

QUEEN
HC
120
.C63
A16
1981/82

SEP 1981/82
Consumer and Corporate
Affairs Canada

Consumer and Corporate Affairs Canada

for the year ended March 31, 1982

Canada



Consumer and
Corporate Affairs
Canada

Consommation
et Corporations
Canada



Consumer and
Corporate Affairs Canada

Hon. André Ouellet
Minister

Consommation
et Corporations Canada

L'hon. André Ouellet
Ministre

Queen

HC
120

.C63

A16

1981/82

© Minister of Supply and Services Canada 1983

Cat. No. RG 1-1982

ISBN 0-662-52274-5

In 1981-82, Consumer and Corporate Affairs Canada continued to address the issues, problems and challenges of the marketplace — applying its legislative and regulatory powers in the interests of businessmen, consumers and the Canadian public at large.

The year was again marked by high levels in demand for departmental services, along with a heavy work load in inspection and enforcement activities, and in the administration of the regulations and procedures associated with bankruptcies, incorporations and the protection of intellectual property under the acts covering patents, trade marks, copyright and industrial design.

During the year, the department was given the responsibility of co-ordinating federal government activities concerning problems associated with urea formaldehyde foam insulation (UFFI) and administering an assistance program announced toward the end of the year to help UFFI homeowners.

Internally, the Bureau of Policy Coordination was created to focus departmental efforts and interventions in policy-related matters, while the roles of the Consumer Services Branch and Communications Service were redefined to strengthen the departmental presence and provide better service to the public. At the end of the fiscal year, following reorganization in Industry, Trade and Commerce, the Metric Commission became a departmental program and the Minister was assigned the responsibility of reporting to Parliament on the activities of the Standards Council of Canada.

The department continued its review and, where necessary, reform of legislation and regulations and developed a formal program evaluation plan. The policy of encouraging more responsible performance on the part of business and fostering greater self-reliance on the part of consumers was maintained.

Authorized allocations for 1981-82 were dollar resources of \$96,500,000 and 2,334 person-years. Total revenue for the year equalled 30 per cent of departmental expenditures.

A program-by-program summary of departmental activities and achievements during the fiscal year follows.

Table of Contents

Officers of the Department	6
Bureau of Competition Policy	9
Bureau of Consumer Affairs	11
Bureau of Corporate Affairs	17
Bureau of Policy Coordination	29
Metric Commission Canada	31
Office of the Registrar General	33
Services	35
Appendix	
Map Showing Location of Field Offices	39
Organization Chart	40
Appropriations and Expenditures	42
Revenue	43
Person-Years	44

Consumer and Corporate Affairs Canada
March 31, 1982

Minister of Consumer and Corporate Affairs Canada

Parliamentary Secretary

Deputy Minister

The Honourable André Ouellet

G. McCauley

G. Post

Bureau of Competition Policy

Assistant Deputy Minister and

Director, Investigation and Research

Senior Deputy Director

Deputy Director, Legal

Director, Manufacturing Branch

Director, Resources Branch

Director, Services Branch

Director, Regulated Sector Branch

Director, Marketing Practices Branch

Director, Research and International Relations

L.A.W. Hunter

R.M. Davidson

J.C. Thivierge

G.D. Orr

W.G. Toms

W.F. Lindsay

D.A. Dawson

K.G. Decker

D.F. McKinley

Bureau of Consumer Affairs

Assistant Deputy Minister

Director, Consumer Products Branch

Director, Consumer Services Branch

Director, Legal Metrology Branch

Director, Management Services (Acting)

Director, Product Safety Branch

Director, UFFI Information and Co-ordination Centre

Regional Directors

Atlantic Region

Québec Region (Acting)

Ontario Region

Prairie Region

Pacific Region

K. Francoeur Hendriks

R. McKay

M. Wadsworth

R. Knapp

J. Armstrong

J.W. Black

C.A. Lowry

R. Moir

E. Boileau

R. Rusinek

W.A. Empke

M.J.C. Monaghan

Bureau of Corporate Affairs

Assistant Deputy Minister

Director and Superintendent of Bankruptcy

Director, Corporations Branch

Commissioner of Patents, Registrar of Trade Marks,
and Director General of Intellectual Property

Director, Planning and Management Services

Director, Policy and Program Planning Branch

Director, Patent Examination Branch

Director, Patent Appeal Board

Director, Trade Marks Branch

Chairman of the Opposition Board and Associate
Registrar of Trade MarksDirector, Patent and Trade Mark Documentation
and Registration Branch

Registrar of Copyright and Industrial Design and

Director, Copyright and Industrial Design Office

R. Gagnon

J. Brazeau

F.H. Sparling

J.H.A. Gariépy

W. Clare

M. Leesti

G.R. McLinton

G. Asher

R. Boyer

G. Partington

D.V. Cummings

B. Bloor

Place du Portage, Tower I
50 Victoria Street
Hull, Québec

Mailing address:
Ottawa, Ontario
K1A 0C9

Bureau of Policy Coordination

Assistant Deputy Minister	T.R. Robinson
Senior Policy Advisor	J.P. Toupin
Director General, Policy Research Analysis and Liaison Directorate (Acting)	F. Hay
Director, Communications Service (Acting)	J. MacLeod
Director, Operations Review Branch (Acting)	H. McIlroy
Director, Program Evaluation and Departmental Plans (Acting)	H. McIlroy

Office of the Registrar General

Assistant Deputy Registrar General	D.R. Taylor
------------------------------------	-------------

Finance and Administration Directorate

Director General	K.R. Murray
Director, Finance Branch	J. McCarthy
Director, Information Systems Branch	S.H. Talbert
Director, Administrative Services Branch	L. Dagenais

Legal Branch

General Counsel	R.S.G. Thompson
-----------------	-----------------

Personnel

Director	J.G. Soulière
----------	---------------

Metric Commission Canada

Chairman	D.R.B. McArthur
Executive Director (Acting)	N. Ganapathy
Deputy Executive Director	C. Gariépy
Director, Engineering Industries Plans	N. Ganapathy
Director, Industry and Services Plans	W.S. Volk
Director, Information Directorate (Acting)	V.J. Pelisek
Director, Research and Planning	F.W. Buser

Bureau of Competition Policy

The Bureau's primary responsibility is to administer the Combines Investigation Act. The Director of Investigation and Research, who is also the Assistant Deputy Minister for Competition Policy, has powers to conduct investigations into suspected violations of the Act. Among the prohibited trade practices he examines are combinations in restraint of trade, mergers and monopolies detrimental to the public interest, anticompetitive behaviour such as price maintenance and price discrimination, and misleading advertising. In addition, certain trade practices like refusal to deal, tied selling and exclusive dealing, while not prohibited, are reviewable before the Restrictive Trade Practices Commission.

In accordance with the Act, the Director refers the results of inquiries to either the Attorney General of Canada, who determines if charges should be laid, or, for decisions related to reviewable trade practices, to the Restrictive Trade Practices Commission.

The Director is also authorized to make representations before federal regulatory boards to bring to their attention considerations relevant to the maintenance of competition in connection with matters being heard before them.

Offences in Relation to Competition Excluding Misleading Advertising

Under the provisions of the Act in respect of offences in relation to competition, the courts considered 47 cases in 1981-82. Of these, 24 proceedings were commenced during the year and 23 were carried over from previous years.

Twelve cases related to conspiracy under section 32, including one which also involved a charge under section 33; one related to bid-rigging under section 32.2; four related to predatory pricing under section 34, including one which also involved a charge under section 33 and one which also involved a charge under section 35; one related to promotional allowances under section 35; 28 related to price maintenance under section 38 and there was one case under section 41.

Eleven proceedings were concluded during the year and a total of \$157,000 in fines was imposed. One of the concluded proceedings related to section 32, three to section 34, including the case involving the additional charge

under section 33 and the case involving the additional charge under section 35; and seven involved price maintenance.

Thirty-six proceedings were still before the courts as of March 31, 1982. Five of these proceedings were under appeal and involved \$627,000 in fines.

Misleading Advertising and Deceptive Marketing Practices

These areas have continued to be an important enforcement activity of the Bureau and a focus of public awareness. A total of 278 misleading advertising and deceptive marketing practices cases were considered by the courts in the fiscal year. These consisted of 176 proceedings commenced during the year and 102 proceedings before the courts from previous years. They included 17 cases which had received court consideration in previous fiscal years, but were under appeal at the start of the year. There were 122 proceedings concluded during the year, 95 of which resulted in convictions and 27 in acquittals, charges withdrawn and other completions of court proceedings that were not convictions. Fines totaling \$225,132 were imposed during the year and an additional \$99,400 in fines was under appeal at the end of the year.

The Bureau continued publication of its quarterly *Misleading Advertising Bulletin* reporting convictions under the misleading advertising and deceptive marketing practices provisions of the Act and other related matters. Distributed to a wide cross-section of the Canadian public, the Bulletin has a circulation of 10,000.

Matters Reviewable by the Restrictive Trade Practices Commission

An application under section 31.4 of the Act involving tied selling in relation to radio and television audience measurement services was considered by the Commission in 1981-82. The Commission found that there was tied selling of the two services and issued a remedial order. The Respondents subsequently made an application to the Federal Court of Appeal to have the order reviewed and set aside.

Representations to Regulatory Boards

The Director appeared before, or made representation to the Canadian Radio-television and Telecommunications Commission, the Public Utilities Board of Alberta, the House of Commons sub-committee on Import Policy, the Tariff Board, the Ontario Securities Commission, the Canadian Transport Commission, the House of Commons Standing Committee on Transport, the Ontario Telephone Service Commission, the Régie des services publics du Québec, and the Newfoundland and Labrador Board of Commissioners of Public Utilities.

Other Activities

Throughout the year the Bureau proceeded with research projects and inquiries concerning business practices and the structure of industry in Canada. During the year, the Director participated in the hearings of the Restrictive Trade Practices Commission in relation to two inquiries under section 47 of the Act involving telecommunication equipment and the petroleum industry.

The Bureau also participated in the work of international agencies such as the Committee of Experts on Restrictive Business Practices of the Organization for Economic Co-operation and Development.

A separate report on the Bureau's activities is published by the Director of Investigation and Research.

Bureau of Consumer Affairs

The Bureau of Consumer Affairs promotes and protects the consumer interest in the marketplace through legislation and programs that contribute to the viability and integrity of the Canadian economy.

The Bureau is organized into five headquarters' branches — Consumer Products, Consumer Services, Legal Metrology, Product Safety and Management Services — and five directorates in the Atlantic, Québec, Ontario, Prairie and Pacific regions. Service is available to the public at 58 locations across the country.

Significant changes during the year were the added responsibility of co-ordinating federal government activities relating to urea formaldehyde foam insulation (UFFI) through the UFFI Information and Co-ordination Centre, which was established in June 1981, and the transfer of the Consumer Research and Evaluation Branch to the newly created Bureau of Policy Coordination.

In 1981-82, the adjusted allocation of resources (exclusive of the UFFI Information and Co-ordination Centre) was 1,011 person-years and a budget of \$36,383,083. Revenues for the year, derived mainly from fees for legal metrology services, amounted to \$2,792,000.

