

Master Index

Registration and Distribution of Inquiries

All inquiries, with the exception of those of historical nature, are registered here. For each person a reference card is established containing, besides the personal data, also a summary of the contents of the inquiry. These cards are established in triplicate (one for the planned file with the documents of the person in question, one for the Index of Inquiries and one for the Master Index).

In order to avoid reminders, private persons receive acknowledgements of receipt by which they are also informed that the processing will take some time. If particulars (e.g. date and place of birth) are missing in the inquiry, the inquirer is requested to complete the data.

When inquiries are received relating to categories of persons of whom the ITS holds no documents, the inquirers are informed by the ITS of possibilities of investigation.

In addition, this section keeps statistics on all incoming requests.

(9 employees)

Case Distribution and Central Files

Designated as "cases" are files set up on the basis of positive checking as well as also negative proceedings. Each file sent to another section must be channelled through the Case Distribution Section which registers the course of each one through archives and sections. This system guarantees that each file is located in the shortest possible time.

The Distribution Section also assures that the inquiries are answered in the sequence of their receipt.

After the processing has been concluded the positive cases, of which the files now also contain the original documents of the persons in question and the reply of the ITS, are sent to the Central Files. The total number of files stored in the Central Files amounts to approximately 1.500.000. Cases that due to lack of documents have to be answered in the negative are stored separately. These files have not reached a dead-end, because due to new requests or if on the basis of newly acquired documents, supplementary information is given, resp. instead of negative replies now positive reports can be sent, the files are continuously required. A case where the file is required only once is an exception.

(13 employees)

(40 employees)