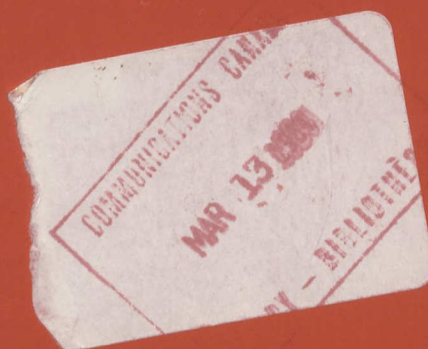


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Consumer and Corporate Affairs Canada

for the year ended March 31, 1983

Canada



Consumer and
Corporate Affairs
Canada

Consommation
et Corporations
Canada



Consumer and
Corporate Affairs Canada

Consommation
et Corporations Canada

Hon. André Ouellet
Minister

L'hon. André Ouellet
Ministre

Queen

Hc

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1982/83

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For Consumer and Corporate Affairs Canada, 1982-83 was a year of growing demands and a heavy workload. The 1980-82 economic downturn — its effect on consumers and the business community — produced a host of challenging problems and demands involving several areas of departmental concern: consumer protection and assistance, corporation law, bankruptcy and effective competition in the marketplace.

Special attention was given to the advancement of Canada's industrial development. Thus the role of the Patent Office was subjected to a careful review in search of opportunities to exploit and disseminate that organization's vast store of technological information.

With limited resources at its disposal, the department sought to improve its productivity and efficiency. It continued to streamline its organization and simplify procedures, taking full advantage of advances in electronic data processing and automation. Efforts continued also to strengthen or refine the department's legislation, notably that governing competition, corporate affairs, copyright and patents. The UFFI Assistance Act to help owners of homes insulated with urea formaldehyde foam insulation was passed in October.

During the year, the department's outreach programs focussed on improved information, advice and advocacy involving both consumers and the business community. To this end, regional communications were strengthened. Increasingly, while continuing to monitor and enforce marketplace regulations, the department encouraged industry and business to regulate itself.

Authorized allocations for 1982-83 amounted to \$175,547,000 and 2,543 person-years. Revenues for the year equalled 20.8 per cent of the department's operating expenditures.

The following is a program-by-program summary of departmental activities and achievements.

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Consumer and Corporate Affairs Canada
March 31, 1983

Minister of Consumer and Corporate Affairs Canada

Parliamentary Secretary

Deputy Minister

Departmental Secretary

The Honourable André Ouellet

D. Berger

G. Post

J.P. Toupin

Bureau of Competition Policy

Assistant Deputy Minister and

Director, Investigation and Research

Deputy Director, Economics

Deputy Director, Legal

Director, Manufacturing Branch

Director, Resources Branch

Director, Services Branch

Director, Regulated Sector Branch

Director, Marketing Practices Branch

L.A.W. Hunter

M. Cappe

J.C. Thivierge

G.D. Orr

W.G. Toms

W.F. Lindsay

Vacant

K.G. Decker

Bureau of Consumer Affairs

Assistant Deputy Minister

Director, Consumer Products Branch

Director, Consumer Services Branch

Director, Legal Metrology Branch

Director, Management Services

Director, Product Safety Branch

Regional Directors

Atlantic Region

Québec Region

Ontario Region

Prairie Region

Pacific Region

K. Francoeur Hendriks

R. McKay

M. Wadsworth

R. Knapp

J. Armstrong

J.W. Black

R. Moir

G. Girard

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 Examination Branch

Chairman of the Opposition Board

Director, Patent and Trade Mark

Documentation and Registration Branch

Registrar of Copyright and Industrial

Design and Director, Copyright and

Industrial Design Office

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Bureau of Policy Coordination

Assistant Deputy Minister	T.R. Robinson
Director General, Policy Research Analysis and Liaison Directorate	F. Hay
Director, Communications Branch	J. Gariépy
Director, Audit Evaluation and Control Branch	H. McIlroy

Metric Commission Canada

Chairman	D.R.B. McArthur
Executive Director	H.R.D. Beckman
Deputy Executive Director	C. Gariépy
Director, Sector Programs	Vacant
Director, Communications	E. Turner
Director, Research and Planning	F.W. Buser

Office of the Assistant Deputy Registrar General

Assistant Deputy Registrar General	G.J.R. Boyle
------------------------------------	--------------

UFFI Assistance Program

Federal Co-ordinator for UFFI Program	P.C. Mackie
Director General, Policy and Communications	D. Monnet
Director General, UFFI Program	D.M. Youngson
Director, Technical Services	R. Shurb
Director, Program Delivery	J. Link

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
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Personnel

Director	J.G. Soulière
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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 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 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 55 cases in 1982-83. Of these, 20 proceedings were commenced during the year and 35 were carried over from previous years.

