

ANNUAL REPORT

ITS 2002

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After the approval by the International Commission, the Annual Report may be consulted on the Internet at www.its-arolsen.org under a password.

Preface

At the end of November 2002, the International Tracing Service (ITS) received a letter from the Ukraine, among other things with the following contents (translation of the original quotation written in non-perfect German): "Recently, we have been sending the inquiries to the International Tracing Service with the request to confirm the stay and forced labour in Germany. And here often arise great difficulties. Who knew that the name of the place would be of great importance one day? Some cannot recall the name of the place any more today; others indicate the name of the place in the way the name was imprinted on their minds by ear 58 years ago. An example from our practice. A forced labourer from the East assured us that he was living and working in the place "Rosdubrow" in Germany. We did not succeed in locating such a place. By chance, we found out that he worked in the place "Großdubrau". And such inadvertent mutilations of the names occur frequently."

The endeavour to indicate the absolutely correct spelling of the former places of persecution is deduced by the chairman of one of the numerous associations of the former victims of National Socialism from the guidelines - he even talks about instructions - that are valid for the submission of an application.

From the few lines quoted above, several conclusions may be drawn that lead to thought now, almost one year after the expiry of the deadline for applications. Obviously, the law of the Federal Foundation regarding the settlement of the inquiries of the former forced labourers is not known or it is not taken into account. In addition to the question of the deadline, also the submission of the requests via the infrastructure set up on the spot particularly for this purpose is completely called into question. The same is true for the further processing at the ITS - absolutely lacking knowledge of the alphabetical-phonetic system respectively the location program available in Bad Arolsen - as well as the transfer to the partners in the cooperation network and, therefore, to virtually all towns and communities here in Germany.

The fact that, evidently, many former persecutees still make efforts to submit an "orderly" application (compare the current figures of incoming mail mentioned in the following) is not only proof of lacking knowledge in respect of the foundation law, but likewise with regard to the system of settlement set up laboriously: partner organization - ITS - investigations through the cooperation network.

The enormous decline in the number of incoming inquiries, expected in the year under report, has not happened in spite of the expiry of the application period on 31st December 2001. 387,871 (438,037) inquiries, 303,247 of which exclusively referred to the settlement of the various funds, arrived at the Tracing Service. Many of them, that is those which have not been answered positively, have been passed on, as already in the preceding year, via the server especially installed for this to the Advisory Office for Victims of National Socialism in Cologne for the purpose of forwarding them to the numerous participating towns, communities, archives, firms, etc. The ITS itself issued 587,210 (400,522) replies this year. Due to the significant exceeding of the half-million mark, an absolute record result has been achieved. This is all the more pleasant, as no overtime measures have been taken during this time. Such an unmistakable result cannot turn out more clearly in favour of the so-called "list processing" introduced in the year 2000 and of the consistent conversion from the paper to the electronic processing since the end of the 1990s. Reassuring is also the fact that, after a long period of time, the backlog has fallen below the limit of 400,000 for the first time again, namely to 385,395 (400,239). A process that will probably accelerate in the near future, because a considerably larger number of inquiries is now arriving in the list form and, as a certain part of the cases are settled hereby, this brings about an automatic reduction of the backlog, which chiefly consists of inquiries according to mandate.

Even though the absolute figures represent an important indicator, the significance, that is the direct benefit for the persons concerned, must not be disregarded. Only a positive answer makes it possible for them to assert their rights. In the year under report, the Foundation "Remembrance, Responsibility and Future" has granted the ITS funds for the external allocation of electronic card-indexing work for the second time. Thanks to this, the service company specialized in this field was able to card-index 451,020 names - from personal documents of former forced labourers duplicated by the ITS within the scope of the fulfilment of the mandate of document acquisition. These names have immediately been taken over into the existing ITS-database. Altogether, all respective endeavours - that is including the card-indexing work carried out by own personnel - rendered it possible to ascertain 72,184 cases supposed to be Meetings. The additional positive pieces of information resulting from this do not remain without consequences regarding the amount of the sums paid out by the various offices.

The ITS is endeavouring to continue fulfilling its humanitarian mandate as fast as possible. The expected number of incoming requests for next year, announced by the individual partner organizations to the Federal Foundation, compels to leave the established infrastructure in full operation. The slight relaxation does not yet permit a diminished attention in this field. All the same, the ITS has also set itself goals in other areas for the year to come. In addition to the unbroken efforts in the imaging project, first steps regarding the planned conservation and restoration work are supposed to be taken by all means. A progress with regard to elaborating necessary guidelines for the historical research, decided on in accordance with the wishes of the International Commission, would at least permit a more concrete planning of the steps required in the field of information technology.

