

. . . is acting not as a manager but as a desk officer."

"Just as Directors General have been given the authority to exercise their own judgment in relation to which issues they refer to the Under-Secretary for direction, so too it would seem logical that parallel arrangements should be worked out between Directors General and Divisional Heads, so that Divisional Heads too will be required to exercise some judgment as to what issues they and their Desk Officer can handle directly, and what issues have to be referred to the Director General for further guidance."

The Director General may, for his own satisfaction, wish to review the level of delegation being practised within the Bureau.

F. Files and Records

This is a perennial problem in many organizations. It is not our intention to get into considerable detail but to draw this to your attention and relay some of the more pertinent comments on the subject. The problem seems to be isolated to the 'Assistance to Canadians Abroad Section'.

It would appear the present system of chronological filing by country is less than desirable. Cases that have been rather lengthy and drawn out are time consuming to reconstruct, the same situation is also experienced when searching for an isolated piece of information without