

- 3) by telex and diplomatic mail from Ottawa,
- 4) by air freight bag from Ottawa, and
- 5) by regular mail.

4.1.1 Reception

The reception counter is officially open to the public between the hours of 9:30 a.m. and 12:00 noon each day. However, as all applicants who visit the office are dealt with each day, the reception counter often remains open past the official closing time.

The counter is normally manned by one receptionist, a registry clerk, who receives assistance as required from other staff. Nevertheless when files are required at the counter, the receptionist often must leave her desk to search for them in Registry. Frequently the search for these files also involves registry clerks, who assist in tracking down files which have been charged out. There is a significant amount of time spent by both the receptionist and the registry staff in locating these files. The time spent on this task by the receptionist leaves the public unattended in the waiting room while the time spent by registry staff disrupts the more routine operations of the Registry.

Ensuring that files are returned to registry expeditiously by officers and attaching documents to files on a daily basis would minimize the time required to serve visiting applicants at the counter. Other