



social development

Department:
Social Development
PROVINCE OF KWAZULU-NATAL

REGISTRY PROCEDURE MANUAL

VERSION 03.

OF

2016

1. INTRODUCTION

Registry Procedure Manual is a document that describes in details the Records management processes and Registry procedures that are applicable to the Department of Social Development. No one is allowed to deviate to the procedures and principle unless there are valid reasons to do so. For example, the different chapters must all be incorporated. The Manual must be used for training of the Departmental employees to ensure compliance and adherence with the legislative mandates.

OBJECTIVE OF THE REGISTRY PROCEDURE MANUAL

The aim of the Manual is to assist officials in the Department in performing their daily activities correctly as required by the Records Management prescripts. The manual has been developed in an effort to ensure uniform Registry Procedures in all Departmental structures.

SCOPE OF APPLICABILITY

This manual is applicable to all employees of the Department.

MAIL PROCEDURE

POSTAL MAIL

1. The Mailbag is collected once a day at the Post office by the driver/ appointed official.
2. Supervisor opens the mail in the presence of the appointed officials.
3. Envelopes must be cut at two adjacent sides to ensure that no mail remains inside.
4. The appointed official date-stamps the mail in front of the supervisor. The date stamp must be applied on the blank space of the document.
5. The appointed official records mail in the incoming mail register.
6. Supervisor checks the recorded mail then dispatched to intended sections.
7. Appointed official place the private mail in the pigeon mail unopened.

REGISTERED MAIL

1. The appointed official receives registered mail and hands it over to the supervisor.
2. Supervisor records registered mails and cheques in the remittance register.
3. Supervisor checks registered mail, cheques received then dispatched to intended sections.

OUTGOING MAIL

1. The appointed official seals mail, franks it, records it, and puts red barcoded label for tracking purposes on the envelop in a lockable bag.
2. The Supervisor hands over the registered mail to the messenger/driver to be delivered to the post office.

COURIER SERVICES

1. Registry clerk receives a parcel couriered with the details of a receiver and sender, physical address and contact numbers (PO Box is not allowed)
2. Registry clerk records the parcel details in the courier register.
3. Registry clerk completes the details on the parcel stickers and then places the parcel in a sealable plastic mailbag.
4. Registry clerk files parcel stickers for tracking purposes.

HANDLING OF CORRESPONDENCE AND STORAGE OF FILES

OPENING OF FILES

1. Registry clerk opens files in accordance with the approved Departmental file plans using black pen/scraper with legible hand writing or stencil ruler.
2. Registry clerk opens files using the file cover, file fastener, control form, backing board and control movement card.
3. Registry clerk records files in the prescribed register of files.
4. Registry clerk closes files once the files reaches 3cm thickness and opens the next volume.
5. Registry clerk stores the open files in accordance with the approved file plans.

NB: MARKING PEN IS PROHIBITED WHEN OPENING A FILE.

STORAGE OF FILES

1. Registry clerk stores files in numerical order in line with the Departmental file plans in bulk filing cabinets, steel cabinets / steel shelving using file boxes for easy access.

NB: WOODEN SHELVES ARE PROHIBITED

MOVEMENT OF FILES

1. Registry clerk controls or monitors the movement of files using the movement cards.
2. When requesting files reference numbers must be quoted.
3. An employee who requests a file for official purposes should sign the control movement card and the movement register.
4. Registry clerk files the movement card in the space where the file requested was filed.
5. Registry clerk checks the movement cards of the files requested every second Monday of the week.

NB: FILES SHOULD NOT BE RELEASED FOR PRIVATE PURPOSES AND SHOULD BE TAKEN OUT OF THE DEPARTMENT WITHOUT THE AUTHORISATION BY THE HOD.

MAINTENANCE OF FILES

1. Registry clerks are responsible for the following:
 - Replace of worn-out covers.
 - Checking of duplication of files Opened.
 - Checking of folio numbering and misfiling.
 - Checking of files that have reached 3cm thickness.
2. Records Officers are responsible for the following:
 - Registry must be cleaned under Supervisor three times a week.
 - Registry should be fumigated quarterly against fish moths and other pests using paste. **NB: Safety of employees must always be taken into accounts.**
 - Registry must be regularly inspected by Records Officers to check any leaks, if any must be reported immediately **NB: Water Basin are prohibited where records are kept.**
 - Fire Extinguisher: must be fixed outside or next to Registry and serviced once a year using CO2
 - **NB: No powder fire extinguishers may be used.**
 - Registry official must be trained on how to use the fire extinguishers.

SYSTEMATIC DISPOSAL PROGRAMME OF RECORDS

DISPOSAL PROCESS

1. Records officer checks the disposal register every year to ascertain records that are due for disposal and notifies relevant business unit for concurrence.
2. Records manager verifies all files that are due for disposal based on the **standing disposal authority number 2 of 2014 issued by Provincial Archivist.**
3. Registry clerk list and batch files according to categories.
4. Records manager submits a list of all files that are due for disposal to Records officer.
5. Records officer disposes files following the procedure set out in the Records Management Policy.
6. Records officer records authority numbers in the register of disposal authorities.
7. Records manager must submit original disposal certificate to the Provincial Archives.
8. Records officer must file copy of disposal certificate in the disposal file.

NB: NO DISPOSAL OF PUBLIC RECORDS SHOULD TAKE PLACE WITHOUT DISPOSAL AUTHORITY ISSUED BY THE PROVINCIAL ARCHIVES

TRANSFER PROCESS

1. Records manager must identify all files that have reached 20 years shelf life in the Department.
2. Records manager must obtain authority from the HOD prior to the transfer of files over 20 years.
3. Records manager or head of registry must inform Provincial Archivist thereof.
4. Transfer process applies to historical records or records with secondary values in accordance with standing disposal authority number 2 of 2014.

NB: NO PUBLIC RECORDS MAY BE TRANSFERRED/REMOVED FROM THE OFFICE WITHOUT A WRITTEN DISPOSAL AUTHORITY ISSUED BY PROVINCIAL ARCHIVIST.



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