

NATIONAL INSTRUCTION 3 of 2011

REGISTRATION OF CASE DOCKETS ON THE CRIME ADMINISTRATION SYSTEM (CAS)

1. BACKGROUND

- (1) The Crime Administration System (CAS) is the computer system that is used to register, manage, control and keep record of case dockets (SAPS 3M) that are reported to the Service.
- (2) The purpose of this instruction is to ensure that every case docket and enquiry that is opened for investigation is immediately registered on CAS by utilizing the **DEFINITIONS OF CRIME MANUAL** and the **COUNTING RULES ON CRIME OF THE SOUTH AFRICAN POLICE SERVICE**.
- (3) This instruction must also be complied with at stations that do not have access to the CAS. At these stations, reported case dockets must be registered in the Crime Register (CR) (SAPS 1), and the same procedures with the necessary amendments, as set out in this instruction, must be complied with.

2. RECEIVING OF A COMPLAINT AND OPENING OF A CASE DOCKET

- (1) When a crime or alleged crime is reported at a police station or to a member on patrol attending to complaints, irrespective of whether the crime was committed in the station area of that police station or the station area of another police station, the member receiving the report must —
 - (a) interview the complainant (reporter) and, by using the Definitions of Crime Manual as a guideline, ensure that what is alleged to have happened does indeed constitute a crime and if so, take down an affidavit depicting all the elements of the crime and describe in detail what happened by utilizing the “what”, “when”, “who”, “where”, “why”, and “how” principles;
 - (b) open a case docket (SAPS 3M) and complete it; and
 - (c) hand over the completed case docket (SAPS 3M) to the Community Service Centre Commander for perusal and registration on CAS.
- (2) Complainants or reporters of crime must never be referred to another police station to report a crime, even if the crime was committed in another police station area.

3. DUTIES OF THE COMMUNITY SERVICE CENTRE COMMANDER (CSCC)

- (1) The Community Service Centre (CSC) Commander is responsible for the performance of all duties pertaining to the Community Service Centre (CSC), and he or she performs these duties under the command and supervision of the Relief Commander.
- (2) The Community Service Centre (CSC) Commander is responsible to ensure that —
 - (a) complainants or reporters of crime, whether the crime was committed in his or her station area or in the station area of another police station, are treated courteously and that a comprehensive affidavit is taken from the complainant or reporter;
 - (b) complainants or reporters are not referred to another station to lodge complaints of crime; and
 - (c) all complaints or reports made by the public receive immediate attention.
- (3) The CSC Commander must, with regard to the opening, compilation, investigation and transfer of case dockets, inspect and peruse all newly reported case dockets to personally verify that —

Step	Action
1	A comprehensive and complete affidavit, depicting the detailed circumstances of the crime and all the elements of the crime from the complainant or reporter is included in the docket.
2	The correct crime code is recorded on the case docket (SAPS 3M) as reflected in the affidavit by utilizing the Definitions of Crime Manual as a guideline to determine what crime was committed, and by utilizing the Counting Rules on Crime to determine how many and what charges should be registered on CAS.
3	The relevant columns of the SAPS 6 Checklist were properly completed (he or she must certify the correctness thereof by placing his or her signature on the appropriate space on the SAPS 6 Checklist).
4	Verify that exhibits were handed in and recorded in the Exhibit Register (SAPS 13) and on CAS (function 5.6.3 and 3.3.3) and that a CAS printout is filed under the "A" clip of the case docket and that the correct information is reflected on the appropriate space on the docket (SAPS 3M).
5	A complete affidavit of the member who effected an arrest or who seized an exhibit is filed under the "A" clip of the case docket;

- (4) The CSC Commander must ensure that —
- (a) the contents of the complete docket is electronically scanned on the E-Docket system;
 - (b) the information relating to the case has been correctly captured on CAS;
 - (c) complete and detailed information regarding the circumstances of the crime have been correctly captured on CAS function 8.1.1.1;
 - (d) the case docket has been transferred on CAS to the detective service for further investigation, and that a member of the detective service acknowledged receipt for the docket on CAS;
 - (e) a case docket that must be registered and investigated at another police station is, as soon as reasonably possible, transferred physically and on CAS to that station as set out in paragraph B, Transfer of Case Dockets of this instruction; and
 - (f) if the CAS is off line or not in operation, all newly reported case dockets are recorded manually on a SAPS 441 form, so that the information recorded on the SAPS 441 form can be captured on CAS when CAS becomes operational.
- (5) The CSC Commander must ensure that the case docket is handed over to the data typist or member who is responsible for the capturing of case dockets on CAS and that the member or data typist is informed what and how many charges to capture on CAS and

