescribed manner;

- c) Ensure that the pending inscription in his/her diary is cancelled if an answer arrives before the due date thus, preventing unnecessary requests for a file; and
- d) Request registry to send the relevant file to him/ her on the pended day if it has not reached him/her by at least 24 hours.

2.4.5.7. Similarly the registry personnel must record under the appropriate dates in their diaries which files have been pended for that day. These details are obtained by checking the control sheets of all files before they are replaced. Files pended for a particular day are drawn each day by the chief registry officer every morning before beginning the days' business. The messengers must ensure that the files are taken from registry to reach the correspondence clerks before 10:00 after being diarised.

2.4.6. Filing of papers and replacing of files

2.4.6.1. Before a file is replaced, the registry personnel must first ensure that:

- a) All correspondence has received attention and that the instructions to file or pend have been complied with. This is ascertained from the control sheet in every file;
- b) The cover of the file is neat and intact, that the correspondence is placed neatly on the file, and the split pin is in one piece. All of these shortcomings must be corrected before a file is replaced;
- c) Pins and paper-clips are removed, as they can rust and thus damage the documents; and
- d) A file is not thicker than 3cm. When a file reaches this thickness, it should be closed and the next volume opened. (See par. 2.6.)

2.4.6.2. Filing of incoming post as well as file copies of outgoing letters must be attended to in registry, but correspondence clerks must file their submissions themselves.

2.4.6.3. When all papers intended for filing have been placed on the file fasteners, care must be taken to ensure that the paper washer is placed on top. The washer protects the correspondence and holds it firmly in place.

2.4.6.4. Documents must be filed in chronological order with the most recent date on top. An annexure or enclosure always forms part of the document with which it was received, regardless of the date thereon. The date of receipt, and not the date of dispatch, is used to file incoming papers. (See also par. 2.2.4.1.)

- 2.4.6.5. Bulky documents, such as reports and minutes, are not filed with other documents, but are placed in annexure file covers. An indication of this must be given on the corresponding file. The annexure cover must supply the file reference number as well as the words "Annexure Cover". No correspondence may be placed on this file.
- 2.4.6.6. The files of the filing system are placed on the shelves numerically, according to the sequence of the Mastercopy. Personal files with reference to staff are filed alphabetically according to series (SP,ST,SV). Loose case files are filed numerically.

2.5. Movement of files

- 2.5.6. The movement of files within the registry is as well controlled. Officials who need files from registry must use the following procedure:
- a) No file may be personally removed from or replaced on the shelves. Files are requested and returned at the counter in the registry and are supplied, and replaced again only by the registry personnel;
 - b) Files should be requested by providing the file number only, and not the description of the subject content or the file description;
 - c) Files should not be held up unnecessarily in offices, but should be returned to the registry as soon as possible. In cases where the matter cannot be attended to immediately, the file should be sent back to the registry until it is needed again; and
 - d) Files may not be removed from the building or sent through to the FC Dumat Building without the consent of the Chief Registry Official.
- 2.5.7. Only the movement of files leaving the building or being sent through to FC Dumat Building are monitored. For this purpose, a card with the following information is placed in the usual space of the file:
- a) File number
 - b) Where sent to
 - c) Date of dispatched Files returned from other sections must immediately be brought to the attention of the registry personnel so that the card may be removed. Specially prepared cards are available in registry for this purpose.

2.6. Closure and termination of files and records other than correspondence files

- 2.6.6. Closure at 3cm thickness
- 2.6.6.1. Files should not be allowed to become more than 3cm thick.

- 2.6.6.2. When a volume is closed, the date of the most recent correspondence is noted on the file cover. The date when the correspondence began is noted on the cover once the first item is placed on the file after opening. A sheet of paper is placed as the last item in the closed volume containing the words "Closed, see vol. 2", which is also written on the file cover. The volumes are numbered consecutively. Letters and roman numerals must not be used.

2.6.1.3 The closing procedure is as follows:

- a) When a file is closed it is retained as it is and a note of the closure is made on the front cover and a totally new file is then opened with an indication of the next volume number.

