

S E R V I C E   T O   T H E   P U B L I C

As foreseen in the 1979-1980 Annual Report, the activities of the Department during the past year were directed mainly toward:

- measuring more accurately the volume and tenor of demand for services;
- stepping up the public information campaign on the existence and availability of services in both official languages;
- ascertaining whether resource deployment is meeting the demand.

1. "Significant demand"

By virtue of its mandate, the Department of External Affairs is called upon to serve a widely varied public (tourists, businessmen, parliamentarians, public servants, journalists and so on). Headquarters in Ottawa, the regional passport offices throughout the country, as well as the Canadian posts accredited to 157 countries and international organizations, testify to the geographical dispersion of the Department's clientele.

Following analysis of the data collected (see Goal 2.1, p. 21), the Department notes that it has adequate information on its clientele to enable it to determine the resources required to provide service to the public in both official languages.

2. Information intended for the general public and employees

The audits conducted during the year have confirmed that the Department's official information intended for the public is available in both official languages (see Goal 1.1, p. 19). Also the measures taken to inform the public that services are provided in both official languages are satisfactory. In this regard, new posters emphasizing the availability of services in both official languages, were distributed to posts, bureaux and divisions (see Goal 1.5, p. 20).

Present information systems ensure that the employees responsible for providing services to the public are informed of their obligations on an ongoing basis (see Goals 10.1 to 10.7, pp. 30, 31). In this regard, we believe that greater importance should be attached to the responsibility of every manager. Steps to this end have already been