

The public services offered by the Posting Briefing Centre (ADAP), Protocol (XDA) and the Passport Office in the Pearson Building will need to be consulted in this context. OGD's may be consulted as well. If the project is implemented, it could be expected that complaints from the general public and the business community would be significantly fewer.

IMPLEMENTATION CONSIDERATIONS:

Improved Enquiry Service would go hand-in-hand with re-structuring of the Department. The new telephone service Enhanced Exchange Wide Dial Service (EEWD) for the Government of Canada in Ottawa-Hull will provide features which will contribute to the services effectiveness. Approval by the Administration Committee to re-align the diverse contact points will be needed. The decision could then be communicated by circular letter within the Department and through the public media. Adequate and qualified staff, which may require reallocation or additional person years, training and a determination of location(s) would appear to be the only constraints to implementing this project quickly.

MAJOR STEPS AND TIMING:

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| 1. Initiate consultation process to confirm existing situation and explore alternatives; | January 1984 |
| 2. Draft a proposal with options for staffing, physical location and data base requirements; | February 29, 1984 |
| 3. Consultation on draft | March 15, 1984 |
| 4. Submission to Administrative Committee for review and approval; | March 30, 1984 |
| 5. Implementation of approved recommendation; | May 1984 |
| 6. Assessment | March 1985 |