



## Ministry of Civil Service and Administrative Reforms

25 March, 2014

**Ministry of Civil Service and Administrative Reforms**  
**Circular Letter No. 25 of 2014**

**E/439/5/2/2 V6**

From: Senior Chief Executive, Ministry of Civil Service and Administrative Reforms


To: Supervising Officers i/c of Ministries/Departments

### **Duties of Receptionist/Telephone Operator**

Please refer to this Ministry's Circular Letter No. 35 of 2010 wherein your attention was drawn to the effect that Receptionist/Telephone Operators should be allocated an appropriate space at the entry point/reception counter to enable them to perform the duties of their post.

2. However, representations have been received from Unions to the effect that in some Ministries/Departments, Office Care Attendants are still being called upon to be in attendance at reception counters on a full time basis to receive visitors, even though Receptionists/Telephone Operators are posted there.

3. With a view to avoiding further representations from staff associations and for the smooth running of counter service of your respective Ministry/Department, you are kindly requested to make arrangements, as far as possible, to allocate an appropriate space for Receptionist/Telephone Operators, at the entry point/reception counter of your Ministry/Department to enable the incumbents in the latter grade to perform the duties of their post.

  
(S. Seebaluck)  
Senior Chief Executive

Copy to: Secretary to the Cabinet and Head of Civil Service