Consumer Products

The Consumer Products Branch develops policies, legislation and compliance programs for a wide variety of food and non-food products. It administers the Consumer Packaging and Labelling Act, the Textile Labelling Act, the National Trade Mark and True Labelling Act and the Precious Metals Marking Act, and has some responsibility under the Food and Drugs Act, the Canada Agricultural Products Standards Act and some provincial acts. The Branch also administers a number of voluntary programs such as the Care Labelling of Textile Articles and Canada Standard Size (CSS) Garment Sizing.

Approximately 120,000 establishments trade in products affected by legislation administered by the Branch. In 1981-82, 41,000 establishment inspections were carried out, 61,500 complaints and inquiries from consumers and industry were processed, and 24,500 labels and advertisements were reviewed.

A formal agreement was signed with Revenue Canada, authorizing excise officers to review the labelling of domestic distilled spirits on behalf of the department. An amendment to the Consumer Packaging and Labelling Regulations required energy consumption labels to be applied to electric clothes dryers at point of manufacture and import.

A review of the federal regulations administered by the Branch was completed during the year, and consultation began concerning a number of proposed regulatory changes. Increased liaison took place with provincial departments toward greater uniformity among federal and provincial agricultural product requirements. Steps taken to provide consistent interpretation and enforcement of regulations included the production of inspector training modules, establishment of the framework for a technical review process and revision of the policy and procedures manual for each program.

In the area of information, seminars and workshops were held for industry associations and consumer groups. Audio-visual presentations were developed for the Energuide program and food inspection activity.

The Branch continued to provide the chairperson for the international food labelling committee of the United Nations' Codex Alimentarius Commission. It also participated in technical committees of the International Standards Organization in the development of international standards for textile products, and worked with the Advertising Standards Council on draft guidelines for comparative food advertising.

Consumer Services

The Branch assists consumers to improve their effectiveness in the marketplace through programs of market intelligence, advocacy, consumer information and support to voluntary groups. It administers the Tax Rebate Discounting Act.

The policy of referring complaints and inquiries to the appropriate source for assistance continued during the year. Some 220,000 consumer complaints and inquiries were processed in 1981-82.

In the market intelligence and advocacy area, developing trends and problems were monitored. Special focus was placed on the automobile and direct mail marketing industries in response to identified problems. Consumer advisory notices were issued concerning certain vending machine franchise operations and Royal Wedding souvenirs sold by mail order. The Branch undertook to respond to the report of the Special Parliamentary Committee on the Disabled entitled *Obstacles* and published during the International Year of Disabled Persons.

The departmental program, Food Talk, was funded for the fifth consecutive year by the Summer Youth Employment Program of Employment and Immigration Canada. The program, aimed at helping low-income consumers obtain better value for their food dollar, employed 42 students in 13 teams over a 13-week period. Also funded under the Summer Youth Employment Program, the Binkly and Doinkel puppet show continued to deliver a strong hazardous products safety message to young children for the ninth successive summer. Thirty-six students were employed in 12 teams. A pilot project conducted in the Québec region focussed on camping safety. Consumer information was also disseminated through displays, newspaper columns and talks and radio and television appearances by Consumer Services' staff. The special needs of ethnic groups were addressed through the translation and distribution of departmental literature in several languages.

The Consumer Help Office program that makes consumer services more readily available to disadvantaged consumers continued through the co-operation of local voluntary community associations. Funds were provided for the offices listed below:

South End Tenants' Association, Saint John,
New Brunswick

Conseil central des services sociaux (CCSS)
Ville Marie, Montréal, Québec

Centre d'information communautaire et de dépannage (CICD), Montréal, Québec

COSTI-IIAS Immigrant Services, Toronto,
Ontario

Downtown Community Citizens Organization,
Windsor, Ontario

Community Consumer Credit Counselling,
Community Income Tax Service, Winnipeg,
Manitoba

Citizenship Council of Manitoba — International
Centre, Winnipeg, Manitoba

Community Service Centre, Prince Albert, Sas-
katchewan

Society for the Involvement of Good Neigh-
bours (SIGN), Yorkton, Saskatchewan

Alexandra Centre Society, Calgary, Alberta

Humans on Welfare Society, Edmonton, Alberta

Britannia Community Services Centre, Van-
couver, British Columbia

Under the grants and contributions program, funds were made available to organizations whose activities promoted the general interest and welfare of consumers. The following consumer groups received support during the fiscal year:

Contributions Program 1981-82

Major Groups

Consumers' Association of Canada	
Association Policy and Activities	\$ 61,600
Testing and Publication	110,000
Regulated Industries Program	185,000
Transport 2000 Canada	12,000
Automobile Protection Association	50,000
Allergy Information Association	3,000
Canadian Toy Testing Council	13,500
Fédération des Associations coopératives d'économie familiale du Québec	50,000
Public Interest Advocacy Centre	212,000
Service d'aide aux consommateurs — Shawinigan	19,750
Coalition of Provincial Organizations of the Handicapped	20,000
Association Québécoise pour la défense des droits des retraités et pré-retraités	5,000
Centre International de Publicité Sociétale Inc.	15,000
Total	\$ 756,850

Local Groups

Atlantic

Inter-Faith Community and Family Centre	7,100
Port Cities Counselling	6,250
Catholic Family Services Bureau and Protestant Family Services Bureau	7,700
Oromocto Information Service Centre, Inc.	1,000
Centre de communication et d'information mobile	5,000
Total	\$ 27,050

Québec

Carrefour d'éducation populaire	\$ 5,000
Association des consommateurs du Québec — Québec	3,000
Association des consommateurs du Québec — Montréal	5,000
Centre d'inspection et de prévention automobile de l'Estrie Inc.	2,000
Regroupement des assistés sociaux des Iles Inc.	2,000
Groupe de recherche en animation et planification économique	2,000
Association pour la protection des intérêts des consommateurs de la Côte-Nord	2,000
Association coopérative d'économie familiale — Victoriaville	2,000
Total	\$ 23,000

Ontario

Association of Credit Counselling Services of South Waterloo	6,250
Credit Counselling Service of York Region	4,000
Oshawa Community Information Centre	4,000
Consumers' Association of Canada — Toronto	3,125
Community Information Centre of Haldimand-Norfolk	3,000
Peterborough Information Centre and Volunteer Bureau	3,000
Contact Telephone Information and Referral Centre	3,000
Information Oxford	2,850
Sudbury Community Service Centre	2,000
Information Niagara Inc.	2,000
North End Information Service	1,000
Kingston District Consumer Advice Bureau	500
Information London	1,820
Association canadienne-française de l'Ontario	12,000
Total	\$ 48,545

Prairie

Consumers' Association of Canada — Manitoba	\$ 5,000
Consumers' Association of Canada — Brandon	3,300
Welfare Rights Centre	6,250
Consumers' Association of Canada — Calgary	3,300
Total	\$ 17,850

Pacific

Consumers' Association of Canada — Whitehorse	\$ 3,000
East Kootenay Consumer Services Society	3,000
Nelson Community Services Society	1,000
Matsqui, Abbotsford Community Services	1,000
Vernon Social Planning Council	1,000
Fort St. John Consumer Office	1,000
South Okanagan Civil Liberties Society	1,000
Chilliwack Community Services	1,000
Consumers' Association of Canada — British Columbia	1,000
Total	\$ 13,000

Total Local	\$ 129,445
-------------	------------

Total Contributions	\$ 886,295
---------------------	------------

Grants 1981-82**Major Groups**

Consumers' Association of Canada	\$ 200,000
Consumers' Association of Canada Regulated Industries Program	140,000
Automobile Protection Association	25,000
Canadian Toy Testing Council	25,000
Public Interest Advocacy Centre	100,000
Total	\$ 490,000

Local Groups**Atlantic**

Projet de justice sociale de Brantville	\$ 3,000
Cape Breton Council of Senior Citizens and Pensioners	4,850
Concerned UFFI Homeowners	4,000
Family Life Information Centre	3,500
Total	\$ 15,350

Québec

Association des consommateurs du Québec — Montréal	8,485
Centre d'information et de référence pour femmes	10,000
Fédération des comités de victimes de la mousse d'urée du Québec	40,000
Total	\$ 58,485

Ontario

Consumers' Association of Canada — Toronto	\$ 3,165
UFFI — Ontario	39,000
UFFI — Canada	30,000
Total	\$ 72,165

Prairie

Consumers' Association of Canada — Prairies	\$ 3,000
Grant McEwan Community College	15,000
HUFFI — Manitoba	7,000
Total	25,000

Pacific

Native Courtworker and Counselling Association	\$ 30,000
Consumers' Association of Canada — British Columbia	9,000
Total	\$ 39,000

Total Local	\$ 210,000
-------------	------------

Total Grants	\$ 700,000
--------------	------------

As administrator of the Tax Rebate Discounting Act, the Branch reviewed 30,357 tax rebate discounting transactions in the provinces of New Brunswick, Québec, Ontario and Manitoba. A number of investigations were carried out as a result of information gathered during audits, but no charges were laid.

Legal Metrology

The Branch ensures accurate measurement of goods, commodities and services, defines units of measure and approves weighing and measuring devices used in trade. It administers the Weights and Measures Act, the Electricity Inspection Act and the Gas Inspection Act.

With Canada's membership in the Organization Internationale de Métrologie légale (OIML) during the year, the Branch became the focal point for participation in OIML by federal departments with responsibilities in measurement, provincial governments, institutions and the measurement industry.

In 1981-82, Weights and Measures staff inspected 254,951 measuring devices, representing approximately 40 per cent of all devices used in trade in Canada. Inspectors also checked 46,029 retail and clerk served packages and visited 467 non-retail establishments to inspect commodities. Seventy new gravimetric and volumetric measuring devices were approved for use in Canada and some 19,316 standards and other test equipment were calibrated and certified. Regulations were promulgated in July 1981 to provide for the orderly conversion to metric measure of randomly-weighted foods and retail food scales. Conversion began on January 4, 1982.

In the Electricity and Gas Division, 2,255,826 electricity and gas meters were verified, a decrease of 20 per cent from the previous year as a result of a longer period between mandatory inspections. As intermediaries between utilities and their customers, inspectors helped to resolve disputes over inaccurate billings amounting to \$6,165,975, an increase of 96 per cent over the 1980-81 total. Approval was granted for 94 new models of electricity and gas meters and 1,143 measurement standards were calibrated for use by inspection staff.

Bill C-11 for a new Electricity and Gas Inspection Act, which was introduced in the House on April 16, 1980, received Royal Assent on March 31, 1982.

Product Safety

The Branch is responsible for ensuring adequate safety standards for consumer products and for promoting consumer and trader understanding of health and safety standards. It administers the Hazardous Products Act.

During the year, regulations were strengthened for cribs and cradles and enforcement of these regulations was intensified at second-hand outlets. Amendments were also made to regulations pertaining to cellulose insulation. Regulations concerning the flammability of mattresses came into effect on January 1, 1982, and information was provided to assist the mattress industry in the production of safer design. Monitoring continued for toys that could pose hazards.

