

Regionalization of the diplomatic courier service was introduced in the Far East (Bangkok) and strengthened in Paris in an effort to bring the working conditions for couriers into line with accepted practices, to reduce overtime and to help stabilize costs without substantially reducing services.

To economize on some of the Department's typing operations, a Word-Processing Services Section was established at headquarters in 1977, and expanded in 1978, as a central service available to all sections of the Department. It has proved to be of greatest use in the editing and production of long texts, "multiple" letters and letters with variable inserts, and in the process of altering the layout of publications.

Major progress was made in implementing an automated information-storage and retrieval system.

With promulgation of the Human Rights Act in March, a Privacy Act Officer was appointed.

#### Inspection

The Inspector General is responsible for the independent review and appraisal of the operations of Canada's diplomatic and consular posts.

During 1978, inspection-team visits were carried out at 11 posts in Latin America, five in East and West Africa, nine in Asia and the Pacific, four posts in Europe and two in the United States. Detailed reports were prepared on these visits for action or information as required. The Inspection Service is also responsible for maintaining an effective follow-up system to ensure that the corrective action recommended in the reports is taken.

#### 1978-79 Budget

In 1978-79, the Department spent \$10.6 million on various forms of assistance to Canadians abroad, mostly by way of consular services; another \$31.2 million was spent on "public diplomacy", or information and cultural relations abroad; \$32.1 million was spent on general administration. The cost of diplomatic relations with foreign government was \$139.4 million, plus \$94.1 million to provide support services for the overseas representatives of other departments and agencies, notably the Department of Industry, Trade and Commerce, the Canada Employment and Immigration Commission and the Canadian International Development Agency. The total budget for the fiscal year was \$307.4 million.

Of the above total, \$208.8 million was spent on operations and maintenance, which includes salaries, wages and personnel costs, rentals