



Province of the  
**EASTERN CAPE**  
COOPERATIVE GOVERNANCE  
& TRADITIONAL AFFAIRS

# REGISTRY PROCEDURE MANUAL 2024

REGISTRY PROCEDURE MANUAL

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# REGISTRY PROCEDURE MANUAL

## GENERAL BACKGROUND

This manual which describes in detail the registry and records management procedures that are applicable to the Department of Cooperative Governance and Traditional Affairs. The manual is compiled in a way that it can also be used for the training of registry staff.

Every governmental body, which falls under the stipulations of the Provincial Archives of South Africa Act (No. 7 of 2003), is required to compile a Registry Procedure Manual and submit it to the National/Provincial Archivist for approval.

Section 13 of the National Archives and Records Service of South Africa Act, 1996 requires Cooperative Governance and Traditional Affairs to manage its records in a well- structured record keeping system, and to put the necessary policies and procedures in place to ensure that its record keeping, and records management practices comply with the requirements of the Act.

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## 1. INTRODUCTION

Records are information resources of any governmental bodies and therefore it is important to manage them effectively. Records contain information that is critical to staff performing their functions. Records support the decision-making process, sustain communications, control the delivery of services, and ensure accountability. This is well presented by the Section 195 of the Constitution of the Republic of South Africa.

## 2. PURPOSE

The purpose of the procedure manual is to guide all officials of the Department of Arts and Culture in creating and maintaining accurate records and follow the correct procedure in terms of handling post and correspondence.

The Procedure Manual further assists in good understanding of the Records Management Policy of Arts and Culture Department by providing definition of terms that are used on day-to-day operations. Correct use of the procedure manual will protect records and improve the quality of documentation containing important information.

This manual will also assist in promoting improved access to information, establishing standard; consistent storage and retrieval guidelines as well as reducing on-site storage requirements and costs.

## 3. DEFINITIONS

### 3.1 Access

Availability of records, opportunity to consult records that are officially secured or administratively controlled.

### 3.2 Active file / Current file

File or Record in frequent use, regardless of their date of creation, required for current business relating to the administration or function of the organization.

### 3.3 Archives repository

Buildings in which records with archival value are preserved permanently.

### 3.4 Archival value

Departmental records of administrative, fiscal, legal, cultural or historical nature or information which justifies the indefinite or permanent retention.

### 3.5 Archive

To store copies of computer programs and data to ensure against loss if the original materials are deleted and damaged. Archived files can be saved to tape, to disks, or to another computer system.

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### 3.6 Archives

- (a) The non-current records of an organization preserved because of their continuing, or enduring value.
- (b) The directorate from Chief Directorate (LAM) of Arts and Culture responsible for appraising, accessioning, preserving, and making available permanent records.
- (c) The place (building/room/storage area) where archival material is kept.

### 3.7 Case files

A file containing all documents pertaining to a specific subject, person, place for example i.e. a personnel case file (identified by surname, name and Persal number)

### 3.8 Classification System

Is the combination of policies and procedures including file plan for organising and identifying files or documents for easy retrieval, usage, and disposal.

### 3.9 Confidential Records

Are records containing information that is of a sensitive or private nature. These records must be locked away in cabinets (not to be left lying on top of desks)

### 3.10 Custody

Is the control of records based upon their physical possession and legal responsibility.

### 3.11 Data

Symbols, or representations, of facts or ideas that can be communicated, interpreted, or processed by manual or automated means. Data is often associated with electronic data or with statistics or measurements.

### 3.12 Decentralized Records

Records located and serviced near the office immediately responsible for the functions in connection with which they were accumulated.

### 3.13 Destruction

In records management it is the major type of disposal action. Methods of destroying records include selling or salvaging the record medium and burning, pulping, shredding, macerating, or discarding with other waste materials.

### 3.14 Disposal

Refers to action of either destroying / deleting a record or its transfer to Archives for permanent retention. Disposal may also refer to the process of transferring physical ownership of records to another Department.

