

recommendations made later in this report would also reduce this disruption.

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

Recommendation 2: Files required by the receptionist be delivered by registry staff.

4.1.2 Status Enquiries

The team observed that the operation of the registry was constantly being disrupted by telephone calls from and personal visits by applicants enquiring about the status of their applications. In the first ten months of this year counter enquiries, telephone calls, correspondence enquiries and representations averaged per month 2116, 614, 1748 and 213 respectively or a total average per month of 4691 enquiries. If only one half of these recorded enquiries are actual enquiries ("applications received" may be counted as enquiries on the post records) and if on average 10 minutes of staff time is spent per enquiry, then 23,455 minutes or 3 person years would be spent on this function. Allocation of time to this function at present is as follows: .5 person years by a registry clerk who acts as a receptionist half days; approximately .5 person years by the Office Supervisor; one person year by the Junior Canadian based officers and the IPOs; and a third person year from the registry itself. The team does not believe that the