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

Sixteen proceedings were concluded during the year and a total of \$1,272,000 in fines was imposed. Five of the concluded proceedings related to section 32, one to section 32.2, one to section 35, and nine involved price maintenance.

Thirty-nine proceedings were still before the courts as of March 31, 1983. Two of these proceedings were under appeal and involved \$50,000 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 339 misleading advertising and deceptive marketing practices cases were considered by the courts in the fiscal year. These consisted of 179 proceedings commenced during the year and 160 proceedings before the courts from previous years. They included 15 cases that had received court consideration in previous fiscal years, but were under appeal at the start of the year. There were 169 proceedings concluded during the year, 121 of which resulted in convictions and 48 in acquittals, charges withdrawn and other completions of court proceedings that were not convictions. Fines totalling \$610,775 were imposed during the year and an additional \$75,000 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 31.2 of the Act involving refusal to deal in relation to motion picture distribution was made to the Commission in 1982-83, but hearings did not commence during the year.

The remedial order issued by the Commission under section 31.4 of the Act in relation to the tied selling of radio and television audience measurement services was still awaiting the review of the Federal Court of Appeal.

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 Air Transport Committee of the Canadian Transport Commission, the Ontario Telephone Service Commission, the Régie des services publics du Québec, the Régie des marchés agricoles 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, one involving telecommunication equipment and the other 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 and more detailed 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 61 locations across the country.

In 1982-83, the allocation of resources to this Bureau was 1,057 person-years and a budget of \$39,934,000. Revenues for the year, derived mainly from fees for legal metrology services, amounted to \$2,406,616.

Consumer Products

The Consumer Products Branch is responsible for the development of legislation and compliance programs for a wide range 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 shares responsibility for the administration of the Food and Drugs Act, the Canada Agricultural Products Standards Act and the Fish Inspection Act and some provincial statutes. 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 some 300 consumer products, with an annual consumption value of \$37 billion, affected by legislation administered by the Branch. In 1982-83, 39,000 establishment inspections were carried out, 67,000 complaints and inquiries from industry and consumers were processed and 17,000 labels and advertisements were reviewed.

Consultations took place with industry and consumers on proposed regulatory amendments to the Food and Drugs Regulations, the National Trade Mark Garment Sizing Regulations and the Consumer Packaging and Labelling Regulations. Amendments were made to the National Standard of Canada entitled Care Labelling of Textiles and to the Textile Labelling and Advertising Regulations.

Liaison continued with other government departments and industry and consumer groups on the development of revised criteria for the labelling of irradiated foods, non-retail containers and mineral water. A proposal was developed to provide better control over the use of flavour descriptions in the common names of foods. A consumer perception study regarding the use of the term "natural" was completed, and, in conjunction with Health and Welfare Canada, a discussion paper was issued regarding a new approach to nutrition labelling. Guidelines for food advertising involving product comparisons and the use of survey data in advertising claims were prepared by a joint government-industry committee. Work progressed in the area of achieving federal and provincial uniformity among agricultural product requirements, as well as in the development of a uniform retail grade nomenclature system for agricultural and fish products. The Energuide program was further expanded by adding clothes dryers to the five major appliances previously requiring the Energuide label.

A government/industry committee was established for the purpose of determining voluntary uniform terminology applicable to the sale and advertising of gemstones.

To ensure national consistency in the interpretation and enforcement of regulations, a technical review process was implemented, inspection and procedures manuals amended and training modules produced.

During the year, the Branch participated in industry seminars and workshops and disseminated consumer information through the use of mall displays and exhibitions.

On the international front, the Branch was represented on technical committees of the International Standards Organization and participated as a member of the Canadian interdepartmental committee for the development of food standards for the United Nations' Codex Alimentarius. In addition, the Branch provided the chairperson for the Food Labelling Committee of Codex Alimentarius.

Consumer Services

Consumer Services participates with the business community, government departments and agencies, and voluntary and private organizations dealing with the particular concerns of consumers.