2.6.7. Termination during transfer from one office to another

- 2.6.7.1. Policy and subject files received from another institution when functions are transferred should be terminated immediately. No further correspondence may be added to these transferred files. These files may not be incorporated into the filing system and must be preserved as a separate entity.
- 2.6.7.2. However, when case files are received during the transfer of functions, they may with written consent of the National Archives be incorporated in the filing system. They may be renumbered and further correspondence filed on them, provided that the file is still required for existing correspondence. In cases where the file is no longer needed, it should be terminated and preserved as a separate entity.
- 2.6.7.3. Minute books that are received should be terminated and new ones opened. Financial books may be used until the end of the financial year in which they were received, and must then be terminated. Only financial books which are used for recording long term transactions such as the payment of loans and appropriation of capital funds, are exempted from this condition.
- 2.6.7.4. All other items of records other than correspondence files, except map collections and building plans which, by their nature, cannot be terminated, must be terminated as soon as possible after receipt and preserved as a separate entity. (See also par. 4.3 to 4.3.2.)

2.6.8. Filing of closed and terminated records

- 2.6.8.1. All closed volumes or items from the approved filing system or Records Control Schedule are preserved in store room behind the main office building as well as finance related volumes which are in Sundra. Under no circumstances should closed volumes of correspondence files be filed with current files on the shelves. This can lead to correspondence being accidentally placed on a closed volume, and not being finalised.
- 2.6.8.2. Closed and terminated correspondence files can be filed in corrugated cardboard boxes for protection against light, dust and disintegration. Containers of corrugated cardboard are used for the filing of files.

Single walled simplex cardboard with B-corrugated construction used for this purpose should have the following measurements:

368mm X 267mm X 95mm (outside measurements) with a 152mm lid. Supply Chain Management processes are followed in the ordering of the supplies above.

2.7. Keeping of Essential Registers/Schedules

2.7.6. Records Manager

2.7.6.1. The following essential registers/schedules are kept by the Records Manager:

- a) the Master Copy of the filing system - this is the copy of the system in which all approved subjects are correctly and neatly reflected; and
- b) a Records Control Schedule - on which every type of item, which is not part of the filing system, is indicated.

2.7.7. Chief Registry Official

2.7.7.1. The following essential registers are kept by the Chief Registry Official:

- a) Remittances received by post. This register must record all remittances received by post -whether by ordinary or registered;
- b) Documents and correspondence received by registered post. In this register, the number of the registered and/or certified item as well as the place of origin, is noted. After receipt of the items, they are opened and details of the contents are entered into the register opposite the relevant slip number. If remittances are received, the details of the reference are entered into the remittance register;
- c) Items sent by registered post;
- d) Register of Files Opened - this is a register which accurately reflects what files are already opened according to the Master Copy of the filing system;
- e) Destruction Register - this is a register which records details of all records which must be destroyed; and
- f) Disposal Authorities Register - this is a register in which details of all disposal authorities received from the National Archivist, are recorded.

2.8. Preparation and opening of file covers

2.8.1. File descriptions and numbers on files must be printed neatly and legibly with the aid of marking pen and black Indian ink.

- 2.8.2. The description of the subject on the files must agree with the description of the subject in the filing system. The main series description must in all cases be indicated on the cover. Where there is uncertainty as to the correct description, or where registry officials are unsure which components can be omitted, the final decision must be made by the Records Manager. At all times, correct spelling must be emphasised.
- 2.8.3. It should be indicated on the cover which volume of the file it is and, as soon as the first volume is opened, it should be marked Vol. 1. Only Arabic numbers may be used for this purpose.
- 2.8.4. The disposal instruction with respect to each file must be recorded as soon as the file is opened. Disposal instructions that have not yet been approved by the National Archivist should not be recorded on these files.
- 2.8.5. Every file cover used must be provided with a card board file backing, a self-piercing type of paper fastener, 5cm long, and a cardboard washer. Control sheets are available in registry and should also be attached inside the front of every cover.

