

index incoming mail after it has been opened. As indexing takes place in the Registry and the receptionist does not go off duty at the counter until noon, there is in effect a half day delay in indexing documents. For example, at the end of the second week in November there was a backlog of some 100 pieces of unopened mail. In view of this delay the team recommends that the mail opening function be reassigned to registry staff.

Recommendation 12: Mail opening and date stamping be performed in registry.

Outgoing Mail

Outgoing mail is franked and sealed in the Visa/Correspondence section. Two problems were noted by the team with this function. The first is that space provided to perform the task is inadequate. The second is that the franking machine is not able to seal an envelope containing more than one sheet of paper. To resolve the latter problem the team believes that a replacement for the franking machine be considered. While precise cost estimates were not obtained at the time of writing, the team believes that a better machine, the cost of which could be partially offset by trading in the old one, would be cost/effective in its lifetime.

As to the former problem, the solution lies in transferring the outgoing mail function to the Registry, where more space is available.