Under the Business Relations Program, projects were undertaken with manufacturers and retailers in the area of product and product-related service quality and with merchants' associations to improve and publicize recourse policies. Close co-operation was maintained with other federal and provincial government agencies and with organizations such as Chambers of Commerce, Boards of Trade and Better Business Bureaux. Approximately 215,000 complaints and inquiries were received during the year. Where appropriate, these complaints and inquiries were referred to businesses or business organizations, or to appropriate government departments.

In the area of Government Programs and Liaison, considerable effort was made to support the interests of consumers at the time of design and/or change of government programs and regulations. Forums were co-ordinated within government to exchange information about government consumer programs so that accurate information could be provided to consumers.

Consumer Services is responsible for the administration of the Tax Rebate Discounting Act, which protects taxpayers wishing to sell the right to their income tax refund to a tax discounter. Some 61,500 discounting transactions were reviewed under the provisions of this Act during the year.

Under the Vulnerable Consumers Program the Branch initiated several community-based projects designed to resolve consumer problems of elderly Canadians. Such problems included their access to goods, services and transportation. Feedback was provided to business. Support for some of these initiatives was obtained through Employment and Immigration Canada's Summer Canada programs.

Consumer organizations were given financial assistance under the Consumer Movement Program. Workshops and forums sponsored by regional offices provided technical expertise to the consumer movement.

The following national and local consumer groups, whose activities supported the general interest and welfare of consumers, received funds in the form of contributions or grants in 1982-83.

Contributions Program 1982-83

National Groups

Allergy Information Association	4,800
Automobile Protection Association	20,000
Canadian Dietetic Association	2,000
Consumers' Association of Canada	
Association Policy and Activities	73,500
Testing and Publication	125,250
Regulated Industries Program	183,000
Consumer Representation	1,000
Inuit Tapirisat of Canada	2,000
Public Interest Advocacy Centre	174,600
Transport 2000 Canada	13,500
Total	\$599,650

Local Groups

Atlantic

Social Action Centre of the Basilica Parish of St. John the Baptist, St. John's, Nfld.	7,500
Catholic and Protestant Family Services Bureaux, Charlottetown, P.E.I.	16,500
Centre de communication et d'information mobile, Bathurst, N.B.	18,500
New Dawn Enterprises-Industrial Cape Breton Debt Counselling, Sydney, N.S.	15,000
Inter-Faith Community Centre, Corner Brook, Nfld.	17,000
Port Cities Counselling, Halifax, N.S.	17,500
Total	\$92,000

Québec	
Association des consommateurs du Québec — Montréal	8,000
Association coopérative d'économie familiale — Victoriaville	5,000
Carrefour d'éducation populaire, Pointe St-Charles	7,000
Centre d'inspection et de prévention automobile, Fleurimont	5,000
Service d'aide aux consommateurs — Shawinigan	11,000
Total	\$36,000
Ontario	
Association canadienne française de l'Ontario, Ottawa	12,000
Community Information Centre Haldimand-Norfolk, Simcoe	6,000
Contact Telephone Information Centre, Midland	6,000
North Bay Family Life Centre, North Bay	6,000
Information Niagara, Niagara Falls	6,000
Information Oxford, Woodstock	6,000
New Sudbury Community Centre, Sudbury	7,000
Oshawa Community Information Centre, Oshawa	8,350
Peterborough Information Centre, Peterborough	6,000
Total	\$63,350
Prairies	
Consumers' Association of Canada — Brandon, Man.	10,000
Consumers' Association of Canada — Calgary, Alta.	5,500
Consumers' Association of Canada — Manitoba, Winnipeg, Man.	11,000
Family Counselling Service, Yellowknife, N.W.T.	25,000
Welfare Rights Centre, Regina, Sask.	14,000
Total	\$65,500
Pacific	
Consumers' Association of Canada — Whitehorse, Yukon	16,000
East Kootenay Consumer Society, Cranbrook, B.C.	6,000
Total	\$22,000
Total National	\$599,650
Total Local	\$278,850
Total Contributions	\$878,500

Grants Program 1982-83**National Groups**

Automobile Protection Association	45,000
Consumers' Association of Canada	200,000
International Organization of Consumers' Unions Congress	5,000
Regulated Industries Program	100,000
Canadian Foundation for Economic Education	10,000
Canadian Toy Testing Council	25,000
Fédération des associations coopératives d'économie familiale du Québec	50,000
Centre International de Publicité Sociétale Inc.	5,000
Public Interest Advocacy Centre	100,000
Total	\$540,000

