

registry can operate efficiently with a staff of four if 1½ person years are devoted to enquiries.

In view of the amount of time spent on enquiries, the team believes that a serious effort should be made to reduce them. In part the enquiries are due to delays in processing which prompt applicants to follow up on their cases. If processing can be speeded up this portion of the enquiries will disappear. It would also appear, however, that some part of the enquiries result from the false expectations which sponsors, applicants and even Canada Immigration Centres have of processing times at posts. These expectations should be corrected by a) informing C.I.C. offices of the actual average processing times at posts, b) encouraging these offices to resist enquiries from sponsors, MPs and others made before this actual deadline is passed, c) revising the Post's covering memo to applicants to read 6 to 9 months instead of 3 to 5 months as the expected waiting time for interview after receipt of the completed IMM 8, and d) instructing the receptionist not to delude applicants by telling them to expect faster processing than she knows will be the case.