



POLICY 018/2017 RAADSBELEID

SUBJECT/ONDERWERP: REGISTRY PROCEDURE MANUAL

REFERENCE/VERWYSING: 2.7.B

RESOLUTION NR/BESLUIT NO: 13.15/04/2017 DATE/DATUM: 25 April 2017

CONTENT

Introduction	1
Purpose and Objectives of the Manual	2
Legislative Provisions	3
Registry Procedure	4
• Handling of Mailbag	
Receipt of Mailbag	5
Sorting of post	6
Procedure for dealing with Faxes	7
Dispatching of Official Post	8
• Incoming Private Post	
Receipt and handling of Remittance Register	9
Filling of Post	10
Allocation of file numbers	11
Moving of files from Registry	12
Opening of file covers	13
Closure and termination of files	14
Protection of Records	15
Disposal of Records	16

1. INTRODUCTION

- Registry office is responsible for controlling all channels of communication which also enables an organization to perform its functions properly.
- Registry Office keeps all the records that are developed and received by the Municipality
- This manual is a guiding tool to all officials of the Registry.
- This manual is an affirmation that the municipality is committed to managing its information resources in a way that that will enhance its strategic value.

2. PURPOSE AND OBJECTIVES OF THE POLICY

- To ensure all correspondence received by the municipality is safeguard and processed according to the Northern Cape Provincial Archives Act No 7 of 2013.
- To ensure a consistent procedure is followed when filling and receiving documents.
- To keep control of records within the different sections of the municipality.
- To ensure confidentiality of all incoming mail and ensure that all items reach the intended recipients in the same quantity.
- To promote a sound records management practice and eliminate unnecessary duplication of records.
- To ensure a proper control, monitoring and storage of municipal records so as to reduce vulnerability to litigations and financial loss.

3. LEGISLATIVE PROVISIONS

- Constitutions of the Republic of South Africa Act 108 of 1996
- Northern Cape Provincial Archives Act No 7 of 2013
- Promotion of Access to Information Act of 2000
- Municipal Systems Act 32 of 2000
- Municipal Structures Act 117 of 1998
- National archives and records service of South Africa Act no. 43 of 1996

4. PROCEDURE REGARDING HANDLING OF MAILBAG

- The mailbag is collected at 9h00 by the Office Assistant from the Post office
- Post is sorted and appropriately dispatched while outgoing post is stamped daily.
- The mailbag is returned to the post office at 15h00 with the outgoing post. The mailbag should remain in the post office until the following morning.
- The key for the mailbag is stored safely in the Registry while the duplicate key is kept by the Head of Administration.

5. RECEIPT OF MAILBAG

- When the mailbag is collected from the post office it has to be carried in a sealed bag. The mailbag therefore is always sealed by the post office prior to their delivery.
- When the mailbag is received in Registry it must be opened and emptied by two Registry Officials.
- Under no circumstances may only one person open post. Messengers are not permitted to help with the opening of post.
- Incoming post is opened once a day before 10h00. All officials post and letters received before the post is being opened must be kept safely by the Assistant Administration Officer in her/his office.
- However post which is marked **Urgent, as well as Express** should be attended to immediately on receipt.

6. SORTING AND OPENING OF POST

- If a official envelope is marked for the attention of a particular person, it is opened by the registry personnel and dealt with in the usual manner. This means the letter cannot be treated as a private mail.
- Secret, confidential and private letters who are delivered unopened to the registry via the post office or by hand are not the responsibility of the registry officials to get them to the particular person therefore registry accepts no responsibilities for them.
- **OPENING OF POST**
 - Envelopes containing tenders should be given to the officials dealing with Tenders or put in the marked Tender box in front in the box.
 - Envelopes of unclaimed/undeliverable letters are attached to the letter to be returned to the post office.
 - Post is opened by two registry officials and are only opened in the morning and evening unless its hand post and marked urgent.
 - Envelopes are slit open on the two sides to ensure that all the contents has been removed and once emptied the envelopes are immediately disposed of in the wasted in.
 - After the letters have been removed from the envelopes they must be opened immediate and read to ensure that any annexure, money or checks referred to are 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 present must initial the NOT IN THE LETTER. At the same time loose annexures must be tied with a string.
 - Original documents as well as registered and certified postal articles must be handled with care so that and must not be damage by pins or anything else.
 - Incoming hand delivered post is kept in Registry until the right time for opening of post in the morning or evening.
 - Hand deliver incoming post is kept in the Registry and if urgent copies are forwarded to the referred recipient and the original are handled according the daily post.

7. FAXES

- Incoming faxes should be delivered within 60 minutes of receipt to the intended addressee. All faxes received should be recorded in the registry book. The registry could not be held responsible for any personal faxes that is not completed.
- Outgoing faxes that goes to various stakeholders outside the municipality should be recorded in the registry book.
- It is the duty of the Registry Officers to record both incoming and outgoing faxes.