Local Groups**Atlantic**

Community Services Council, St. John's, Nfld.	10,000
New Brunswick Action Group for Homeowners with UFFI, Riverview, N.B.	20,000
Nova Scotia UFFI Fight Society, Dartmouth, N.S.	6,000
Oromocto Information Service Centre, Oromocto, N.B.	4,000
Total	\$40,000

Québec

Association des consommateurs du Québec — La Baie	2,000
Association des consommateurs du Québec — Montréal-Décarie	2,300
Association des consommateurs du Québec — Québec	5,000
Association des consommateurs du Québec — Sorel-Tracy	2,000
Association coopérative d'économie familiale de l'Estrie, Sherbrooke	4,000
Association coopérative d'économie familiale — Granby	3,000
Association pour la protection des intérêts consommateurs Côte-Nord, Hauteville	4,000
Ateliers d'éducation populaire de Mercier, Montréal	3,000
Golden Age Association, Montréal	3,000
Regroupement des assistés sociaux des Îles, Îles-de-la-Madeleine	4,000
Service budgétaire populaire, Sherbrooke	5,000
Total	\$37,300

Ontario	
Consumers' Association of Canada — Ottawa	3,000
Information London	3,500
Information Niagara, Niagara Falls	1,800
Neighbourhood Information Centre, Toronto	4,000
North End Information Service, Hamilton	3,300
Total	\$15,600

Prairies	
Consumers' Association of Canada — Yellowknife, N.W.T.	3,000
Société franco-manitobaine, St. Boniface, Man.	9,000
Total	\$12,000

Pacific	
British Columbia UFFI Action Association, Vancouver, B.C.	20,000
Consumers' Association of Canada — British Columbia, Vancouver, B.C.	1,060
Chiliwack Community Services, Chilliwack, B.C.	2,000
Fort St. John Community Learning Centre Society, Fort St. John, B.C.	2,000
Matsqui-Abbotsford Community Services, Abbotsford, B.C.	2,500
Nanaimo Volunteer and Information Centre, Nanaimo, B.C.	2,500
Nelson Community Services Centre, Nelson, B.C.	2,000
South Okanagan Civil Liberties Society, Penticton, B.C.	2,500
Terrace and District Community Services Society, Terrace, B.C.	2,500
Vernon Social Planning Council, Vernon, B.C.	2,400
Total	\$39,460

Total National	\$540,000
Total Local	\$144,360
Total Grants	\$684,360

Under the Consumer Help Office program, funds were provided to local agencies serving low-income consumers and new Canadians whose special needs are not normally addressed by traditional government programs. The following Consumer Help Offices received financial assistance during the year.

Consumer Help Office Program 1982-83

Centre d'information et de référence pour femmes, Montréal, Qué.	17,500
Centre d'information communautaire et de dépannage, Montréal, Qué.	25,000
Central Council for Consumers of Social Services, Montréal, Qué.	15,300
COSTI-IIAS Immigrant Services, Toronto, Ont.	18,000
Downtown Community Citizens Organization, Windsor, Ont.	18,000
Citizenship Council of Manitoba — International Centre, Winnipeg, Man.	23,402
Community Consumer Credit Counselling, Winnipeg, Man.	20,895
Community Service Centre, Prince Albert, Sask.	19,000
Society for the Involvement of Good Neighbours, Yorkton, Sask.	25,000
Alexandra Centre Society, Calgary, Alta.	25,000
Britannia Community Services Centre, Vancouver, B.C.	20,000
Total	\$227,097

Legal Metrology

The Branch ensures accurate measurement of goods, commodities and services; defines units of measure; calibrates and maintains a system of standards of measurement; 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.

During the year, considerable progress was made in establishing industry-government committees to advise the Director on matters related to Canada's participation in the Organisation Internationale de Métrologie Légale. A start was made on reviewing relevant regulations and device specifications to make them compatible with international standards.

In 1982-83, excluding field calibrations, nearly 250,000 weighing and measuring devices were inspected. This represented an increase of 35,000 over the previous year and covered about 40 per cent of the approximately 600,000 devices used in trade that are subject to inspection. Inspectors also examined 194,000 packaged and bulk-served commodities for quantity verification. Three hundred and twenty-nine new types of weighing and measuring devices for use in Canada were approved in the Branch's laboratories, and 25,000 standards of measurement were calibrated and certified. In the field offices, 42,000 standards were calibrated and certified.

A review of the Weights and Measures Regulations, conducted during the year, resulted in the development of several proposals for amendments. A number of proposed Ministerial Specifications were also drafted with consultation on these specifications to be carried out during 1983-84. Steps were taken to improve the uniformity and consistency of interpretation and enforcement, including revisions to the inspection procedures manual and the establishment of a national training program.

