

# Service Standards for Records Centre

Reviewed: December 2023  
Next review: June 2023

Ministry of SaskBuilds and Procurement

Maintained by: Operations and Service Delivery 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 SaskBuilds and Procurement under normal circumstances.**

### Service description:

The Records Centre within the Ministry of SaskBuilds and Procurement 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:

Records Coordinators and/or authorized requesters can email the Records Centre.

### Work hours:

Monday to Friday, 8am to 4:30pm with the exception of Statutory Holidays.

### Contact details:

110 Henderson Drive, Regina, SK S4N 5V5

Phone: (306) 787-6455

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

Service	Customer action required	Service Standard	Target	How to measure
Records storage	Email completed <b>Records Transfer Form</b> to Records Center, and upon review may arrange courier delivery or send through inter-office mail. Boxes must be packed and labeled properly; see <b>Records Transfer and Shipment Guidelines</b> for more information.	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.	95%	Performance is measured using an Excel tracking spreadsheet.

# Service Standards for Records Centre

Reviewed: December 2023  
Next review: June 2023

Ministry of Central Services

Maintained by: Corporate and Commercial Services Division

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

Service	Customer action required	Service Standard	Target	How to measure
<b>Records retrieval</b>	Requester emails required <b>Box Number(s) and Transfer Number(s)</b> to the Records Centre for boxes belonging to a branch they have been authorized for by their Records Coordinator with request for <b>inter-office delivery, courier pick-up, or View-on-Site</b> .	Requester will be notified within <b>1 business day</b> if; box number or transfer number is incorrect, box is unavailable, requester is not authorized for those records. Requests for <b>courier pick-up</b> will receive confirmation when boxes are ready for pick-up.	95%	Performance is measured using an Excel tracking spreadsheet.
<b>Records disposal</b>	Records Coordinator emails the Records Centre with Box Number(s) and Transfer Number(s) of boxes requested for disposal along with a copy of the <b>Disposal Request Notification Form</b> from the Provincial Archives of Saskatchewan authorizing their destruction.	Records for disposal will be sent for shredding <b>within 30 days</b> .	95%	Performance is measured using an Excel tracking spreadsheet.