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- 3.15 **Disposal Authority**  
A written authorization specifying records to be transferred into the custody of the Archives or to be disposed of.
- 3.16 **Disposal Instruction**  
Is the specific instruction regarding disposal allocated to each record. In the file plan it is, identified by letter D - disposal or letter A - transferring to Archives for permanent storage.
- 3.17 **Electronic Records**  
Any information generated electronically and stored by means of computer technology. Electronic records may be stored on magnetic tape, drums, diskettes, optical disks, memory sticks or on punched paper cards or tapes. Electronic records include computer software, such as programs, database management systems, applications and textual records such as systems software documentation.
- 3.18 **Ephemeral Records**  
Records with little archival value, which may be destroyed after their retention period, have lapsed.
- 3.19 **File**  
An organized unit of documents accumulated during current use and kept together, because they deal with the same subject, activity or transaction and which may or may not be fastened together with or without a cover.
- 3.20 **File Plan**  
(a) See classification system.  
(b) A plan designating the physical location(s) at which an agency's files are to be maintained, the specific types of files to be maintained there, and the organizational element(s) having custodial responsibility.
- 3.21 **Hard Copy**  
Recorded information copied from a computer onto paper or some other durable surface, such as microfilm.
- 3.22 **Information**  
(a) Facts or data communicated or received.  
(b) In electronic records, processed data.
- 3.23 **Inactive files/ records**  
Those records are no longer required for the conduct of business, and may therefore be transferred to intermediate storage, archival custody or destroyed.



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- 3.24 **Main Series**  
File units or documents arranged according to a filing system / file plan or kept together because they relate to a particular subject or function, result from the same activity, document a specific kind of transaction, take a particular physical form, or have some other relationship arising out of their creation, receipt, or use, such as restrictions on access and use.
- 3.25 **Medium**  
The physical form of recorded information includes paper, film, disk, magnetic tape and other materials on which information is created.
- 3.26 **Non-Essential Records**  
Are records which may be destroyed immediately after they are used. This type of record may include employee bulletins or memos.
- 3.27 **Non-Record Materials**  
It refers to Informational materials excluded from the legal definition of records or not meeting the requirements of that definition. Include extra copies of documents kept only for convenience of reference, stocks of publications and of processed documents, and library or museum materials intended solely for reference or exhibition.
- 3.28 **Official Records**  
Any final product related to administration, management, enforcement, regulation or any other function and all documentation necessary to support the document, the decision trail leading up to it and the actions that result from it.
- 3.29 **Offsite Records Storage**  
This refers to the storage of records at a facility other than the premises of Department of Cooperative Governance and Traditional Affairs.
- 3.30 **Onsite Records Storage**  
This refers to the storage of records in the office in which they were created within the Department.
- 3.31 **Preservation**  
(a) The provision of adequate facilities to protect, care for, or maintain records.  
(b) Specific measures, individual and collective, undertaken to maintain, repair, restore, or protect records.
- 3.32 **Records**  
Any recorded information regardless of form (paper, for instance, is used in the form of correspondence files, maps, plans registers, etc.) or medium (for instance paper, microfilm or electronic media). (Sometimes it is used interchangeably with documents.)
- 3.33 **Records Management**

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Is about planning, controlling, directing, organising, training, promoting, and other managerial activities related to the creation, maintenance and use, and disposal of records to achieve adequate and proper documentation and effective and economical management of business operations. Records management encompasses the policies, standards, systems, procedures, operations, space, equipment, supplies, and staff required for efficient and effective management of recorded information.

### 3.34 Records Manager

Is an appointed official responsible for ensuring that the Department creates complete, accurate and reliable documentation of its business activities? Maintain file plan, guide officials on file plan related matters and disposal process.

### 3.35 Records Management Program

Are planned activities, coordinated set of policies and procedures, needed to manage departmental records (Inspections, spot checks, workshops and training)?

### 3.36 Register of Files Opened

This register is used to keep a complete record of all files opened. The register is maintained in the same form as the file plan and files are entered in the same form consecutive order.

### 3.37 Registry

Is a central facility where active files or records are stored.

### 3.38 Retention Periods

The period that records should be retained before they are either transferred to Archives or destroyed.

### 3.39 Security Classification

A category assigned to information (and records) according to a security system to clearly show the appropriate level of protection against access or disclosure (e.g. open, restricted, or confidential).

### 3.40 Transfer

Is the process of moving records from one location to another with an authority from Provincial Archivist to take place.

## 7. SCOPE OF THE PROCEDURE MANUAL

The Departmental Records Management Procedure Manual is intended to provide procedures and guidelines for managing all records management related activities.

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Therefore, the Records Management Procedure Manual applies to all officials of the Department and covers all records regardless of format, medium or age.