In the Electricity and Gas Division, 1,756,035 meters were verified for accurate measurement. As intermediaries between utilities and their customers, inspectors arbitrated billing inequities due to inaccurate measurement amounting to \$6,278,600, an increase of two per cent over the previous year. Approval was given to 111 new models of electricity and gas meters, and 1,041 measurement standards were calibrated for use by inspection staff. A program was implemented to control the measurement of compressed natural gas used as vehicle fuel. Considerable consultation took place during the year with utilities and meter manufacturers to finalize regulation for Bill C-11 for a new Electricity and Gas Inspection Act. At year end, consultation continued on technical aspects of measurement of natural gas, and it was expected that completed regulations for both electricity and natural gas would appear in *The Canada Gazette* by mid-1983-84.

Product Safety

The Product Safety 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, two sets of regulations were published, one relating to infants' car seats and the other to booster cushions for use by children in cars, and a review of the Hazardous Products Act was initiated. Enforcement programs concentrated on toys, hazardous chemicals and cellulose insulation. Product Safety field staff visited 9,759 establishments in 1982-83 and hazardous products valued at \$2.2 million were removed from the marketplace.

The department used information programs as a means of reducing the incidence of accidents. The Binkly and Doinkel puppet show, which explains the significance of the hazardous products symbols to primary school children, continued to be very popular. Some 500,000 copies of the pamphlet "Is Your Child Safe?" were distributed during the year. Designed particularly for parents of young children, its distribution concentrated on new mothers. Product Safety staff gave over 250 media interviews and participated in many major exhibitions across the country.

The first results were received from the Canadian Accident and Injury Reporting and Evaluation (CAIRE) program that started in January 1982, under which five hospitals collect data on accidents and injuries involving consumer products. Reports on the findings of CAIRE will be published twice yearly.

The development of standards for the design and safe performance of consumer products was an increasingly important part of the activities of the Branch. Such standards are a necessary prerequisite for any regulation and, in some cases, can improve the safety of a product by non-regulatory means. The participation of Branch personnel in the technical and policy committees of standards organizations provided a valuable consultative link with industry representatives.

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

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. The Superintendent simultaneously holds the positions of Director, Bankruptcy Branch. As of March 31, 1983, he was responsible for the supervision and operation of 15 offices across the country and the head office, with a staff of 153.

The Superintendent of Bankruptcy performs a prime role pertaining to 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 dissemination of general and statistical information on insolvency matters.

During 1982-83, 42,633 bankruptcies and 475 proposals were accepted for filing by branch officers, who appointed trustees-in-bankruptcy to administer them. This total included 31,720 consumer bankruptcies with aggregate assets of \$441,946,900 and estimated liabilities of \$1,344,169,100. The assets declared in the 10,913 business bankruptcies amounted to \$758,799,000 and the liabilities to \$2,385,959,200.

Regulation of the insolvency process was carried out 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 necessary. During the fiscal year, a special Compliance Study Group was set up to investigate compliance and enforcement activities. Its recommendations were under consideration by branch officials at year end.

A high standard of performance and professional conduct on the part of trustees-in-bankruptcy and other insolvency-related professionals was promoted through the Creditor Services Program to maximize dividends distributed to creditors. In 1982-83, trustees paid out \$68,592,500 in dividends to unsecured creditors. Payment Guidelines were updated with amendments given in Information Statement No. 24.

During the year, 23 new trustees were granted licences. As of March 31, 1983, the Bankruptcy Branch was responsible for the supervision of 541 individual trustees and 91 corporate trustees. The Branch's National Auditing Group conducted 69 cyclical audits of trustees, 17 of which were still in progress at the end of the year, and three special audits involving serious irregularities.

The availability of bankruptcy services was monitored under the Debtor Services Program to ensure easy access to relief under the Bankruptcy Act for individuals unable to pay trustees' fees and notwithstanding their location in Canada.

The Branch operated comprehensive training programs for representatives from the business and credit-granting communities and conducted information seminars for various groups and the general public. During the fiscal year, 111 training sessions were held with over 3,100 people in attendance. Some 2,500 training modules were distributed to selected individuals and groups.

