



Ministry of Civil Service and Administrative Reforms

19 July, 2010

Ministry of Civil Service & Administrative Reforms
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