

MARULENG LOCAL MUNICIPALITY



ADMINISTRATIVE PROCEDURE MANUAL

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ADMINISTRATIVE PROCEDURE MANUAL

1. PURPOSE:

Every staff member shall create records of transactions while conducting official business. These records must be properly stored, preserved and available for access.

The purpose of this manual is to facilitate the proper creation, management and preservation of records.

Every staff member of the Maruleng Local Municipality dealing with correspondence shall implement the Administrative Procedure Manual.

2. STATEMENT:

All records created and received by the Maruleng Local Municipality shall be managed in accordance with the records management principles contained in Section 13 of the National Archives and Records Service Act, 1996.

The following broad principles apply to the record keeping and records management practices of the Maruleng Local Municipality:

- The Maruleng Local Municipality follows sound procedures for the Creation, maintenance, retention and disposal of all records.
- The Maruleng Local Municipality follows sound procedures for the security, privacy and confidentiality of its records.
- Electronic records in the Maruleng Local Municipality are managed according to the principles promoted by the National Archives and Records Service.
- The Maruleng Local Municipality has performance measures for all records management functions and reviews compliance with these measures.

3. RELATIONSHIP WITH OTHER PROCEDURE MANUAL:

The Maruleng Local Municipality's Administrative Procedure Manual is related to the Records Management Procedure Manual, Records Management Plan, the Records Management Policy and the Information and Communication Technology (ICT) Related Policies for Maruleng Local Municipality.

4. SCOPE AND INTENDED AUDIENCE:

This manual applies to all staff of the Maruleng Local Municipality who generates records while executing their official duties.

Every user of the official e-mail system is responsible for ensuring that all e-mails, that are evidence of business transactions, are captured as records by the Records Department.

5. DEFINITIONS:

Electronic records:

Information which is generated electronically and stored by means of computer technology.

File Plan:

A pre-determined classification plan by which records are filed and/or electronically indexed to facilitate efficient retrieval and disposal of records.

File reference (also used as a mail reference number to be affixed to all correspondence):

A unique identifier for a file. This can be a numerical, alphanumerical or alphabetical identifier. It is used to link a record to its specific subject file and subject grouping.

Public Record:

A record created or received by a governmental body in pursuance of its activities, regardless of form or medium

Record:

Recorded information regardless of form or medium.

Evidence of a transaction, preserved for the evidential information it contains.

Record keeping:

Making and maintaining complete, accurate and reliable evidence of official business in the form of recorded information.

Record keeping system/ Record System:

A collection of policies procedures and systems, which capture information according to a records classification system, manage, store and provide access to records and their context over time.

Records management:

Records management is a process of ensuring proper creation, maintenance, use and disposal of records throughout their life cycle to achieve efficient, transparent and accountable governance. Sound records management implies that records are managed in terms of an organizational records management programme governed by an organizational records management policy.

Registry:

A central location where a governmental body stores its active files.

6. ROLES AND RESPONSIBILITIES:

The Senior Admin and Legal Manager is committed to enhance accountability, transparency and improvement of service delivery by ensuring that sound records management and administrative practices are implemented and maintained.

Senior Managers are responsible for the implementation of this procedure in their respective units.

Senior Managers shall lead by example and shall themselves maintain good record keeping, records management responsibilities, administrative practices and obligations.

Senior Managers shall ensure that the management of records including e-mail is a key responsibility in the performance agreements of all the staff in their units.

Registry Staff shall create records of transactions while conducting official business. Detailed responsibilities regarding the day-to-day management of the records are contained in the Records Management Procedure Manual.

7. STAFF :

Every staff member shall create records of transactions while conducting official business.

Every staff members shall manage those records efficiently and effectively by:

- allocating mail reference numbers and subjects to paper-based and electronic records according to the approved subjects in the file plan or obtaining the file number from the registry department.
- Sending paper-based records to the registry for filing every day.
- Ensuring that mail received/sent are submitted to the records department every day.

8. MEMORANDUM FORMAT:

- The **format** of memorandums must be standardized as to have overall uniformity When writing a memorandum.
- File numbers are to be allocated to the memorandum as to enable correct filing And retrieval of correspondence and simultaneously serves as the reference number of the memorandum.
- Saving of the memorandums on the network must be done correctly.
- Memorandum format procedure

9. LETTER FORMAT:

- The **format** of typing letters must be standardized as to have overall uniformity When typing a letter.
- File numbers are to be allocated to the letters as to enable correct filing and retrieval of correspondence and simultaneously serves as your reference number.
- Typing work should preferably be done on Microsoft Word and Microsoft Excel
- All typists to ensure that a signed copy of all correspondence/letters/reports are submitted to the records department for further processing and filing
- Saving of correspondence on the network must be done correctly
- Format of a letter procedure

10. ACKNOWLEDGEMENT OF RECEIPT OF MAIL RECEIVED:

- All correspondence received by records department is officially acknowledge by Affixing the official red date stamp to the correspondence. Correspondence is date stamped on the day of receipt.
- Acknowledgement of receipt procedure

11. CORRESPONDENCE FOR FILING:

- All correspondence received by the various departments must be submitted to the Records department daily for processing by the records department
- Records department is the centralized office where all correspondence/records are received, processed, scanned, electronically distributed to the various departments for action and preserved for retrieval in the future.
- Filing is done according to **date order**.
- The most recent correspondence will be on top of the file.
- Searching for information is also executed according to date order.

12. DISTRIBUTION OF MAIL:

- All mail received by the records department is are registered and distributed. Files will only be booked for having access to an original document.
- A user printout will be made to determine the outstanding mail (mail not attended to) in the inbox of the user as to comply with good standards of service delivery.
- All mail electronically received by the records department, will automatically be transferred into the Software System for distribution. The e-mail is then printed, date stamped, recorded in the incoming mail register and then filed. This means that the e-mail on the computer will not have a date stamp affixed to it, but the mail on the file will have the official date stamp.

13. LEGAL ADMISSIBILITY AND EVIDENTIAL WEIGHT:

The records of Maruleng Local Municipality shall at all times contain reliable evidence of business operations and is outlined in the Records Management Policy.

14. AUTHORIZATION:

The Administrative Procedure Manual was approved by Maruleng Local Municipality and will take effect on the date of signing.