The Branch continued to monitor provincial administration of Part X of the Bankruptcy Act that authorizes issuance of Consolidation Orders to enable individuals to pay their debts over a three-year period without creditor harassment and wage garnishment. Part X of the Bankruptcy Act is in force only in British Columbia, Alberta, Saskatchewan, Manitoba, Nova Scotia and Prince Edward Island. In 1982-83, 1,786 Consolidation Orders were made by the courts of the six provinces with a total of \$5,823,729 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 1982-83 fiscal year.

Bankruptcies and Proposals Reported in Fiscal Year 1982-1983

	Estates	Assets \$	Liabilities \$	Deficiency \$
Newfoundland	451	8,022,450	19,055,000	11,032,550
Nova Scotia	1,241	33,059,250	85,881,550	52,822,300
Prince Edward Island	65	1,303,400	5,954,000	4,650,600
New Brunswick	451	10,323,550	31,904,700	21,581,150
Québec	13,199	496,673,100	1,307,675,700	811,002,600
Ontario	18,113	368,073,300	1,213,763,100	845,689,800
Manitoba	1,565	38,116,350	107,233,100	69,116,750
Saskatchewan	880	30,574,550	68,632,650	38,058,100
Alberta	3,282	148,114,800	441,880,000	293,765,200
British Columbia	3,836	266,943,000	758,173,450	491,230,450
Northwest Territories	4	21,850	160,000	138,150
Yukon	21	4,162,500	14,420,500	10,258,000
Canada	43,108	1,405,388,100	4,054,733,750	2,649,345,650

Business Bankruptcies Reported in Fiscal Year 1982-1983

	Estates	Assets \$	Liabilities \$	Deficiency \$
Newfoundland	64	2,465,900	7,093,500	4,627,600
Nova Scotia	192	24,506,850	59,482,550	34,975,700
Prince Edward Island	22	751,350	2,994,500	2,243,150
New Brunswick	80	5,541,050	18,336,200	12,795,150
Québec	4,227	304,809,400	839,827,600	535,018,200
Ontario	3,572	162,917,600	628,815,000	465,897,400
Manitoba	370	16,676,150	58,461,900	41,785,750
Saskatchewan	299	14,544,900	38,208,000	23,663,100
Alberta	852	61,249,400	236,376,000	175,126,600
British Columbia	1,223	161,267,900	482,250,950	320,983,050
Northwest Territories	—	—	—	—
Yukon	12	4,068,500	14,113,000	10,044,500
Canada	10,913	758,799,000	2,385,959,200	1,627,160,200

Consumer Bankruptcies Reported in Fiscal Year 1982-1983

	Estates	Assets \$	Liabilities \$	Deficiency \$
Newfoundland	382	2,638,550	7,124,500	4,485,950
Nova Scotia	1,028	6,615,750	20,920,500	14,304,750
Prince Edward Island	39	456,550	1,288,500	831,950
New Brunswick	350	3,620,750	11,929,500	8,308,750
Québec	8,813	83,431,800	317,092,650	233,660,850
Ontario	14,442	173,363,600	534,766,100	361,402,500
Manitoba	1,178	20,576,250	45,195,700	24,619,450
Saskatchewan	578	15,042,150	29,402,650	14,360,500
Alberta	2,412	66,607,400	162,426,000	95,818,600
British Columbia	2,485	69,478,250	213,555,500	144,077,250
Northwest Territories	4	21,850	160,000	138,150
Yukon	9	94,000	307,500	213,500
Canada	31,720	441,946,900	1,344,169,100	902,222,200

Proposals Reported in Fiscal Year 1982-1983

	Proposals	Assets \$	Liabilities \$	Deficiency \$
Newfoundland	5	2,918,000	4,837,000	1,919,000
Nova Scotia	21	1,936,650	5,478,500	3,541,850
Prince Edward Island	4	95,500	1,671,000	1,575,500
New Brunswick	21	1,161,750	1,639,000	477,250
Québec	159	108,431,900	150,755,450	42,323,550
Ontario	99	31,792,100	50,182,000	18,389,900
Manitoba	17	863,950	3,575,500	2,711,550
Saskatchewan	3	987,500	1,022,000	34,500
Alberta	18	20,258,000	43,078,000	22,820,000
British Columbia	128	36,196,850	62,367,000	26,170,150
Northwest Territories	—	—	—	—
Yukon	—	—	—	—
Canada	475	204,642,200	324,605,450	119,963,250

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, 116,375 of which were federally incorporated and were active as of March 31, 1983. During 1982-83, the Branch incorporated 16,554 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 completed in the fiscal year.

The Branch investigated 61 complaints involving federal companies and reviewed statutory filings to ensure compliance with the legislation and with accompanying regulations.