### **8. STATUTORY AND REGULATORY FRAMEWORK**

5.1 The Constitution of the Republic of South Africa Act (Act. No. 108 of 1996) Section 195 provides for the following:

5.1.1 The National Archives and Records of South Africa Act (Act. No. 43 of 1996, as amended)

5.1.2 The National Archives and Records Service of South Africa Regulations (R158 dated 20 November 2002.

5.1.3 The Public Finance Management Act (Act. No. 1 of 1999)

5.1.4 The Promotion of Access to Information Act (Act. No. 2 of 2000)

5.1.5 The Promotion of Administrative Justice Act (Act. No. 3 of 2000)

### **9. ROLES AND RESPONSIBILITIES**

Department of Arts and Culture officials (including Management members) have certain basic obligations regarding the organisation's records:

#### **6.3 RESPONSIBILITIES OF INFORMATION OFFICER**

6.3.1 The Chief/ Deputy Information Officer is responsible for approval of requests for information in terms of the Promotion of Access to Information Act.

6.3.2 All requests from researchers and people who wish to consult records must be submitted in writing. The Information officer 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.

6.3.3 The Chief/ Deputy Information Officer shall inform the Records Manager if a request for information necessitates a disposal hold to be placed on records that are due for disposal. (this should be on top)

#### **6.4 RECORDS MANAGER**

6.4.1 The overall control, preservation and care of correspondence files and records other than correspondence files rests with the Records Manager. The concept of "records" includes all documents and papers that are received or created in the process of running an office.

6.4.2 The official also exercises overall control of all the activities of the registry and Personnel. No procedural amendments concerning any records management practices should be

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implemented without the knowledge and/ or consent of the Records Manager. The various departments and sections which use records other than correspondence files may store them in their respective offices, however the Records Manager is responsible for control over them and should always have access to them.

- 6.4.3** The Records Manager, is solely responsible for the following non-delegable duties:
- a) Control of the maintenance and application of the filing system and the Records Control Schedule (see Chapter 3).
  - b) Disposal of all records (see Chapter 4).
  - c) Control over and safe preservation of all records
  - d) Training of Registry Head and ensure that Registry staff are also trained and
- 6.4.4** The Records Manager must always keep an updated copy of the manual in his/her possession.
- 6.4.5** If any of the duties mentioned in par. 1.1.3 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.

### **6.3 RESPONSIBILITIES OF CHIEF REGISTRY OFFICIAL**

- 6.3.1** The duties of the Chief Registry Official rest with ...
- 6.3.2** 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.
- 6.3.3** Furthermore, she and /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
- 6.3.4** Ensure controlled access and protection to Departmental records stored at Registry. Access to records in the office not normally open to members of the public is controlled by the Head of Registry in agreement with Provincial Archivist.
- 6.3.5** Ensure the controlled movement of files in and out of the registry whereby files are recorded when they are taken, and they are recorded when they are returned.

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6.3.6 The Head of Registry is responsible for keeping the following registers:

Remittance register - to record all remittances received through posts 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 Destruction Register -this is a register which records details of all records which must be destroyed.

Disposal Authorities Register -this is a register in which details of all disposal authorities received from the Provincial Archivist, are recorded.

6.3.7 Ensure that all day-to-day registry activities are taking place procedurally as they should.

### 6.5 RESPONSIBILITIES OF ALL OFFICIALS

6.5.1 To understand and adhere Departmental Records Management Policy, Procedure Manual and the Departmental Records Management Policy

6.5.2 Read and understand the approved Departmental File plan instructions and follow the procedures contained in this manual.

6.5.3 To create records that are required to conduct business and to make decisions and actions taken, and to keep information that may be needed later and to take care of records.

6.5.4 Filing records properly is everyone's responsibility. Filing is as important as anything else you do, File according to a departmental approved filing index or plan:

- i. Minimize the accumulation of unnecessary files and irretrievable when required.
- ii. Break the extra copy habit. Duplicate records cost money to make and keep, and they frustrate good records management.
- iii. Always put records in the right place. Don't just leave them in your desk drawer or on a convenient bookshelf.
- iv. If you keep records in a cabinet in your own office, make sure that they are filed in such a way that you and others can use them efficiently. Be careful to keep your personal material separate from the office records; and
- v. If you have any records in your office or desk when you change jobs, be sure to turn them over to your supervisor or your successor. Remember, they belong to the Department, not to you

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## 7. REGISTRY PROCEDURES

### 7.1 Receipt of post, parcels

#### 7.1.1 Procedures regarding the mailbag

7.1.1.1 The outgoing mailbag is prepared every morning and taken to the post office by messenger. It is left at the post office and the incoming post mailbag is filed in, locked and handed over to the messenger. The mailbag is returned to the post office the following morning with the outgoing post.

