



Agrément South Africa

Certification Procedure

Document Owner:	Agrément South Africa – Technical Services Division
Compiler:	Executive Manager: Technical Services
Document Name:	Agrément South Africa Certification Procedure
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Effective Date	Review Date	Description	Author
17/02/2021	17/02/2024	Agrément South Africa Certification Procedure	Executive Manager: Technical Services

Approval

The Certification Procedure consisting of 21 pages has been approved by the Executive Committee (EXCO) of Agrément South Africa.

Reviewed	Role	Signature	Date
EXCO	Chairperson	<i>Joseph Odhiambo</i>	16 /02/ 2021

The procedures are to be used in conjunction with the Certification Policy, all applicable forms, and templates. The procedure is available to all AGRÉMENT SOUTH AFRICA staff members and is maintained in pdf format on AGRÉMENT SOUTH AFRICA Shared Drive.

***Certification Procedure
of
Agrément South Africa***

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ACRONYMS

Acronym	Description
AGRÉMENT SOUTH AFRICA	Agrément South Africa
ecoASA	Eco-Labeling Scheme of Agrément South Africa
EXCO	Executive Committee of Agrément South Africa
SABS	South African Bureau of Standards
SCM	Supply Chain Management
TECO	Technical Committee of the Board of Agrément South Africa

1. DEFINITIONS

Definitions	Description
Accountability	Means the personal responsibility of a person to his/her senior or higher authority for any act or omission in the execution of his assigned duties (Accountability cannot be delegated)
Agrément South Africa Act, Act No. 11 of 2015	Means the Act under-which Agrément South Africa was established.
Agrément South Africa	Means the Public Entity made and established by the Government in its Department of Public Works as per Agrément South Africa Act, Act No. 11 of 2015.
Authority	Means the right or power attached to a rank or appointment permitting the holder thereof to make decisions, to take command or to demand action by others.
Board	Means the Board constituted in terms of Section 9 of the Agreement South Africa Act, Act No. 11 of 2015 who is also the Accounting Authority of Agrément South Africa.
Due Diligence Phase	The stage at which the Quality Assurance Department reviews the Client's Effective Liability and compliance to post-certification quality monitoring.
ecoASA	Eco-Labeling Scheme of Agrément South Africa
Effective Liability	Means the sum of all liabilities currently reflecting on the ASA accounting system and all other liabilities not currently reflecting on the accounting system pertaining to the Client
Project	A set of work with a defined start and end date, and with a pre-determined level of risk. This refers to all certification body of work to be carried out.
Project Charter	The main purpose of the Project Charter is to formally acknowledge that a project has approval

	to begin. It is the authoritative document acknowledging the project's sponsor and business sponsor signoff, to initiate the project and the Project Manager's acceptance to commence.
Projects Committee	A group of stakeholders who are responsible for providing guidance on overall strategic direction and endorsing recommendations from the Project Manager.
Project Management Framework	Documented procedures for how projects are planned, executed and delivered, to ensure projects are completed on time and on budget.
Project Manager	The person responsible for the day-to-day management of the project objectives, tasks, progress and project team, also referred to as Project Leader.
Project Proposal	An initial formal document of the project, specifying high level requirements of the project including background, purpose, benefits, objectives, scope, assumptions, constraints, and costs of the project, commonly referred to as a work offer.
Project Sponsor	The person given overall responsibility for ensuring that a project meets its objectives and delivers the expected benefits. This is the person considered to have ongoing accountability for outcomes of the project, also referred to as Technical Group Leader: Assessments.
Project Team	Individuals, groups and/or organisations, including all consultants, who are responsible for undertaking project tasks as directed by the Project Manager.
Status Report	A high-level progress report indicating the current status of the project as tracked against budget, time and tasks.

Technical Group Leader

Means an official who occupies such a post in terms of the approved staff establishment of Agrément South Africa and has overall responsibility for ensuring that certification projects meet their objectives and are delivered on time.

2. PURPOSE

The purpose of this procedure is to establish, implement and maintain a certification process that is appropriate to ensure the subsequent provision of Agrément South Africa (ASA)'s certification services.

