

DIVISION

Ministerial Correspondence Division (DCC)

RESPONSIBILITIES

- Develops, coordinates and provides timely responses to correspondence addressed to the Ministers and Secretaries of State. These responses are developed in accordance with the correspondence guidelines provided by the Ministers' offices (current guidelines can be found on the Intranet under <http://intranet.lbp/department/ministre/mincorr/httoc-e.asp>).
- Is responsible for providing replies to issues that create a significant amount of correspondence, such as the Middle East, terrorism, Afghanistan, nuclear issues, human rights WTO, FTAA and softwood lumber.
- Responds to approximately 70 percent of the correspondence received by the Ministers and Secretaries of State—amounting to more than 25,000 pieces of correspondence in the last year. This correspondence includes letters requiring a response using a standard text as well as those that must be replied to using non-standard language to respond to a particular issue. In both cases, the language is developed in consultation with the appropriate line division and the relevant Minister and/or Secretary of State's office.
- Assists departmental officials by providing advice on approaches to individual letters or groups of letters.
- When a piece of correspondence is received and does not fall under the purview of a Minister or Secretary of State, DCC will draft a referral letter forwarding the correspondence to the appropriate Minister for reply.
- Is responsible for a project to introduce a corporate system to manage ministerial correspondence. This project is being implemented over a three-year period ending in 2004.

NOT IN AREA OF RESPONSIBILITY

- Generally, correspondence relating to a specific consular or legal question is forwarded to the relevant line division for "one-off" language to respond to the incoming correspondence.
- Correspondence of a personal or political nature.
- Correspondence that is time-sensitive, such as invitations or requests for delegation lists to international conferences.
- Correspondence requesting a Minister's or Secretary of State's personal views on an issue.
- Correspondence relating to issues in a Minister's or Secretary of State's constituency.
- Acknowledgement/thank you letters.

TIME LINES

- General departmental guidelines suggest that responses to VIPs (heads of state, foreign government ministers, provincial premiers, federal and provincial ministers, etc.) are expected to be provided within five days.