2.9. Use of daily files

- 2.9.1. All records created by the municipality in pursuance of its activities regardless of form or medium, are placed on the daily file. The Records Manager in all cases has the final decision on what appears on the daily file.
- 2.9.2. Once the daily file has been prepared for circulation, it is immediately sent to the Records Manager, who then checks that the correct file numbers have been allocated in all cases. Thereafter, it is circulated to all interested staff as follows:
 - (i) Accounting Officer.
 - (ii) Executive Director Corporate Services.
 - (iii) Manager Corporate Services.
 - (iv) Deputy Manager Corporate Services.
- 2.9.3. Officials must note that they may only keep daily files for a period of 12 hours. If they have not finished studying it by then, it must be sent to the next official, and be requested for further study later.
- 2.9.4. As soon as the daily file has been circulated amongst all interested personnel, and returned again to the registry, it is filed for six months and then stored under Authority of the Chief Registry Clerk.

3. MAINTENANCE OF THE FILING SYSTEM AND RECORDS CONTROL SCHEDULE

3.8. Filing System

3.8.1. The Records Manager is responsible for the maintenance of the filing system. This includes:

- a) Careful control over amendments and additions to the system to prevent its degeneration. The Records Manager should approve all such amendments and additions himself and should add them personally to the Master Copy of the system; and
- b) Ensuring that correspondence is placed correctly prevents the subsequent deterioration of the system. The records clerk exercises this control by means of the daily file, regular inspections and spot-checks on the files in registry.

3.8.2. With regard to amendments and additions, special attention must be paid to the following:

- a) Documents originating from new activities must not be forced into inappropriate files in the existing system. In such cases, new files, subjects or even main series must be created;
- b) Faulty additions through which existing files are duplicated, or which overlap with existing subjects, or additions at incorrect places; and
- c) The assurance that new descriptions satisfy the set requirements.

3.8.3. As soon as the Records Manager has approved an addition or amendment, it must be immediately inserted in the Master Copy and thereafter, reported to the National Archivist. This reporting occurs, in the case of minor amendments and additions, every six months by means of amendment slips. These are numbered consecutively for every year (e.g. 3/1999, 4/1999) and are in stock in the registry. As soon as an amendment or addition is approved by the Records Manager, the Chief Registry Official completes official amendment slips for each official who deals with correspondence and has a copy of the system at his/her disposal. The slips are then supplied to these officials to make the amendments to their systems. A copy of each slip is kept together and sent collectively to the National Archivist.

3.8.4. In the event of wide-reaching amendments, the Records Manager may approve the amendment in principle and add the details in pencil to the Master Copy. Actual file covers can be opened in pencil and the task continued. In the meantime, the amendment is reported to the National Archivist and, as soon as approval is received, the provisions in the Master Copy and on the file covers may be finalised.

3.8.5. With regard to the correct placing of correspondence, special attention must be paid to the following:

- a) Over loading of files not sufficiently subdivided, a too fine subdivision of files which could be combined, or a need for the redivision of files, should be brought to the attention of the Records Manager in good time, and be corrected;

- b) The tendency to add correspondence, in circumstances where a subject began on a specific file long after the nature of the correspondence justifies the continuation of the subject on another file;
- c) The correct use of policy files to prevent non-policy items from accumulating on them, yet simultaneously ensuring that copies of items containing policy decisions are actually placed on the relevant policy file; and
- d) The placing of ephemeral items on A20 files and valuable items on D files after disposal authority has been issued to the system.

3.8.6. For the time being, all correspondence concerning the filing system must be directed to the Regional offices of the National Archives at the following addresses (*relevant to Victor Khanye Local Municipality*):

(i) The National Archivist, National Archives of
South Africa
Private Bag X236
PRETORIA
0001

(ii) The Head, Mpumalanga Provincial Archives
PO Box 1243
NELSPRUIT
1200

OR

1ST Floor, Building No. 5
7 Government Boulevard
Riverside Park Ext 2
NELSPRUIT

Tel: (013) 766 5081

Fax: (013) 766 8256

Email: nfmahalefa@mpg.gov.za

3.9. Records Control Schedule

3.9.1. The Records Manager is responsible for ensuring that all new types of records other than correspondence files used in the office are immediately added to the list and reported to the National Archivist along with the proposed disposal instructions (see par. 3.1.6 for address).

