



**ANNUAL REPORT
CY 2021**

I. Highlights: Important accomplishments (a) in relation to targets and (b) others.

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 2021:

A. Accomplishments in Relation to Targets

TARGETS	ACCOMPLISHMENTS	
Administrative Support Services Management		
Zero percent complaint from client served	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
4,500 docs	Delivered all issuances/ communications including mails and monthly payslips to all concerned department/faculty/staff, without delay <ul style="list-style-type: none">all issuances were 100% delivered on time1, 638 mails delivered7,200 payslips of VSU staff delivered	8,838 (197%) docs delivered
500 mails	Recorded incoming and outgoing mails and delivered to concerned staff/departments/units within the day of receipt	1,638 incoming/ outgoing mails recorded
205 requests for information/ records	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.	484 (240%) requests served
Records and Archives Management		
100% HR docs filed within the day	All human resource documents and permanent records received from OHRSPPR, ODHRM and other offices systematically filed in their respective 201 folders filed within the day of receipt;	100% accomplished (with detailed outputs in separate report)
1,232 records	Conducted an inventory of documents/records (general files) and submitted a request for authority to dispose valueless records of the university which surpassed the respective prescribed retention periods based on the General Records Disposition Schedule (GRDS) and approved Records	607 folders inventoried; 72 files reclassified; 423 valueless records for disposals