Two Boards of Review, established under the Hazardous Products Act, were in the process of examining new regulations on cigarette lighters and cellulose at the beginning of the fiscal year. Their reports, received in 1981-82, confirmed the previous actions taken under the Act. A Board of Review, set up following the ban imposed on urea formaldehyde foam insulation in December 1980, completed hearings during the year. The Branch participated in the development of the government's program to help homeowners who had used urea formaldehyde foam insulation.

Over 5,000 chemical products were examined by the Product Safety Laboratory. Corrective action on hazard labelling was necessary for approximately 1,200 items.

The newly-established Canadian Accident and Injury Reporting and Evaluation (CAIRE) system, developed by the Branch, went into operation during the year with five hospitals collecting data on accidents and injuries involving consumer products.

On the international scene, participation continued in the Organization for Economic Co-operation and Development (OECD) and the International Standards Organization with the aim of harmonizing standards and regulations and exchanging research into product safety.

UFFI Information and Co-ordination Centre

The Centre was established in June 1981 to provide the public with information on urea formaldehyde foam insulation (UFFI), administer a national testing survey of homes insulated with UFFI and to co-ordinate the efforts of federal departments and the provinces in addressing problems caused by the insulation.

Within 14 days of its opening, the Centre set up a toll-free telephone system to enable consumers to register complaints and to obtain information and advice on immediate measures that could be taken to alleviate problems. A national testing survey was conducted of 2,400 homes to determine the extent of the problem caused by use of the urea formaldehyde foam insulation. Following analysis of the results, the government announced an aid program for UFFI homeowners. By the end of the fiscal year, the Centre had responded to over 35,000 telephone calls, published four information bulletins, and sent application forms to the approximately 30,000 homeowners who had registered for assistance under the program.

Bureau of Corporate Affairs

The Bureau of Corporate Affairs is concerned with much of the general legal framework governing the orderly conduct of business under federal legislation. The Bureau consists of the Bankruptcy Branch, Corporations Branch and the Intellectual Property Directorate.

Bankruptcy

The Bankruptcy Branch is the administrative designation for the Office of the Superintendent of Bankruptcy, who simultaneously holds the position of Director, Bankruptcy Branch. As of March 31, 1982, his duties entailed supervision of 15 offices across the country and the head office.

The Superintendent of Bankruptcy performs a prime role concerning the promotion of confidence in the integrity of the credit system in Canada through: regulation of the insolvency process; licensing of trustees in bankruptcy; investigation of the conduct of bankrupts for possible offences under the Bankruptcy Act and/or the Criminal Code; and maintenance and dissemination of general and statistical information on insolvency matters.

During 1981-82, 32,635 bankruptcies and 393 proposals were accepted for filing by branch officers, who appointed trustees to administer them. This total included 23,861 consumer bankruptcies with aggregate assets of approximately \$274,267,150 and estimated liabilities of \$867,307,850. The assets declared in the 8,774 business bankruptcies amounted to \$488,965,850 and the liabilities to \$1,399,970,800.

Regulation of the insolvency process continued under the Compliance, Creditor Services and Debtor Services programs.

Through its Compliance Program, the Branch closely monitored the propriety of the bankruptcy process and saw that corrective action was taken when warranted.

A high standard of performance and professional conduct on the part of all trustees in bankruptcy was promoted through the Creditor Services Program. As of March 31, 1982, the Bankruptcy Branch was responsible for the supervision of 524 individual trustees and 81 corporate trustees. The Branch's national Auditing Group conducted 73 cyclical audits, 20 of which were still in progress at the end of the year, and one special audit for a case involving serious irregularities.

The Debtor Services Program monitored the availability of bankruptcy services to ensure that all individuals who were in genuine need of bankruptcy services had access to them, notwithstanding their ability to pay. An amendment was issued to the Payment Guidelines contained in Information Statement No. 8, The Referral of Consumer Bankruptcy Applicants to Private Sector Trustees, used for determining the amount of surplus income to be paid voluntarily to the trustee.

The Bankruptcy Branch also operated training programs on bankruptcy for representatives from the business and credit-granting communities and conducted presentations and seminars for various groups and the general public. During the fiscal year, 68 training sessions were held with over 2,500 persons in attendance. Some 10,000 training modulars were distributed to selected individuals and groups.

The Branch continued to monitor provincial administration of Part X of the Bankruptcy Act that authorizes consolidation orders to enable individuals to pay their debts over a three-year period without creditor harassment and wage garnishments. This part of the Bankruptcy Act is in force only in British Columbia, Alberta, Saskatchewan, Manitoba, Nova Scotia and Prince Edward Island. During the fiscal year, 1,169 Consolidation Orders were made by the courts of the six provinces with a total of approximately \$5,063,362 being distributed to registered creditors.

Bill C-12, the proposed bankruptcy and insolvency legislation, which was introduced in the House of Commons in April 1980 and went to second reading in May 1981, was still at the second-reading stage at the end of the 1981-82 fiscal year.

**Bankruptcies and Proposals Reported
in the Fiscal Year 1981-1982**

	Estates	Assets \$	Liabilities \$	Deficiency \$
Newfoundland	327	9,895,500	19,369,000	9,473,500
Nova Scotia	877	14,369,600	46,330,000	31,960,400
Prince Edward Island	38	1,000,400	2,231,500	1,231,100
New Brunswick	316	20,891,450	36,025,500	15,134,050
Québec	11,268	384,271,200	984,461,350	600,090,150
Ontario	14,580	260,969,850	848,359,550	587,389,700
Manitoba	1,219	31,504,450	77,800,500	46,296,050
Saskatchewan	487	15,519,500	34,511,000	18,991,500
Alberta	2,141	74,764,650	185,955,500	111,190,850
British Columbia	1,755	90,541,250	266,707,800	176,166,500
Northwest Territories	10	238,300	360,950	122,650
Yukon	10	323,900	830,000	506,100
Canada	33,028	904,390,050	2,502,942,650	1,598,552,600

**Consumer Bankruptcies Reported
in the Fiscal Year 1981-1982**

	Estates	Assets \$	Liabilities \$	Deficiency \$
Newfoundland	264	1,711,150	4,709,000	2,997,850
Nova Scotia	664	4,286,400	15,497,500	11,211,100
Prince Edward Island	21	297,950	508,500	210,550
New Brunswick	214	2,735,800	6,938,000	4,202,200
Québec	7,419	70,560,100	261,493,050	190,932,950
Ontario	11,450	129,630,200	405,885,000	276,254,800
Manitoba	912	11,179,950	30,511,000	19,331,050
Saskatchewan	302	6,748,350	15,598,500	8,850,150
Alberta	1,483	24,939,050	58,824,000	33,884,950
British Columbia	1,122	22,113,800	66,905,800	44,792,000
Northwest Territories	5	53,300	168,500	115,200
Yukon	5	11,100	269,000	257,900
Canada	23,861	274,267,150	867,307,850	593,040,700

**Business Bankruptcies Reported
in the Fiscal Year 1981-1982**

	Estates	Assets \$	Liabilities \$	Deficiency \$
Newfoundland	61	8,098,350	14,502,000	6,403,650
Nova Scotia	173	7,502,650	25,036,500	17,533,850
Prince Edward Island	16	677,450	1,598,000	920,550
New Brunswick	77	17,803,850	28,295,500	10,491,650
Québec	3,702	205,368,300	572,951,800	367,583,500
Ontario	3,043	116,099,000	396,685,050	280,586,050
Manitoba	291	18,729,000	44,108,000	25,379,000
Saskatchewan	183	8,301,150	18,359,000	10,057,850
Alberta	655	48,248,600	119,536,500	71,287,900
British Columbia	564	57,738,700	178,205,000	120,556,300
Northwest Territories	5	185,000	192,450	7,450
Yukon	4	213,800	411,000	197,200
Canada	8,774	488,965,850	1,399,970,800	911,004,950

**Proposals Reported in
the Fiscal Year 1981-1982**

	Proposals	Assets \$	Liabilities \$	Deficiency \$
Newfoundland	2	86,000	158,000	72,000
Nova Scotia	40	2,580,550	5,796,000	3,215,450
Prince Edward Island	1	25,000	125,000	100,000
New Brunswick	25	351,800	792,000	440,200
Québec	147	108,442,800	150,016,500	41,573,700
Ontario	87	15,240,650	45,789,500	30,548,850
Manitoba	16	1,595,500	3,181,500	1,586,000
Saskatchewan	2	470,000	553,500	83,500
Alberta	3	1,577,000	7,595,000	6,018,000
British Columbia	69	10,688,750	21,507,000	10,818,250
Northwest Territories	—	—	—	—
Yukon	1	99,000	150,000	51,000
Canada	393	141,157,050	235,664,000	94,506,950

Corporations

The Corporations Branch administers several federal acts, including the Canada Corporations Act, the Canada Business Corporations Act, the Boards of Trade Act, the Canada Cooperative Associations Act, the Trade Unions Act and the Pension Fund Societies Act. The Branch also issues documents under such federal statutes as the Trust Companies Act, the Canadian and British Insurance Companies Act, the Investment Companies Act and the Railway Act.

With the exception of financial intermediaries, all federal business corporations, including investment and small loan companies, are incorporated under the Canada Business Corporations Act, which came into effect on December 15, 1975.

Part II of the Canada Corporations Act still applies to the establishment and functioning of all federal charitable and membership associations. Proposed new legislation governing this area, Bill C-10, an Act Respecting Canadian Non-Profit Corporations, was introduced in the House of Commons on April 10, 1980, and was still before the House at the end of the fiscal year.

The Branch maintains in computerized form records of over 2,000,000 businesses, 116,946 of which were federally incorporated as of March 31, 1982. During 1981-82, the Branch incorporated 16,335 corporations pursuant to the Canada Business Corporations Act.

A major reorganization designed to streamline operations and service to the public and to enhance compliance activities was begun in the fiscal year.

In 1981-82, the Branch responded to 41,716 inquiries and provided 22,008 copies of documents. A total of 11,951 certified copies and 6,139 certificates of compliance were prepared. It also reviewed applications for exemption from certain statutory requirements, investigated complaints involving federal companies and reviewed statutory filings to ensure compliance with the legislation and with accompanying regulations.

The *Canada Corporations Bulletin* was published monthly, giving details of the Branch's major activities.