In 1982-83, the Branch responded to 49,443 inquiries and provided 29,083 copies of documents. A total of 9,313 certified copies and 5,198 certificates of compliance were prepared. It also reviewed applications for exemption from certain statutory requirements.

Documents Issued 1981-82 1982-83

Canada Corporations Act

Letters Patent granted Part II	438	507
Amalgamation Agreements	6	5
Supplementary Letters Patent granted	111	141
Certificate of Acceptance for Surrender of Charter	23	13

Canada Business Corporations Act

Certificates of Incorporation	16,335	16,554
Certificates of Discontinuance (Export)	111	146
Certificates of Amalgamation	253	299
Certificates of Amendments	6,520	6,591
Certificates of Dissolution	639	1,033
Certificates of Import Continuance	293	301

Boards of Trade Act

Boards of Trade registered	15	21
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Canada Cooperative Associations Act

Certificates of Incorporation	3	7
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Canadian and British Insurance Companies Act

Letters Patent granted	—	7
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Loan Companies Act

Letters Patent granted	2	3
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Documents Processed 1981-82 1982-83

Canada Corporations Act

Canada Business Corporations Act

Annual Summaries and Returns submitted*	48,547	72,491
Prospectuses	85	90
Insider Reports	7,042	7,446
Proxy Information Circulars	435	417
Takeover Bids	25	20
Financial Statements submitted	4,503	5,662
Complaints	27	61
Exemption Orders	293	377

* 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.

The Directorate continued its international activities under the auspices of the World Intellectual Property Organization (WIPO) and on a bilateral basis with industrialized countries. The primary focus of these activities, and in particular in the WIPO Permanent Committee on Patent Information (PCPI), was directed towards topics related to the dissemination of patent information and the computerization of Directorate operations.

Efforts also continued under the auspices of WIPO to provide industrial property developmental assistance to developing countries. The Directorate participated at a meeting of the WIPO Permanent Committee for Development Co-operation Related to Industrial Property, provided Canadian industrial property experts for WIPO Seminars and Workshops held in developing countries, and provided advice directly to national offices. In particular, the second phase of a CIDA-funded project to modernize the Barbados Industrial Property Office was begun.

Patents

The responsibility of the Patent Office, in the granting of patents is: the acquisition and dissemination of technological information, and the encouragement of the creation, adoption and exploitation of inventions. Patent applications are examined to ensure compliance with the Patent Act and Patent Rules. Such examination includes a search for novelty, a decision regarding the presence of utility and inventive ingenuity, and verification of compliance with procedural requirements. Patentees are granted rights to exclude others from making, using or selling their inventions in Canada for 17 years.

The Office publishes the weekly *Patent Office Record*, giving details of Canadian patents granted on day of publication, maintains a search room and library for use by the public, and offers an advisory service to provide technological information to the public and private sector.

In 1982-83, the Office dealt with an average of 455 requests for reference material daily. The number of inquiries pertaining to patent search fields from the patent profession and the public totalled 3,652, an 8 per cent increase over the previous year.

The complete Patent Office file of 1,143,900 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, 1983, the file consisted of 340 main classes of technology, which were then divided into 36,573 subclasses. During the year, 260 subclasses in various classes were revised, 1,623 new subclasses were established and 113 subclasses were abolished in the continuing revision of existing classes.

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

Transactions of the Patent Office	1981-82	1982-83
Caveats registered	144	161
Application for patents	25,992	24,799
Applications restored under Section 75 after failure to pay final fee	157	147
Applications reinstated under Section 32 after abandonment for failure to reply to an official action	79	93
Examiners' reports	24,381	18,663
Applications allowed	24,514	22,898
Applications forfeited	902	1,069
Patents issued (for 17 years)	22,426	22,780
Patents reissued	21	17
Patents issued under Public Servants Inventions Act	53	76
Assignments recorded	23,684	24,994
Duly registered patent agents	1,580	1,593
Canadian resident agents	305	307
Canadian firms	64	64
Non-resident	1,211	1,222

Compulsory licences

The Commissioner of Patents is empowered under Section 41(3) and (4) to grant compulsory licences with respect to patents for food or medicine, and under Sections 67 to 72 to order patentees to grant licences to prospective licensees when patent rights have been abused. The activities for the past two years under these sections of the Act are summarized in the following table.

