



**FACILITIES, SECURITY &
KNOWLEDGE MANAGEMENT**

**Eastern Cape
Department of
Education**

COURIER SERVICES

1. RECORDS PACKAGING REQUIREMENTS

In preparing for the documents and records to be transferred from one office to another using a courier services, following document preparations steps should be adhered to.

4.1 Large Volumes of Records:

- ✓ When sending large volumes of records, archiving boxes should be used and be sealed prior sending;
- ✓ Outside the box, a clear document description should be written indicating the volumes in the case where the same category of records is packed in multiple boxes;
- ✓ The processing office will ensure that all district registries are supplied with the required archival boxes

4.2 Medium to Small volumes of Records

- ✓ When sending medium to small volumes of records, plastic and sealable sleeves will be used to package the documents in transits. These plastic and sealable sleeves will be supplied by the courier services to the #Department;
- ✓ Outside the plastic and sealable sleeve, a clear document description should be written

2. TIMELINES FOR DOCUMENTS RECEIVED FROM COURIER SERVICES

All documents received from courier services to all officially appointed processing office and registries must not be retained in these repositories for more than 24 hours. Should a receiving office be not available for collection, documents will be delivered to their immediate supervisors / directors and or Chief Directors offices. This will ensure that the #Department activities are not compromised due to the delay of non- availability of documents and records. Proper control measures when escalating these uncollected documents to the immediate or next in line supervisors will be enforced, i.e. document receipt registration with the following details:

- ✓ name of the receiving office,
- ✓ receiving official details (name & surname);
- ✓ official signature;
- ✓ time and date.

2.1 CONTACT DETAILS FOR THE PROCESSING OFFICES

HEAD OFFICE PROCESSING CENTRES FOR COURIER SERVICES			
DOCUMENT MANAGEMENT CENTRE – ZWELITSHA PROJECT MANAGER: FACILITY, SECURITY & KNOWLEDGE MANAGEMENT MS TP DLAMINI CONTACT DETAILS :0605005236			
Name & Surname	Contact Number	Email Address	Emergency Number (Chief / Directors / Deputy Director's Line)
Mr. Sine Tshifu	040 608 4710	Sinesipho.tshifu@ecdoe.gov.za	0836804583
Sinazo Gqiba	040 608 4592	Sinazo.gqiba@ecdoe.gov.za	
CRMC – EAST LONDON			
THABISA MDANISO - MATANZIMA	0871600845	THABISA MDANISO	0730596605
		CLIENT SERVICE DESK ZWELITSHA/ GOODS & SERVICES	0824787722
TSHEFU SINESIPHO TEMBISA MPENDU (GOODS & SERVICES)			0721239404
HRA REGISTRY			
MS K DOM			Ms. K. Dom

			08
MAIN REGISTRY			
Ms. V. Pango			0736682924
DISTRICT OFFICES			
Name of the District	Processing Office	Contact Details & Email	Emergency no.
BCM	HRA Registry		Mrs Gysman
	Main registry		071 870 5195
Amatole East	HRA Registry		Mr Mtwana
	Main Registry		060 523 6562
Amatole West	HRA Registry		Mr Pakade
	Main Registry		083 897 8870
Chris Hani West	HRA Registry	Phelisa Njani nianiphelisa@gmail.com 076 339 0839	Mrs Flepu 060 523 6540
	Main Registry	Phelisa Njani nianiphelisa@gmail.com 076 339 0839	
Alfred Ndzo East	HRA Registry		
	Main Registry		
ORT Coastal	HRA Registry	Makhosandile Msuduka Makhosandile.msuduka@ecdoe.gov.za 079 950 7309	Mrs Gqaleni 060 530 4314
	Main Registry	Makhosandile Msuduka Makhosandile.msuduka@ecdoe.gov.za 079 950 7309	
Nelson Mandela Bay	HRA Registry	Nomathasanga Mali Nomathasanga.mali@ecdoe.gov.za 072 233 9584	Mrs Mali 060 523 6412
Sarah Bartmaan		Mbulelo Tini	Mrs Khawulela

		lelotini@gmail157@gmail.com 063 939 3195	060 523 8344
Joe Gqabi			Mrs Masiza 060 523 6382
Alfred Ndzo West			Mr Mqendlana 083 772 8721
ORT Inland			Mr Mcinga 060 523 8584
Chris Hani East			Mr Helm 060 523 6449

ANNEXURE A: Document Transfer Form" (template, Templ.01)

Name of the District /Chief Directorate/ Directorate sending documents: e.g OR Tambo Inland – Supply Chain Management _____

Official's Name	
Persal Number	
Office Telephone No.	
Email Address	
Cellular Number	
Date	
Signature	

Item No.	Document Description	Document Type, e.g. Personal File or Payment Voucher	Reference Number; e.g. Payment Number or Persal Number, or ID number	Volume/s