

Recommendation 8: A request be submitted by Management Services Division to the Information Systems and Records Management Division (ACI) of External Affairs to investigate the delays in delivery of air freight bags to Port of Spain and to take appropriate action to improve service.

4.1.5 Unnecessary Information

The receptionist in Port of Spain maintains a register of sponsored cases which records the number of sponsored applicants. In it is recorded by date, the names of sponsored applicants, their dates of birth, the country of their residence and the number of their dependents for each IMM 1009 received. When asked why this register is maintained the receptionist informed the team that the previous officer in charge wished to determine the effect of the new Immigration Act on these cases. Asked when the last time this register had been referred to by someone other than herself, she replied, "about a year ago". In view of the urgent nature of the post backlog, and it is recommended that maintenance of this register be discontinued.

Recommendation 9: The sponsored class register maintained by the receptionist be eliminated.

The team noted that in general the program is maintaining an excessive number of logs, records and registers. While a number of these statistical records are required by Immigration headquarters, several, which have been initiated by the post, serve no apparent useful purpose.