Documents Issued	1980-81	1981-82
Canada Corporations Act		
Letters Patent granted Part II	434	438
Amalgamation Agreements	18	6
Supplementary Letters Patent granted	145	111
Certificate of Acceptance for Surrender of Charter	214	23
Canada Business Corporations Act		
Certification of Incorporation	19,028	16,335
Certificates of Discontinuance (Export)	174	111
Certificates of Amalgamation	276	253
Certificates of Amendments	7,377	6,520
Certificates of Dissolution	417	639
Certificates of Import Continuance	304	293
Boards of Trade Act		
Boards of Trade registered	13	15
Canada Cooperative Association Act		
Certificates of Incorporation	4	3
Canadian and British Insurance Companies Act		
Letters Patent granted		
Loans Companies Act		
Letters Patent granted	2	2

Documents Processed	1980-81	1981-82
Canada Corporations Act		
Canada Business Corporations Act		
Annual Summaries and Returns submitted*	46,016	48,547
Prospectuses	107	85
Insider Reports	5,922	7,042
Proxy Information Circulars	400	435
Takeover bids	19	25
Financial Statements submitted	3,747	4,503
Complaints	15	27
Exemption Orders	405	293

*Includes annual returns submitted under Boards of Trade Act

Intellectual Property

The Intellectual Property Directorate comprises the Patent Office, the Trade Marks Office, and the Copyright and Industrial Design Office. Besides contributing to the orderly conduct of business, intellectual property laws provide economic incentives intended to encourage the creation and dissemination of new ideas.

Reflecting the international scope of intellectual property, the Directorate co-operates with other industrialized countries bilaterally, as well as under the auspices of the World Intellectual Property Organization (WIPO) in helping developing countries to establish intellectual property offices and in providing training in their administration. Fiscal 1981-82 was an active year for the Directorate in international co-operation. In conjunction with the WIPO training programs, officials from the Thai Patents and Designs Office, the People's Republic of China, and the Barbados National Standards Institution were given training in the Directorate, while Directorate officials conducted a seminar on Patent Information and Documentation in Zimbabwe. Under various WIPO aid-to-developing-countries programs, delegations from the Directorate were sent to Bangkok to provide advice relating to patent and design examination, to Bridgetown to take part in the Barbados Regional Seminar on Industrial Property, and to several south east Asian countries to suggest specific development co-operation projects as a part of a WIPO-sponsored mission on behalf of the Association of South East Asia Nations (ASEAN). As well, Directorate officials attended WIPO governing bodies' meetings in Geneva, dealing with the Paris and Berne Conventions and the Nice Agreement, and a meeting in Sri Lanka, pertaining to WIPO development and co-operation activities in Asia and the Pacific.

Patents

The Patent Office administers the Patent Act and Patent Rules, and grants patents for new and often unusual inventions. Examination of patent applications involves a search for novelty, a decision regarding patentability and verification of compliance with procedural requirements. The inventor or owner of a patent has the right to exclude others from making, using or selling the invention in Canada for 17 years from the date of the grant.

The Office publishes the weekly *Patent Office Record*, providing details of Canadian patents granted during the previous week, and maintains a search room and library for use by the public.

In 1981-82, the Office dealt with an average of 407 requests for reference material daily. The number of inquiries pertaining to patent search fields from the patent profession and the public totalled 3,255, a decrease from 3,368 last year.

The complete Patent Office file of 1,121,000 issued patents, organized in technological classes, is constantly reviewed, revised or extended as different technologies emerge or as new combinations of known technologies are developed. As of March 31, 1982, the file consisted of 340 main classes of technology, which were then condensed into 35,204 subclasses. During the year, 161 subclasses in various classes were revised, 410 new subclasses were established and 43 subclasses were abolished in the partial revision of existing classes.

The following table summarizes the transactions of the Patent Office during the past two years.

Transactions of the Patent Office

	1980-81	1981-82
Caveats registered	151	144
Application for patents	25,431	25,883
Applications restored under Section 75 after failure to pay final fee	129	157
Applications reinstated under Section 32 after abandonment for failure to reply to an official action	83	79
Examiner's Reports	21,045	24,381
Applications allowed	23,525	24,514
Applications forfeited	653	902
Patents issued (for 17 years)	24,146	22,426
Patents reissued	19	21
Patents issued under Public Servants Inventions Act	76	53
Assignments recorded	19,662	23,684
Duly Registered Patent Agents	1,615	1,580
Canadian Resident Agents	296	305
Canadian Firms	63	64
Non-resident	1,256	1,211

Patent Appeal Board

The Patent Appeal Board reviews final rejections of applications for the grant of patents and for the registration of industrial designs. The Board may hold formal hearings as part of the review procedure. The following table summarizes the rejections reviewed for the past two years.

	1980-81	1981-82
Patents		
Rejections referred to Board	124	86
Rejections affirmed	83	67
Rejections reversed	28	30
Disposal without formal decision	28	67
Hearings held	66	61
Before the Board	176	82

Decisions published in the Patent Office Record

full	8	5
part	13	42

Industrial Designs

Rejections affirmed	2	8
Rejections reversed	3	1
Hearings held	3	3

Compulsory Licences

The Patent Appeal Board is also responsible for assisting the Commissioner of Patents in the exercise of his statutory powers to grant compulsory licences of patents. Under Section 41(3) of the Patent Act, licences may be granted to manufacture foods, and under Section 41(4) to manufacture or import medicines. Under Section 67, licences may be granted if the invention is not worked in Canada or for other abuses as defined in Section 67. The Board's activities for the past two years under these sections of the Act are summarized in the following table.

	1980-81	1981-82
Section 41(3)		
Applications received	0	0
Licences granted	0	0
Applications pending	2	2
Section 41(4)		
Applications received	52	15
Licences granted	17	8
Licences refused	1	7
Applications withdrawn	0	2
Applications pending	73	71
Section 67		
Applications received	4	3
Licences granted	0	0
Licences refused	1	5
Applications withdrawn	0	3
Applications pending	9	4

Section 19

The Board is further responsible for the processing of applications for compensation from the government when it or its agencies use patented inventions. Currently three are pending. Two disposals occurred in 1981-82.

Conflicts

Under Section 45 of the Patent Act the Commissioner must determine which applicant should be granted a patent when more than one party files for a patent for the same invention. The Appeal Board is responsible for the processing of these determinations. The following table summarizes this activity.

	1980-81	1981-82
Section 45		
Conflicts Referred to the Board	22	16
Conflicts Disposed	25	17
Conflicts Before the Board	4	3

Copyright and Industrial Design

This Office administers the Copyright Act, Industrial Design Act, Timber Marking Act and their regulations.

Copyright exists immediately upon the creation of every original literary, artistic, dramatic or musical work and extends normally for the life of the creator or author, and 50 years thereafter.

The outward appearance of an article of manufacture may be registered as an industrial design. Registration of a new design under the Industrial Design Act gives the registered owner sole rights to use the design in Canada for a period of five years, renewable for one further period of five years.

The Timber Marking Act provides for the registration of marks to identify the ownership of timber floated down inland waterways in Ontario, New Brunswick and Québec.

The following chart summarizes the transactions of the Copyright and Industrial Design Office during the last two fiscal years.

Transactions of the Copyright and Industrial Design Office

	1980-81	1981-82
Copyright		
Applications received	7,481	7,199
Copyrights registered	7,157	6,965
Assignments recorded	282	211
Industrial Design		
Applications received	1,707	1,763
Designs registered	1,313	1,455
Registrations renewed	340	284
Assignments recorded	232	275
Timber Marks		
Applications received	0	1
Assignments recorded	0	0
Marks registered	0	1
Reports on applications re Copyright, Industrial Designs and Timber Marks	2,428	2,618
Certified copies of Copyrights, Industrial Designs and Timber Marks	1,854	1,911

Trade Marks

The Trade Marks Office is responsible for the administration of the Trade Marks Act. A newly registered trademark remains on the register for an initial period of 15 years. Before a trade mark is licensed an application for registered user must be applied for at the Trade Marks Office.

Trade mark applications are advertised in the weekly *Trade Marks Journal* to enable persons to oppose any marks that they feel may interfere with their existing rights. The Office maintains a search room for the public to refer to its registers and indexes of registered marks and users.

The following table summarizes the Office's transactions over the past two years.

Transactions of the Trade Marks Office

	1980-81	1981-82
Trade mark applications filed	16,126	17,470
Trade mark applications advertised	16,799	13,272
Trade mark registrations	15,462	10,654
Registered user applications filed	4,922	6,245
Number of trade marks governed by registered user applications (registered and pending)	13,875	15,604
Registered users registered in respect of trade marks	12,683	16,595
Registered user registrations cancelled in respect of trade marks	3,277	3,134
Transfer applications filed	10,097	12,030
Transfers registered	8,660	10,112
Trade mark registrations renewed	3,192	5,026
Trade mark registrations expunged	3,524	4,404
Amendments entered on the register	1,985	3,719
Copies prepared	444,176	343,362
Duly registered trade mark agents	6,611	6,910
Oppositions filed	1,043	760

Statistical Supplement

As patents, trade marks, copyright and industrial designs are important to Canada's long-range economic policies and objectives, studies of intellectual property trends, costs and users are undertaken regularly. The following statistical information was compiled for the last two years.

Patents Granted

	1980-81	1981-82
To individuals	2,890	2,674
To companies	21,199	19,722
To individuals and companies jointly	57	51
To inventors or legal representatives	2,679	2,483
To assignees	21,302	19,806
To assignees and inventors jointly	165	158
One inventor claimed	12,741	11,387
Two or more inventors claimed	11,405	11,060
In French	542	647

Residence of Inventors for Patents Granted

	1980-81	1981-82
Canada		
Alberta	151	101
British Columbia	135	134
Manitoba	42	46
New Brunswick	8	2
Newfoundland	5	1
Nova Scotia	14	11
Ontario	773	761
Prince Edward Island	1	0
Québec	350	290
Saskatchewan	47	40
Total	1,526	1,386

Foreign Countries

	1980-81	1981-82
Algeria	0	2
Argentina	4	7
Australia	157	160
Austria	121	129
Bahamas	2	1
Belgium	169	169
Bermuda	0	1
Bolivia	0	1
Brazil	5	10
Bulgaria	11	7
Chile	0	3
Colombia	1	0
Czechoslovakia	8	23
Denmark	75	78
Dominican Republic	0	1
Egypt	2	0

Finland	132	107
France	1,077	1,039
Germany, Democratic Republic of	3	1
Germany, Federal Republic of	1,900	1,797
Greece	4	3
Haiti	1	0
Honduras	0	1
Hong Kong	4	7
Hungary	37	44
Iceland	0	1
India	7	3
Ireland	15	11
Israel	32	31
Italy	343	380
Jamaica	1	0
Japan	1,844	1,828
Korea, Republic of	1	2
Lebanon	0	1
Liechtenstein, Principality of	3	8
Luxembourg	21	12
Malaysia	1	0
Malta	0	1
Mexico	16	13
Monaco	3	2
Netherlands	439	421
New Zealand	25	25
Nigeria	0	1
Norway	76	50
Panama	0	1
Peru	3	0
Philippines	0	1
Poland	24	18
Puerto Rico	2	0
Romania	2	2
South Africa, Republic of	58	62
Soviet Union	164	140
Spain	27	26
Sweden	488	463
Switzerland	608	497
Taiwan	11	15
Trinidad	0	1
United Kingdom	1,164	1,121
United States of America	13,521	12,330
Venezuela	1	1
Yugoslavia	5	1
Zaire	0	1
Total	22,620	21,061