4. DUTIES OF THE DETECTIVE SERVICE CENTRE COMMANDER (DSCC)

- (1) The Detective Service Centre (DSC) Commander is responsible to ensure that all newly reported case dockets are effectively and efficiently investigated and he or she performs these duties under the direct command of the Detective Service Commander.
- (2) The DSC Commander must ensure that —
- (a) all newly reported case dockets are collected or received timeously from the CSC and that receipt for these case dockets are acknowledged on CAS;
 - (b) inspect the case dockets personally and provide guidance with the investigation by writing detailed instructions in the investigation diary (SAPS 5) of the case docket;
 - (c) allocate the dockets to detectives performing duties in the DSC, for immediate investigation;
 - (d) all crime scenes are immediately visited and that proper investigation and enquiries are conducted on and in the immediate vicinity of the crime scene;
 - (e) the affidavit of a complainant, victim and witness is obtained; and
 - (f) known suspects are traced and apprehended and that concerted efforts are made to identified and trace unknown suspects.
 - (g) investigative aids, eg Forensic experts, Local Criminal Record Centre

- (LCRC) etc, are optimally utilized and activated to assist on crime scenes;
- (h) arrested suspects are properly processed, warning statements obtained, the addresses of arrested suspects are visited and verified, fingerprints obtained, alibis followed up and that arrested suspects are charged on CAS;
 - (i) all possible steps are taken to complete the investigation of newly reported case dockets during the tour of his/her duty;
 - (j) all case dockets on which the investigation was fully completed and on which there is no further investigation, are physically closed off and correctly adjudicated on CAS;
 - (k) all other case dockets that require further investigation are immediately and not longer than twenty four (24) hours transferred to and handed over to the Detective Service Commander for allocation to detectives in the relevant investigation sections for further investigation; and
 - (l) detailed crime reports are compiled on all serious or sensational reported crimes, that the crime reports are immediately forwarded to the relevant Provincial Nodal Point or War Room and that a copy of the crime report is filed under the "B" clip of the case docket.

5. DUTIES OF THE MANAGEMENT INFORMATION OFFICIAL (MIO)

- (1) The Management Information Official (MIO) is responsible for daily crime administration systems (CAS) audits and the verification of the information captured on CAS with the information contained in the physical case docket (SAPS 3M), and he or she performs these duties under the direct command of his or her Station Commander.
- (2) The MIO must —
 - (a) conduct daily CAS audits by utilizing the "Daily CAS Audit" proforma form contained as annexure "A" of this Instruction.
 - (b) verify the information contained in the case docket (SAPS 3M) with the information captured on CAS for correctness and if necessary effect the necessary changes;
 - (c) case dockets that was transferred to and from other stations was transferred and received and acknowledged for on CAS;
 - (d) provide the daily CAS audit report to the station commander for discussion and rectification during Station Crime Combating Forum (SCCF) meetings; and
 - (e) ensure the data integrity of CAS by continuous checking, auditing, updating and rectification information on the system.

6. DUTIES OF THE CRIME INFORMATION OFFICIAL (CIO)

- (1) The Crime Information Official (CIO) is responsible for the daily management, collection, analyzing and interpretation of crime information in the station area.

- (2) This official should be the “crime expert” of the station and therefore always be knowledgeable about the “what”, “where”, “when”, “why”, “who” and “how” aspects of each priority crime category reported in the station area.
- (3) The CIO must —
 - (a) conduct daily case docket analysis and systems audit to collect information regarding reported crime;
 - (b) compile a Crime Pattern Analysis and Crime Threat Analysis on the reported crimes;
 - (c) ensure that all crimes are mapped on either the geographic information system (GIS) or a municipal map, in the latter case, with pins or with a marker pen on plastic sheets covering the maps;
 - (d) ensure that the matrix (spread sheet) linked to the GIS is completed for each identified priority crime of the station (It must be emphasized that the matrix (spreadsheet) on the GIS should not only be used to link cases, but that it also contains useful operational information for the purposes of crime prevention);
 - (e) ensure that a complete and correct map of crime is always available on the GIS and to report any problems/mistakes immediately to the station commander;
 - (f) identify flashpoints or hot spots in the station area on each category of crime; and
 - (g) establish the relationship between the flashpoints or hot spots and certain geographical features (eg. highways, open areas or patches of veld, the location of train stations, taxi-ranks, shebeens, taverns, nightclubs, etc.).
- (4) The CIO also have to do field work and this includes the following:
 - (a) Visiting flashpoints or hot spots at peak times of occurrence of identified crimes to identify environmental factors (both physical and social) that may cause or be conclusive to the specific crime being committed in that area. Photographs of these features must be taken to be presented during the briefing of the Station Commander during Station Crime Combating Forum (SCCF) meetings.
 - (b) Interview people at these flashpoints or hot spots (as well as victims and witnesses) in order to determine why these localities are conducive to this specific crimes. The interviewing of victims, witnesses and other persons a few days after the incidents could reveal an additional wealth of information.
 - (c) Visiting of crime scenes that are possibly linked to any series of crimes that were identified through linkage analysis.
 - (d) Interviewing all the investigating officers of a crime series in order to alert them regarding possible linkages of their cases and to obtain more details and information which could serve to confirm or deny the linkages between specific cases.
 - (e) Interviewing of suspects or suspects already in custody, within the constraints of the law and in consultation with the investigating officers.

