

# MAYORAL COMMITTEE MEETING

2006.07.20

ITEM B-CL (09-2006)

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## RECORDS MANAGEMENT POLICY

### 1. PURPOSE OF THIS REPORT

The purpose of this report is to adopt a policy on the establishment of a framework for the implementation of a uniform management programme in terms of the National Archives and Records Service of South Africa Act (Act 43 of 1996) with Ekurhuleni Metropolitan Municipality.

The policy applies to all Council documentation, including electronic documents. It concerns records, which are created, collected, processed, used, stored and disposed of in the conduct of official business.

### 2. INTRODUCTION

In accordance with the National Archives and Records Service of South Africa Act (Act 43 of 1996) public organisations such as Ekurhuleni Metropolitan Municipality are required to establish and maintain a records management programme in conformity with standards and codes of best practice approved by the National State Archives of South Africa.

The new policies are applicable to all records media in both physical and electronic formats and require Council to document business transactions fully and accurately in compliant recordkeeping systems.

The records management policy provides the framework for the Council to effectively fulfil its obligations and statutory requirements under the new legislation and other Government directives.

The policy will enhance effective information management and retrieval in Council and highlights the responsibilities and accountabilities of staff in complying with the Act.

The establishment of an effective and efficient recordkeeping environment ensures standardisation, protection and retrieval of information improving levels of quality customer service.

### 3. AUTHORITY OF THIS POLICY

This policy is issued under the authority of the Executive Director: Corporate and Legal and will be reviewed and amended as required in consultation with relevant stakeholders.

Ownership of this policy rests with the Director: Administration and Support and responsibility for its implementation rests with the Records Manager.

Electronic messages (E-mail) which are relevant to the information gathering, policy formulation or decision-making processes of Council are part of the scope of this policy.

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(See separate E-mail Policy : attached as **Annexure A.**) This policy was drafted in conjunction with the ICT Department.

Electronic messages, which document business activity, should be printed, registered and placed on Council files until electronic records management procedures and practices are developed and implemented.

All procedures and records management systems are to be consistent with this policy.

#### 4. **AUTHORITY OF THE DEPARTMENT: CORPORATE AND LEGAL**

Responsibility for Council's records management program is assigned to the Department: Corporate and Legal.

The role of the Department: Corporate and Legal Records Manager is to provide a strategic focus for recordkeeping throughout the Metro and is responsible for –

- Establishing and implementing Records Management Policies for the organisation as a whole.
- Establishing and Implementing Corporate Standards for recordkeeping and records management.
- Measuring performance of departments and sections against these standards.
- Providing consulting services to Metro staff.

#### 5. **BACKGROUND**

A filing system was drafted and approved by the National State Archives of SA in 2003. This is a requirement in terms of the National Archives Act of 1996 to ensure that an effective and efficient system is implemented throughout Ekurhuleni Metropolitan Municipality. Training was conducted by the Corporate and Legal department throughout the Metro to ensure that all departments are familiar with the new filing system and to sensitise departments regarding the importance of implementation of this system.

#### 6. **CURRENT SITUATION**

Currently some departments are implementing the filing systems as prescribed by the Act, others use their own systems or have inadequately trained Records Officials deployed who are not computer literate nor understand the procedure and methods. Some departments do not have systems in place at all. To overcome this problem a new task team under the leadership of the Department of Corporate and Legal has been established to assist in establishing departments that are not yet operational.



#### 7. **PROPOSED FILING SYSTEM**

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The National Archives Department has compiled a prototype filing system for Local Authorities. This system can be customized to suit the requirements of a specific local authority.

It follows that the system should be adapted to suit the requirements of Ekurhuleni Metropolitan Municipality and all departments (**Annexure B**).

#### 8. PURPOSE OF THE RECORDS MANAGEMENT PROGRAM

Records Services Corporate Objective –

To ensure that the management of Councils information resources and records management program provide timely and comprehensive information to meet operational business needs, accountability requirements and community expectations.

To ensure the preservation of Council's "corporate memory" through sound recordkeeping practices and the accurate capture of information to meet legal, evidential and accountability requirements.

Records management is the discipline and organisational function of managing records to meet operational business needs, accountability requirements and community expectations.

The records management program is viewed as an important management issue, equivalent in importance to the management of other activities within the Metro, it is part of the totality of "information management".