3.10. Separate Case Files

3.10.1. The registry personnel are responsible for full control and care of these files. Their existence is reflected in the Blue File and the Chief Registry Official is responsible for ensuring that the blue file is updated. All procedures and instructions which apply to the files in the filing system, also apply to all case files.

4. DISPOSAL OF RECORDS

4.8. Disposal programme and destruction

4.8.1. *Standing Disposal Authority _____ applies to the current filing system and Standing Disposal Authority _____ applies to the Records Control Schedule.* The following symbols are used in these authorities to show the disposal for files and records other than correspondence files:

- a) A20 - for valuable records which must be transferred to the Provincial Archives Repository for preservation if a period of 20 years has elapsed since the end of the year in which the record came into existence;
- b) D? - for records of an ephemeral nature which can be destroyed after the number of years indicated alongside the "D". This date is calculated from the date of the youngest item on the file.

4.8.2. In order to facilitate the destruction of files, the Chief Registry Official keeps a Destruction Register. As soon as a file or part of a file is closed, the number of the file is written under the year in which it must be destroyed. At the end of December of every year, by consulting the Destruction Register, the municipality must remove all the files which can be destroyed, and make arrangements for their destruction/removal.

All instructions and procedures concerning the removal of waste paper must be complied with carefully.

4.8.3. The registry personnel must also ensure that destructible records other than correspondence files are disposed of when instructed by the Records Manager. Nevertheless, it is the responsibility of the Records Manager to ensure that records other than correspondence files which can be destroyed are brought to the attention of the registry personnel regularly.

4.8.4. No files, or records other than correspondence files of any sort, may be destroyed without the written authority of the National Archivist. All authorities received from the National Archivist, and details of the records to which they refer, must be recorded in the Disposal Authorities Register by the Chief Registry Official.

4.8.5. When any records are destroyed, a destruction certificate, in the form specified hereunder, must be submitted to the National Archives: "I certify herewith that the records appearing on the following list, which consisted of ____ lin.metres shelf space, were destroyed today.

4.8.6. Records must be given in alphabetical or numerical order on the above-mentioned list. With regard to case files, it is sufficient to mention the subject under which the files are opened, e.g. 1/1 - 1/2000 Cases: Application for permits.

4.8.7. The certificate must be signed by the Records Manager after he has ascertained that the records in question have actually been destroyed.

- 4.8.8. The copies of these lists of destroyed records are preserved by records manager in the registry strong room and should serve as proof in connection with any enquiries concerning the records at all times.
- 4.8.9. In order to keep the Standing Disposal Authorities mentioned in par. 4.1.1 up to date, the Records Manager should approach the National Archivist regularly to approve disposal instructions regarding the new additions to the filing system and Records Control Schedule. All authorities that have been issued must be examined periodically by the Records Manager and must be revised as requirements and circumstances change. Proposals for the amendment of instructions must be reported to the National Archivist.
- 4.8.10. All correspondence concerning the disposal and destruction of records must be directed to the National Archivist (see par. 3.1.6 for address).

4.9. Transfer to archives repository/records centre

- 4.9.1. Records which are marked for permanent preservation (A20 archives) must, in accordance with the National Archives of South Africa Act (No. 43 of 1996), be transferred to the Provincial Archives Repository if a period of 20 years has elapsed since the year in which the record came into existence. The Records Manager must personally liaise with the head of the repository/records centre to make transfer arrangements.
- 4.9.2. On the other hand A20 records which have not yet reached the age of 20 years may be transferred to the provincial records centre. In this case the Records Manager must personally liaise with the head of the records centre to make transfer arrangements.
- 4.9.3. Archives transferred to the records centre, can be returned on loan. The procedure to follow is given below:
- a) Only section 56 employees are authorised to request files on loan and only his/her signature will be accepted for loan requests;
 - b) Correspondence officials who request files on loan must hand their written requests to registry every day before 12:00. The requests must be filled in on the request forms of the records centre, which are available in registry. However, the form must not be signed. That will be done by registry staff;
 - c) When requesting a loan, the transfer list must be referred to and the particulars of the item on the list must be clearly indicated, e.g. volume number, etc.;
 - d) Correspondence officials should note that files must be returned to the records centre within 60 days. Files earmarked for return to the records centre, must be left in registry on the counter. The messenger returns these files to the records centre when he makes requests. The files which are returned are accompanied by a B.17 book in which they are entered. The person who receives them at the records centre must sign a receipt for every file in the book.