- (f) The CIO also has to brief members on shifts or reliefs (both in the CSC and on patrol duties) before they report on duty and also debrief them when they report off duty.
- (g) The briefing sessions must include information pertaining to flashpoints or hot spots and peak times of occurrence of the identified crimes. It should also focus on commonalities or common characteristics of cases and descriptions of suspects and suspicious vehicles.
- (h) The CSC personnel must be present in order to address problems that the CIO experiences with the correctness and completeness of the capturing of crime information on CAS

7. DUTIES OF THE DETECTIVE SERVICE COMMANDER (DSC)

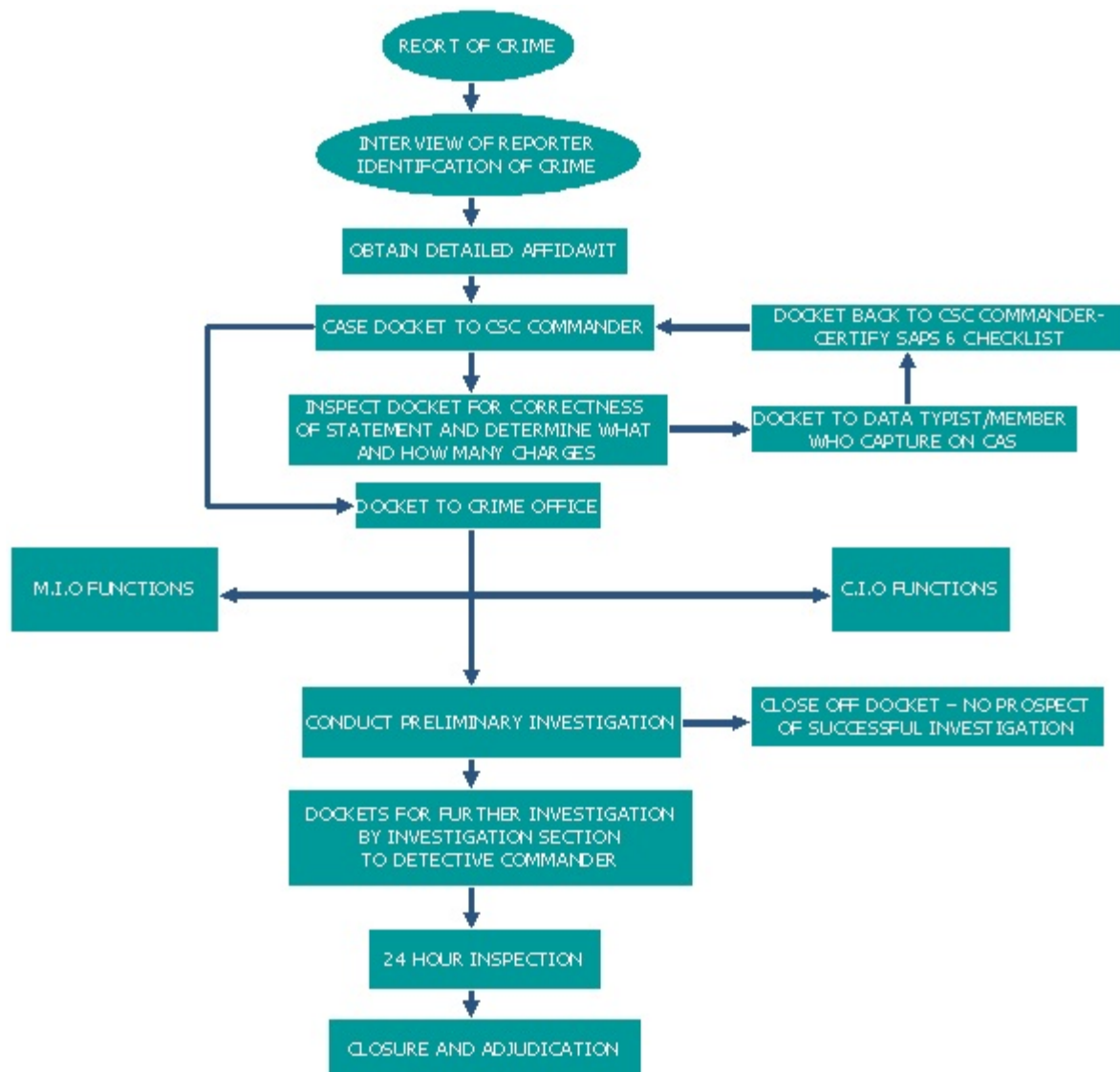
- (1) The Detective Service Commander is responsible to ensure that an effective and efficient investigation of crime service is rendered at the station and he or she performs these duties under the command and supervision of the Station Commander.
- (2) The Detective Service Commander must —
 - (a) ensure that detectives performing duties at the DSC timeously receive and acknowledge newly reported case dockets from the CSC;
 - (b) ensure that all newly reported case dockets are promptly investigated and that all attempts are made to finalize the investigation of these dockets during the preliminary investigation phase;
 - (c) receive case dockets for further investigation from the DCS and the allocation of these case dockets to detectives in the investigation sections for further investigations;
 - (d) conduct twenty four (24) hours inspections on case dockets to ensure the speedy investigation and compliance with instructions in case dockets;
 - (e) complete the relevant columns of the SAPS 6 checklist, the updating and verifying of information on CAS for correctness and to place his or her signature on the appropriate space on the SAPS 6 checklist in the case docket;
 - (f) close case dockets on which the investigation is finalized and the correct adjudication on CAS of all these closed case dockets; and
 - (g) brief the Station Commander during SCCF meetings on newly reported crime and the status of the investigation of case dockets.