Ch.-Cl. Biedermann
Director

Bad Arolsen, in January 2003

New and noteworthy items

ITS 2002

The mandate of assembling

The endeavours within the document acquisition field in many countries, on which the provision of evidence is based, are an indispensable contribution to a positive supply of information by the ITS. Maintaining these efforts is its objective, despite the increasing distance to the events of the time. The success, however, depends on the conditions in general, i.e., among other things, on the financial means available for the realization and on the willingness of the offices placing records at disposal that are often insecure owing to legal regulations.

In this year under report, too, various offices inside Germany and abroad have granted the ITS - or given notice that it will have - access to substantial and valuable stocks of documentary material. Material that might help closing the numerous gaps within the holdings of the Arolsen Tracing Service - with special regard to the former forced labourers from the Eastern part of the then German Reich - and, after all, providing some inquirers with the positive answer they have yearned for so long.

Only limited monetary means have been at disposal, however, in this year for the performance of the work in this field of activity that, now as before, continues to be one of the mandates embodied in the Bonn Agreements. This means, for instance, that documentary stocks, which the ITS, after long-standing efforts, finally has gained access to, nevertheless cannot be acquired for the time being due to a lack of funds. This trend is to be deplored, all the more since nowadays' maximum receipt of inquiries makes a conscientious realization of the document acquisition a must.

Considering the tense budget situation, the only thing left for the ITS to do has been to carry through as many smaller projects as possible. In spite of the difficulties, it has been possible to acquire a total of 354.41 linear metres of documentary material (preceding year: 240.73) from 95 offices (preceding year: 170). The ITS-teams have examined on the spot 977.56 linear metres of documents (preceding year: 1,426.25) during 117 business trips (preceding year: 131) to 43 offices (preceding year: 64).

The ITS conveys its thanks to all the offices that have been kind enough to allow it to acquire documents in the year reported on. In the following, please find listed some offices inside Germany and abroad worth mentioning, in representation of all the others.

In Germany

Allgemeine Ortskrankenkasse (AOK) of Lower Saxony

ITS-employees proceeded with the document acquisition begun at the aforementioned AOK in 2000 and, on the occasion of 28 business trips to 14 branch offices in the year reported on, looked through 455.90 linear metres of member and benefit cards, contribution lists as well as books of arrivals and departures, subsequently preparing three films with 3,823 photos and 28 CDs with 34,499 images.

District Archives Marienberg

The document acquisition here applied to the stocks that the Archives have newly received in consequence of the local government reform since 1996. The documents concerned are stocks of the former District Archives Zschopau.

During a one-week business trip, an employee of the branch office Berlin looked through a total of 2.9 linear metres of diverse documents, including, for instance, registration records, police registers of arrivals and departures, residence permits, residence reports, travel slips as well as various correspondence, mainly relating to passport matters and to the employment of foreigners, and prepared 5 films with 9,801 photos.

Archives of the Land Berlin

The document acquisition, started as early as in 1999, was continued by staff of the branch office Berlin in the year reported on.

In the course of 23 business trips, they examined 220 linear metres of records of a Berlin registration index, where foreigners and Jewish persons had been registered during the war, and made 18 films with 45,388 photos.

Main State Archives of North Rhine-Westphalia in Düsseldorf with branch office in Kalkum

Since 1998, the ITS has acquired documents from the aforementioned archives. Following a temporary stop in 2001, employees have revisited the branch of the Archives in regular intervals during the second half of the year under report.

On the occasion of 11 business trips, 38.38 linear metres of documents - predominantly criminal files - were looked through and 24 CDs with 34,955 images produced.

District Archives Ulm

ITS-employees made two business trips to the District Archives Ulm in the year under report. Having examined overall 12.3 linear metres of documentary material of a foreigners' and employment index, they prepared 8 CDs with 25,045 images. The document acquisition at these archives is concluded.

State Archives Chemnitz - Branch of the Main State Archives Dresden -

In the year reported on, employees of the branch office Berlin visited the aforementioned State Archives twice, examining seven linear metres of various records - personnel files, wage and savings lists, wage savings transfers, medical files, work cards, police registers of arrivals and departures, evidence on employment as well as work books and wage tax cards - and preparing two films with 4,559 photos.

Municipal Archives Heidelberg

The Municipal Archives Heidelberg placed a foreigners' index as well as work books, registration and medical sheets at the disposal of the ITS to be filmed. In the course of eight business trips, the employees examined a stock of 26.3 linear metres and prepared 24 CDs with 47,192 images as well as 36 films with 84,507 photos.

In foreign countries

Document acquisition in Poland

In the year reported on, the employees of the ITS-branch office in Berlin performed the systematic document acquisition at the Polish State Archives, following the same modalities as in the preceding years.