7.1.1.2 The key for the mailbag is stored safely by the Chief Registry Official.

#### 7.2 Private post

7.2.1 Officials and employees must be informed that the office address may only be used for private correspondence. Officials who do not have a postal address should be advised to acquire one. Preferably, the registry should not handle private post.

7.2.2 Private letters that are received are placed unopened in a pigeonhole marked for this purpose according to sections. It is the duty of the addressee to collect the post him/herself.

7.2.3 The registry accepts no responsibility for private post.

#### 7.3 Receipt, sorting and opening of post.

##### 7.3.1 Receipt of mailbag

7.3.1.1 It is a requirement that mail collected from the post office must be carried in a sealed bag. Thus, mailbags are always sealed by the post office prior to their delivery.

7.3.1.2 When the mailbag is received in registry, it is opened and emptied by the Chief Registry Official together with Registry Clerks.

7.3.1.3 Both officials are entitled to receive and open post, and to note details of all remittances or negotiables in the remittance register, received by post or otherwise.

7.3.1.4 In cases where one or both officials mentioned 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.

7.3.1.5 Under no circumstances may only one-person open post. Messengers and Machine Operators are not permitted to help with the opening of post.

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7.3.1.6 Incoming post is opened every day at 10H00 in the registry. All official post and letters received while post is not being opened are locked away unopened 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.

### 7.3.2 Sorting of post

7.3.2.1 Official letters addressed to persons by name are placed in the pigeonhole unopened. 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.

7.3.2.2 Secret and confidential envelopes are entered into a mail register and delivered unopened to the various sections by the Messenger. After these items have been handed 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.)

7.3.2.3 All envelopes which indicate that the correspondence concerns staff matters are delivered unopened to the various sections.

### 7.3.3 Procedure for opening post

7.3.3.1 Post is opened between 10H30 and 11H00. During this time, post is opened, sorted and filed.

7.3.3.2 Post should be opened only in the registry and should be moved as little as possible from one table to another.

7.3.3.3 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. Envelopes in which tender documents are received are hand delivered to the contracts section or are dropped in the tender box. Envelopes of unclaimed/undeliverable letters are attached to the letter.

7.3.3.4 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 been enclosed. If such items are missing, this must be neatly noted in the margin of the letter and initialed. 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, tied with string. When attaching documents, care must be taken with original documents that are valuable, e.g. educational certificates, that they are not damaged.

7.3.3.5 Registered and certified postal articles are treated in the same manner as ordinary post.

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- 7.3.3.6 Incoming parcels are opened and dealt with in the same manner as incoming post.
- 7.3.3.7 Incorrectly delivered post is returned to the mailbag.
- 7.3.3.8 Incoming telegrams, telex messages and express letters (courier service, fast mail, etc.) should immediately be opened by the Registry Chief and another registry official. 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.

### **7.4 Filing of post**

#### **7.4.1 Application of date stamp and reference number**

- 7.4.2 The date stamp is only applied to the first page of a letter.
- 7.4.3 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.
- 7.4.4 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.
- 7.4.5 The items where a reference number has not been allocated receive no file numbers.
- 7.4.6 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.
- 7.4.7 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



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- d) If there is still disagreement over the correct reference the Records Manager should be consulted.
- 7.4.8 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.
- 7.4.9 Officials working with correspondence must also ensure that the correspondence they deal with is placed in 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.

### **7.5 Correct and neat filing**

- 7.5.1 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 on the split pin in the files and the control sheets completed. Under no circumstances may loose papers be circulated either on the file cover or pinned to the front of the file, since correspondence can be damaged and soiled in this way.
- 7.5.2 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.
- 7.5.3 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.
- 7.5.4 Care must be taken to ensure that papers are neatly filed on the split pin. 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.

### **7.6 Application of a policy of document economy**

- 7.6.1 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 letter to which the reminder applies is endorsed.

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- 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.

### 7.6.2 Numbering of items in files

- 7.6.2.1 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.
- 7.6.2.2 System of completing correspondence on files
- 7.6.2.3 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 file is replaced. If this is not given, the file must be returned.
- 7.6.2.4 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 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

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already consulted the file should delete their initials, or rank, 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.