Records management proceeds from the assumption that information is a resource which must be managed if it is to be used effectively, good records management is of key importance to good management.

Ekurhuleni Metropolitan Municipality operates in an accountable and community orientated environment, Metro is committed to maintaining a records management program that meets its business needs and accountability requirements.

Records are a vital ingredient in the support of the Metro's ongoing business activities. The effective management and preservation of corporate memory is intrinsic to both the decision-making process and productivity within the Metro.

As a public agency the Metro is bound by the requirements and regulations of the National State Archives, these regulations set out specific practices which the Metro must comply with and be audited against. Ekurhuleni Metropolitan Municipality is committed to meeting all statutory and accountability requirements.

There are certain community expectations and cultural obligations associated with recordkeeping practices, Ekurhuleni Metropolitan Municipality is committed to managing its records of continuing value and their timely transfer to Stuttafords Archives Service.



#### 9. RESPONSIBILITIES AND ACCOUNTABILITIES

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This policy applies to all Ekurhuleni Metropolitan Municipality employees.

The National Archives Regulations requires Council to make and keep full and accurate records as evidence of business activities. Ekurhuleni Metropolitan Municipality is required to implement a records Management Program based on legislation, standards and codes of best practice.

Ekurhuleni Metropolitan Municipality is responsible for the protection, safe custody and return of All State records under its control, ensuring accessibility to all equipment or technology dependant records.

Under the National Archives and Records Service of SA Act the Executive Director: Corporate and Legal or nominee is responsible for ensuring that Ekurhuleni Metropolitan Municipality complies with the regulations and requirements of the Act.

The Executive Director: Corporate and Legal has the responsibility and authority to set and issue corporate standards, to monitor and audit compliance with these standards throughout Ekurhuleni Metropolitan Municipality.

#### **Ekurhuleni Metropolitan Municipality Staff**

As public sector employees, all Ekurhuleni Metropolitan Municipality staff need to be aware of recordkeeping requirements that affect the performance of their duties.

The National Archives regulation requires public officials to "make and keep full and accurate records" of their business activities.

The Public Sector Code of Conduct requires public officials to maintain adequate documentation to support any decision made" in the performance of their duties.

The Ombudsman's Good Conduct and Administrative Practice Guidelines for Public Authorities states that public officials must make and create records to support accountability and corporate memory.

#### **Ekurhuleni Metropolitan Municipality staff have a number of basic obligations regarding records:**

- Make records to support the conduct of their business activities.
- Create records that would not otherwise be created.
- Register records into paper or electronic recordkeeping systems.
- Learn how and where records are kept within Ekurhuleni Metropolitan Municipality.
- Do not destroy Ekurhuleni Metropolitan Municipality records without authority from the Executive Director: Corporate and Legal or nominee.
- Do not lose records.
- Be aware of Records Management Procedures.



#### **Records Section**



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The Records Coordinator is operationally responsible for the efficient management of Ekurhuleni Metropolitan Municipality records (physical and electronic) incorporating sound recordkeeping principles and records management best practice guidelines.

The Records Section of Ekurhuleni Metropolitan Municipality is responsible for the effective management and system administration of Ekurhuleni Metropolitan Municipality's primary recordkeeping system.

The Records Section will assist staff in fulfilling their recordkeeping responsibilities and provide advice and training throughout the implementation of this policy and strategies. Records staff will monitor and review the implementation process of all records management policies and programs.

#### 10. MONITOR / PLAN THE RECORDS MANAGEMENT PROGRAM

Regular monitoring of the records management program is undertaken by the Department of Corporate and Legal.

Council will complete and forward the annual "Records Management Survey" conducted by the National Archives of Pretoria as part of the monitoring and reporting arrangements of the National Archives and Record Services Act of 1996.

Regular planning for the records management program will be undertaken through specific strategic and operational plans, which will be reviewed on a regular basis.

#### 11. VALUE OF RECORDS AS A CORPORATE ASSET

The records of Ekurhuleni Metropolitan Municipality are an exceptionally important information resource, they are a unique and vital asset, and often they cannot be easily reconstructed or replaced.

They show valuable precedents and courses of action, without the knowledge of which Ekurhuleni Metropolitan Municipality cannot function.