State Archives Szczecin with Branch Office Gorzow

The ITS-employees visited the aforementioned archives 14 times in the year reported on and examined 43.95 linear metres of documents. The said records included index cards and personnel files about forced labourers of various nationalities. The staff members prepared 44 films with 100,566 photos.

On the occasion of one business trip, the ITS-employees were given the opportunity of checking records at the branch office of the State Archives in Gorzow as to their relevance to the ITS. Having examined a stock of one linear metre of transport lists, birth reports and medical files, they produced a film with 499 photos. The document acquisition at the branch office has been finished.

On request of the State Archives in Szczecin, the acquisition of documents was discontinued there at the end of the first half of the year. It is planned to resume the work in March 2003.

State Archives Lodz

As agreed, the ITS commenced acquiring documents at the aforementioned archives in the year under report. In the course of three business trips, the staff members looked through a stock of two linear metres of prisoners' books and files, prisoners' registers, transport lists, correspondence relating to Germanization matters as well as to deaths in Ghetto Litzmannstadt and prepared eight films with 16,914 photos. The document acquisition in Lodz has been concluded.

Document acquisition in the Ukraine

State Archives of the Odessa Region

The document acquisition, begun at the aforementioned archives in 2000, has found its closure in the year reported on. To this end, another two business trips of three weeks each have been necessary. During this time, the employees, making use of a digital camera, filmed 87 linear metres of prepared records - filtration files -. 44 CDs with 103,723 images are the result of this work.

Document acquisition in the Czech Republic

Central State Archives in Prague

The aforementioned archives store a substantial stock of documents that are of relevance to the work of the ITS and, for the most part, are not yet available here. Following some preliminary talks, this was confirmed by both, a first examination of the table of contents of the Prague Archives and a subsequent check of sample copies of the documents at disposal (for instance, prison records, list material from concentration camps as well as from Ghetto Theresienstadt and various wartime documents). The negotiations with the supreme archives management took place in an agreeable way, for which the ITS should once again like to convey its cordial thanks on this occasion, and, right from the beginning, they nurtured the hope for a good cooperation.

The result was the conclusion of an agreement on the filming of documents in November 2001, regulating the exclusive utilization of the information for the fulfilment of the humanitarian mandate. Furthermore, it is laid down that the State Archives in Prague continue to have the right of disposal concerning the documents.

In the year reported on, the actual document acquisition in the Czech Republic then took its start. Staff members of the ITS carried through a total of five business trips to Prague and examined 64.3 linear metres of documentary material comprising concentration camp documents, prisoners' indexes, prisoners' personal cards, prisoners' books, principal registration sheets and prisoners' records. As a result, 67 CDs with 189,328 images have been generated.

It is intended to continue the document acquisition at the Central State Archives in Prague next year.

Document acquisition in Austria

In the year under report, as already in the preceding year, it has been impossible to continue the systematic document acquisition in Austria, started in 1996, for reasons of finances and personnel.

We are grateful to report, however, that 0.21 linear metres of registration records have again been dispatched to the ITS via mail by various communities.

Topical Problems

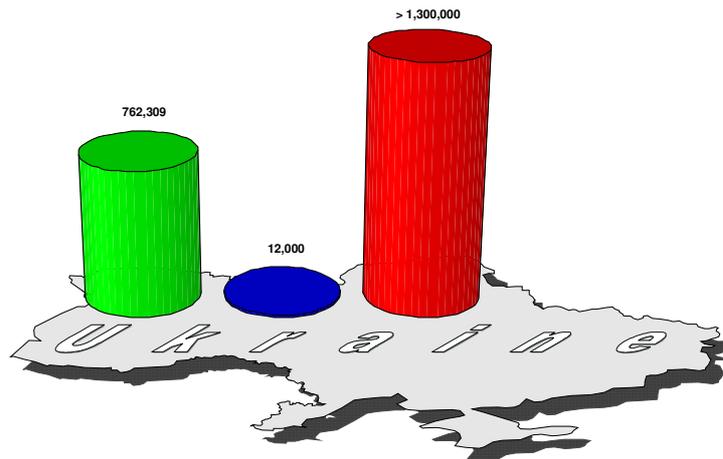
Since the end of 1998, the ITS has acquired documents in the Ukraine regularly and, up to now, duplicated a total of 762,309 records, equivalent to 373.58 linear metres, from various state archives.