8. DUTIES OF THE STATION COMMANDER

- (1) The Station Commander is responsible and remains accountable for the correct registration and transfer of case dockets and for the effective investigation of all case dockets under investigation at his or her station.

- (2) The Station Commander must ensure that the Occurrence Book (SAPS 10) and the Information Book is not used for the registration of criminal cases and that all crimes reported at his or her station are only recorded and captured on CAS (or on form SAPS 441 when the CAS is offline).

9. PROCESS FLOW DIAGRAM



10. TRANSFER OF CASE DOCKETS

- (1) In order to ensure that case dockets are transferred correctly and without delay to other stations for registration and further investigation, every Station Commander must ensure that a fax machine is available in the CSC or that the CSC Commander and the Commander of the DSC have access to a fax machine at all times during the day and night.

- (2) Crimes committed via the internet, e-mail and by telephone to call centres or other institutions eg. insurance companies and banks, poses a challenge to determine at which station the case docket should be registered and investigated. The following scenarios serves as an example to determine at which station the case docket should be registered and investigated:
- (a) Person X phones a call centre of RCS Credit that is situated in the policing area of SAPS Bellville in Cape Town and makes a false representation in order to obtain a credit contract. Person X then uses the credit card at a shop in Port Elizabeth. RCS Credit lays a charge of Fraud at SAPS Bellville. SAPS Bellville transfers the case docket to Port Elizabeth. This is totally wrong because the crime of Fraud was committed against RCS Credit and the misrepresentation took place over the phone at the offices of RCS credit that is situated in the policing precinct of SAPS Bellville.
 - (b) Person X phone a Call Centre of RCS Credit that is situated in the policing area of SAPS Bellville in Cape Town and makes a false representation in order to obtain a credit contract. Person X than use the credit card at a shop in Port Elizabeth. The shop owner establish that it is a fraudulent card and lay a charge of fraud in Port Elizabeth. The shop owner is now the complainant and suffered the loss as the misrepresentation was made to him. The case docket must be registered and investigated in Port Elizabeth. A further charge of fraud can be added once a statement is obtained from RCS Credit relating to the misrepresentation that was earlier made to them in order to obtain the card.
- (3) **Transfer of case dockets from a non CAS station to a non CAS station**
- (a) If it appears that the offence reported at Station A was not committed in the service area of that station, but in the service area of Station B and the case docket must be transferred to Station B, the following process must be followed:

PHASE	DESCRIPTION
1	<p>Station A must —</p> <ul style="list-style-type: none"> – if Station B is within a reasonable distance — <ul style="list-style-type: none"> • take the original case docket immediately by hand to Station B; • make an entry in the OB to this effect; • ensure that the member who is tasked to take the original case docket to Station B, acknowledges receipt of the case docket in the OB of Station A; • record the following in column 5 of the CR: “Transferred to ... (name of station) OB ... (the OB number of Station A)”; and • if a person has been arrested and is in detention in respect of the case, transfer the detainee together with the docket to Station B and ensure that this is recorded in the OB entry and in column 14 of the Custody Register (SAPS 14); – if the two stations are too far apart for delivery of the original docket by hand — <ul style="list-style-type: none"> • photocopy the case docket and its contents and fax it immediately to Station B; • on the first working day (other than a Saturday, Sunday or public holiday) thereafter, compile a covering letter in duplicate with the following information: <ul style="list-style-type: none"> - the details of the complainant; - the CR and OB entry numbers; and - the correct offence code(s) under which the case docket has been registered; • send the original case docket under the covering letter by registered post to Station B; • record the following in column 5 of the CR: “Transferred to (name of station) per covering letter (reference number) on (date of transfer); • make an OB entry to this effect; • attach the registered post receipt to a copy of the covering letter. The copy of the covering letter with the attached registered post receipt must be filed in the relevant correspondence file; • hand the photocopy of the case docket and its contents to the station’s archive clerk for filing in the appropriate bundle in the archive store in the place of the physical docket. If for any reason the original case docket is lost, this copy may be used; and