Residence of Inventors for Applications Filed

	1980-81	1981-82
Canada		
Alberta	173	165
British Columbia	227	197
Manitoba	56	56
New Brunswick	19	13
Newfoundland	13	12
Northwest Territories	0	1
Nova Scotia	20	29
Ontario	1,082	1,024
Prince Edward Island	1	1
Québec	522	440
Saskatchewan	50	58
Yukon	1	4
Total	2,164	2,000
Foreign Countries		
	1980-81	1981-82
Algeria	6	2
Argentina	9	10
Australia	288	271
Austria	209	156
Bahamas	5	5
Bangladesh	2	0
Belgium	212	182
Bermuda	0	1
Brazil	4	18
Bulgaria	10	13
Chile	0	2
Colombia	0	2
Costa Rica	2	1
Cuba	1	0
Cyprus	1	0
Czechoslovakia	17	13
Denmark	90	115
Finland	125	160
France	1,434	1,213
Germany, Democratic Republic of	5	0
Germany, Federal Republic of	2,451	2,209
Greece	6	6
Guinea	0	1

Honduras	0	1
Hong Kong	5	7
Hungary	101	95
Iceland	2	6
India	6	9
Indonesia	1	1
Ireland	24	40
Israel	42	49
Italy	489	408
Japan	2,440	2,289
Korea, Republic of	11	10
Liechtenstein, Principality of	11	9
Luxembourg	31	32
Malaysia	1	1
Mexico	17	26
Monaco	1	3
Netherlands	697	470
New Guinea	1	1
New Zealand	35	46
Nigeria	4	0
Norway	72	68
Paraguay	0	1
Philippines	1	2
Poland	17	3
Portugal	2	2
Puerto Rico	1	0
Romania	1	1
Saudi Arabia	0	1
Singapore	0	18
South Africa, Republic of	105	84
Soviet Union	161	112
Spain	41	43
Sweden	594	459
Switzerland	731	605
Taiwan	32	23
Tunisia	6	0
United Kingdom	1,413	1,411
United States of America	11,214	13,121
Venezuela	2	2
Yugoslavia	6	0
Zimbabwe	1	2
Total	23,267	23,992

Subject Matter of Invention	% of Total Patents Issued	Number of Patents Issued
Human Necessities		
Agriculture	2.09	469
Foodstuffs and Tobacco	1.87	420
Personal and Domestic Articles	2.22	498
Health and Amusement	5.08	1,140
Performing Operations		
Separating and Mixing	5.55	1,246
Shaping	7.75	1,740
Printing	1.33	298
Transporting	6.52	1,464
Chemistry and Metallurgy		
Chemistry	21.08	4,732
Metallurgy	3.59	806
Textiles and Paper		
Textiles and Flexible Materials not otherwise provided for	4.14	929
Paper	1.26	283
Fixed Constructions		
Building	2.44	548
Mining	1.01	227
Mechanical Engineering; Lighting; Heating; Weapons; Blasting		
Engines and Pumps	1.75	393
Engineering in General	3.85	864
Lighting and Heating	3.17	711
Weapons; Blasting	0.25	56
Physics		
Instruments	14.33	3,217
Nucleonics	0.12	27
Electricity		
Electricity	10.60	2,379
	100.00	22,447

Receipts and Expenditures

	1980-81	1981-82
Patents		
Revenue	\$12,307,559.00	\$12,271,000.00
Expenditures	8,860,000.00	8,630,000.00
Trade Marks		
Revenue	2,833,000.00	3,090,000.00
Expenditures	2,292,000.00	2,340,000.00
Copyright, Industrial Designs and Timber Marks		
Revenue	445,782.00	426,000.00
Expenditures	364,366.00	433,000.00

Twenty-five Leading Patentees (in alphabetical order)	1981
BASF A.G.	86
Bayer A.G.	169
Bendix Corporation	100
Caterpillar Tractor Co.	110
Ciba-Geigy A.G.	217
E.I. du Pont de Nemours & Co.	150
Eastman Kodak Co.	121
Exxon Research and Engineering Co.	112
General Electric Co.	361
General Motors Corp.	129
Goodyear Tire & Rubber Co.	87
Hitachi Ltd.	85
Hoechst A.G.	228
Imperial Chemical Industries Ltd.	99
International Business Machines Corp.	321
Monsanto Co.	106
N.V. Philips Gloeilampenfabrieken	240
R.C.A. Corp.	92
Shell Canada Ltd.	97
Siemens A.G.	95
Sony Corp.	194
Union Carbide Corp.	171
Western Electric Co.	122
Westinghouse Electric Corp.	224
Xerox Corp.	179

Bureau of Policy Coordination

The Bureau was established on October 1, 1981, by the amalgamation of the Coordination Directorate and research branches in the bureaux of Consumer Affairs and Corporate Affairs.

Its purpose is to strengthen and develop policy formulation and analysis and to increase the effectiveness of departmental interventions and liaison. Responsibilities, either directly or in a co-ordinating capacity, include legislative review and reform; interdepartmental, federal-provincial and international relations; research, policy analysis and policy advocacy; strategic planning; internal audit; program evaluation; planning and control co-ordination; and communications.

The Bureau comprises the Policy Research, Analysis and Liaison Directorate, the Audit, Evaluation and Control Branch; and the Communications Service.

During the remainder of the fiscal year, work continued on existing projects and the co-ordination of departmental input to a federal/provincial conference. One major thrust was on organizing the Bureau, classifying and staffing positions, and planning, with particular emphasis on policy-related matters and legislative revisions. The Communications Service was also reorganized.

Budget for the Bureau was \$5.6 million with an allocation of 96 person years.

Policy Research, Analysis and Liaison Directorate

Work initiated by the former research branches continued in the second half of the fiscal year.

In the consumer finance area, one study was published on insurance markets and several reports on topics such as consumer credit, pensions and videotex systems were either in preparation or were released. Research support was provided to the Federal/Provincial Task Force on Consumer Credit.

A study was initiated concerning the consumer interest in international trade policy formulation. Research on the effects of import restrictions on products such as textile and footwear continued. Policy advocacy was pursued with

other government departments on a number of issues affecting consumers in relation to international trade and food policy, including the Interdepartmental Review of the Federal Dairy Policy.

Research into consumer energy conservation was expanded in 1981-1982. Four reports were published, one a study on the energy consumption and conservation patterns of Canadians. Reports in preparation during the year covered topics such as the demand for urban transit and the use of conservation devices.

In other consumer areas, a paper was published on consumer's perceptions of pre-purchase shopping problems and solutions. Research projects undertaken or completed covered consumer satisfaction/dissatisfaction, warranties and complaint behaviour.

During 1981-82 revision of the four intellectual property acts continued as did the drafting of a patent law revision bill by the Department of Justice in co-operation with the department. A proposed Research strategy for Canada's trade mark law was developed.

The Interdepartmental Committee on Copyright Law Revision met throughout the year and discussions were held with the Department of Communications to prepare joint proposals to Cabinet on copyright law revision. Meetings also took place with approximately 60 organizations to discuss possible changes to the Copyright Act. Nine papers were published in the Copyright Revision Series relevant to the broadcasting, book publishing and music industries.

In the patent field, a significant amount of work focussed on the compulsory licensing of pharmaceutical patents while plant breeders' rights and biotechnology received primary attention. The Directorate played a major role in formulating a CALURA (Corporations and Labour Unions Returns Act) questionnaire on the transfer of technology.

Internationally, the Directorate participated in negotiations relating to the revision of the Paris Convention for the Protection of Industrial Property.

Audit, Evaluation and Control

Audits and reviews of the Personnel Branch, Mail and Messenger Services, Financial and Information Systems and Expenditure Accounting Systems were conducted by the Internal Audit Division during the year. A follow-up review of the departmental plan for Improvements in Management Practices and Controls (IMPAC) was also made.

The Program Evaluation Division, established in 1981-82, completed the development of policies, plans and a component structure by the end of the financial year, while obtaining resources to carry out its mandate. Plans were also developed for an evaluation of the Metric Commission.

The Departmental Planning and Control Coordination Division revised and simplified the departmental planning cycle; maintained liaison with central government agencies responsible for developing and implementing policies and procedures under the Policy and Expenditure Management System; and assisted managers in developing their plans and subsequently measuring the results.

Communications

A review of departmental communications was completed in 1981-82 with the objective of enhancing the efficiency and effectiveness of communications planning and execution, strengthening departmental communications in the regions and improving service to the public. Implementation of the study's results was begun in the fiscal year and will continue in 1982-83.

Considerable communications effort was directed during the year to alerting the public to the dangers of unsafe products, fraud and deceptive marketing practices, and fostering wise consumer purchasing. A high priority was given to communications activities designed to promote compliance with marketplace regulations.

Communications plans and information materials were prepared for the UFFI (urea formaldehyde foam insulation) program and forthcoming anticompetitive legislation, and the production of television and slide/sound program packages was well advanced by the end of the fiscal year. In 1981-82 the department's TV spots generated considerable media coverage.

A heavy emphasis, almost half of the branch's dollar and person-year allotment, was placed on print materials, including reports, periodicals, pamphlets, information releases and fact sheets, and associated writing, editing, graphic work and printing. Major research reports were issued on energy and copyright law.

In summary, 284 projects were completed, up 27 per cent over the previous fiscal year.

Metric Commission Canada

Responsibility for the Commission was assigned to the department on January 12, 1982, as part of the government's overall reorganization of the Departments of Industry, Trade and Commerce and External Affairs. The transfer was appropriate in that the process of metric conversion in Canada was well advanced and had moved beyond its initial focus on industry to areas which more directly affect consumers.

Since its inception in 1971, Metric Commission Canada has played an important co-ordinating role for the more than 2,000 volunteer industry and consumer representatives undertaking the investigation, planning, scheduling and implementation of metric conversion in over 100 sectors of the economy.

At the end of the fiscal year, the investigation phase was complete in all sectors. On average, the planning phase was 92 per cent complete and the scheduling phase 89 per cent complete. The implementation phase that started in some sectors of the economy in 1975 was close to 60 per cent complete. Of the 94 sectors of the Canadian economy that have published sectors plans, 80 per cent expected their programs to be substantially completed before December 1985.

A separate annual report is published by Metric Commission Canada, giving details of metric conversion progress in each sector of the economy. Copies are available from the Commission by writing to P.O. Box 4000, Ottawa, Ontario, K1S 5G8 or by telephoning (613) 996-4000.

Office of the Registrar General

The Office of the Registrar General comprises two organizational units: the Conflict of Interest Organization and the Registration Division.

On behalf of the Prime Minister, the Assistant Deputy Registrar General is responsible for implementing the federal government's policy on conflict of interest. In particular, the Conflict of Interest Organization applies conflict of interest guidelines to ministers of the Crown, designated members of their exempt staffs and full-time Governor in Council appointees. It aids those persons who are subject to the guidelines in complying with them and in resolving any problems that may arise with respect to any arrangements they may make. It also provides assistance to ministers and deputy heads in discharging their own responsibilities for determining conflict of interest policy. In February 1982, the Office took on the task of verification and approval of reimbursement of certain costs incurred for trusts set up to comply with the guidelines.

