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Quality**Procedure**

Reviewed by:

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Purpose

This procedure is established and maintained to ensure that the processes of handling of active files and closed files accordance to Polisi dan Panduan Pengurusan Registri Pustaka Negeri Sarawak by Registry Officers (RO) to support Quality Management System.

Scope

This procedure shall be use at Pustaka Negeri Sarawak and all campuses. It covers printed and non-printed files compiled by the Registry Officers (RO) at the registry.

Definition

Actives Files are files that are still actively being used by an office. They are usually referenced on a daily or monthly basis.

Closed Files are files that have met the requirements in accordance to Polisi dan Panduan Pengurusan Registri Pustaka Negeri Sarawak and no longer referred to on a regular basis and tend to be stored in a less accessible place since they are not used frequently.

Registry Officers (RO) shall refer to Registry Officer assigned in Pustaka Negeri Sarawak, Kuching, Pustaka Negeri Sarawak, Miri, State Record Repository (SRR) AND Pustaka Negeri Sarawak, Sibu.

Process Details

1.0 Request to Create New File

1.1. Upon receiving request to create new file from the Requester, the RO shall advise the requester to fill in the *Permohonan Pembukaan Fail Baru* in Correspondence and Case Tracking Unified System (CACTUS).

1.1.1 The Requester shall fill in the following details in the *Permohonan Pembukaan Fail Baru* in CACTUS:

a. Name of requester
b. Date of request
c. Name of Sector and Division
d. File Title
e. File Description
f. Remarks (wherever applicable)

1.2. Once the *Permohonan Pembukaan Fail Baru* has been completed by the requester, the application shall be submitted to the Department Records Officer (DRO) for verification and approval.

1.3. Upon receiving the completed *Permohonan Pembukaan Fail Baru* the DRO shall approved or disapproved the application within one (1) working days.

1.3.1. For disapproved application, the DRO shall advise the requester and the RO to use the existing file series.

1.4. For approved application, the DRO shall request the RO to create new file in Correspondence and Case Tracking Unified System (CACTUS) within one (1) working day and physical file within three (3) working days.

1.4.1. The RO shall create the followings into the CACTUS and physical file:

a. File Title
b. Classification Number
c. Volume

1.5. Once the file has been created, the RO shall notify the Requester and the DRO through email in three (3) working days.

2. Handling of Closed File

2.1. Whenever the file thickness reaches one (1) inch /100 folio whichever comes first, the RO shall retrieve the file and close it.

2.1.1. The RO shall log into CACTUS and create new volume / jilid

2.1.2. The RO shall closed the file and fill in the followings on the physical file:

a. Tarikh Tutup
b. Tarikh Dokumen Pertama
c. Tarikh Dokumen Akhir
d. Jumlah Folio
e. Ketebalan
f. Rujukan Fail Baru
g. Tempoh Simpanan
h. Tempoh Pemisahan
i. Lokasi fail

2.2. Once the Closed File has been logged, the RO shall take following the actions within fourteen (14) working days:

a. Place the physical file in an Archival Box
b. Label the box
c. Place the box in Closed Stack

3. Retrieval of Documents

3.1. Upon receiving request to retrieve Active and Closed File from the Requester, the RO shall request the Requester to complete the *Kad Edaran Fail* with the following details:
   a. Requester Name
   b. Date of Request
   c. File Title
   d. Subject Matter
   e. Date Range - Reminder
   f. Reason

3.2. Based on the details in *Kad Edaran Fail*, the RO shall retrieve the file and notify the Requester immediately to collect the file.

3.3. Upon collection of the file, the RO shall ask the Requester to acknowledge receipt by signing the *Kad Edaran Fail*.

3.4. When the Requester return the file, the RO shall ask the Requester to confirm the return by signing the *Kad Edaran Fail.*

4. Control of Documented Information

4.1. After the completion of the *Permohonan Pembukaan Fail Baru* the RO shall be kept in the Central Registry computer.

4.1.1. The Borang Permohonan Pembukaan Fail shall be categorised as "Open" and can be accessed by all staff.

4.1.2. The *Permohonan Pembukaan Fail Baru* shall be retained as long as the system is still being use.

4.2. After the completion of the *Kad Edaran Fail*, the RO shall keep in the registry.

4.2.1. The *Kad Edaran Fail* shall be categorised as "Open" and can be accessed by all staff

4.2.2. The *Kad Edaran Fail* shall be retained for at least one (1) year after all the action taken and closed.

Annexes:

1. *Permohonan Pembukaan Fail Baru*