PHASE	DESCRIPTION
	<ul style="list-style-type: none"> • if a person has been arrested and is in detention in respect of the case, telephonically notify Station B of the detention and make an OB entry in which the PERSAL number, rank and name of the member of Station B who has been notified of the detention is specifically mentioned; and – ensure that all stolen property is circulated and an entry to this effect has been made in the investigation diary (SAPS 5).
2	<p>After receiving the original case docket or a faxed copy thereof, the station commander of Station B must, —</p> <ul style="list-style-type: none"> – if Station B was telephonically notified by Station A that a person is in detention at Station A in respect of the case, immediately arrange for the detainee to be collected from Station A together with the case docket to further detain him or her at Station B or another station where detainees from Station B are normally detained and telephonically notify Station A of the entry number of the Custody Register (SAPS 14) of the place where the detainee is detained and make an OB entry to this effect; – if the detainee was transferred by Station A together with the case docket, provide the member from Station A who delivered the detainee and docket with the entry number of the Custody Register (SAPS 14) of the place where the detainee will from then be detained and make an OB entry to this effect; – irrespective of whether the docket was received by hand or by registered post, ensure that — <ul style="list-style-type: none"> • the case docket is registered in the CR at his or her station; • the CR number of Station A is replaced with the CR number of Station B on the case docket; • an OB entry is made to this effect; • the complainant is informed of the new CR number of Station B for future reference; and

PHASE	DESCRIPTION
	<ul style="list-style-type: none"> – if the original case docket was received by registered post, ensure that — <ul style="list-style-type: none"> • an entry is made in the registered post register noting the receipt of the transferred docket; • receipt of the transferred docket is acknowledged to Station A by ensuring that — <ul style="list-style-type: none"> - the CR and OB numbers are entered on the - duplicate copy of the covering letter; and - the duplicate copy of the covering letter is sent back to Station A by hand, post or fax, as proof of the receipt of the case docket.
3	<p>The station commander of Station A must, —</p> <ul style="list-style-type: none"> – if the docket was delivered by hand, ensure that the CR number of Station B is entered in red ink in column 6 of the CR at his or her station; – if the docket was sent by registered post, ensure that — <ul style="list-style-type: none"> • on receipt of the duplicate covering letter which serves as acknowledgement of receipt, is filed in the relevant correspondence file and a copy thereof is filed with the copy of the original case docket in the docket store; and • the CR number of Station B is entered in red ink in column 6 of the CR at his or her station; and – if a person was detained at Station A in respect of the case, make an OB entry recording the SAPS 14 entry number of the place where the detainee is now detained and also record that number in the remarks column of the SAPS 14 at Station A next to the original entry.

- (b) (i) If a case docket has been transferred to another station and particulars of the offence have already been recorded in the SAPS 6 (Crime Management Information System) of Station A, the station commander of Station A must complete a SAPS 6 (D) transaction as follows:
- (aa) Month in which reported: This is the month during which the crime had originally been reported. (The format of the field is YYYYMM.)
 - (bb) Code: The crime code of the crime on the docket that was transferred, is inserted here.
 - (cc) CR Number: The CR Number is the crime register number of the case that was transferred. (The format of the field is: serial number, month and year.)
 - (dd) Month in which transferred: This is the month during which the case had been transferred. (The format of this field is YYYYMM.)

- (ee) Number: The number of charges (same crime codes) within the case that was transferred. This value will normally be one. Only in cases where the same code appears more than once in the same case, would this value be more than one.
 - (ff) Station to which transferred: The station to which the docket was transferred, is inserted here.
 - (ii) In such a case column 2 of the SAPS 6 of Station A will reflect one crime code less than in column 7 of the previous month.
- (c) (i) The station commander of Station B must ensure that a SAPS 6 (E) transaction is completed as follows and is accountable for the disposal of the docket:
 - (aa) Month in which reported: This is the month during which the crime that appears on the docket for which receipt is acknowledged, had originally been reported. (The format of the field is (YYYYMM).)
 - (bb) Code: The crime code of the crime on the docket for which receipt is acknowledged.
 - (cc) CR Number: The CR Number is the crime register number of the case that was transferred. (The format of the field is: Serial number, month and year.)
 - (dd) Number: The number of charges (same crime codes) contained in the case that was transferred for which receipt is acknowledged. This value would normally be one and only in those instances where the same code occurs more than once in the same case would this value exceed one.
 - (ee) Station from which transferred: The station from which the crime code is transferred, is inserted here.
- (ii) The case will automatically be reflected in column 1 of the SAPS 6 return of Station B once the SAPS 6 (E) transaction has been completed.