Moreover, it is known to the ITS that the numerous archives of the Ukraine still store far more than one million documents, which are of special importance for the settlement of the "German Fund". In consequence, the ITS is endeavouring to receive the aforementioned records as soon as possible and not after the processing concerning the fund has come to a close. An evaluation of the documents by the Ukrainian archives themselves - as taken into consideration on the part of the German Foundation - would require a considerably longer period of time in this connection, since a special hardware as well as software for a fast computer evaluation still would have to be installed there. Besides

this, a greater number of the documents is written in the German language, which would either require - before entering them into the database - a translation into Russian/Ukrainian or the employment of translators as case-workers there. For the ITS, however, that possesses the technical facilities as well as the skilled personnel for the evaluation, there is no possibility of acquiring these documents

from a financial point of view at present, because it does not have the respective funds at disposal itself. Applications submitted to the Foundation "Remembrance, Responsibility and Future" with regard to financing the duplication have not been answered positively so far.

Only regarding a stock of ca. 12,000 documents, the Foundation is willing to bear the costs for the work to be carried out by the ITS at the beginning of 2003.



- *Already acquired documents*
- *Documents that the ITS will copy in the near future*
- *Documents that are relevant for the ITS*

The mandate of classification

Imaging of the stock of documents

The imaging of the documentary material, started in 1999, is continuously advanced by the ITS.

- Concentration Camp Documents -

In the year reported on, the staff members applied themselves to scanning the original index (individual records) of Concentration Camp Buchenwald. This index contains approximately 252,000 envelopes with roughly 1.4 million single documents.

According to the priority list, it is planned to subject these documents to the conservation measures first (see The mandate of preservation). For this reason, three document scanners are used, so that the imaging of the aforementioned index may be concluded as soon as possible.

By the end of the year under report, 683,366 single documents from 82,109 envelopes have been scanned.

- Children's Files -

The imaging of the files and individual records preserved in 1,078 cardboard boxes in the Tracing Section/Child Tracing Archives, started in the preceding year, had to be interrupted in the late summer of the year reported on, since the imaging of the abovementioned concentration camp documents was given priority.

In the year under report, the ITS-employees scanned the contents of 615 cardboard boxes, which is equivalent to 34,314 files with 343,795 pages.

- Wartime Index -

The wartime index is composed of single documents of the most various origins. Some of these documents consist of thin paper, others show the personal data in the text or in the lower third of the document, and often the format is not suitable for that of the index. By the end of 2001, imperfections like that had been compensated for by drawing up document envelopes (format DIN-A4). With the prospect of the imaging of this index, neither document envelopes have been drawn up any more in the year reported on nor single documents inserted into the index - will be scanned at a later date -, so that this index comprises 2,661,342 individual documents.

Due to the varied quality of the documents, the use of different scanner types is essential for the imaging of the wartime index. In the course of the year reported on, 134,812 single documents have been scanned.

External registration of the newly acquired documents

In spring 2002, the first phase of the registration of newly received documents by an external service company, started in the preceding year, came to a close. In good time before the end of the first phase, the ITS applied to the Foundation "Remembrance, Responsibility and Future" for funds allowing to continue the work. After lengthy negotiations, it was possible to conclude another agreement with the Foundation in September 2002.

As already in the first phase, this work primarily refers to newly acquired documentary material from the "Allgemeine Ortskrankenkassen" (general health insurance offices) as well as to only recently acquired documentary material, which is important for the provision of evidence within the scope of the indemnification fund for forced labourers.

Moreover, in the course of this second phase, records about forced labourers filmed at the Russian Red Cross have to be registered, so to be still at disposal for the current checks within the scope of the settlement of the German Fund. Furthermore, it is hoped that these records will contribute to converting inquiries previously answered in the negative into positive ones after all by means of the Meeting processing, before the partner organizations have concluded their payments.

The mandate of preservation

Restoration and conservation of the original documents available at the ITS

In the preceding year, the ITS had handed over a part of the "Central Index of the French Zone" to an external company for the purpose of a mass deacidification and stabilization. The result was most successful and convincing and a confirmation that the path taken was the right one. Therefore, the ITS has applied for the financial means required for further conservation measures. This step also became necessary considering the great urgency of the work, because some documents cannot be scanned, i.e. imaged, at all without being conserved first, respectively because some records will be irretrievably lost owing to disintegration soon.

In order to be able to elaborate a reliable financial plan for the conservation work, the ITS has prepared a priority list. Analogous to this, a cost estimate for the most pressing measures has been drawn up, on the basis of which the funds for the years to come have been included in the budget.

With a view to the historical value of the documents, the priority list provides for the concentration camp documents to be conserved first.

As already outlined last year, the ITS preserves a multitude of documents with laminations. In observance of the order of the priority list, it is scheduled to subject this laminated list material to the conservation as of 2005. The service company has developed a working technique to remove the laminations without causing quality losses regarding both the paper and the information. At present, this method is still very expensive. However, it is to be expected that a refinement will be achieved by about 2005, which will considerably reduce the expenses for the delamination.

