

Order Paper Questions

5. What will be the total cost of translating all existing documents, forms, stationery, records, etc. within the Department's entire operation?

6. What is the total additional yearly cost of ordering all new forms, stationery, etc. in two languages compared to the cost in one language?

Hon. Mitchell Sharp (President of the Privy Council): I am informed by the Post Office Department and the Department of the Secretary of State as follows: 1. All documents as defined in the question have been made available in both languages for many years.

2. Therefore the question of retroactivity does not arise.

3. Not applicable.

4. It is difficult to provide a precise answer to the question in terms of the Post Office Department, since, in order to achieve greater efficiency, the Government of Canada has consolidated all translation, interpretation and terminology services under a single administration, designed to serve all the departments and public bodies which depend on them. Costs are not apportioned according to the types of activities mentioned above. However, the total demand for translation as represented by the number of words is available for the years 1972-1973 and 1973-1974. The production in words for 1972-1973 was 2,561,671; for 1973-1974 it was 2,668,059. On the basis of an analysis of operating costs for the Translation Bureau, the total operating costs are estimated at about ten cents per word for the two years in question.

5. Not applicable.

6. Since bilingual forms and documents have been standard practice for so many years, it is not feasible to make a meaningful cost comparison at this time.

DEPARTMENT OF COMMUNICATIONS—TRANSLATION OF DOCUMENTS

Question No. 1,111—Mr. McKenzie:

1. What documents of any and all description (such as any type of form, records, stationery, employee directives, etc.) within the entire Department of Communications have to be translated into the French language?

2. Retroactive to what date will all past records of the Department have to be translated?

3. At what date must all of these translations be completed?

4. What amount of money was spent in the years 1973 and 1974 for translating such documents?

5. What will be the total cost of translating all existing documents, forms, stationery, records, etc. within the Department's entire operation?

6. What is the total additional yearly cost of ordering all new forms, stationery, etc. in two languages compared to the cost in one language?

Hon. Mitchell Sharp (President of the Privy Council): I am informed by the Departments of Communications and the Secretary of State as follows: 1. Documents required either for purposes of service to the public or communication with employees are translated as required from one official language to the other and distributed in both official languages.

2. Documents still in current use such as referred to in answer number 1 which were not initially produced in the two official languages, either have been translated, or are now being translated.

[Mr. McKenzie.]

3. The translation of all such documents referred to in number 1 and 2 above will be completed in the first half of 1975.

4. It is difficult to provide a precise answer to the question in terms of the Department of Communications, since, in order to achieve greater efficiency, the Government of Canada has consolidated all translation, interpretation and terminology services under a single administration, designed to serve all the departments and public bodies which depend on them. Costs are not apportioned according to the types of activities mentioned above. However, the total demand for translation as represented by the number of words is available for the years 1972-1973 and 1973-1974. The production in words for 1972-1973 was 1,662,567; for 1973-1974 it was 1,370,760. On the basis of an analysis of operating costs for the Translation Bureau, the total operating costs are estimated at about ten cents per word for the two years in question.

5. Information not available.

6. Information not available.

PURPOSE OF PUBLIC AFFAIRS BRANCH—POST OFFICE DEPARTMENT

Question No. 1,117—Mr. Beatty:

1. (a) What is the purpose of the Public Affairs Branch of the Post Office Department (b) does it have authority to act on complaints by customers?

2. On what date was it established?

3. How many employees belong to this Branch?

4. (a) What is the present budget of the Branch (b) what are the component parts of the budget (c) what has been the total cost of the Branch to the taxpayer since its creation?

Mr. Raynald Guay (Parliamentary Secretary to Postmaster General): 1(a) The purpose of the Public Affairs Branch of the Post Office is twofold: (1) to achieve public understanding and acceptance of Post Office policies and plans; (2) to provide expertise to management in the areas of communicating with specific publics. (b) Public Affairs personnel do respond to complaints by customers, but the responsibility to resolve customer problems lies with Sales and Customer Service in the Marketing Directorate.

2. In 1970, the Information and Public Relations Branch became the Public Affairs Branch.

3. There are 41 employees at Headquarters, of which 24 are information officers, and an additional 44 employees, in the four regional and 14 district offices, of which 33 are information officers.

4. (a) The operating budget for 1974-75 is \$1,798,631, including salaries. The advertising budget is \$220,000; (b) The component parts of the budget include advertising, publications, audio-visual, special events, language quality, media relations, national news desk, press gallery liaison, and administration and production. (c) 1970-71, \$1,510,758, including \$650,000 for advertising; 1971-72, \$1,385,922, including \$500,000 for advertising; 1972-73, \$2,011,987, including \$655,000 for advertising; 1973-74, \$2,091,148, including \$655,000 for advertising; 1974-75, \$2,018,631, including \$220,000 for advertising.