(4) Transfer of case dockets from a CAS station to a CAS station

If it appears that the offence reported at Station A was not committed in the service area of that station, but in the service area of Station B and the case docket must be transferred to Station B, the following process must be followed:

Phase	Description
1	<p>Station A must —</p> <ul style="list-style-type: none"> – transfer the case docket on CAS (function 4.3) to the correct station; – if Station B is within a reasonable distance — <ul style="list-style-type: none"> • take the original case docket immediately by hand to Station B; • make an entry in the OB to this effect; • ensure that the member who is tasked to take the original case docket to Station B, acknowledges receipt of the case docket in the OB of Station A; and • if a person has been arrested and is in detention in respect of the case, transfer the detainee together with the docket to Station B and ensure that this is recorded in the OB entry and in column 14 of the Custody Register (SAPS 14); – if the two stations are too far apart for delivery of the original docket by hand — <ul style="list-style-type: none"> • photocopy the case docket and its contents and fax it immediately to Station B; • on the first working day (other than a Saturday, Sunday or public holiday) thereafter, compile a covering letter in duplicate with the following information: <ul style="list-style-type: none"> - the details of the complainant; - the CAS and OB numbers; and - the correct offence code(s) under which the docket has been registered; • send the original case docket under the covering letter by registered post to Station B; • make an OB entry to this effect; • attach the registered post receipt to a copy of the covering letter. The copy of the covering letter with the attached registered post receipt must be filed in the relevant correspondence file; and • hand the photocopy of the case docket and its contents to the station's archive clerk for filing in the appropriate bundle in the archive store in the place of the physical docket. If for any reason the original case docket is lost, this copy may be used; and • if a person has been arrested and is in detention in respect of the case, telephonically notify Station B of the detention and make an OB entry in which the PERSAL number, rank and name of the member of Station B who has been notified of the detention is specifically mentioned; and – ensure that all stolen property is circulated and an entry to this effect has been made in the investigation diary (SAPS5).

Phase	Description
2	<p>After receiving the original case docket or a faxed copy thereof, the station commander of Station B must, —</p> <ul style="list-style-type: none"> – if Station B was telephonically notified by Station A that a person is in detention at Station A in respect of the case, immediately arrange for the detainee to be collected from Station A together with the case docket to further detain him or her at Station B or another station where detainees from Station B are normally detained and telephonically notify Station A of the entry number of the Custody Register (SAPS 14) of the place where the detainee is detained and make an OB entry to this effect; – if the detainee was transferred by Station A together with the case docket, provide the member from Station A who delivered the detainee and docket with the entry number of the Custody Register (SAPS 14) of the place where the detainee will from then be detained and make an OB entry to this effect; – irrespective of whether the docket was received by hand or by registered post, ensure that — <ul style="list-style-type: none"> • the CAS number of Station A is replaced with the CAS number of Station B on the case docket; • an OB entry is made to this effect; • the complainant is informed of the new CAS number of Station B for future reference; • receipt of the case docket is acknowledged on CAS (function 4.4) and is not registered as a new case on CAS; and – if the original case docket was received by registered post, ensure that — <ul style="list-style-type: none"> • an entry is made in the registered post register noting the receipt of the transferred docket; • receipt of the transferred docket is acknowledged to Station A by ensuring that — <ul style="list-style-type: none"> – the CAS and OB numbers are entered on the duplicate copy of the covering letter; and – the duplicate copy of the covering letter is sent back to Station A by hand, post or fax, as proof of the receipt of the case docket. <p>Note: The station commander must also ensure that the necessary updates of the case numbers is done on all relevant systems.</p>

Phase	Description
3	<p>The station commander of Station A must, —</p> <ul style="list-style-type: none">– if the docket was sent by registered post, ensure that the duplicate covering letter which serves as acknowledgement of receipt, is filed in the relevant correspondence file and a copy thereof is filed with the copy of the original case docket in the docket store; and– if a person was detained at Station A in respect of the case, make an OB entry recording the SAPS 14 entry number of the place where the detainee is now detained and also record that number in the remarks column of the SAPS 14 at Station A next to the original entry.
4	<p>The station commander of Station A and B must verify that CAS (function 4.15.1.1.6 and function 8.5.5.2.7) has been successfully updated.</p> <p>Note: The case information will now automatically be updated on Station A's and Station B's SAPS 6 columns 1 and 7.</p>