They exist for a variety of administrative, functional, historical and legal reasons. Their existence protects Ekurhuleni Metropolitan Municipality's interests, and the interests of the community that Council serves.

Records are the major component of the Ekurhuleni Metropolitan Municipality's corporate memory, they provide evidence of actions and decisions and document Ekurhuleni Metropolitan Municipality's transactions.

Records support policy formulation and managerial decision making and help deliver Ekurhuleni Metropolitan Municipality's services in a consistent and equitable manner.

Ekurhuleni Metropolitan Municipality creates records as evidence of business activity; they support efficiency and productivity and enable staff to meet their legislative and administrative responsibilities.

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As part of the public sector, records created by Ekurhuleni Metropolitan Municipality also form part of the State's records, that is records "made and kept", or received and kept, by any person in the course of the exercise of official functions in a public office, or for any purpose of a public office, or for the use of a public office (National Archives Act of 1996).

#### 12. LEGISLATIVE FRAMEWORK FOR RECORDKEEPING

Ekurhuleni Metropolitan Municipality's record management and recordkeeping practices comply with relevant Acts and Regulations.

#### 13. OBLIGATIONS OF RECORDS USERS

Staff members shall not alienate, relinquish control over, or destroy records of Ekurhuleni Metropolitan Municipality without authorisation to do so.

Staff members shall ensure that records in any format, including electronic documents and electronic messages are captured into the Councils recordkeeping systems.

Staff members are required to follow authorised procedures in carrying out records management functions.

#### RECOMMENDATION

1. **That** the report on the development of a policy in terms of which a framework for a uniform Management Programme will be implemented, **BE NOTED**.
2. **That** the policy on a uniform Filing System attached as **Annexure B** to the report, approved in terms of the Archives Act of 1996, **BE APPROVED** for implementation by Ekurhuleni Metropolitan Municipality from date of approval.
3. **That** all other filing systems used by Records Offices **BE DISCONTINUED** and **BE REPLACED** by the policy system referred to in paragraph 2. above.
4. **That** the Executive Director: Corporate and Legal Services or nominee **BE AUTHORISED** to do whatever is necessary to ensure the implementation of and adherence to the policy above throughout the Ekurhuleni Metropolitan Municipality.



**Ekurhuleni**  
METROPOLITAN MUNICIPALITY

**EKURHULENI METROPOLITAN MUNICIPALITY**

**Records Management Procedure Guide Manual for  
Staff**

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## **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 Ms Busisiwe Hlohlongoane. The concept "records" includes all documents and papers that are received or created in the process of running an office.
- 1.1.2 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 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;
  - b) Disposal of all records;
  - c) Control over and safe preservation of all records;
  - d) Training of Registry Heads and
  - e) The application of the policy of Records Management.
- 1.1.4 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 Senior Registration Officer.

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 Senior Registration Officer**

- 1.2.1 The duties of the Senior Registration Officer rest with all the Senior Registration Officers in all the Customer Care Centres.
- 1.2.2 The Senior Registration Officer 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 Senior Registration Officer 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 in the morning at 10h00 by the messengers from the post office. Post is sorted and appropriately dispatched, while outgoing post is sealed and stamped.

2.1.1.2 The key for the mailbag is stored safely in the registry department by the Senior Records Clerks.

#### **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 Senior Registration Officer in the presence of the Senior 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 negotiable 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 in par. 2.1.3.1.3 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 two time(s) a day, at 10h00 and at 14h00. All official post and letters received while post is not being opened are locked away unopened in the safe until the post is opened again. However, post which is marked urgent, as well as e-mails, faxes, 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 the City Manager, Executive Director or Director. 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 the Senior Registration Officer who has been assigned this purpose. After these items have been handed over to the abovementioned official, the registry accepts no further responsibility for them.
- 2.1.3.2.3 All envelopes which indicate that the correspondence concerns staff matters are delivered unopened to the Senior Registration Officer.

### 2.1.3.3 **Procedure for opening post**

2.1.3.3.1 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.

2.1.3.3.2 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 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 to the sender, e.g. educational certificates, that they are not damaged by pins or anything else.

2.1.3.3.3 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.

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

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

2.1.3.3.6 Incoming e-mails, fax messages and express letters should immediately be opened by the Senior Registration Officer and the Senior Records Clerk. 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 Senior Registration Officer who notes it in the remittance register.



