

the central agencies and departments, it also requires more responsibility and accountability on the part of deputy ministers and heads of agencies and a necessity to provide for appropriate methods of control and evaluation.

The following are the more important general conclusions which have been reached and major policy changes.

1. Service to the Public

The Government has reaffirmed that the most important obligation of the federal Public Service with respect to the use of both official languages is to serve the citizens of Canada in the official language of their choice. The Commissioner of Official Languages in his Sixth Annual Report states:

'In spite of too numerous violations Canadians should never accept, the whole weight of official policy and practice backs each citizen's right to get served by federal institutions in his or her official language. Eight years ago, it was usual to ignore this right. Now, even minor slips make headlines. Taking this core purpose alone, the Official Languages Act is working.'

Because of the primary importance of serving the public in both official languages, a review will be undertaken by the Treasury Board Secretariat, in consultation with departments and agencies, of the capacity of the federal Government in this area. Although Government services are now generally available to the public in both languages, the Government intends to continue to improve the responsiveness, availability and quality of these services.