In the year reported on, representatives of two firms producing cardboard containers examined the archiving systems available at the ITS - shelves and filing cabinets - and the archival records stored here. The firms will submit offers concerning the costs that the ITS will have to reckon with for the manufacture of these special acid-free paper storage containers (files, slipcases etc.) adapted to the measurements of the storage systems available at the ITS. This is also to be realized gradually in accordance with the priority list and the respective time schedule, so that a subsequent preservation of the conserved documents is guaranteed, which is to preclude renewed damage in the future.

The mandate of evaluation

Settlement of the German Fund

The declared objective within the scope of the settlement of the German Fund is to help the greatest possible number of former forced labourers, having submitted an application for compensation benefits from the fund opened by the Foundation "Remembrance, Responsibility and Future", in obtaining the evidence needed for the payment. For this reason, a cooperation network was called into being and a workflow support of the Meeting-processing "list procedure" developed.

Cooperation Network: Project "Provision of Evidence"

The Federal Association for Information and Advice for Persecutees of National Socialism, Cologne, the Federal Archives, Koblenz, and the ITS participate in the aforementioned project.

Since the end of last year, the individual and list inquiries replied to in the negative by the ITS have been regularly transferred into the cooperation network, so that they are at disposal for the project "Provision of Evidence".

Work routine following the transfer of the inquiries into the cooperation network

- After being entered into the Internet server of the project, the data are distributed - via the distribution office in Cologne - to the archives involved for further detailed research work. The distribution is based on the information provided in the rubric "details of persecution" and supported by automatically running programs.
- When the research work is completed, the archives enter their results into the project-owned database from where the data are exported again after the processing and sent to the ITS. List inquiries of the partner organizations are returned directly to these after the processing.

As regards all the other inquiries, the positive follow-ups from the cooperation network are processed conclusively at the ITS. To this end, the workflow provides a work basket, which the research results of the archives are entered into.

Work routine following the receipt of the research results

- Information from various archives may be sent for one person. Therefore, the respective files are sorted within the electronic work basket first and, if necessary, several files are combined for one person.
- If the information provided by the archives is unclear and might give rise to misunderstandings, the ITS contacts the respective archives requesting a more detailed elucidation of the information furnished.
- The ITS passes unmistakable information from the archives directly on to the inquirers; the respective responsible partner organizations are provided with duplicates of this information.
- Upon the completion of the processing, the files are stored in the electronic archives and registered in the statistics.

Up to the end of the year reported on, the ITS has forwarded 343,201 inquiries to the cooperation network and treated 2,042 positive follow-ups.

Meeting-Processing

Considering the urgency, the ITS, in cooperation with the EDP-consultant, has developed a workflow-supported processing of Meetings pertaining to list or individual inquiries within the scope of the indemnification fund and defined it in the workflow as processing mode "Meeting list".

Work routine

- If, in the course of the registration of references or the import of reference data records, the Meeting criterion is fulfilled, cases supposed to be Meetings are automatically produced in the workflow-database and subjected to a subsequent check by means of the Central Index of Names-database.
- If the Meeting-check turns out to be positive, a standardized notification is written for the office that has received the reply of the reference inquiry. Provided that the relevant partner organization is mentioned in the file, a standard letter is addressed to it as well.
- Upon completion of the processing - in case of a negative checking result directly after the Central Index of Names-check -, the file is electronically archived and statistically registered.

In the year under report, 63,629 cases supposed to be Meetings have been checked; the result have been 4,186 Meetings with a positive outcome.

Supportive Work for the Federal Archives Berlin Concerning the Commemorative Book

"Victims of the Persecution of the Jews under the National Socialist Tyranny in Germany 1933-1945"

The ITS assists the Federal Archives in the supplementary revision of the commemorative book compiled in the 1970s, in special respect of the examination of the documentary material newly received since then, principally from the former Soviet occupation zone.

For this purpose, a workflow-supported *"List processing for the checks concerning the commemorative book for the Federal Archives"* has been developed in cooperation with the EDP-consultant.

Within the scope of this processing, the Federal Archives make lists available to the ITS on electronic data carriers for a check. The single data records are examined in the database of the Central Index of Names first and, subsequently, checked for possible divergencies or supplements by consulting the records of the Concentration Camp Documents Section.

The results of these individual checks are collected and returned to the Federal Archives by electronic means in the same compilation as received from there.

Of the total of 9,131 data records received from the Federal Archives so far, the ITS has returned 6,518 processed data records to the Federal Archives by the end of the year under report.