This serves as the body's/office's proof that the loaned files were actually returned and receipt acknowledged by the records centre; and

- e) In emergencies files can be requested telephonically from the records centre, but the request must then be confirmed in writing when the files are collected. Such requests, however, must be kept to the minimum and should only be made in really urgent cases.

4.9.4. Records used regularly for administrative research and reference purposes should not be transferred to the records centre, as it can result in delays with consultation.

4.9.5. When transferring to the archives repository/records centre the following procedure is followed:

- a) The Records Manager informs the head of the repository/ records centre beforehand of the nature of the records he/she intends to transfer by submitting a list of the records as shown in (c) below. The linear metres shelf space of the records must be provided;
- b) The head of the relevant depot will then indicate if he/she can receive them;
- c) The records to be transferred are accompanied by a list in duplicate which contains the following information:

"I certify herewith that the undermentioned records were transferred today to the archives repository/ records centre in _____. Name of body/office: _____ Street Address: _____ Extent in linear metres: _____ Name of official transferring the records: _____ Capacity: _____ Telephone number: _____ Date : _____

Item, box | File, register or form | Description | Period or parcel| covered number | number |

- d) Records are listed alphabetically or numerically;
- e) Unbound records are either packed neatly and securely with the parcels clearly marked in order, or boxed (see par. 2.6.4.2) and numbered;
- f) Except where the National Archivist instructs otherwise, registers and indexes relating to the records are transferred too;
- g) Registers are stamped on the inside of the flyleaf with the office stamp, while the nature of the register is indicated on the cover; and
- h) The head of the relevant repository/records centre will compare the records with the list and acknowledge receipt on the duplicate copy which will be returned to the body/office.

4.10. Transfer from one office to another

- 4.10.1. If records are transferred permanently to another body/office the Records Manager must inform the National Archivist thereof, and a complete alphabetical or numerical list of the relevant records must be submitted. (See also par. 2.6.3.1 - 2.6.3.3.)
- 4.10.2. No records may be given, donated or transferred to a person, library, museum or any institution other than a governmental body without the approval of the National Archivist.

5. CONTROL AND PROTECTION OF RECORDS

5.8. Access

- 5.8.1. Access to records in the office not normally open to members of the public is controlled by the Accounting Officer in agreement with section 12 of the National Archives of South Africa Act (Act no. 43 of 1996) and the National Archivist's Circular 1 of 1969.
- 5.8.2. All requests from researchers and persons who wish to consult records, must be submitted in writing. The records manager must personally make a thorough investigation as to the bona fides of the applicant to ensure that his/ her perusal will not be detrimental to the office.
- 5.8.3. Persons consulting records must do it in writing under the supervision of Chief Records Clerk. In this manner the supervisor must note that:
 - a) the greatest care must be exercised in the handling of the records, especially when turning pages;
 - b) pages are not folded;
 - c) the researcher must place a piece of paper under his/her hand if he/she wishes to follow the section he/she is copying with his/her finger, so that his/ her bare hand does not rest on the page;
 - d) the researcher must only use a pencil or ballpoint pen to copy items;
 - e) the researcher must not disturb the order of the papers;
 - f) the researcher must not make any mark on the item or remove it;
 - g) if the researcher wishes to copy, photograph or microfilm the items, he/she must first obtain the permission of Chief Records Clerk, who must also ensure that the relevant items are not damaged in the process; and
 - h) No researcher or employee may remove items from the office for any reason at all.

