

FINALLY A PROCEDURE MANUAL TO ASSIST THE REGISTRY FUNCTION

Within recent years there has been increasing concern regarding the efficiency and effectiveness of registries in Barbados' Public Service. And as such a decision was taken to conduct a study of registries to determine best practices with a view to developing standards service wide.

The Office of Public Sector Reform began the project by inviting a wide cross-section of Senior Clerks and other registry personnel from various government agencies to attend a "***Standardisation of Registry Systems and Procedures Workshop.***" At this workshop participants shared information on the operations of their respective registries and discussed their problems and concerns. Further research conducted throughout the public service identified a number of problems. These included:

Classification systems that were neither logical nor consistent;
The absence of procedural manuals;
Large volumes of temporary, duplicate and inactive files;
No set of rules for naming files;
Large volumes of closed files in the registry; and
Difficulties tracking files.

The problems identified above were further compounded by the frequent turnover of staff in many registries.

Our next step involved extensive benchmarking, conducted among registries in our public service agencies and a number of Commonwealth Countries. This project has culminated in the publication of two (2) manuals: '***Developing a File Plan/File Key,***' and a '***Registry Procedures Manual***'.

These publications will be distributed to all Ministries and Departments within the coming weeks. We hope that you will find them useful.