### 7.6.3 Circulation of and search for files

- 7.6.3.1 Once incoming mail is placed on the files; they are placed registry. From here they are taken by the messengers and circulated amongst the various officials and sections.
- 7.6.3.2 Only in exceptional cases should the registry personnel be given the instruction to search for a file urgently.
- 7.6.3.3 Once the registry personnel have drawn and dealt with the files in registry, as mentioned, a search list is compiled. On this list, the file numbers of all unfilled papers are given in numerical order. This procedure simplifies and speeds up the search for files.
- 7.6.3.4 The offices are then systematically searched by registry officials; 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.
- 7.6.3.5 Files should not be removed from an official's table without his/her knowledge. If he/she is absent, a note should be left stating where the file has been taken.

## 7.7 Outgoing post

### 7.7.1 Instructions contained in the Postal Guide and Financial Manual

- 7.7.1.1 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.

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### 7.7.2 Rules for dispatch

- 7.7.2.1 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 messenger and brought directly to the registry officials in the registry.
- 7.7.2.2 Officials must ensure that all post to be dispatched reaches the registry before 8H30. 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.
- 7.7.2.3 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.
- 7.7.2.4 The dispatch of all post occurs from the registry and is carried out by a messenger. The messengers place files with post for dispatch in the registry office so that it is within reach of the dispatch clerk.
- 7.7.2.5 After the dispatch clerk 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.
- 7.7.2.6 The date of dispatch should not be typed in the letters, as the correspondence may not be posted on the same day, and alterations will then have to be made. The date of dispatch is stamped in the registry.
- 7.7.2.7 Post ready for posting is immediately placed in envelopes while files are placed in an incoming tray where they can be removed and filed by a registry official.
- 7.7.2.8 Post should be placed for dispatch in four separate groups, viz.:
- a) Ordinary post, which is sent by the post office.
  - b) Registered post.
  - c) Certified post; and
  - d) Ordinary post which reaches its destination by means of messenger deliveries.
- 7.7.2.9 To prevent the wasting of envelopes, post intended for dispatch to sections within the department should be placed in separate trays. In this way several items can be placed together in one envelope.
- 7.7.2.10 Correspondence clerks who send letters through for dispatch should note that, to save time with the writing of addresses on envelopes, window envelopes (for

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letters to the public) and address stamps (for organizations and offices with whom they correspond (frequently) should be used.

### 7.4.3 Special dispatches

- 7.4.3.1 The regulations contained in the Postal Guide should be adhered to strictly when dealing with all the undermentioned dispatches. Furthermore, the following applies.
- 7.4.3.2 Only important documents and correspondence which, for specific reasons, the addressee must sign should be sent by registered post.
- 7.4.3.3 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.
- 7.4.3.4 All registered post should be handed over at the post office counter and must not be placed in the mailbag.
- 7.4.3.5 Labels for registered post are locked away and are only issued by the Chief Registry Clerk.
- 7.4.3.6 Post of value also requires the addressee's signature of receipt but are not so important that the post office must give a receipt, are sent by certified post.
- 7.4.3.7 The certified post label is glued in the left upper corner of the address face of the envelope, while the duplicate is glued to the file copy of the letter. Certified post is placed in the mailbag with ordinary post and not recorded in a register.
- 7.4.3.8 Only in very urgent cases is a letter sent by express or preferential post. Such letters are handed in at the counter of the post office and must not be placed in the mailbag. This post must be addressed to a street address and not to a post box or private bag.
- 7.4.3.9 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.
- 7.4.3.10 The Chief Registry Official 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.

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### **7.4.4 Handling of secret/confidential postal articles**

- 7.4.4.1 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" (EM9/12) should be followed and the head of the office should issue the instruction personally, and in writing.
- 7.4.4.2 Secret files are protected and managed by Human Resources and the registry carries no responsibility for them.

### **7.4.5 Pending of papers**

- 7.4.5.1 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.
- 7.4.5.2 The dispatch of reminders in respect of pended items is the responsibility of the relevant correspondence official.
- 7.4.5.3 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 on the second day.
- 7.4.5.4 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 registry personnel. The messengers must ensure that the files are taken from the registry to reach the correspondence clerks.

### **7.4.6 Filing of papers and replacing of files**

- 7.4.6.1 Before a file is replaced, the registry personnel must first ensure that.
- a) All correspondence has received attention and 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, the correspondence is placed neatly on the file, and the split pin is in one piece. All these shortcomings must be corrected before a file is replaced.