3. SCOPE OF APPLICATION

This procedure applies to all staff involved in the certification processes.

4. TERMS AND DEFINITIONS

Certification is a third-party formal attestation or confirmation of certain processes and systems and that they comply to specified requirements.

5. REFERENCES

This procedure is based on the following reference documents:

- ISO 9001:2015 Standard - Clause 4.4: Quality management system and its processes
- ISO 17065:2012 Conformity assessment – Requirements for bodies certifying products, processes and services
- Agrément South Africa Act, Act No. 11 of 2015
- Agrément South Africa Delegation of Authority
- Agrément South Africa Certification Policy
- Agrément South Africa Project Management Framework
- Agrément South Africa Project Management Policy
- Agrément South Africa Records Management Policy
- Agrément South Africa Supply Chain Management Policy

6. RESPONSIBLE, ACCOUNTABLE, CONSULTED, AND INFORMED (RACI)

The RACI Table indicates who internally, or externally, is responsible, accountable, consulted and informed regarding the different activities of this procedure.

- Responsible – Who is responsible for doing the task individual or function.
 - Accountable – Who has authority to approve or disapprove the task and held ultimately liable.
 - Consulted – Whose opinion and input are sought through a two-way communication.
- Informed – Who needs to be kept informed about the task and provided with information.


Activity/Task	Responsible	Accountable	Consulted	Informed
Enquiries	Technical and Administrative Officer	Executive Manager: Technical Services	Relevant Stakeholders	Relevant Stakeholders
Application	Technical Group Leader: Research & Development	Executive Manager: Technical Services	Relevant Stakeholders	Relevant Stakeholders
Project Proposal Phase	Technical Group Leader: Technical Assessment	Executive Manager: Technical Services	Relevant Stakeholders (Clients/Technical Assessors)	Relevant Stakeholders (Clients/Technical Assessors)
Project Planning Phase	Senior Technical Assessors	Technical Group Leader: Technical Assessment	Relevant Stakeholders	Relevant Stakeholders (Clients/Technical Assessors)
Project Execution Phase	Senior Technical Assessors/Technical Assessors	Technical Group Leader: Technical Assessment	Relevant Stakeholders (Clients/Technical Experts/TGL)	Relevant Stakeholders (Technical Experts/Clients/TGL)
Project Closure	Technical Assessors	Technical Group Leader: Technical Assessment	Relevant Stakeholders (Clients/TGL:TA)	Relevant Stakeholders (Clients/TGL: TA and EM: Technical Services)

Activity/Task	Responsible	Accountable	Consulted	Informed
Enquiries	Technical and Administrative Officer	Executive Manager: Technical Services	Relevant Stakeholders	Relevant Stakeholders
Certification Review & Decision	TECO	Executive Manager: Technical Services	Relevant Stakeholders (Clients/Technical Experts/TGL/EM: Technical Services/TA)	Relevant Stakeholders (Clients/Technical Experts/TGL/EM: Technical Services/EXCO)
Certificate Issuance	Technical and Administrative Officer	Executive Manager: Technical Services	Relevant Stakeholders (TGL:TA, Clients and EM: Technical Services)	Relevant Stakeholders (Clients, Public, EXCO, TECO, Board)

