

# Service Standards for Records Centre

Reviewed: August 2020  
Next review: August 2021

Ministry of Central Services

Maintained by: Corporate and Commercial Services Division

*This document outlines the service standards customers can expect from the ministry.*

## Service Standards for Government Records Centre

**Service standards publicly state the level of performance that citizens can reasonably expect to encounter from the Ministry of Central Services under normal circumstances.**

### Service description:

Records Centre within the Ministry of Central Services is responsible for the storage, retrieval and disposal of records when requested for all government funded organizations using this program.

### How you can request this service:

Contact your Records Coordinator if you require files stored/retrieved/disposed by Records Centre.

### Work hours:

Monday to Friday, 8 a.m. to 4 p.m. with the exception of Statutory Holidays.

### Contact details:

110 Henderson Drive, Regina, SK S4N 5V5

Phone: (306) 787-6455

Fax: (306) 787-1873

Email: [recordsorder@gov.sk.ca](mailto:recordsorder@gov.sk.ca)

Service	Customer action required	Service Standard	Target	How to measure
Records storage	<p>Records Coordinator emails <b>Records Transfer Form</b> to Records central email.</p> <p>Customers are asked to label boxes. Use consecutive numbers only to a maximum of 6 characters; only use numerical characters 0 through 9; <b>do not</b> use any alphabetic characters (A through Z); do not label the boxes in any other way or with any information as to what is inside.</p>	<p>Customers will be contacted <b>within 1 business</b> day of emailing Records to confirm request and discuss date/time for delivery of boxes to storage.</p>	95%	Performance is measured using an Excel tracking spreadsheet.

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Service	Customer action required	Service Standard	Target	How to measure
<b>Records retrieval</b>	<p>Authorized user emails records retrieval request to Records central email.</p> <p>Customer needs to provide the <b>transfer numbers</b> of the boxes they are requesting and either the <b>details for courier pick up</b> OR information about when they would like to have a <b>site visit</b>.</p>	Customers will be contacted within <b>1 business day</b> if there is an issue with a request for a box	95%	Performance is measured using an Excel tracking spreadsheet.
<b>Records disposal</b>	Records Coordinator emails records disposal request to Records central email.	Request for disposal will be completed <b>within 30 calendar days</b> .	95%	Performance is measured using an Excel tracking spreadsheet.