

*Government Organization*

to know what will be the long-term ramifications of his proposals. The public good cannot be measured in terms of balance sheets. In short, the greatest failure of the minister responsible for communications lies in the fact that he has failed to communicate.

• (4:00 p.m.)

*[Translation]*

**Mr. Ricard:** Mr. Chairman, I do not want to miss this opportunity to voice the remarks I have heard in my constituency about the postal service offered in various municipalities. My sole purpose is to help the minister and to advise him of the present conditions arising from his instructions since he took over this department. I would like to be as objective as possible, and I would like him to pay attention to my brief remarks.

Many merchants, industrialists, stock brokers and insurance brokers have complained to me about the slowness of the mail service recently. I agree with them that they now pay more for less service. I do not want to blame the staff of the local post office in Saint-Hyacinthe, nor the rural carriers in my riding, but I want to point out that they have to do in five days the work they did before in six. This does not apply to rural carriers.

In his first speech in the house, the Prime Minister said at least four times that he was most eager to establish a just society across the country. It is amazing to see that the establishment of a just society requires the minister to have recourse to injustice. Surely, it is not just to ask employees to do in five days what previously took them six days, nor is it just to charge Canadian publishers more than foreign publishers for the postal service.

In my opinion, the minister means well but he has not considered long enough the consequences of his actions; however, perhaps it is not too late to remedy a situation which is truly unfair to every Canadian, since we are now discussing the reorganization of the various departments.

I should also like to draw the minister's attention to one point that could be improved in the householders' list. At the present time, users at the various post offices or on the various rural routes are identified by one initial only. It often happens that on the same rural route, two, three or even four Christian names have the same initial. The same thing also occurs on other rural routes of the same locality, and the people who deliver the mail are puzzled. They make mistakes, and although they do their best, they give poor

service to the users of the postal service. As this work is done by independent companies, I think the minister should insist, when those lists are drawn up, that the first names appear in full thereon. It would then be much easier, when the addressee's name is, for instance, Mr. Armand So and So, to speed up delivery by writing down the addressee's Christian names rather than his initials only. A letter intended for Mr. Armand So and So could as well end up at Mr. Alfred So and So's place. I believe the minister will want to correct such an anomaly.

Now, as far as my constituency is concerned, I have noted that in several areas neither the number of users nor their names appear in the householders' list. To obtain such information, one must, first of all, pay \$2 for this publication; then one must pay an additional sum if one wishes to obtain a list that is not included and one must get in touch with the companies that have compiled those lists.

I believe the minister would help his employees, as well as those who need such information, if he made the required corrections.

Those are the comments I wanted to make, Mr. Chairman.

*[English]*

**Mr. Bigg:** There are several matters, Mr. Chairman, I would like to discuss in this debate. I hope that by having a new minister something will be done about an old complaint of mine concerning the Post Office. I was laughed at when I mentioned it before in the house, but apparently it is only members of parliament belonging to the party in power who are consulted regarding local problems. This is a cynical attitude. If the minister requires information concerning the district of Pembina in northern Alberta, he does not have to go to defeated candidates, would-be candidates or would-be senators. I will give him up to date and detailed information on anything connected with my district. I have lived there for 15 years and am acquainted with these people. I have their interests at heart more than my own best interests. I hope that the 11 years I have been in this house have proved that. I hope a new minister is appointed to this department. Some of the troubles are no doubt passing troubles. With a new minister we should be able to look forward to the formation of new policies by the department.

Members of parliament were not consulted about the redistribution of ridings. One need