7. METHODS AND PROCESSES


7.1 Enquiries

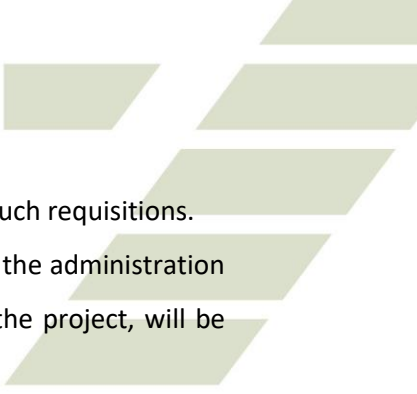
- 7.1.1 All enquiries concerning any stage of certification, shall be registered, by the Technical & Administration Officer. Should a client enquire about the process of applications with any staff member other than the Technical & Administration Officer, such enquiries shall be forwarded to the Technical & Administration Officer.
- 7.1.2 The Technical & Administration Officer shall route enquiries, within two working days of receipt of enquiry.
- 7.1.3 The Technical & Administration Officer shall route all strategic enquiries to the Executive Manager: Technical Services (EMTS). The EMTS shall be expected to respond (in writing) to enquiries, within three working days of receipt of enquiry.
- 7.1.4 The Technical & Administration Officer shall route all technical and potential applications enquiries to the Technical Group Leader: Technical Assessments (TGL:TA). The TGL:TA shall be expected to respond (in writing) to enquiries, within three working days of receipt of enquiry.
- 7.1.5 The Technical & Administration Officer shall route all amendments enquiries to the Technical Group Leader: Quality Assurance (TGL:QA). The TGL:QA shall be expected to respond (in writing) to enquiries, within three working days of receipt of enquiry.

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- 7.1.6 The Technical & Administration Officer shall route all research, specifications-related, and stakeholder-related enquiries to the Technical Group Leader: Research & Development (TGL: R&D). The TGL: R&D shall be expected to respond (in writing) to enquiries, within three working days of receipt of enquiry.
 - 7.1.7 The Technical & Administration Officer shall route all Eco-labelling enquiries to the Eco-Labelling Manager (ELM). The ELM shall be expected to respond (in writing) to enquiries, within three working days of receipt of enquiry.
 - 7.1.8 The Technical & Administration Officer shall route all other existing clients' queries (on matters regarding issued certificates, such as complaints) to the Quality Management System Co-Ordinator (QMScO). The QMScO shall be expected to respond (in writing) to enquiries, within three working days of receipt of enquiry.
 - 7.1.9 The Technical & Administration Officer shall action recommendations from the respective departmental heads (e.g., send application forms) within two working days.
 - 7.1.10 The Technical & Administration Officer shall register all enquiries.

7.2 Applications

- 7.2.1 All applications, for certification (including eco-labelling) (new, amendments, reinstatements, and licensee registration) shall be received and registered, by the Technical & Administration Officer. Should the client submit applications to any staff member other than the Technical & Administration Officer, such applications shall be forwarded to the Technical & Administration Officer for processing.
- 7.2.2 The Technical & Administration Officer shall provide applicants with the relevant application form, together with the General Conditions of Certification and Specific Scheme Rules (where applicable).
- 7.2.3 The Technical & Administration Officer shall, within two working days of receipt, check the application for completeness and if complete, forward the application to the Technical Group Leader: R&D. The Technical & Administrative Officer shall however send all administrative amendments straight to the Technical Group Leader: QA, and not the TGL:R&D.
- 7.2.4 The Technical & Administration Officer shall liaise with the applicant, should the application be incomplete.
- 7.2.5 The Technical Group Leader: R&D shall engage with all technical certification applications (including eco-labelling) and, within ten working days, determine the application's eligibility for Agrément certification. Eligibility review shall include, but not be limited to, whether a SABS certification scheme exists against such a product, or not, as well as review of the ecoASA eligibility criteria.
- Note: Each scheme shall have its eligibility criteria.*
- 7.2.6 The TGL: R&D shall assess all certification applications and assign to a Research and Development Specialist (RDS), within 2 working days of receipt of application.
- 7.2.7 The Technical Group Leader: R&D shall, oversee the review process and after reviewing an application's eligibility, either accept or decline an application.
- 7.2.8 The RDS shall verify and confirm if there are existing criteria internally for all new applications. If there are no criteria, the RDS shall review all product certification applications and ascertain, whether a South African Bureau of Standards (SABS) certification scheme exists against such a product or not. The RDS shall document the outcome of the application review in the form of a report. Outcome of such review shall be communicated to the Technical and Administrative Officer, for registration as either an accepted or a declined application.
- 7.2.9 Where a SABS certification scheme exists for a specific product, the application shall be

