

- (2) Speeches by officials. The level of this activity has fluctuated considerably over the years and necessarily is subject to control by the Minister and Under-Secretary. Perennial shortage of personnel automatically restricts the number of occasions when officials could find time for speech preparation and delivery. And trends of parliamentary attitudes towards public appearances of civil servants must be taken into account. This area of activity calls for further systematic policy consideration and ensuing decisions which will be understood by departmental officers. If any number of speeches are to be made by officials, there will be need for co-ordination and control. This might best be done by the Information Division in consultation with Personnel Operations.
- (3) Responses to enquiries from the public. There is no question that the Department must attempt to answer promptly any reasonable request from the public for factual information on external affairs. Such enquiries may be addressed to and answered by almost any division of the Department, although the Information Division bears formal responsibility and receives the largest proportion of enquiries. Statistics in this regard are hard to come by but it appears that enquiries by letter or by telephone are a regular feature of departmental activity and are dealt with satisfactorily.