The Registration Division registers and issues commissions and documents under the Formal Documents Regulations pursuant to the Public Officers Act and the Seals Act. It also provides those services required of the Registrar General to the office of the Governor General, to federal government departments, corporations and agencies, other levels of government and the general public. The number and category of commissions and documents issued and registered during 1981-82 is shown in the following tables.

Commissions

	Seal* Affixed	Issued	Regis- tered
Formal Documents Regulations			
Ministers and Members of Queen's Privy Council	GS	7	7
Lieutenant-Governors of Provinces	GS	3	3
Provincial Administrator	GS	1	1
Ambassadors, High Commissioners	GS	36	36
Federally appointed Judges	GS	120	120
Senator	GS	1	1
Officer of Parliament	GS	1	1
Deputy Ministers (and rank of Deputy Minister)	GS	9	9
Regular members and officers of permanent federal commissions, boards and corporations	GS	183	183
Regular members of permanent international commissions	GS	6	6
Commissioners under the Inquiries Act	GS	2	2
Administrator of the Yukon Territory	GS	1	1
Officers of the Royal Canadian Mounted Police	GS	39	39
Federally appointed Queen's Counsel	GS	3	3
Commissioners to administer oaths	GS	16	16
Deputy of the Governor General	PS	1	1
Consuls General, Consuls and Vice-Consuls	RG	323	323
Temporary or ad hoc members of permanent federal commissions, boards and corporations	RG	4	4
Other Governor in Council appointee granted a commission	RG	1	1
Canada Lands Survey Act			
Dominion Land Surveyors	—	—	96

Documents

	Seal* Affixed	Issued	Regis- tered
Formal Documents Regulations			
Proclamations	GS	128	128
Land Grants	GS	148	148
Quit Claims	GS	54	54
Certificates of authentication	PS	10	—
Certificate evidencing the appointment of a Senator	RG	1	—
Certified copies of documents	RG	2,115	—
Pardons under Criminal Records Act	RG	5,592	5,592
Board of Trade Act			
Certificates of Formation and Memoranda of agreement	—	—	39
Trade Unions Act			
Certificate of Registry	RG	—	1
Canada Corporations Act			
Letters Patent of Incorporation	**CCA	—	519
Letters Patent of Incorporation, Supplementary	**CCA	—	155
Directives and/or Certificates of Dissolution and Cancellation of Charter	**CCA	—	10
Consumer and Corporate Affairs Act, Sec.8.(1)			
Territorial Lands	—	—	112
Transport	—	—	94
Extradition Act			
Warrants	**Just.	—	7
Railway Act			
Miscellaneous: Sections 77 & 86	—	—	40

Summary

Commissions issued and registered under Formal Documents Regulations	757
Documents issued and registered under Formal Documents Regulations	5,922
Documents issued under Formal Documents Regulations	2,126
Document registered under Formal Documents Regulations	1
Commissions registered pursuant to other legislation	96
Documents registered pursuant to other legislation	976
Uncertified copies of Documents issued	1,803

* Abbreviations: GS, Great Seal; PS, Privy Seal;
RG, Seal of the Registrar General;
Just., Seal of the Minister of Justice;
CCA, Seal of the Minister of Consumer
and Corporate Affairs

** Seals affixed by the Department

Services

Finance and Administration Directorate

The Finance and Administration Directorate provides financial support and a variety of administrative and data processing services to the department. The Directorate consists of the Finance Branch, Information Systems Branch, Administrative Services Branch and the Departmental Library. The 1981-82 budget for the Directorate was \$7,378,000 and 180 person-years.

During 1981-82, the Directorate improved its procedures for multi-year operational planning and performance measurement. Considerable work was required to provide support to the Assistance Program for homeowners with urea formaldehyde foam insulation (UFFI). Arrangements were made for the transfer of the Metric Commission and for the Standards Council of Canada to report to Parliament through the Minister.

Finance

The Finance Branch continued to provide financial management services and to exercise financial controls throughout the department, as required by government policy and regulations. Improvements in financial management practices instituted during the year included: compliance with the government's new Policy and Expenditure Management System; development of an Accounting Operations Manual; revision to the Manager's Guide to Contracting for Services; and other improvements required by government policy and audit observations. Progress also was made toward achievement of the action plan for Improvements in Management Practices and Controls (IMPAC).

Significant undertakings in which the Branch was a major contributor included the transfer to the department of the Metric Commission and the establishment of the UFFI Assistance Program.

Information Systems

The Information Systems Branch maintained and operated existing departmental information systems, the majority of which use non-governmental data processing. Word Processing advisory services were provided to the department.

A computerized system was developed and implemented for the UFFI Assistance Program in an extremely short period of time.

Planned development work on the Trade Mark Application Sub-System was completed and the Trade Marks file successfully loaded. Progress was made in the development of a system for the Corporations Branch in the areas of Compliance and Incorporation. For the Legal Metrology Branch, a Weights and Measures pilot system for the Prairie Region was developed and installed in Winnipeg. A small system to keep track of samples undergoing testing and the resources used for tests was developed for the Product Safety Laboratory.

During 1981-1982, a security threat analysis of all departmental EDP assets was initiated and the recommendations were implemented.

Administrative Services

The Administrative Services Branch continued to provide services through its five divisions. The establishment of the UFFI Assistance Program required urgent support, including accommodation for the UFFI Information Coordination Centre, as did the transfer of the Metric Commission to the department.

Fiscal year 1981-82 saw the return of 5,039 square metres of space to the Department of Public Works for re-use, almost double the initial target figure of 3,000 square metres, at a saving to the department of \$655,000 annually.

The Records Management Division completed an inventory of all records held by the department at headquarters and in the regions in preparation for passage of Bill C-43, the proposed legislation for Access to Information. A major study was carried out on the microfilm requirements of the department. In conjunction

with the Information Systems Branch, work continued on the possible automation of some records management functions.

During 1981-82, Forms Management Division created a functional classification system which included all departmental, governmental and regional forms used by the department. The Division also implemented an information management system to maintain the functional classification and to record all transactions performed on all forms.

Under the Suggestion Award Program, 14 suggestions were implemented representing savings of \$115,565. Cash awards amounted to \$6,905.

Departmental Library

The Departmental Library continued to provide a central information resource in restrictive trade practices, corporate law, consumer protection, economics and other subject fields through collection development, reference and automated literature search services, and contact with an international library network. During 1981-82, listings of departmental publications having reference and research value were produced from the computerized coding and indexing system. There was an increase in bibliographic work with the production, in co-operation with the Product Safety Branch, of a Catalogue of the exhibits and an Index to the proceedings of the transcripts of the Hazardous Products Board of Review on Urea Formaldehyde Foam Insulation. A bibliography was also prepared, with the Consumer Services Branch, for the disabled as consumers for use as a self-help information guide.

During the year, 6,010 volumes were added to the collection and 1,621 subscriptions were renewed. Demands on services increased substantially as the Departmental Library received and responded to 27,343 requests for information and to 11,280 requests for loans.

Personnel

In the Organization and Classification Division 2,844 requests for action were processed during the year, 2,137 for classification and the remainder for classification verification for acting pay/appointment requests and normal staffing actions. Two courses on writing job descriptions were conducted for managers in Winnipeg and Toronto. The Division continued to be heavily involved in conversion of senior management positions to the EX and SM groups of the new Management Category. Ten classification grievances were investigated and several organization reviews were carried out.

The volume of work of the Staffing Division remained consistently high during the year. A total of 2,000 actions was completed by headquarters' staff, exclusive of actions completed for the UFFI Information and Co-ordination Centre and the additional workload required by the integration of the Metric Commission with the department. Over 550 actions were completed in the regional offices under delegated staffing authority. The Division continued publication of the weekly Job Bulletin, informing employees of positions advertised through competitive processes.

Considerable effort was made by the Official Languages Division to improve quality of service to the public and to create a favourable milieu for the use of the French and English languages in the department. Monitoring of communications between the National Capital Region and the Province of Québec continued and contributed to reduction of unilingual English communication. Posters on the availability of service in both official languages and offering a toll-free bilingual telephone service were distributed in the regions. A survey, conducted with Francophone establishment owners of the St-Boniface area of Metropolitan Winnipeg that indicated only part satisfaction with linguistic services available, led to recommendations to strengthen those services. A study on the accessibility of professional training and development courses for Francophones resulted in implementation of recommendations for better information, equal quality of courses in either official language, and choice for the employee.

During the year, 172 employees received language training during the day and 22 attended evening classes, 242 Language Knowledge Examinations (LKE) were conducted, and 927 employees received the bilingual bonus.

The Human Resources Planning process was applied to all activities in the department. The Employee Performance Evaluation course was presented to 30 managers and supervisors at headquarters. The Integrated Personnel Management Approach was implemented in the Bureau of Corporate Affairs and in part of the Bureau of Consumer Affairs. Eight Review Committee meetings were held in the department, five of them in the Bureau of Corporate Affairs.

The Training and Development Division began revision of the departmental training and development policy and procedures in accordance with Treasury Board's new Policy for Administration of Training in the Public Service. It also published a booklet on the role of managers and supervisors in the management of training and the services and assistance available to them. The Division trained 292 employees and administered and co-ordinated the training of another 351 employees at headquarters and in the regions. Research and documentation was initiated in the preparation of a draft proposal concerning a Departmental Management Orientation Program for middle managers and supervisors.

In the staff relations area, labour/management consultation committees were established at headquarters and in each region. Three courses on the Introduction to Staff Relations were conducted for managers, and sessions on discipline and employer/employee relations were offered to departmental staff. The number of grievances submitted rose to 93 with almost a third of them referred to the final level. The Division continued to assist in the interpretation and application of 28 collective agreements. In co-operation with the Departmental Secretariat, a program on sexual harassment was developed and implemented.