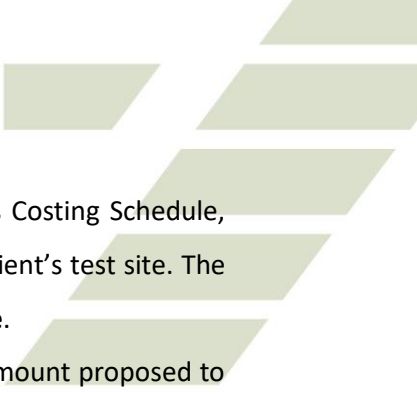
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- rejected, and applicant referred to the SABS.
- 7.2.10 Where no SABS product certification schemes exists, the RDS shall review and determine if any similar criteria exist in other International Technical Assessment Organisations from which ASA criteria can be developed. Assessment criteria shall then be developed according to the Development of Agrément South Africa Assessment Criteria Procedure.
- 7.2.11 Where no criteria from Technical Assessment Organisations exists, ASA shall table the application before Technical Committee (TECO) for recommendations on whether to accept or reject the application. Should it be accepted, new assessment criteria shall be developed as per the Development of Agrément South Africa Assessment Criteria Procedure. Should it be rejected, TECO shall make further recommendations.
- 7.2.12 If during the review process, further information is required from the applicant; the information shall be requested by the TGL: R&D through the TAO.
- 7.2.13 For technical amendment applications for product certification, the Technical Group Leader: R&D shall, within 5 working days, review any change in standards, SABS schemes and/or regulations, that may affect certification. Outcome of such review shall be documented and communicated to the Technical and Administrative Officer for registration as either an accepted or a declined application.
- 7.2.14 The Technical Group Leader: QA shall manage all re-instatement and licensee registration applications. Such applications are to be responded to, within 5 working days.
- 7.2.15 In cases where an application is rejected, the relevant Technical Group Leader shall draft a response letter, to the applicant. Such a letter shall be approved and signed, by the Executive Manager: Technical Services, and sent to the applicant, by the Technical & Administration Officer. The Technical & Administration Officer shall document such rejections, in the Rejections Register. The Register shall indicate date of application, the type of application, date sent to the Technical Group Leader, date of official response by the Technical Group Leader, reasons of rejection and date communicated (letter sent) to the applicant.
- 7.2.16 In cases where an applicant appeals a rejected application, the applicant shall be directed to the Executive Manager: Technical Services, who shall, within 5 working days, in consultation with the responsible Technical Group Leader review the merit of the appeal and make a final decision.
- 7.2.17 In cases where an application is accepted, the Technical & Administration Officer shall, within 2 working days, allocate a file number and facilitate the process of payment of an applicable administration fee, by requesting the Finance Department to invoice the client.

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- The Technical & Administration Officer shall keep copies (and file) of such requisitions.
- 7.2.18 The Finance Department shall manage the invoicing and collection of the administration fee, and issue a project number, against which all funds related to the project, will be linked.
- 7.2.19 The Finance Department shall confirm payment by the applicant, to the Technical & Administration Officer for filing and further processing of the application.
- 7.2.20 The Technical & Administration Officer shall update the New Projects Register and capture the date the application was received as well as the date of payment of the administration fee. It is at this point that the Technical & Administration Officer shall open a project file, on the shared drive.
- 7.2.21 To conclude the application, phase the Technical & Administration Officer shall advise the relevant Technical Group Leader, that the application phase is complete. In a case of amendment applications, this will trigger the Due Diligence. In a case of new applications, this will trigger the Project Proposal Phase. Due Diligence must be completed within 5 working days of receipt of all amendment application administrative documents from the Technical & Administration Officer.
- 7.2.22 The Technical Group Leader: QA shall upon conclusion of the Due Diligence Phase, hand the project over to the Technical Group Leader: Technical Assessments, for project proposal phase to commence.

The Technical Group Leader: Quality Assurance, shall from this point, follow the Quality Assurance Department's approved procedures for all projects under the Quality Assurance Department's Management. The Technical Group Leader: Quality Assurance shall use the Guideline for Project Allocation, to allocate projects to the Quality Assurance Personnel.