2.1.4.2 As already mentioned in par. 2.1.4.1, money which is either not enclosed or does not correspond with the amount mentioned in the letter, must be noted in the margin and initialed 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;

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.

## 2.2 **Filing of post**

2.2.1 Application of date stamp and reference number

2.2.1.1 The date stamp is only applied to the first page of a letter. No annexures and/or court documents are 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 and Court documents are stamped at the back.

2.2.1.4 Opened post should immediately be divided into two groups, namely those on which the office reference number already appears, and those to which a reference number must be allocated.

- 2.2.1.5 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 capturing the document of the electronic system.
- 2.2.1.6 Letters to which reference numbers must be allocated are dealt with as follows:
- a) The Senior Registration Officer 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 File Plan 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.
- 2.2.1.7 If more than one subject is dealt with in a letter, cross referencing should be used and copies of the letter should be made for the relevant files.
- 2.2.1.8 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 Records Manager.
- 2.2.2 **Correct and neat filing**
- 2.2.2.1 Once the reference numbers have been allocated to the incoming post, the relevant files are determined and drawn according to the procedures explained hereunder.
- 2.2.2.2 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 of the file cover.
- 2.2.2.3 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 Senior Registration Officer 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.

2.2.2.4 The Control Sheets are sent out at head office where matters overlap to two sections.

- 2.2.3
- 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**

2.2.4.1 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.

2.2.5 **System of completing correspondence on files**

2.2.5.1 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.

2.2.5.2 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 pended or filed.

## 2.3 **Circulation of and search for files**

- 2.3.1 Once incoming mail is placed on the files, they are sent to the relevant officials by messengers 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.
- 2.3.3 The offices are then systematically searched by the file out cards, 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.

2.3.4 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**

### 2.4.2 **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 messenger and brought directly to the registry office.

2.4.2.2 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.

### 2.4.3 **Special delivery**

2.4.3.1 Messengers deliver this mail personally.

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 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.

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

2.4.4.1 Secret files are protected and managed by the Records Manager and the registry carries no responsibility for them.

### 2.4.5 **Pending of records**

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



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

2.4.5.3 The registry, as well as every correspondence official, keeps a diary according to which the pending of document 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 10h00

2.4.5.4 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 the Senior Records Clerks at the registry. The messengers must ensure that the files are taken from registry to reach the relevant official before 10h00.

## 2.4.6 **Filing of documents 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.
- 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.

- 2.4.6.2 Filing of incoming post as well as file copies of outgoing letters must be attended to in registry.
- 2.4.6.3 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.
- 2.4.6.4 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.
- 2.4.6.5 The files of the filing system are placed on the shelves numerically, according to the sequence of the Mastercopy.

## 2.5 **Movement of files**

- 2.5.1 The movement of files within the offices must be 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 other departments or to court without the consent of the Senior Registration Officer.
- 2.5.2 Only the movement of files leaving the building or being sent through to other departments 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 dispatch
  - d) Signature of the official

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**

### 2.6.1 Closure at 3cm thickness

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

2.6.1.2 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.

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

2.6.2.1 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.

2.6.2.2 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.

2.6.2.3 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.

## 2.7 Keeping of Essential Registers/Schedules

### 2.7.1 Records Manager

2.7.1.1 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.

### 2.7.2 Senior Registration Officer

2.7.2.1 The following essential registers are kept by the Senior Registration Officer

- 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.

## 2.8 Preparation and opening of file covers

2.8.1 File descriptions and numbers on files must be printed neatly and legibly with a black 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 emphasized.

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 Control sheet which is available in registry and should also be attached inside the front of every cover.

## 2.9 **Use of daily files**

2.9.1 Only copies of important letters, excluding confidential letters, are placed 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:

2.9.3 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.

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 disposed of under General disposal Authority.



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

### **3.1 Filing System**

3.1.1 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.

3.1.2 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.

3.1.3 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 Senior Registration Officer 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.

3.1.4 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.

3.1.5 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 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 actually placed on the relevant policy file.

d) The placing of ephemeral items on A20 files and valuable items on D files after disposal authority has been issued to the system.

## 3.2 **Records Control Schedule**

3.2.1 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.