The most important figures

Figures of preceding year in brackets

ITS 2002

The mandate of assembling

Document acquisition

• Third offices in Germany known to the ITS today to possess records	(1,986 offices)	1,961 offices
• Offices written to:		
in Germany		
- based on individual inquiries	(171 offices)	89 offices
- systematically for specific regions	(_____ - offices)	<u> - offices</u>
	(171 offices)	89 offices ¹
• Result:		
The ITS received documents from	(170 offices)	95 offices
• Records are no longer available	(108 offices)	41 offices
• Final decision still not on hand	(33 offices)	9 offices
• Reply not received yet	(<u>40 offices</u>)	<u>22 offices</u>
	(351 offices) ²	167 offices ³
• Acquired documents linear metres: (wartime and post-war documents)	(240.73)	354.41

¹ Since the document acquisition at the "Allgemeine Ortskrankenkassen" has to be concluded first, less offices than in the preceding year were written to in the year under report.

² This number includes 179 offices written to before 2001.

³ This number includes 74 offices written to before 2002.

The mandates of classification and preservation

Reproduction

Newly acquired documentary material

• on microfilm		
Number of microfilms	(376)	259
Photos	(855,918)	598,433
• on microfiche		
Number of microfiches	(15,495)	6,146
Photos	(1,008,498)	299,293
• on CD		
Number of CDs	(56)	186
Images	(112,534)	438,666
• Imaging of the new material		
- scanned microfilms	(499)	639
Images	(1,180,684)	1,468,934
- microfiches that have been looked through and scanned	(15,495)	6,146
Images	(37,715)	4,913

Material already in stock

• Imaging of the old material		
- scanned indexes	(4)	2
Images	(1,313,980)	818,178
- scanned file material		
Number of files	(538)	615
Images	(256,666)	343,795

Inventory

• Newly acquired material		
- Electronic documents	(295,958)	369,566
- Linear metres	(146.36)	172.58

Card-indexing

- Prepared reference cards and registered data records

- handwritten	(1,520)	3,065 ¹
- data records from paper card-indexing	(5,558)	252
- data records from image card-indexing	(291,697)	410,766
- data records from external services	(327,560)	451,020
- data records from electronic compilations of third offices	<u>(16,719)</u>	<u>-</u>
Total	(643,054)	865,103

- Quality assurance ² of the registered data records

- from the paper card-indexing	(117,581)	242
- from the image card-indexing	(241,577)	404,777
- from external services	<u>(133,837)</u>	<u>451,020</u>
Total	(492,995)	856,039

¹ Reference cards drawn up by the ITS-Liaison Office to the Special Registry Office which indicate that a death has been certified at the Special Registry Office Bad Arolsen. These cards are inserted in an index, established in addition to the Master Index within the scope of the imaging of the Central Index of Names, and are later scanned with it.

² Only after a quality assurance, the registered data records are at disposal in the database of the Central Index of Names for searching.

The mandate of evaluation

Incoming mail

- According to number of persons (416,838) 380,534 ¹
- According to number of questions (438,037) 387,778 ¹

Newly opened T/D-cases (80,156) 60,941

Checked index and record units

- Total of checks made (563,344) 635,295
- Number of persons concerned (141,708) 126,517
- Names (251,837) 236,479

Meeting-Processing

- Checked cases supposed to be Meetings
 - usual Meeting-processing (41,037) 8,555
 - of these intended for further processing (5,105) 793
 - Meeting-processing German Fund (6,473) 63,629
 - of these intended for further processing (81) 2,497
- Processed Meetings
 - usual Meeting-processing (10,798) 5,692
 - Meeting-processing Fund (81) 4,186
- Stock of Meetings
 - usual Meeting-processing (11,622) 4,077
 - Meeting-processing Fund (-) ² 62,834

¹ These figures include inquiries for 280,588 persons, which were to be settled within the scope of the list processing procedure; 269,346 of them were list inquiries "German Fund". Moreover, the figures of incoming mail include 33,901 individual inquiries "German Fund".

² This stock was not yet recorded in the preceding year.

ITS 2002

Case movements

• Total	(522,748)	459,647
• to File Deposit	(139,077)	116,531

Outgoing mail

• According to number of questions replied to	(400,522)	587,210 ¹
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Processed files

• Cases	(125,970)	103,792
• List inquiries German Fund	(161,184)	315,903
• Individual inquiries German Fund	(3,723)	33,901
• Other list inquiries	<u>(20,208)</u>	<u>7,945</u>
Total	(311,085)	461,541

Backlog for the following year

• According to number of T/D-cases that have not yet been concluded	(102,252)	104,053
• According to number of inquiries that have not yet been registered (number of persons inquired about)	(231,231)	191,590
• According to number of inquiries that could not yet be recorded in the statistics on incoming mail	(66,756)	60,926
• scanned inquiries for external translation	<u>(_____)</u> ²	<u>28,826</u>
Subtotal	(400,239)	385,395
• Inquiries German Fund still to be processed	<u>(105,141)</u>	<u>73,564</u>
Total	(505,380)	458,959

¹ This figure includes outgoing mail for 323,848 persons whose inquiries were settled within the scope of the list processing procedure; 315,903 of them were inquiries "German Fund". Moreover, this figure includes 33,901 processed individual inquiries "German Fund" as well as 2,042 positive follow-ups from the cooperation network.