- 5.8.4. The records manager must first inspect and approve any researcher's research work before it is published or in any way duplicated. Such a researcher must also be requested beforehand to donate two annotated copies to the head of the office. One copy of this must be sent to the National Archivist.
- 5.8.5. Officials must note that they have access to the records of the office only as far as is necessary for the carrying out of their duties.
- 5.8.6. The Records Manager must ensure that no unauthorised person may, or is able to gain access to the registry, or records store rooms during or after office hours. The following rules apply:
- a) The registry is closed during lunch and after office hours;
 - b) During office hours the registry should not be left unattended. If this does happen, the door must be locked;
 - c) Electronic locking system which is pre – programmed to allow specific personnel exercises control over all the process of entering and exiting; and
 - d) The registry office may only be cleaned by cleaners while one or more registry personnel are present.

5.9. Fire and fire prevention measures

- 5.9.1. The lighting of matches, smoking and the storage of inflammable material or cleaning solutions in the entire registry office is strictly forbidden. Registry personnel may smoke at their desks in registry, but under no circumstances is smoking allowed amongst the shelves where files are stored. No burning cigarettes may be left on a desk while the official works elsewhere.
- 5.9.2. Only CO2 fire extinguishers may be used to extinguish a fire in a location where records are stored. Water, in all instances, must only be considered as a last resort.
- 5.9.3. Fire extinguishers must be inspected every six months and chief fire officer must ensure that it is actually done. On their appointment, all registry personnel must learn to handle fire extinguishers.

5.10. Water

- 5.10.1. Registry, and other areas where records are held, must be regularly inspected by the Chief Registry Official and the Records Manager to ensure that roof leaks, leaks in water pipes, etc. are traced in time and repaired before damage can be done to the records.

- 5.10.2. When records become wet for whatever reason, efforts to dry them must be made as soon as possible. The documents should be separated carefully and dried between sheets of blotting paper. Warm air is then blown over them with a fan or hairdryer. Under no circumstances should wet documents be spread out to dry in direct sunlight.

5.11. Pests and plagues

- 5.11.1. The registry, and other areas where records are stored, must be regularly examined by the Chief Registry Official and Records Manager to avoid the occurrence of pests and plagues. Officials who notice fishmoths, cockroaches, etc. in any of these areas must immediately report it to the Chief Registry Official.
- 5.11.2. Areas where records are stored, must be fumigated every twelve months against fishmoths and other pests. It must be noted at all times that no lethal sprays may be used which could have damaging consequences for the records. Sprays with a high acid content or which release acid, should be avoided. The safety of personnel must also be taken into account.

5.12. Light

- 5.12.1. The lights in registry officer must be switched off whenever nobody is present in the area. The lights between the shelves in registry must similarly be switched off whenever files are not being filed or withdrawn.
- 5.12.2. No direct sunlight must be allowed to shine on any records and for this reason the blinds in records office where there are documents stored must be kept rolled down when the sun shines in.

5.13. Damage through handling

- 5.13.1. All officials must be aware that it is considered to be a violation of the National Archives of South Africa Act (Act No. 43 of 1996) to deliberately damage records. This includes deliberate damage by careless and indifferent handling. Records must therefore be handled as carefully as possible. Careful handling also saves time and money because damaged file covers do not have to be changed as regularly.
- 5.13.2. No food or drink may be consumed at a table or desk where records are placed. Glasses of water, bottles of cooldrink, etc. must not be placed on cabinets or on shelves where files and records are stored.

6. TRAINING OF REGISTRY PERSONNEL

- 6.1. Both the Records Manager and the Chief Registry Official must attend the Records Management Course presented by the National Archives to receive the correct training for their various tasks. The other registry personnel should, however, be trained by the Chief Registry Official.

- 6.2. In-service training under the Chief Registry Official occurs during the normal execution of duties and is conducted along the lines of the Registry Manual on every occasion (no time specifics) at the intervention of any senior in registry. Officials undergoing training write tests every time during such training to test their knowledge.