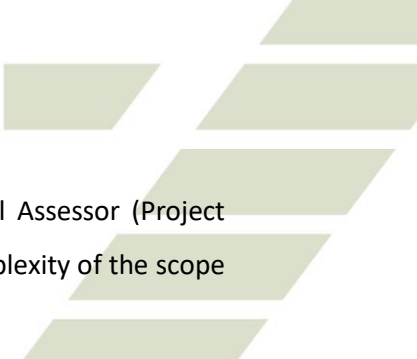
7.3 Project Proposal Phase

- 7.3.1 The Technical Group Leader: Technical Assessments shall, within two (2) working days of project handover from the Technical & Administrative Officer, assign a Senior Technical Assessor to develop a Project Work Offer.
- 7.3.2 The Senior Technical Assessor shall, within 10 working days, develop the Project Work Offer using the **PWO-001 Project Work Offer Template**.
- 7.3.3 The assigned Senior Technical Assessor shall consider all aspects/disciplines that have a bearing on the subject of the application and use that to draft a Project Work Offer.

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- 7.3.4 The assigned Senior Technical Assessor shall also compile a Projects Costing Schedule, which includes travel estimates, to travel to the factory and/or the Client's test site. The Project Costing shall be done using **PCO-001 Project Costing Template**.
 - 7.3.5 The total costs, as per Project Costing shall be the total evaluation amount proposed to the applicant.
 - 7.3.6 The Senior Technical Assessor shall subject the work offer, to peer review, as per *Peer Review Guidelines*.
 - 7.3.7 Upon finalisation of the Project Work Offer, the Senior Technical Assessor shall, through the Technical & Administration Officer, submit the Project Work Offer for approval and signature, by the Executive Manager: Technical Services, and update the Projects Evaluations Report accordingly. The Executive Manager: Technical Services shall, within 5 working days, review/comment/sign the Project Work Offer.
 - 7.3.8 The Technical & Administration Officer shall, within one working day, send the work offer to the applicant, together with the *Conditions of Certification* and relevant Agrément SA specifications referred to in the work offer. Other specifications, such as SANS, referred to in the work offer are strictly not to be shared with the client. The client is expected to obtain own. This shall conclude the project proposal phase.
 - 7.3.9 The Senior Technical Assessors shall monitor the proposal validity period and send a reminder of work offer expiry, before 10 working days of expiry, and thereafter notification of application closure, should the client not accept the offer within the validity period.

7.4 Project Planning Phase

- 7.4.1 When the applicant accepts the project work offer, the Technical & Administration Officer shall facilitate the process of payment of evaluation fees, by requesting the Finance Department to invoice the client. The Technical & Administration Officer shall request such invoicing, within 2 working days of receipt of accepted work offer. The Technical & Administration Officer shall document and file such requisitions.
- 7.4.2 The Finance Department shall manage the invoicing and collection of the evaluation fee.
- 7.4.3 The Finance Department shall confirm payment by the applicant, to the Technical & Administration Officer for filing and further project management.
- 7.4.4 The Technical & Administration Officer shall upon confirmation of payment of evaluation fees, within 1 working day, inform the Technical Group Leader: Technical Assessments.
- 7.4.5 The Technical Group Leader: Technical Assessments shall, within 2 working days, using

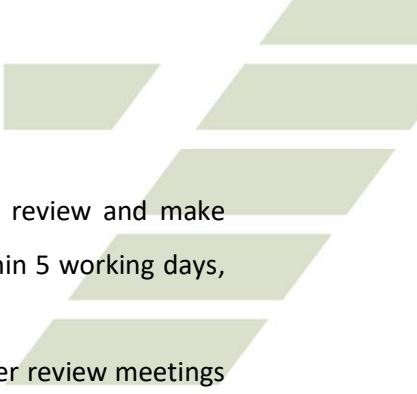


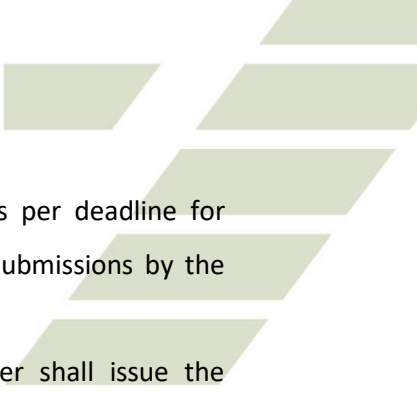
the *Guideline for Project Allocation*, allocate projects to a Technical Assessor (Project Leader) (this may be a Senior Technical Assessors, depending on complexity of the scope of work, or capacity).

