

SUMMARY OF RECOMMENDATIONS

A. ORGANIZATION

Recommendation 1: The reception counter be manned at all times when the office is open to the public. (Page 16)

Recommendation 12: Mail opening and date stamping be performed in registry. (Page 23)

Recommendation 14: The functions of mail opening and forwarding be consolidated into a single position in the Registry. (Page 24)

Recommendation 15: One person year be transferred from the Visa/Correspondence section to the Registry to handle all mail functions, to assist in answering enquiries, attaching documents to files and generally to assist in Registry. (Page 24)

Recommendation 22: All file creation be performed by the Registry Head with assistance from the Office Supervisor as required. (Page 35)

Recommendation 37: All visa issue responsibilities be assigned to the Assistant Office Supervisor. (Page 55)

B. EQUIPMENT

Recommendation 13: Replacement of the existing franking machine be considered. (Page 24)