(5) Transfer of a case docket from a CAS station to a non CAS station

- (a) If it appears that the offence reported at Station A was not committed in the service area of that station, but in the service area of Station B and the case docket must be transferred to Station B, the following process must be followed:

Phase	Description
1	<p>Station A must —</p> <ul style="list-style-type: none"> – transfer the case docket on CAS (function 4.3) to Station B; – if Station B is within a reasonable distance — <ul style="list-style-type: none"> • take the original case docket immediately by hand to Station B; • make an entry in the OB to this effect; • ensure that the member, who is tasked to take the original case docket to Station B, acknowledges receipt of the case docket in the OB of Station A; and • if a person has been arrested and is in detention in respect of the case, transfer the detainee together with the docket to Station B and ensure that this is recorded in the OB entry and in column 14 of the Custody Register (SAPS 14); – if the two stations are too far apart for delivery of the original docket by hand— <ul style="list-style-type: none"> • photocopy the case docket and its contents and fax it immediately to Station B; • on the first working day (other than a Saturday, Sunday or public holiday) thereafter, compile a covering letter in duplicate with the following information: <ul style="list-style-type: none"> - the details of the complainant; - the CAS and OB numbers; and - the correct offence code(s) under which the docket has been registered; • send the original case docket under the covering letter by registered post to Station B; • make an OB entry to this effect; • attach the registered post receipt to a copy of the covering letter. The copy of the covering letter with the attached registered post receipt must be filed in the relevant correspondence file; • hand the photocopy of the case docket and its contents to the station's archive clerk for filing in the appropriate bundle in the archive store in the place of the physical docket. If for any reason the original case docket is lost, this copy may be used; and • if a person has been arrested and is in detention in respect of the case, telephonically notify Station B of the detention and make an OB entry in which the PERSAL number, rank and name of the member of Station B who has been notified of the detention is specifically mentioned; and – ensure that all stolen property is circulated and an entry to this effect has been made in the investigation diary (SAP5).

Phase	Description
2	<p>After receiving the original case docket or a faxed copy thereof, the station commander of Station B must, —</p> <ul style="list-style-type: none"> – if Station B was telephonically notified by Station A that a person is in detention at Station A in respect of the case, immediately arrange for the detainee to be collected from Station A together with the case docket to further detain him or her at Station B or another station where detainees from Station B are normally detained and telephonically notify Station A of the entry number of the Custody Register (SAPS 14) of the place where the detainee is detained and make an OB entry to this effect; – if the detainee was transferred by Station A together with the case docket, provide the member from Station A who delivered the detainee and docket with the entry number of the Custody Register (SAPS 14) of the place where the detainee will from then be detained and make an OB entry to this effect; – irrespective of whether the docket was received by hand or by registered post, ensure that — <ul style="list-style-type: none"> • the case docket is registered in the CR at his or her station; • the CAS number of Station A is replaced with the CR number of Station B on the case docket; • an OB entry is made to this effect; • the complainant is informed of the new CR number of Station B for future reference; and – if the original case docket was received by registered post, ensure that — <ul style="list-style-type: none"> • an entry is made in the registered post register noting the receipt of the transferred docket; • receipt of the transferred docket is acknowledged to Station A by ensuring that — <ul style="list-style-type: none"> – the CR and OB numbers are entered on the duplicate copy of the covering letter; and – the duplicate copy of the covering letter is sent back to Station A by hand, post or fax, as proof of the receipt of the case docket.

Phase	Description
3	<p>The station commander of Station A must, —</p> <ul style="list-style-type: none"> – if the docket was delivered by hand, ensure that the CR number of Station B is entered on CAS (function 4.5); – if the docket was sent by registered post, ensure that — <ul style="list-style-type: none"> • on receipt of the duplicate covering letter, which serves as acknowledgement of receipt, is filed in the relevant correspondence file and a copy thereof is filed with the copy of the case docket in the docket store; • the CR number of Station B is entered on CAS (function 4.5); and • CAS (function 4.15.1.1.6 and function 8.5.5.2.7) has been updated accordingly; and – if a person was detained at Station A in respect of the case, make an OB entry recording the SAPS 14 entry number of the place where the detainee is now detained and also record that number in the remarks column of the SAPS 14 at Station A next to the original entry.

(b) The station commander of Station B is accountable for the disposal of the docket and must ensure that a SAPS 6 (E) transaction is completed in accordance with paragraph 10(3)(c)(i).

(c) The SAPS 6 (D) transaction (for Station A) will automatically take place on the system simultaneously with the SAPS 6 (E) transaction of Station B.

(d) The case will automatically be reflected in column 1 of Station B's SAPS 6 return once the SAPS 6 (E) transaction had been completed.

