

HOUSE OF COMMONS

Wednesday, January 18, 1984

The House met at 2 p.m.

● (1405)

STATEMENTS PURSUANT TO S.O. 21

[English]

EMPLOYMENT

HIRING OF NON-NATIONALS BY UNIVERSITIES

Mr. Tom McMillan (Hillsborough): Mr. Speaker, the Association of Universities and Colleges of Canada last week released a major study on highly trained manpower in our country. The Symons-Page Report documents the extent to which universities in Canada are continuing to hire some 28 per cent of their faculty from among non-Canadians. This practice is occurring when there is a surplus of highly qualified Canadian citizens, in most cases in the very fields for which foreign faculty are being actively recruited.

The universities should welcome faculty from other lands, especially on a visiting professor basis, but surely something is seriously wrong when Canadians cannot get positions in their own universities for which they are eminently qualified. Even the great international universities like Harvard, Oxford, and the Sorbonne do not allow non-citizens to exceed between 2 per cent and 10 per cent of their total faculty.

I urge the Minister of Employment and Immigration (Mr. Roberts) to examine the relevant regulations in light of the Symons-Page Report, and to act immediately on this serious problem.

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[Translation]

CANADA POST CORPORATION

SCOPE OF MANDATE

Mr. Pierre Deniger (La Prairie): Thank you, Mr. Speaker. Ever since the Post Office Department was restructured, the people of the riding of La Prairie have complained to me about the poor service provided by the Canada Post Corporation. Last Monday, I read in the papers that the President of the Corporation, Mr. Michael Warren, is seeking to enlarge the scope of the Corporation's activities.

Mr. Speaker, I think Canada does not need any more Crown Corporations competing with private enterprise, and I think

the scope of Canada Post Corporation's mandate should certainly not be expanded. Mr. Warren may have forgotten the Corporation's main responsibility which is to sort and deliver mail. In my riding, there are whole neighbourhoods in Saint-Lambert, Lemoine, Greenfield Park, Brossard, La Prairie and Candiac that have been without home delivery for six months. Mr. Speaker, I think we should remind the people in charge of the Canada Post Corporation of their true mandate, which is to deliver the mail. They have a mandate, and they should carry it out and do so immediately, that is, provide Canadians with an excellent postal service, and I would suggest they forget about expanding their activities until they do what they are supposed to be doing.

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[English]

PUBLIC SERVICE

TREATMENT OF CITIZENS BY A MINORITY OF CIVIL SERVANTS

Mr. Arnold Malone (Crowfoot): Mr. Speaker, I expect that there is no job title that more accurately describes the general expectation of the task to be performed than that which is embodied in the words "civil servants". The civil servant is expected to be both a public servant, and civil.

In ten years as a public servant and an equal period of time in political life, I have come to recognize that the quality of work and the degree of civility projected by the vast majority of civil servants are commendable and noteworthy. I report with sadness, however, that the abusive treatment of citizens by a minority of civil servants runs the danger of damaging the credibility of the Public Service with the citizens at large.

Too frequently we hear of phone calls that were placed but were never returned, of letters that were sent but never answered or acknowledged, of the Department that received a concern which applied to a different part of government but failed to be helpful in redirecting the citizen. In all cases the public should expect service with civility.

Advanced payments for prairie grains is one example of where the staff has become too nit-picky about the manner in which information forms are completed. Another example is a constituent of mine who made a visit to an office of Immigration Canada where he took a number and was told to wait. At the end of two hours he asked: "How much longer do I have to wait?" Whereupon a minority-minded civil servant took his number, 66, and issued him a new number, which was 102.

Since I have been frequently well served by conscientious, hardworking civil servants, yet cognizant—