

4.1.3 Telex Messages

Incoming telex messages are logged by the OIC's secretary in a register. (See Appendix D). This register is used to record eleven items of information about the telex - information which is already contained on the telex itself. It will be noted however that three copies of telexes are now retained by the post: one by the action office, one on the "read file", and one by the Communication Center. Given the low frequency of use for the telex register and the availability of telex copies in the Communications Centre the team believes this register to be unnecessary. Elimination of the register would provide additional time for the OIC's secretary to assist the Visa/Correspondence Section with general typing.

Recommendation 6: The Immigration telex register be eliminated and reliance placed on telex copies retained in the Communications Centre.

The team was informed that a record of outgoing telexes is maintained by the Visa/Correspondence section. While the team did not examine the register, it was told by one officer that incoming telexes have been known to go unanswered for up to a month.

Recommendation 7: All telegrams be answered within 48 hours of their receipt.