(6) Transfer of a case docket from Non CAS station to CAS station

(a) If it appears that the offence reported at Station A was not committed in the service area of that station, but in the service area of Station B and the case docket must be transferred to Station B, the following process must be followed:

Phase	Description
1	<p>Station A must —</p> <ul style="list-style-type: none"> – if Station B is within a reasonable distance — <ul style="list-style-type: none"> • take the original case docket immediately by hand to Station B; • make an entry in the OB to this effect; • ensure that the member, who is tasked to take the original case docket to Station B, acknowledges receipt of the case docket in the OB of Station A; • record the following in column 5 of the CR: “Transferred to ... (name of station) OB ... (the OB number of Station A)”; and • if a person has been arrested and is in detention in respect of the case, transfer the detainee together with the docket to Station B and ensure that this is recorded in the OB entry and in column 14 of the Custody Register (SAPS 14); – if the two stations are too far apart for delivery of the original docket by hand — <ul style="list-style-type: none"> • photocopy the case docket and its contents and faxed it immediately to Station B; • on the first working day (other than a Saturday, Sunday or public holiday) thereafter, compile a covering letter in duplicate with the following information: <ul style="list-style-type: none"> - the details of the complainant; - the CR and OB numbers; and - the correct offence code(s) under which the docket has been registered; • send the original case docket under the covering letter by registered post to Station B; • record the following in column 5 of the CR: “Transferred to ... (name of station) per covering letter ... (reference number) on ... (date of transfer)”;; • make an OB entry to this effect; • attach the registered post receipt to a copy of the covering letter. The copy of the covering letter with the attached registered post receipt must be filed in the relevant correspondence file; • hand the photocopy of the case docket and its contents to the station’s archive clerk for filing in the appropriate bundle in the archive store in the place of the physical docket. If for any reason the original case docket is lost, this copy may be used; and

Phase	Description
	<ul style="list-style-type: none"> • if a person has been arrested and is in detention in respect of the case, telephonically notify Station B of the detention and make an OB entry in which the PERSAL number, rank and name of the member of Station B who has been notified of the detention is specifically mentioned; and – ensure that all stolen property is circulated and an entry to this effect has been made in the Investigation Diary (SAPS 5).
2	<p>After receiving the original case docket or a faxed copy thereof, the station commander of Station B must, —</p> <ul style="list-style-type: none"> – if Station B was telephonically notified by Station A that a person is in detention at Station A in respect of the case, immediately arrange for the detainee to be collected from Station A together with the case docket to further detain him or her at Station B or another station where detainees from Station B are normally detained and telephonically notify Station A of the entry number of the Custody Register (SAPS 14) of the place where the detainee is detained and make an OB entry to this effect; – if the detainee was transferred by Station A together with the case docket, provide the member from Station A who delivered the detainee and docket with the entry number of the Custody Register (SAPS 14) of the place where the detainee will from then be detained and make an OB entry to this effect; – irrespective of whether the docket was received by hand or by registered post, ensure that — <ul style="list-style-type: none"> • the CR number of Station A is replaced with the CAS number of Station B on the case docket; • an OB entry is made to this effect; • the complainant is informed of the new CAS number of Station B for future reference; • the case docket is registered on CAS (function 2.1); and – if the original case docket was received by registered post, ensure that — <ul style="list-style-type: none"> • an entry is made in the registered post register noting the receipt of the transferred docket; • receipt of the transferred docket is acknowledged to Station A by ensuring that — <ul style="list-style-type: none"> – the CAS and OB numbers are entered on the duplicate copy of the covering letter; and – the duplicate copy of the covering letter is sent back to Station A by hand, post or fax, as proof of the receipt of the case docket.

Phase	Description
3	<p>The station commander of Station A must, —</p> <ul style="list-style-type: none">– if the docket was delivered by hand, ensure that the CAS number of Station B is entered in red ink in column 6 of the CR at his or her station;– if the docket was sent by registered post, ensure that —<ul style="list-style-type: none">• on receipt of the duplicate covering letter, which serves as acknowledgement of receipt, is filed in the relevant correspondence file and a copy thereof is filed with the copy of the case docket in the docket store; and• the CAS number of Station B is entered in red ink in column 6 of the CR at his or her station; and– if a person was detained at Station A in respect of the case, make an OB entry recording the SAPS 14 entry number of the place where the detainee is now detained and also record that number in the remarks column of the SAPS 14 at Station A next to the original entry.

- (b) If the case docket has been transferred to another station and particulars of the offence have already been recorded in the SAPS 6 (Crime Management Information System) of Station A, the following procedure must be followed:
- (i) the station commander of Station A must ensure that a SAPS 6 (D) transaction is completed on the CMI system in accordance with paragraph 10(3)(b)(i); and
 - (ii) the station commander of Station A must, on receipt of the duplicate covering letter with Station B's CAS number, ensure that a SAPS 6 (E) transaction is completed on the CMI system in accordance with paragraph 10(3)(c)(i).