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## CHAPTER VII

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### ENQUIRY CENTRES

#### *Conclusions and Recommendations*

One of the most successful functions undertaken by Information Canada is its Enquiry Service. This service should be improved by being based largely on telephone contact.

- a) The number of Enquiry Centres should be limited to the six existing and the five planned. This would mean that there would be Enquiry Centres in each of the ten provinces with an additional Enquiry Centre in Ottawa.
- b) The enquiry service should be organized so that a citizen may make a telephone enquiry to the appropriate Enquiry Centre at no charge to the citizen. The Enquiry Centres should be equipped with staff and material to give the citizen the answer to his question or refer him to the appropriate source. The telephone number should be advertised as widely as possible and should be included in a prominent place in every phone book and post office.
- c) The news media should be invited to publicize, as a public service, the Information Canada Enquiry Centre in each province.

The Committee considers the enquiry service to be among the most valuable and potentially the most significant aspect of Information Canada's operations, from the point of view of effective contact between Canadians and the federal government. A brief look at the most significant statistics