Duties of Receptionist/Telephone Operator

Representations have been received at this Ministry to the effect that Office hands are requested to receive visitors in Ministries/Departments where Receptionists/Telephone Operators are posted.

Your attention is being invited to the duties of Receptionist/Telephone Operator as their Scheme of Service, whereby they are required to "assist visitors by providing information to them to facilitate their contact with officers of the Ministry".

In view of the foregoing, you are kindly requested to allocate an appropriate space for Receptionists/Telephone Operators at the entry point/reception counter of your Ministry/Department so that they may act as contact persons and provide assistance to others.

[Signature]

D. P. Ruhee
Secretary for Public Service Affairs

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