- 7.4.6 The Project Leader shall, within 10 working days, present a Project Management Plan, outlining all activities, resources and time required to complete the project, using **PMP-001 Project Management Plan Template**, to the Projects Committee. The Project Management Plan shall indicate all project tasks and expected dates of completion.
- 7.4.7 The Project Leader shall at this stage contact the client, in writing, followed by a telephone call, introducing themselves and informing the client of the next stage of the project, as well as the expected completion date.

7.5 Project Execution Phase

- 7.5.1 The Project Leader shall conduct all activities, as per Project Management Plan, ensuring that all activities take place within the set time, standard and budget.
- 7.5.2 The Technical Group Leader: QA shall upon confirmation by the Technical & Administration Officer of receipt of evaluation fees from the client, within 2 working days, assign the Quality Management System Assessment activity, to a Quality Assurance Officer/Auditor.
- 7.5.3 The assigned Quality Assurance Officer/Auditor shall, within 5 working days, schedule a factory audit, in consultation with the Project Leader, who shall participate in the factory audit. Such audits are to be completed, within 20 working days of assignment by TGL: QA.
- 7.5.4 The Project Leader shall review all applicable documents that form part of the evaluation process (including test reports and the quality management system assessment report) evaluating whether compliance to standards (as per the scheme) exists or not and compile a summary report (also referred to as an audit report) on findings. The Project Leader shall refer to latest versions of specifications and/or published standards, to draw conclusion on compliance or non-compliance. The TGL: R&D shall establish and maintain a library of the latest versions of standards, on the Shared Drive. The TGL: R&D is to further ensure that the latest versions of Agrément SA specifications are published on the website.
- 7.5.5 The Project Leader shall, within 10 working days of receipt of the last favourable report, present a summary report, together with the draft certificate, to peers, for peer review.
- 7.5.6 The Project Leader shall, within 5 working days of peer review, recommend the certificate for the Technical Committee's review. Such recommendation shall be made via the Technical Group Leader: TA, who will in turn submit the recommendation to the Executive

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- Manager: Technical Services. The Technical Group Leader: TA, shall review and make recommendations to the Executive Manager: Technical Services, within 5 working days, from receipt from Project Leader.
- 7.5.7 The Technical & Administration Officer shall document and file all peer review meetings on the shared drive, within 4 working days of the meeting.
- 7.5.8 An assigned Senior Technical Assessor shall evaluate the execution of the project, by reviewing performance against the Project Management Plan, verify the quality and the efficacy of the work done and provide guidance, where required.
- 7.5.9 The Project Leaders shall update progress and status of the projects under their management, from planning to close-out phase, on the Evaluation Status Report and report such project performance vs. the planned performance, to the Projects Committee.
- 7.5.10 The Project Leader shall refer to the Agrément South Africa Project Management Framework on how to manage project plans and their amendments.
- 7.5.11 The Project Leader shall prepare all submissions for the various levels of approvals (EXCO, TECO and Board), through the Technical Group Leader: Technical Assessments (who by virtue of submission to the EMTS, confirms correctness of the submission).
- 7.5.12 The Executive Manager: Technical Services shall, 5 working days prior the next Executive Committee (EXCO) meeting, submit the draft certification, together with all relevant annexes.
- 7.5.13 The Executive Manager: Technical Services shall, within 5 working days from EXCO's recommendation, submit the draft certification, together with all relevant annexes to the Board Secretary, for review by TECO.
- 7.5.14 The Project Leaders shall, within 2 working days, upon approval of certification by TECO, finalise the certificates and submit to the Technical Group Leader: Technical Assessments for final check of the certificate's accuracy.
- 7.5.15 The Project Leader shall, within 2 working days, upon approval of the projects for certification by TECO, prepare a letter of the outcome, for the applicant's attentions. Such a letter shall be signed by the Executive Manager: Technical Services. **PCL-001 Project Communication Letter** shall be used. This letter shall be to communicate the outcome of TECO, and further outline the awaited ratification by the Board.
- 7.5.16 The Technical & Administrative Officer shall, within a day of signature of such a letter, send the letter to the client, and file it in the Project File, on the shared drive.
- 7.5.17 The Technical Group Leader: TA shall, within 7 working days from TECO's approval, submit the approved certificate and projects income vs. expenditure memorandum,