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- c) Pins and paperclips 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.)
- 7.4.6.2 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.
- 7.4.6.3 When all papers intended for filing have been placed on the split pin, 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.
- 7.4.6.4 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.)
- 7.4.6.5 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 in 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.
- 7.4.6.6 The files of the filing system are placed on the shelves numerically, according to the sequence of the Master copy. Personal files with reference to staff are filed alphabetically according to series (SP, ST, SV).

### 7.5 Movement of files

- 7.5.1 The movement of files within the department is not 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, under any circumstance be requested verbally from the registry, a file requisition form to be submitted (See Annexure C)
  - d) 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

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- e) To prevent the risk of having files requested from registry from being kept for longer than necessary, the registry personnel are not permitted to grant the requester more than five (5) files per request.
- f) Files may not be removed from the building without the consent of the Chief Registry Official.

- 7.5.2 Only the movement of files leaving the building or being sent through to other sections is 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 dispatch

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 the registry for this purpose.

### **7.6 Closure and termination of files and records other than correspondence files**

#### **7.6.1 Closure at 3cm thickness**

7.6.1.1 Files should not be allowed to become more than 3cm thick.

7.6.1.2 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. \_", which is also written on the file cover. The volumes are numbered consecutively. Letters and roman numerals must not be used.

7.6.1.3 The closing procedure is as follows:

- a) A strip of cardboard, wide enough to fit in the file and long enough to wrap around both sides, is cut from file covers and placed beneath the correspondence in the file.
- b) The correspondence is then meticulously checked to ensure that each item is in place, and that no misplaced items appear on the file. The items in the file are then replaced on top of the cardboard strip. A clean sheet of paper is placed on the file with the words Closed, see vol. \_ " thereon.
- c) The cardboard strip is closed from the top and bottom covering the correspondence while the file is closed in the usual manner; and



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- d) If the file cover is damaged or not presentable, it must be replaced with a new one.

### **7.6.2 Termination during transfer from one office to another**

- 7.6.2.1 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.
- 7.6.2.2 However, when case files are received during the transfer of functions, they may with written consent of the Provincial 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.
- 7.6.2.3 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, appropriation of capital funds, are exempt from this condition.
- 7.6.2.4 All other items of records other than correspondence files, except map collections 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.)

### **7.6.3 Filing of closed and terminated records.**

- 7.6.3.1 All closed volumes or items from the approved filing system or Records Control Schedule are preserved. 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 finalized.
- 7.6.3.2 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 8-corrugated construction used for this purpose should have the following measurements: 368mm X 267mm X 95mm (outside measurements) with a 152mm lid.

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### **7.7 Keeping of Essential Registers/Schedules**

#### **7.7.1 Records Manager**

7.7.1.1 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.

#### **7.7.2 Chief Registry Official**

7.7.2.1 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, registered, or certified post.
- b) Documents and correspondence received by registered and certified 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,
- f) Disposal Authorities Register - this is a register in which details of all disposal authorities received from the National Archivist are recorded.
- g) A Stamp Register.
- h) File Requisition Register - register used to monitor file movement within the department.
- i) Access control - where all officials and /technicians that are not authorised to be behind the registry counter, record their details.

### **7.8 Preparation and opening of file covers.**

7.8.1 File descriptions and numbers on files must be printed neatly and legibly with the aid of labels and black Indian ink.

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- 7.8.2 The description of the subject on the files must agree with the description of the subject in the filing system. The General Instructions to the filing system must be strictly adhered to. 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 Records Manager must make the final decision. At all times, correct spelling must be emphasized.
- 7.8.3 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.
- 7.8.4 The disposal instructions 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.
- 7.8.5 Every file cover used must be provided with a cardboard 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.

### **7.9 Use of daily files**

- 7.9.1 Only copies of important letters, excluding confidential letters, are placed on the daily file. The Records Manager in all cases has the final decision on what appears in the daily file.
- 7.9.2 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.
- 7.9.3 Officials must note that they may only keep daily files for a period of 24 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.
- 7.9.4 As soon as the daily file has been circulated amongst all interested personnel, and returned to the registry, it is filed for six months and then disposed of under Authority.

## **8. MAINTENANCE OF THE FILING SYSTEM AND RECORDS CONTROL SCHEDULE**

### **8.1 Filing System / File Plan**

It is a classification document based on business functions that are used to determine subject groups according to which records are filed. It is also called filing system.