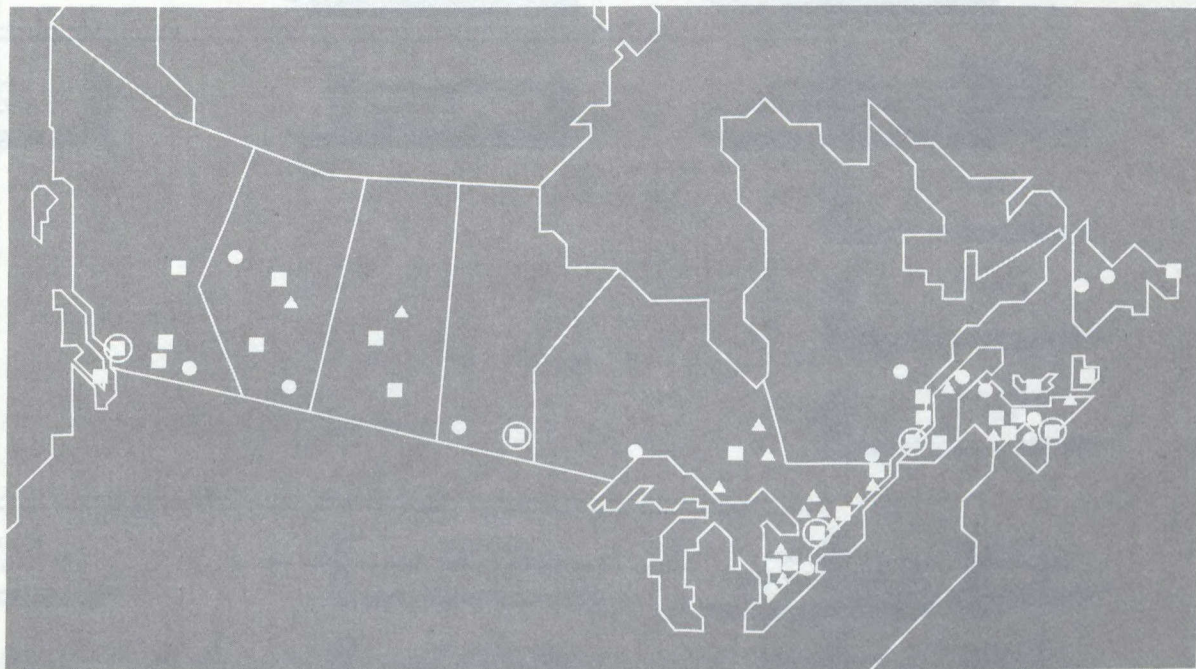
Responsibility for the departmental Occupational Health and Safety Program was transferred to Security Services during the year. Seventy-six inquiries were conducted into accidents, thefts, losses, disturbances and vandalism. Two fire evacuation drills and 14 physical security surveys were carried out at headquarters and in the regions. Joint Health and Safety Committees were established across Canada and a departmental manual of health and safety issued.

During the year an additional counsellor joined the staff of the Counselling Service to meet the increasing demand. A new booklet was published explaining the assistance available to employees through the Counselling Service. Training courses were offered to supervisors and employees across the country to improve communication in the workplace.

The Equal Employment Opportunity Division continued to monitor progress and to assist managers in attaining the objective of increasing the representation of women, the handicapped and native persons in the department. A policy concerning the employment of handicapped persons was prepared and approved, and more handicapped persons were provided with opportunities to work in realistic job settings through assignments to the departmental work assessment program. Special emphasis was placed on informing personnel of the nature of various handicaps and on the disabled community.

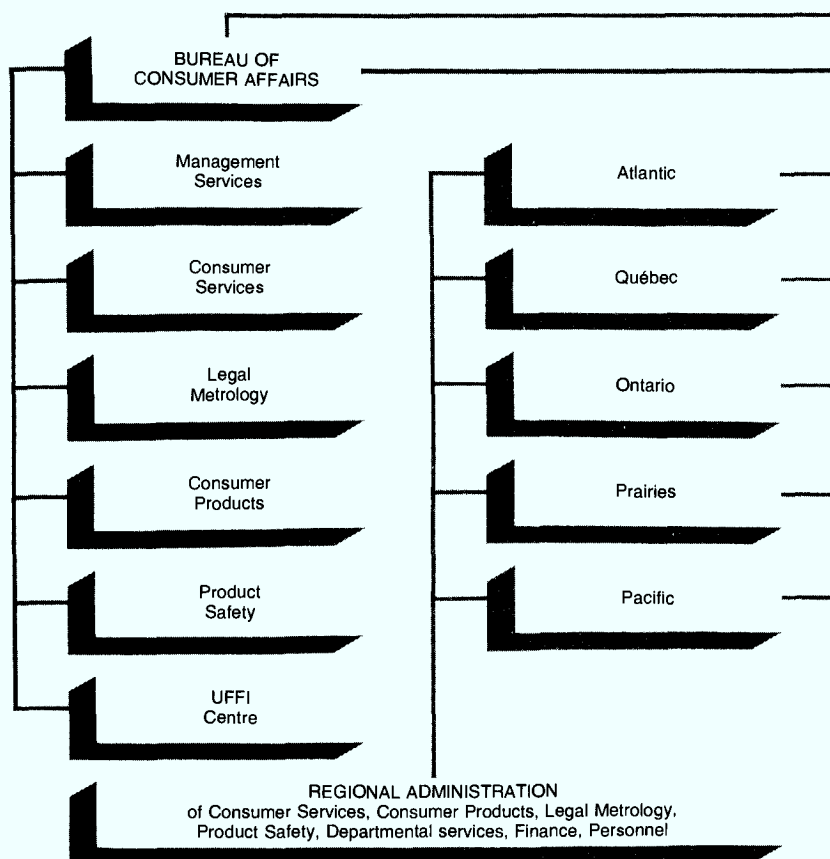
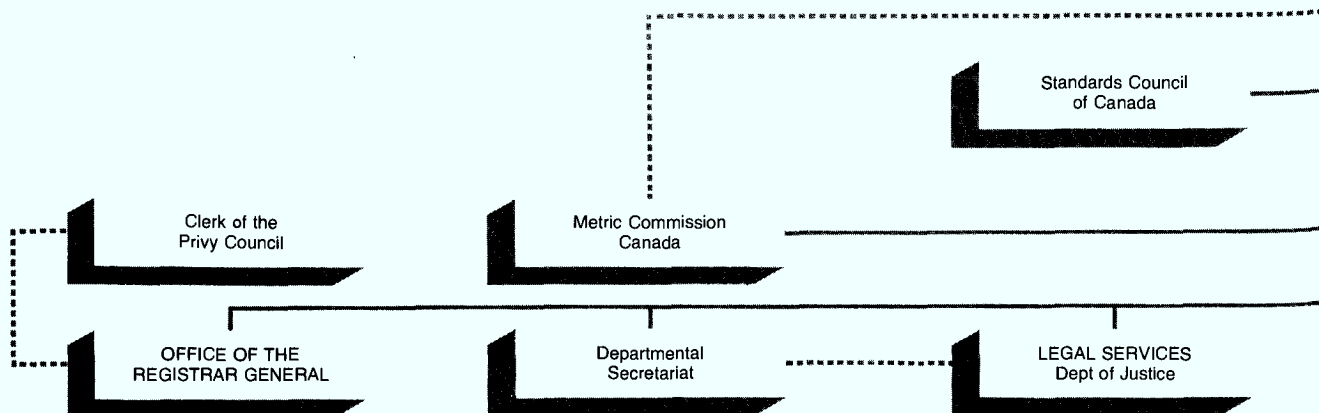
The Division continued to help and counsel persons from target groups concerning advancement and employment opportunities in the department. During the year, a number of career planning workshops and information/awareness sessions were conducted. A voluntary self-identification questionnaire was developed to provide data on the number of persons from target groups employed in the department.

Consumer and Corporate Affairs Field Locations

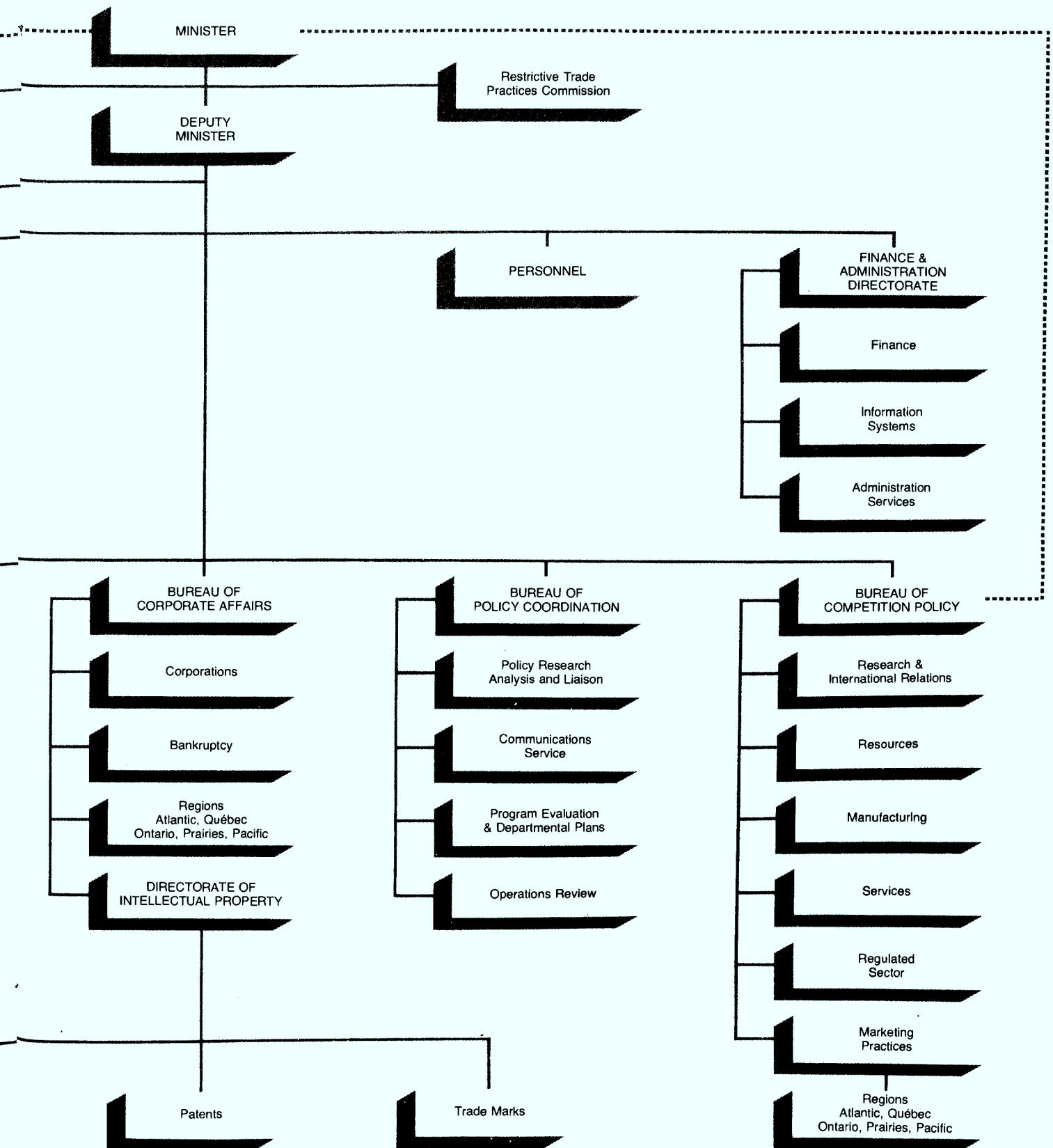


Key:

