This is a man who has contributed to the economy of this country throughout his entire life. This is a man who is married and has three beautiful children. It is tough for somebody who has had that kind of experience. All of his life he has been active and then all of a sudden he is disabled.

It is at a time like this when you count on your national government and a program like disabled pensions to come into play.

The first letter I received on this was May 23, 1990, from a city councillor, Chris Korwin–Kuczynski, who talked about this case. My first letter on this case was August 7. I produced all the paperwork necessary. I have written subsequent letters. I have tried to get information and I think we finally have it now from Revenue Canada, which I must tell you is just a painstaking exercise.

**Ms. Sparrow:** Did he file late?

**Mr. Mills:** No, he did not file late. He went through the normal process and there were difficulties in getting paperwork out of Revenue Canada. I wrote to the minister and I had difficulty. One day my colleague in my office basically lost it. I have never raised this in Question Period before. Here I am and it is almost Christmas Eve and I still do not have this case concluded.

Here is a man whom anybody with any common sense can see is physically disabled. He will never be able to work as a craftsman for the rest of his life. Thank goodness for the community that came to his assistance and his family's assistance and helped them maintain their home and made sure the children had the necessary food and clothing so that they could continue on their normal existence.

I bring this case to the floor of the House of Commons for one reason. I do not believe there is any intention by department officials to give this kind of a case the "mad" treatment, the maximum administrative delay treatment. I would never impute ill will to a public servant.

● (1620)

We are sloppy and inefficient. If this happened in business, if we treated a customer like this, we would soon be out of business. No wonder there are times when our constituents, the people of Canada, wonder what we do here. I say humbly that this case makes me feel useless. It makes me feel useless that I cannot move a department on an issue that is substantive and addresses fundamental social policy in this country. This is not a man who is looking to have some kind of quick grab of the treasury of this country. This is a legitimate case.

I fear that there may be many other cases like this from coast to coast to coast in which the spirit of public service or the spirit of the bill is not being addressed.

As I said earlier to the parliamentary secretary for the government, I have enormous respect for her. She is a very hard working, efficient person, I would appeal to her and plead with her to somehow communicate to officials, the Public Service, not to find reasons why a case like this should be delayed and not processed, but to try and find ways to make the spirit of the law work for cases like the Baxevanis family.

Governance is not for people who are advantaged. It is to help people who are disadvantaged. One of the reasons I felt good about addressing this bill today on pension reform is because by and large we are talking about a piece of legislation that really looks after a lot of people in our community who from time to time are disadvantaged. I would implore the government to try and figure out a way to make the Public Service of Canada more efficient in delivering the act we are about to pass.

**Mr. Sid Parker (Kootenay East):** Mr. Speaker, I am pleased to stand and speak on Bill C–39, an act to amend the Canada Pension Plan, the Family Allowances Act and the Old Age Security Act.

Last Monday evening I represented my party on the legislative committee examining Bill C–39. I must say that it was an uplifting experience. Why do I say uplifting? I use that word because members from all parties sat and listened to witnesses from the disabled community and I think all committee members were moved by the testimony.