² These inquiries were scanned in 2001 and registered in the backlog in 2002.

Appendix

Statistical tables

Table I

Arrival of inquiries subdivided according to continents

Continent	Country	Number of inquiries	Continent	Country	Number of inquiries
Europe	Albania	6	Europe (continued)	Ukraine	84,765
	Austria	2,266		United Kingdom	220
	Belarus	16,007		Yugoslavia (Rest)	385
	Belgium	143	Subtotal	281,037	
	Bosnia-Herzegovina	53	America	Canada	386
	Bulgaria	17		USA	96,994
	Croatia	116		Argentina	15
	Czech Republic	3,924		Bolivia	1
	Denmark	9		Chile	3
	Estonia	797		Paraguay	2
	Finland	17		Peru	2
	France	540		Uruguay	1
	FRG	16,669	Venezuela	5	
	Greece	100	Subtotal	97,409	
	Hungary	28	Asia	Armenia	21
	Italy	1,560		Azerbaijan	52
	Latvia	1,063		Georgia	112
	Lithuania	1,306		Kazakhstan	565
	Luxemburg	8		Kirghizia	58
	Macedonia	6		Tadzhikistan	6
	Moldova	154		Turkmenistan	16
	Montenegro	1		Uzbekistan	176
	Netherlands	197		Bahrain	2
	Norway	11		Israel	5,290
	Poland	38,312		Jordan	3
	Portugal	5	Korea	2	
	Romania	41	Lebanon	1	
Russian Federation	34,933	Syria	2		
Serbia	7	Subtotal	6,306		
Slovak Republic	797	Australia	Australia	2,905	
Slovenia	76		Subtotal	2,905	
Spain	65	Africa	Algeria	83	
Sweden	83		Mauritius	2	
Switzerland	76,337		Morocco	1	
International Committee of the Red Cross	10		South Africa	35	
Turkey	3		Subtotal	121	
		Total	387,778		

Table II

Outgoing mail subdivided according to continents

Continent	Country	Number of outgoing letters	Continent	Country	Number of outgoing letters
Europe	Albania	10	Europe (continued)	Turkey	2
	Austria	3,350		Ukraine	123,776
	Belarus	23,835		United Kingdom	432
	Belgium	268		Yugoslavia	
	Belgian Liaison Mission	594*		(Rest)	2,954
	Bosnia-Herzegovina	67	Subtotal	526,361	
	Bulgaria	20	America	Canada	513
	Croatia	345		USA	51,533
	Czech Republic	32,716		American Liaison Mission	1,573*
	Denmark	26		Argentina	29
	Estonia	986		Brazil	40
	Finland	31		Chile	9
	France	685		Colombia	14
	French Liaison Mission	2,299*		Mexico	1
	FRG	46,003		Paraguay	3
	Greece	167		Peru	5
	Hungary	83	Venezuela	7	
	Iceland	3	Subtotal	53,727	
	Italy	1,480	Asia	Armenia	19
	Italian Liaison Mission	4,178*		Azerbaijan	27
	Latvia	1,193		Georgia	111
	Lithuania	639		Kazakhstan	640
	Luxemburg	79		Kirghizia	97
	Macedonia	6		Tadzhikistan	15
	Moldova	232		Turkmenistan	16
	Netherlands	638		Uzbekistan	217
	Norway	34		Bahrain	2
	Poland	136,688		China	1
	Portugal	1	Israel	3,342	
	Romania	46	Japan	3	
Russian Federation	47,369	Lebanon	1		
Serbia	4	Syria	1		
Slovak Republic	1,101	Subtotal	4,492		
Slovenia	111	Australia	Australia	2,521	
Spain	44		New Zealand	8	
Sweden	90	Subtotal	2,529		
Switzerland	93,759	Africa	Algeria	93	
International Committee of the Red Cross	17		Mauritius	2	
			Morocco	2	
			South Africa	4	
		Subtotal	101		
		Total	587,210		

Remark: The figures of outgoing mail include inquiries of the ITS to third offices.

* These are copies of reports of the ITS which are submitted to the Missions for the purpose of taking up further investigations.