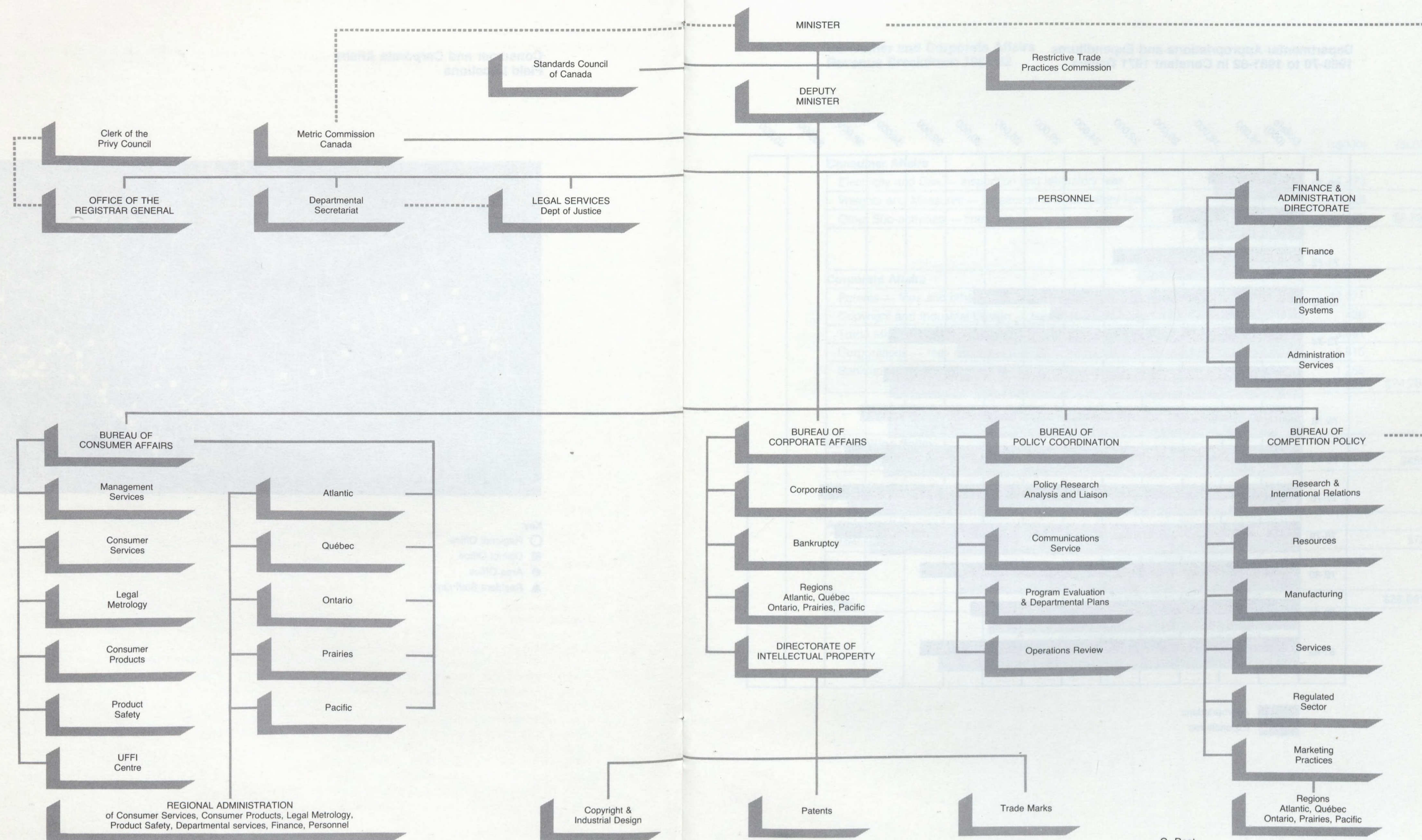
- Regional Office
- District Office
- Area Office
- ▲ Resident Staff Only



Copyright &
Industrial Design

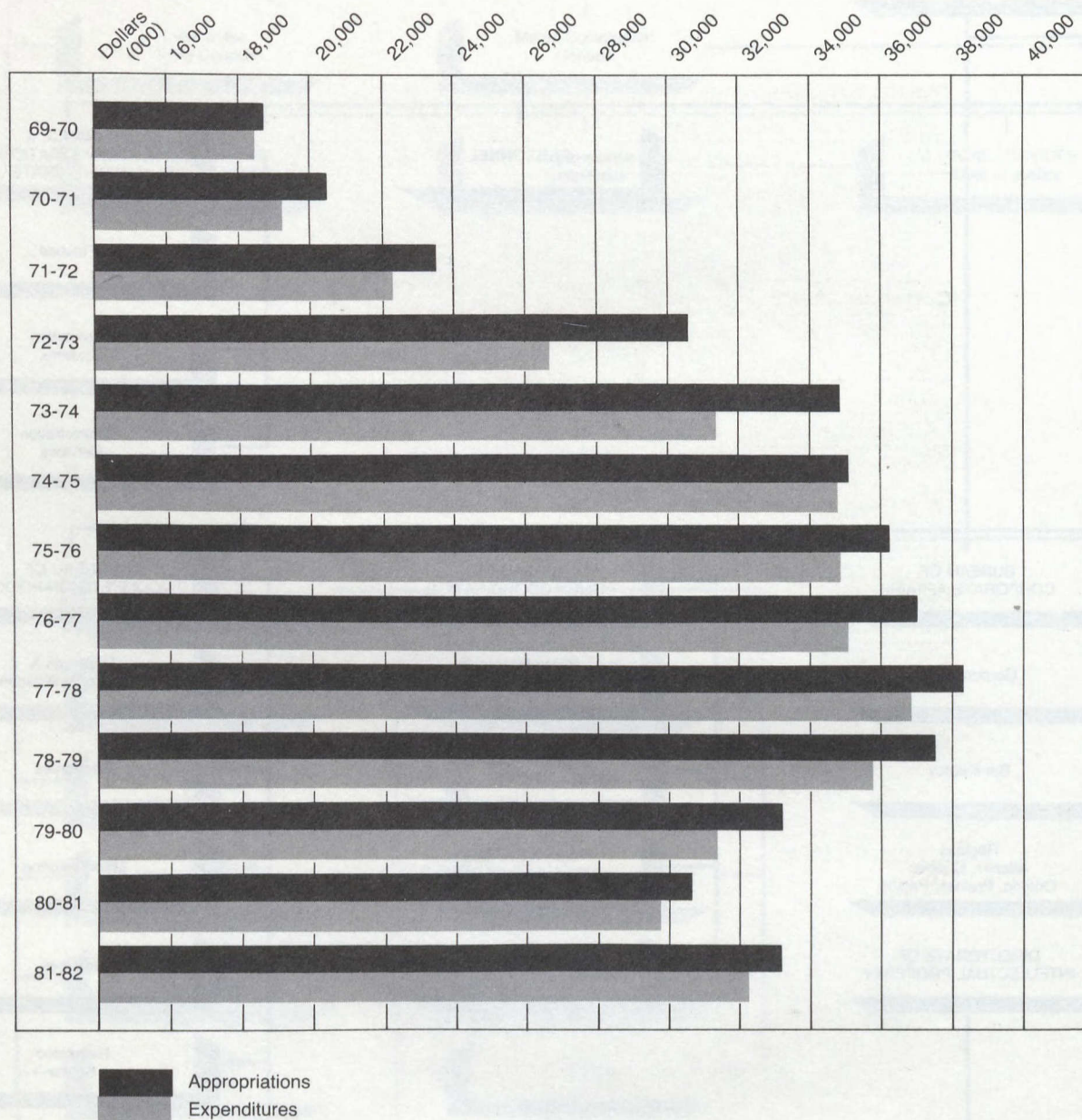


G. Post
Deputy Minister
March 31, 1982



G. Post
Deputy Minister
March 31, 1982

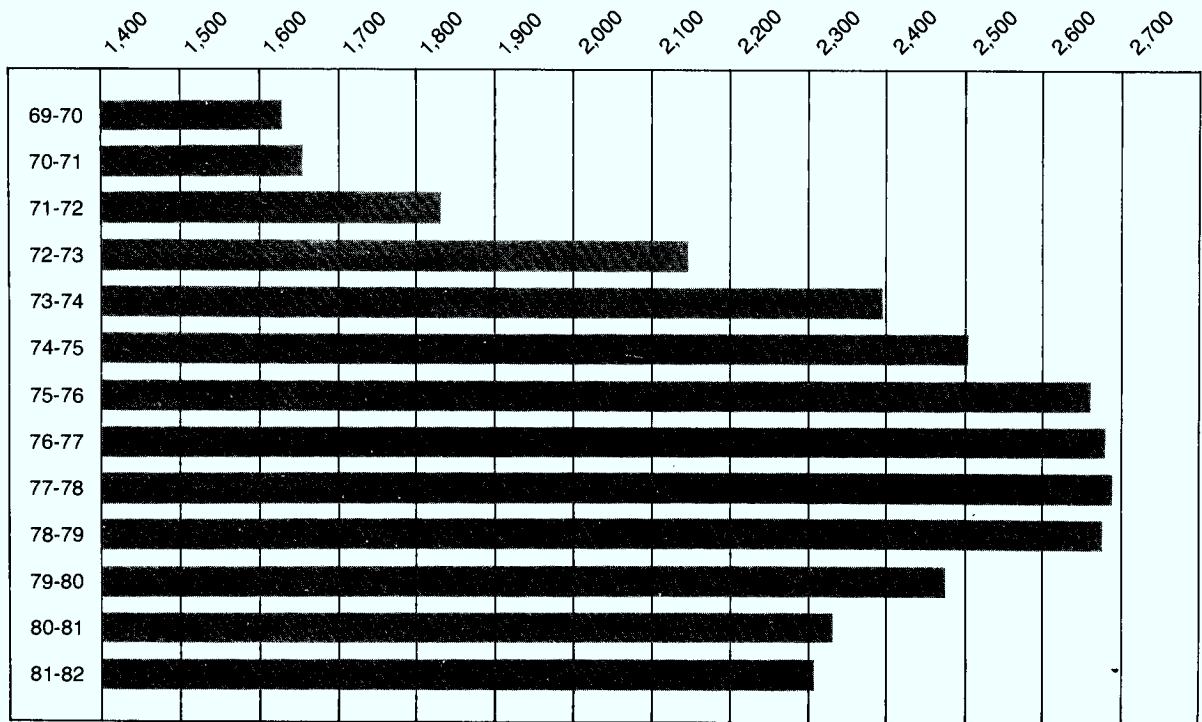
Departmental Appropriations and Expenditures 1969-70 to 1981-82 in Constant 1971 Dollars



Consumer and Corporate Affairs Revenue Breakdown 1981-82

	(\$000)	(\$000)
Consumer Affairs		
Electricity and Gas — inspection and laboratory fees	1,473	
Weights and Measures — inspection and laboratory fees	1,126	
Other Sub-activities — fines, etc.	193	\$2,792
Corporate Affairs		
Patents — fees and other charges	12,271	
Copyright and Industrial Design — fees and other charges	426	
Trade Marks — fees and other charges	3,091	
Corporations — fees and other charges	5,815	
Bankruptcy — levies under the Act	1,255	
Miscellaneous income	1,900	\$24,758
Competition Policy		
Prosecutions under the Combines Investigation Act — fines and forfeitures		\$456
Administration		
Miscellaneous		\$75
Total		\$28,081

**Consumer and Corporate Affairs
Person-Years 1969-70 to 1981-82**



INDUSTRY CANADA/INDUSTRIE CANADA



119155

QUEEN HC 120 .C63 A16 1981/8
Canada. Consumer and Corpora
Annual report (Canada. Consu
Annual report (Canada. Consu

DATE DUE - DATE DE RETOUR

AUG 29 2000