Ministry of Civil Service and Administrative Reforms

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Circular Letter No. 35 of 2010
E/439/5/02 V9

From: Senior Chief Executive, Ministry of Civil Service and Administrative Reforms
To: Supervising Officers i/c of Ministries/Departments

Duties of Receptionist/Telephone Operator

Representations have been received to the effect that Office Care Attendants are requested to receive visitors in Ministries/Departments where Receptionists/Telephone Operators are posted.

2. Your attention is being invited to the duties of Receptionists/Telephone Operators as per their scheme of service, whereby they are inter alia required:
   - "to operate the reception centers of Government Offices"
   - "to maintain a register of all visitors"
   - "to assist visitors by providing information to them to facilitate their contact with officers of the Ministry"
   - "to control access to offices of the Ministry”.

3. 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 are in a position to act as contact persons, to receive visitors, maintain a register of all visitors and to provide them assistance.

(S. Seebaluck)
Senior Chief Executive

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