Total of available documentary material

Section/ subgroup	Originals/ electronic documents	Reference cards and data records Correspondence T/D-cases
Central Index of Names		
a. Master Index	1,458 lm	9,154 lm
b. Index and Record Units	3,172 lm	- lm
Concentration Camp Documents	2,431 lm	1,214 lm
Wartime Documents	913 lm	30 lm
Post-War Documents	782 lm	50 lm
Child-Tracing Archives	349 lm	11 lm
General Documents	164 lm	279 lm
Mail Registry and Dispatch	- lm	112 lm
Case Distribution and File Deposit	- lm	4,665 lm
	9,269 lm	15,515 lm

Total: 24,784 lm
lined up vertically sheet to sheet
in a paper archives

Microfilm-Deposit:

6,933 films of 30 m = 207,990 metres

Microfiche-Deposit:

65,692 microfiches = 26.27 linear metres

Diazo-Copy Index:

41,178 diazo-copies = 16.47 linear metres

Processing of Inquiries

Year	Posts Total	Ø Outgoing mail per work place	Registered incoming mail ^{1,3} <i>Number of the questions posed in the inquiries</i>	Outgoing mail ^{2,3} <i>Number of the replies provided</i>	Backlog ³ <i>Number of the persons inquired for</i>	Memorial ⁴	Minsk ⁴	Backlog Total
1985	217.50	321	43,317	69,964	25,727			
1992	342.50	535	161,465	183,403	232,582			
1993	342.50	622	174,214	213,178	264,180	275,391		539,571
1994	338.50	703	212,512	238,222	277,001	251,613		528,614
1995	334.35	708	212,940	236,756	333,416	224,395		557,811
1996	353.50	740	236,241	261,802	314,104	194,200	32,829	541,133
1997	353.50	776	248,509	274,316	293,518	158,342	39,155	491,015
1998	353.50	775	268,932	274,136	303,227	126,015	30,379	459,621
1999	353.50	711	205,268	251,468	349,208	80,225	22,105	451,538
2000	Ø 364.50	990	322,007	361,099	437,488	44,661	14,907	497,056
2001	Ø 396.50	1,010	438,037	400,522	400,239	37,301	10,007	447,547
2002	Ø 395.50	1,485	387,871	587,210	385,395	29,561	4,884	419,840
Total 1992 - 2002			2,867,996	3,282,112				

¹ Incoming mail is dependent on the number of employees who keep the statistics on incoming mail, that is, the effective figure could be higher

² including the processing according to mandate, short and list processing

³ also includes inquiries for which the ITS is not the responsible office

⁴ one has to take 350,000 inquiries Memorial filmed in 1992 and 62,000 inquiries Minsk (Minsk inquiries fetched in two stages in 1996 and 1997) as basis, a part of which were processed immediately upon arrival at the ITS

The incoming mail, the outgoing mail and the backlog are not to be set off against one another.

The statistics have been kept manually in this way since 1946 and will be recallable within the computer system in future, once the workflow for the processing of inquiries according to mandate has been completely implemented.

Personnel

At the beginning of the year reported on, the ITS had 395.5 posts at disposal, including posts of employees, workers, trainees, auxiliary staff and "kw"-posts (= posts to be cancelled in the future). On an average, these posts were filled by 345 full-time and 87 part-time employees.

As regards the settlement of the indemnification fund for forced labourers, it was possible to further assign the 44 temporary employees, who had been engaged until 31.12.2001, to the performance of the respective work, first of all limited in time up to 30.6.2002 and, following a further approval of the posts, up to 31.12.2002.

19 employees of various foreign nationalities worked for the ITS in 2002.

43 employees left the ITS, seven of them owing to old-age pension, 13 quit of their own accord, two during the trial period. One employee concluded an annulment contract and 20 staff members left due to the expiry of their contracts.

Hiring of personnel

In the year under report, the ITS hired 38 new employees for a limited period of time, among them three trainees in the field of office communication.

The ITS took over as employees three trainees who had passed their final examinations in the office communication field with good results at the Chamber of Industry and Commerce in June. One trainee attended a technical college and this time had to count towards the total duration of her training; she completed her training within two years' time by successfully passing the final examination.

For the duration of the parental leave of eight employees, replacement contracts were concluded with personnel already employed at the ITS - with shorter employment contracts - for the time of parental leave applied for.

Due to the limited pension granted to two employees because of the reduction in their earning capacity, staff members whose limited employment contract had expired were provided with another employment contract covering the limited period of the pension.

Seven auxiliary employees, predominantly pupils and students, carried out classification work that admitted of no delay. Seven pupils and three participants in various training programs of the Labour Office received practical office training.

Alterations in working time

Applications filed by seven employees for a reduction of their working time for personal reasons were approved of. The working time of one worker was increased.