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### 8.2 Importance of file plan

Facilitate creation of records / documents and correspondence.

- Subject description
  - Correct reference numbers
- Efficient storage or filing of records  
Easy retrieval for future use  
Disposal of records.

Officials of the Department must utilise file plan to create, store, retrieve and dispose of records when required.

8.2.1 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 official exercises this control by means of the daily file, regular inspections and spot-checks on the files in registry.

8.2.2 About 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.

8.2.3 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 Provincial Archivist. This reporting occurs, in the case of minor amendments and additions, monthly 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 Provincial Archivist.

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- 8.2.4 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 Provincial Archivist and, as soon as approval is received, the provisions in the Master Copy and on the file, covers may be finalized.

- 8.2.5 Regarding the correct placing of correspondence, special attention must be paid to the following:

- a) Overloading of files not sufficiently subdivided, a too fine subdivision of files which could be combined, or a need for the re-division 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 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.

- 8.2.6 For the time being, all correspondence concerning the filing system must be directed to the Provincial Archives offices at the following addresses:

The Head of Department  
Department of Sport, Arts & Culture  
Private Bag x 0020  
Bisho

Attention: Head - Provincial Archives

### 8.3 Records Control Schedule

- 8.3.1 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 Provincial Archivist along with the proposed disposal instructions (see par. 3.1.6 for address).

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### 8.4 Separate Case Files

8.4.1 The following series of separate case files are kept in the Main Registry.

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

## 9. DISPOSAL OF RECORDS

### 9.1 Disposal programme and destruction

No public record under the control of any governmental body may be:

- (a) Transferred to an archive repository.
- (b) Transferred to an off-site storage facility or any other site outside of the ordinary premises of the governmental body concerned.
- (c) Destroyed.
- (d) Erased; or
- (e) Otherwise disposed of, without the written authorization of the Provincial Archivist.

### 9.2 Transfer to archives repository/records Centre

9.2.1 Records which are marked for permanent preservation (A20 archives) must, in accordance with the National Archives of South Africa Act (No. 43 of 1996), (I suggest we insert Provincial Archives) be transferred to the Provincial 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 center to make transfer arrangements.

9.2.2 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 center to make transfer arrangements.

- a) The records to be transferred are accompanied by a list in duplicate, which contains the following information:
- b) I certify herewith that the undermentioned records were transferred today to the archive's repository/records center in

Name of body/office: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
Extent in linear meters: \_\_\_\_\_  
Name of official transferring the records: \_\_\_\_\_  
Capacity: \_\_\_\_\_

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Telephone number: \_\_\_\_\_

Date: \_\_\_\_\_

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

- c) Records are listed alphabetically or numerically.
- d) 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.
- e) Except where the Provincial Archivist instructs otherwise, registers and indexes relating to the records are transferred too.
- f) 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
- g) The head of the relevant repository/records center will compare the records with the list and acknowledge receipt on the duplicate copy, which will be returned to the body/office.

9.2.3 The following procedure must be followed regarding transport arrangements:

### **9.3 Transfer of records from one office to another**

- 9.3.1 If records are transferred permanently to another body/office the Records Manager must inform the Provincial 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.)
- 9.3.2 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 Provincial Archivist.

## **10 CONTROL AND PROTECTION OF RECORDS**

### **10.1 Access**

- 10.1.1 Access to records in the office not normally open to members of the public is controlled by the Records Manager 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.

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- 10.1.2 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.
- 10.1.3 People consulting records must do it in the records center under the supervision of the Records Manager. 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 the Records Manager, who must also ensure that the relevant items are not damaged in the process.
  - h) No researcher may remove items from the office for any reason at all.
- 10.1.4 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 Provincial Archivist.
- 10.1.5 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.
- 10.1.6 The Records Manager must ensure that no unauthorized person may, or is able to gain access to the registry, or records storerooms during or after office hours. The following rules apply:
- a) The Registry and Records Centre is closed during lunch and after office hours.



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- b) During office hours the registry should not be left unattended. If this does happen, the door must be locked.
- c) Chief Registry Clerk or Records Manager exercises control over all the keys.
- d) The registry and records center may only be cleaned by cleaners while one or more registry personnel are present.

### **10.2 Fire and fire prevention measures**

- 10.2.1 The lighting of matches, smoking and the storage of inflammable material or cleaning solutions in registry 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.
- 10.2.2 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.
- 10.2.3 Fire extinguishers must be inspected every six months, and the Chief registry Clerk must ensure that it is done. On their appointment, all registry personnel must learn to handle fire extinguishers.