## 3.3 **Separate Case Files**

3.3.1 The following series of separate case files are kept outside of the system.

3.3.2 The registry personnel are responsible for full control and care of these files. Their existence is reflected at the back of the file Plan and the Senior Registration Officer is responsible for ensuring that the numbers are updated 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

### 4.1 Disposal programme and destruction

4.1.1 The EMM Approved 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 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.

4.1.2 In order to facilitate the destruction of files, the Senior Registration Officer 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 every year, by consulting the Destruction Register, Snr Registration Officers must remove all the files which can be destroyed, and make arrangements for their destruction/removal. Files for destruction are removed.  
All instructions and procedures concerning the removal of waste paper must be complied with carefully.

4.1.3 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.

4.1.4 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.

4.1.5 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.

Signature: \_\_\_\_\_

Capacity : \_\_\_\_\_

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

No.	Description	Authority

4.1.6 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:

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

4.1.8 The copies of these lists of destroyed records are Preserved by the Records Manager in the register of records destroyed and should serve as proof in connection with any enquiries concerning the records at all times.

4.1.9 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.

4.1.10 All correspondence concerning the disposal and destruction of records must be directed to the National Archivist (see par. 3.1.6 for address).

4.2 **Transfer to archives repository/records centre**

4.2.1 Records which are marked for permanent preservation (A20 archives) must, in accordance with the National Archives of South Africa Act (No. 43 of 1996), be transferred to the 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.

4.2.2 On the other hand A20 records which have not yet reached the age of 20 years may be transferred to the EMM records centre. In this case the Records Manager must personally liaise with the head of the records centre to make transfer arrangements.

4.2.3 Archives transferred to the records centre, can be returned on loan. The procedure to follow is given below:

- a) Only the Records Manager is authorized 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 10h00. 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 Snr Registration Officer;
- 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, eg. volume number, etc.;
- d) The messenger then takes the requests to the records centre, from where the files can be collected at \_\_\_ and \_\_\_. Files requested will be available in registry on the \_\_\_\_\_ at \_\_\_ and \_\_\_:
- e) Registry 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 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



- f) 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.

4.2.4 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.

4.2.5 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 under mentioned 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, regis- | Description | Period  
or parcel | ter or form | | 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.

#### 4.3 **Transfer from one office to another**

4.3.1 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.)

4.3.2 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 National Archivist.

### 5 **CONTROL AND PROTECTION OF RECORDS**

#### 5.1 **Access**

5.1.1 Access to records in the registry must be restricted by a **COUNTER and a sign which reads "UNAUTHORISED PERSONNEL" must not enter the registry.**

5.1.2 All requests from researchers and persons 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.

5.1.3 Persons consulting records must do it in the registry office under the supervision of Senior Registration Officer. 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; and
- h) no researcher may remove items from the office for any reason at all.

5.1.4 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 National Archivist.

5.1.5 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.

5.1.6 The Records Manager must ensure that no unauthorized 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 and the store room are 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) Senior Registration Officer exercises control over all the keys; and
- d) The registry may only be cleaned by cleaners while one or more registry personnel are present.

## 5.2 **Fire and fire prevention measures**

5.2.1 The lighting of matches, smoking and the storage of inflammable material or cleaning solutions in the office is strictly forbidden. Registry personnel may **NOT SMOKE** at their desks in registry, OR amongst the shelves where files are stored.

5.2.2 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.

5.2.3 Fire extinguishers must be inspected every SIX months and must ensure that it is actually done. On their appointment, all registry personnel must learn to handle fire extinguishers.

## 5.3 **Water**

5.3.1 Registry, and other areas where records are held, must be regularly inspected by the Senior Registration Officer 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.

5.3.2 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.

## 5.4 **Pests and plagues**

5.4.1 The registry, and other areas where records are stored, must be regularly examined by the Senior Registration Officer 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 Senior Registration Officer .

- 5.4.2 Areas where records are stored, must be fumigated every \_\_\_\_\_ 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.

## 5.5 **Light**

- 5.5.1 The lights in the safe and store room 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.

- 5.5.2 No direct sunlight must be allowed to shine on any records and for this reason the blinds in the registry must be kept rolled down when the sun shines in.

## 5.6 **Damage through handling**

- 5.6.1 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.

- 5.6.2 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 Senior Registration Officer 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 Senior Registration Officer.
- 6.2 In-service training under the Senior Registration Officer occurs during the normal execution of duties and is conducted along the lines of the Registry Manual. Officials undergoing training write tests on yearly basis to test their knowledge.