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- addressed to the Board, to the EMTS. EMTS shall submit such, as per deadline for submissions to Board, as stipulated by the Board Secretary. Such submissions by the TGL:TA shall be deemed as confirmation of accuracy of the certificate.
- 7.5.18 Upon ratification by Board, the Technical & Administration Officer shall issue the certificate, allocating a certification number, as per process flow of certificate issuance (digital certification). The Executive Manager: Technical Services, shall sign-off, confirming that due process has been followed, for each certificate submitted to the Chairperson of the Board for signature
- 7.5.19 Upon issuance of the certificate, the Technical & Administration Officer shall, within 5 working days, request publication of the certificate's extract, on the ASA website, and request Procurement Office, for publication of notification of issue of certificate, in the Government Gazette.
- 7.5.20 The Technical & Administration Officer shall, within 5 working days of the Board Chairperson's signature of the ratified certificates, courier/deliver the certificates to the clients (if not digitally delivered).
- 7.5.21 The Technical Group Leader: R&D shall ensure that, within ten (10) working days from date of Board ratification of the certificate, a Customer Satisfaction Survey for the client to complete is sent out. The R&D Department shall analyse the feedback from the surveys and present such results to the Management Review Meetings.
- 7.5.22 The Project Leaders shall file all documents related to the project, under the Projects File, on the shared drive.

7.6 Project Closure

- 7.6.1 The Project Leader shall prepare a project close-out report, which must include a financial report on the project, to the Projects Committee, within ten (10) working days from date of ratification of the certificate.
- 7.6.2 The Technical and Administrative Officer shall update all relevant registers, which includes Certificates Issued.
- 7.6.3 The Technical and Administrative Officer shall, upon official project closure by the Projects Committee, file the project closure report. No physical files shall be kept. Where physical project files exist, such shall be kept for a period of eighteen (18) months post project closure and thereafter shall be archived.

7.7 Publications and Notification of Certification

7.7.1 The Technical Group Leader: QA shall update the certificates database, as and when certificates are issued (as well as when the certificates get suspended, withdrawn, invalidated, re-instated etc, together with a record of licensees per issued certificate). The database shall be protected, and editable strictly by the TGL: QA. The TGL:QA shall ensure that updated database is published on ASA website.

8. DOCUMENTED INFORMATION

The following documented information shall be maintained, prior archiving:

No.	Documented Information Title / ID	Format	Medium	Retention Period	Custodian(s)
1	Technical Enquiries Register	English, Text	Electronic	Min 18 months	Technical & Administrative Officer (TAO)
2	Application form	English, Text	Electronic	Min 3 years	Research & Development
3	Request for invoice	English, Text	Electronic	Min 3 years	TAO
4	New Applications Register	English, Text	Electronic	Min 18 months	TAO
5	Rejected Applications Register	English, Text	Electronic	Min 18 months	TAO
6	Reinstated Applications Register	English, Text	Electronic	Min 18 months	TAO
8	Project Costing-PCO-001	English, Text	Electronic	Min 3 years	Technical Assessments
9	PWO-001 Project Work Offer	English, Text	Electronic	Min 3 years	TAO
10	PMP-001 Project Management Plan Template	English, Text	Electronic	Min 3 years	Technical Assessments
11	Evaluation Status Report Register	English, Text	Electronic	Min 18 months	Technical Assessment
12	PCL-001 Project Communication Letters	English, Text	Electronic	Min 3 years	TAO
13	Certificates Issued Register (New & Mantag)	English, Text	Electronic	Min 18 months	TAO

