



ACCOMPLISHMENT REPORT
4th Quarter, CY 2021

The Office of the Head of Records and Archives (OHRA) continues to provide proper records management, centralized mail/communication & messengerial services, and efficient records reference services to the different departments, centers, units of the university and its clientele. It also provides policy guidelines on the maintenance and disposition of records, files and maintains necessary records and establishes a records disposition program for the university.

The following are the important accomplishments of the office in the 4th quarter of 2021:

A. Accomplishments in Relation to Targets

Administrative Support Services

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| 1. Rendered efficient & customer-friendly frontline services by answering queries, assisting clients on requests for information/record including processing and releasing of requested documents. | 100% accomplishment with no valid complaint |
| 2. Delivered all issuances/ communications including mails to the department/faculty/staff concerned; | 100% accomplishment |
| 3. Distributed all pay slips for the months of October-December 2021 to all concerned faculty and staff; | 1, 800 pay slips |
| 4. Recorded incoming mails received from the post office and delivered to concerned staff/departments/units within the day of receipt; | 165 incoming mails recorded |
| 5. Dispatched mails (mails received from registrar & other offices) to Post Office within the day of receipt; | 87 mails dispatched |
| 6. Rendered efficient services to requests for information/ record in accordance with FOI policy and Request for Information/Record procedure, and acted within the time frame. | 111 requests for record served |
| 7. Retrieved and reproduced requested documents per approved request for information/record in accordance with VSU- FOI policy and request for information/record procedure of OHRA | 59 human resource docs |

Records and Archives Management

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| 8. All human resource documents received from RSPPRO, ODHRM and other offices systematically filed in their respective 201 folders filed within the day of receipt; | 100% accomplishment (see attachment for the detailed outputs) |
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