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**Records Retention Schedule  
SCHEDULE FOR RECORDS OTHER THAN  
CORRESPONDENCE SYSTEMS**

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# 1. GENERAL INSTRUCTIONS

## 1.1 Control of the schedule

Control of the schedule is delegated to the Records Manager. No revisions/additions may be made to the schedule without the approval of this official.

## 1.2 Revisions, additions and reporting

All revisions/additions must be reported regularly to the National Archivist for information/approval/issuing of disposal authority. The address is as follows :

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## 1.3 Master copy

The master copy of this schedule must be bound in a separate cover and clearly identified as such. The master copy is kept by the Records Manager. This official must ensure that the master copy is kept up to date and that the instructions in par. 1.2 above are implemented.

## 1.4 Destruction register

A destruction register must be maintained. This register should be arranged in years, e.g. a separate section or page for each year. When an item of other records is closed, a description of it is entered under the year in which it must be destroyed, e.g. when an item with a D3 disposal instruction is closed in 2006, its description is entered under 2009. In this way it can easily be determined which items qualify for destruction in a given year. As it is impossible to determine in advance how many pages will be required for a given year, it is advisable to make use of a loose-leaf register for this purpose.

- 
1. The post of the official to whom the responsibility is delegated must be filled in here.

## 1.5 Destruction

Destruction must take place regularly, but at least once a year. A prescribed destruction certificate must be submitted whenever archives are destroyed. See Annexure A for an example of a destruction certificate.

## 1.6 Identification

Every item of other records must be identified by recording on its cover the number accorded it in the records control schedule together with the relevant disposal instruction. This information must be recorded within a rectangular block. Other records which qualify for permanent preservation in an archives repository, i.e. A20 items, must be clearly identified before transfer to the repository by inscribing the following information prominently on their covers: the descriptions given them in the records control schedule; and the name of the office/section which used them.

## 1.7 Explanation of disposal systems

A20 - Transfer to archives repository if a period of 20 years has elapsed after the end of the year in which the records came into existence.

D - Destroy (office of origin itself determines retention period).

D7 - Destroy 7 years after closure.

AP - Can remain in the custody of the local authority indefinitely. When disposal does take place, e.g. when the office closes or assets are disposed of, it must be transferred to an archives repository.

DAU - Destroy immediately after auditing is completed.

DAU3 - Destroy 3 years after auditing is completed.

DAU7 - Destroy 7 years after auditing is completed.

### Electronic records

A20 - Transfer to archives repository if a period of 20 years has elapsed since the end of the year in which the record came into existence.

D7 - Destroy/erase after 7 years.

- DIM - Destroy/erase after copied/processed.
- DK - Destroy/erase after copied/processed.
- DPR - Destroy/erase when printout/new printout is available.
- DT - Destroy/erase when project is complete.
- N - Dispose of according to footnote.
- DX - Erase only outdated data.
- L - (File/item number) Follow disposal instruction for file/item in approved filing system or Records Control Schedule.

## 2. LIST OF ITEMS

CATEGORY	DESCRIPTION	DISPOSAL
<b>A</b>		
<u>AGENDAS AND MINUTES</u>	1. <u>Council meetings</u>	
	1.1 Agendas	DAU7
	1.2 Minutes	A20
	1.3 Indexes to minutes	A20
	1.4 Distribution lists	D
	2. <u>Mayoral</u>	
	2.1 Agendas	DAU7
	2.2 Minutes	A20
	2.3. Indexes to minutes	A20
	2.4 Distribution lists	D
	3. <u>Other committees</u>	
	3.1 Agendas	DAU7
	3.2 Minutes	A20
	3.3 Indexes to minutes	A20
	3.4 Distribution lists	D
<b>B</b>		
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	2. Mayor's report	A20
	3. <u>Annual report of departments</u>	
	3.1 City Manager	A20
	3.2 Finance	A20
	3.3 Corporate and Legal	A20
	3.4 Development and Planning	A20
	3.5 Information Communication Technology	A20
	3.6 Infrastructure Services	A20
	3.7 Housing	A20
	3.8 Human Resources	A20
<b>C</b>		
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	3. <u>Annual report of departments</u>	
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	3.2 Finance	A20
	3.3 Corporate & Legal	A20