### **10.3. Water**

- 10.3.1 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.
- 10.3.2 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.

### **10.4 Pests and plagues**

- 10.4.1 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 fish moths, cockroaches, etc. in any of these areas must immediately report it to the Chief Registry Official.
- 10.4.2 Areas where records are stored must be fumigated every six months against fish moths and other pests. It must be always noted that no lethal sprays may be used which could have

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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 considered.

### **10.5 Light**

- 10.5.1 The lights in registry/records centers must be switched off whenever nobody is present in the area. The lights between the shelves in the registry must similarly be switched off whenever files are not being filed or withdrawn.
- 10.5.2 No direct sunlight must be allowed to shine on any records and for this reason the blinds in registry / records centers must be kept rolled down when the sun shines in.

### **10.6 Damage through handling**

- 10.6.1 All officials must be aware that it is 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.
- 10.6.2 No food or drink may be consumed at a table or desk where records are placed. Glasses of water, bottles of cool drink, etc. must not be placed on cabinets or on shelves where files and records are stored.

## **11 TRAINING OF REGISTRY PERSONNEL**

- 11.1 The Records Manager, Assistant Director 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 Assistant Director and Chief Registry Official.
- 11.2 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 at the Registry. Officials undercounting training write tests every 6 months to test their knowledge.

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## ANNEXURE A

### CONTROL SHEET

For earlier than date		See file ref. no.		Vol. no.	
File remarks:					
No.	Item remarks	Filed by	Date	Sign	

## ANNEXURE B

### REGISTER OF OPENED FILES

File ref. no. and vol. no.	Description	Date opened	Date closed

# REGISTRY PROCEDURE MANUAL

## ANNEXURE C

### FILE REQUISITION FORM RECORDS REQUISITION FORM

NAME OF THE REQUESTING OFFICIAL												
Initials and Surname:..... Designation:.....Signature:.....Date& Time:.....												
TYPE OF FILE REQUESTED (Please mark with an X)												
SP		SL		PMDS		HOUSING		BURSARY		MOTOR FINANCE	100	MAIN
REASON FOR THE REQUESTED FILE(S): -												
NUMBER OF FILES REQUESTED, AS PER ATTACHMENT												
FOR OFFICE USE ONLY:												
File(s) checked by:.....						RECEIVING FILE:						
Signature:.....						File(s) received by:.....						
Date.....						Signature:.....						
						Date:.....						
						Time:.....						

### FILES RETURNED BACK TO REGISTRY

FOR OFFICE USE ONLY:.....	Comments by Registry Staff (condition of files)
Signature:.....	.....
Date:.....	.....

# REGISTRY PROCEDURE MANUAL

## ANNEXURE D

CLOSED SEE  
VOL.



Province of the  
**EASTERN CAPE**  
COOPERATIVE GOVERNANCE  
& TRADITIONAL AFFAIRS

Physical Address: Tyamzaahe Building, Phalo Avenue. Bisho; Postal Address: Private Bag X0029, Bisho, 5605, RSA  
Tel: 0795255535; Email Address: thembi.ncume@eccogta.gov.za; Website: [www.ectreasury.gov.za](http://www.ectreasury.gov.za)

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**MEMO**

**TO** : Director - Lindelo Bottoman

**FROM** : Chief Director - Thembeke Ncume

**DATE** : 23/Sep/2024

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**SUBJECT** : APPOINTMENT TO ACT AS Chief Director

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In terms of Section 44 of the Public Finance Management Act (PFMA), Act No. 1 of 1999 as amended by Act 29 of 1999, read in conjunction with Section 32 of the Public Service Act, 1994 as amended by Act 30 of 2007, you are hereby appointed to act as Chief Director for the period between 25/Sep/2024 and 30/Sep/2024 as I will not be available to perform duties related to this position.

During the tenure of your appointment you are expected to carry out the functions related to this position to ensure the smooth running of the office.

I pledge my full support for the role you will be playing. You are therefore welcome to contact me on 0795255535 should you need assistance.

Yours in Service Excellence

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Thembeke Ncume

**APPOINTMENT OF ACCEPTANCE**

I Lindelo Bottoman hereby Accepted my acting appointment as Chief Director for the period between 25/Sep/2024 and 30/Sep/2024.

**Comments**

Signature:

Date: 23/Sep/2024