8. DISPATCHING OF OFFICIAL POST

- Registry Office are not responsible for personal mail.
- Confidential envelopes are delivered unopened to the addressee.
- After the post has been date stamped one of the registry officials check whether all stamps have been added.
- Registered post should be used where correspondence is for specific reasons or contains important attachments

- The Office Assistant who sends post should ensure that special registered post envelopes are used and properly sealed
- Also that all registered post is handed over at the post office counter and must not be placed in the mailbag
- 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 and not a post box or private bag.
- Letters to be delivered by hand must reach the registry office eight (8) days before the date of the event/ function/ meeting as per the invitation. Registry office must ensure that these letters are delivered regarding their urgency or within 24 hours after receiving them.
- Registry office shall not be held accountable for late delivery of correspondence as a result of unavailability of the addressee or late submission of correspondence by the addressor or wrong address.
- **INCOMING PRIVATE POST**
- Private letters that are placed unopened in pigeon hole according to sections. It is the responsibility of the addressee to collect his/her private post. The registry accepts no responsibility for private post at all.

9. RECEIPT AND HANDLING OF REMITTANCE REGISTER

- Letters enclosed with money or transferable items must be opened and recorded in the Remittance register meant for such items. In the register the following information must be recorded.
 - **Date of receipt**
 - **Details of the sender**
 - **Nature of the remittance**
 - **The amount signatures of officials present at the opening of the mail**
 - **The amount cheque, postal orders or cash receive.**
 - **Signature of the authorized receiving officials to sign the valuables of.**
- The Manager Secretariat must examine the prescribed register at least once a month to ensure that all instructions are being complied with and that the entire valuables recorded therein, have been promptly accounted for.
- 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 must be carefully examined for evidence of tempering. If they contain remittances or transferable items these must be recorded in the remittance register.
- Officials receiving remittances delivered by hand must verify the parcels and content of the letter and entered into incoming mail register.
- Warrant vouchers, cheques, bank draft, 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 or receipt thereof be rendered not negotiable, by means of a crossing of the not negotiable across the face of item.
- 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.

10. FILLING OF POST

- All opened post in the registry should date stamped.

- The date stamp should be applied to the first page of a letter on an open space.
- If the front page of the letter has insufficient space, the date stamp should then be applied at back of the letter.
- Under no circumstances must any written or printed part of the letter be stamped as this could make important information illegible.
- All cheques are to stamped at the back.

11. ALLOCATION FILE NUMBERS

- When a file number is allocated to a particular letter, it is written in the top left corner and the letter is placed in the correct file. Only the approved file plan should be used to determine file numbers.
- To determine the correct number, the list of main series should first be consulted and the most suitable series selected.
- The different sub-series should be consulted to identify the correct file reference.
- If more than one subject is dealt with in letter, the references should be identified for each subject and copied of the letter should be made for the relevant files. Officials working with correspondence must ensure that the correspondence they deal with is placed on the correct files.
- In cases where numerous attempts have been made to locate a file by registry officials, then a duplicate file should be opened and entered with a pencil in the register of files opened.
- When the original file is located then the contents of the temporary files must be amalgamated to it.

12. MOVEMENT OF FILES FROM REGISTRY TO OTHER OFFICES WITHIN

- **“Make use of Promotion to Information Access form”**
 - The Following rules shall apply:
 - Officials who request files should fill in their details in the register for outgoing files and also fill in the destination of the file in the control sheet pasted in the cover;
 - The files should be returned to the registry as soon as the official is finished with it or on close of the business every day.
 - In cases where the matter on the file cannot be attended to immediately, the file should be send back and mark as (Keep Over) to registry until it is needed again.
 - Files may not be removed from the building unless in special cases where the contents of the file will be used as evidence in court of law. For the purpose, a file Out Card with the following information is placed in the usual space of the file until the said file is returned.
 - - **FILE NUMBER**
 - **PURPOSE OF REQUEST**
 - **DATE OF DISPATCH**

13. PREPARATION AND OPENING OF FILE COVERS

- File description and number of files must be printed neatly and legibly.
- The description of the subject must correspond with the description of the subject in the **File Plan**
- The date of the first correspondence began is noted on the cover once the first item is placed on the file after opening
- The volume of the file should be clearly indicated on the cover as soon as the volume is opened.

14. CLOSURE AND TERMINATION OF FILES

- Files should not be more than 3cm thick.
- When the thickness of the file reached 3cm it should be closed and a new volume must be opened.
- A volume closed sheet is the last item on the file that is to be closed to indicated the next volume of a new related file that is to be opened.

15. PROTECTION OF RECORDS

- All Registry Officials must note that they have access to records only to carry out their duties.
- No unauthorized person may gain access to the registry during or after office hours
- The Registry must be regularly inspected to guard roof leaks, water pipe leaks, also occurrence of and plagues and pest.

16. DISPOSAL OF RECORDS

- No municipal records including e-mails shall be destroyed, erased or otherwise disposed of without prior written authorization from the Provincial Archivist
- All disposals should be authorized by the Manager Secretariat and prior to their execution to ensure that archival records are not destroyed inadvertently.

REPEAL

That all previous resolutions/policies regarding this matter be repealed.

NOTE: THIS POLICY MUST BE APPROVED BY THE PROVINCIAL ARCHIVE DEPARTMENT