	1981-82	1982-83
Section 41(3)		
Applications received	0	0
Licences granted	0	2
Applications pending	2	0
Section 41(4)		
Applications received	15	10
Licences granted	8	12
Licences refused	7	2
Applications withdrawn	2	20
Applications pending	71	47
Section 67		
Applications received	3	5
Licences granted	0	0
Licences refused	5	0
Applications withdrawn	3	4
Applications pending	4	5

Compensation for government use of inventions

Under Sections 19 and 20 the Commissioner of Patents rules on compensation levels due to inventors for government use of inventions. Licensing and compensation decisions by the Commissioner during the past two years are summarized below.

	1981-82	1982-83
Compensation		
Applications received	1	0
Applications withdrawn	0	0
Applications decided	2	0
Applications pending	3	3

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.

	1981-82	1982-83
Patents		
Rejections referred to Board	86	55
Rejections affirmed	67	28
Rejections reversed	30	15
Disposal without formal decision	67	15
Hearings held	61	28
Before the Board	82	79

Decisions published in the Patent Office Record

full	5	3
part	42	34

Industrial Designs

Rejections affirmed	8	2
Rejections reversed	1	0
Hearings held	3	1

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 actions. The following table summarizes this activity.

	1981-82	1982-83
Section 45		
Conflicts referred to the Board	16	24
Conflicts disposed	17	18
Conflicts before the Board	3	10

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	1981-82	1982-83
Copyright		
Applications received	7,199	8,523
Copyrights registered	6,965	8,126
Assignments recorded	211	337
Industrial Design		
Applications received	1,763	1,764
Designs registered	1,455	1,620
Registrations renewed	284	351
Assignments recorded	275	331
Timber Marks		
Applications received	1	0
Assignments recorded	0	0
Marks registered	1	0
Reports on applications re Copyright, Industrial Designs and Timber Marks	2,618	2,739
Certified copies of Copyrights, Industrial Designs and Timber Marks	1,911	2,219

Trade Marks

The Trade Marks Office grants trade marks for the exclusive use of owners and maintains the Trade Marks Register.

A newly registered trade mark remains on the register for an initial period of 15 years, and may be renewed for additional 15-year periods indefinitely. Owners can license their trade mark to a registered user on application to 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 the 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	1981-82	1982-83
Trade mark applications filed	17,470	16,455
Trade mark applications advertised	13,272	14,376
Trade mark registrations	10,654	10,767
Registered user applications filed	6,245	6,118
Number of trade marks governed by registered user applications (registered and pending)	15,604	19,988
Registered users registered in respect of trade marks	16,595	19,104
Registered user registrations cancelled in respect of trade marks	3,134	4,966
Transfer applications filed	12,030	12,208
Transfers registered	10,112	8,779
Trade mark registrations renewed	5,026	3,962
Trade mark registrations expunged	4,404	4,890
Amendments entered on the register	3,719	3,070
Copies prepared	343,362	221,530
Duly registered trade mark agents	6,910	2,563
Oppositions filed	760	780

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	1981-82	1982-83
To individuals	2,674	2,750
To companies	19,722	19,992
To individuals and companies jointly	51	55
To inventors or legal representatives	2,483	2,529
To assignees	19,806	20,096
To assignees and inventors jointly	158	172
One inventor claimed	11,387	11,626
Two or more inventors claimed	11,060	11,171
In French	647	646

Residence of Inventors for Patents Granted	1981-82	1982-83
Canada		
Alberta	101	129
British Columbia	134	141
Manitoba	46	43
New Brunswick	2	10
Newfoundland	1	5
Nova Scotia	11	13
Ontario	761	737
Prince Edward Island	0	1
Québec	290	338
Saskatchewan	40	44
Total	1,386	1,461

Foreign Countries	1981-82	1982-83
Algeria	2	0
Argentina	7	2
Australia	160	168
Austria	129	134
Bahamas	1	3
Belgium	169	145
Bermuda	1	1
Bolivia	1	0
Brazil	10	4
Bulgaria	7	4

Costa Rica	0	2
Chile	3	0
Czechoslovakia	23	15
Denmark	78	71
Dominican Republic	1	0
Finland	107	87
France	1,039	1,096
Germany, Democratic Republic of	1	2
Germany, Federal Republic of	1,797	1,874
Greece	3	1
Honduras	1	1
Hong Kong	7	7
Hungary	44	62
Iceland	1	2
India	3	6
Indonesia	0	2
Ireland	11	5
Israel	31	37
Italy	380	339
Japan	1,828	1,973
Korea, Republic of	2	2
Lebanon	1	1
Liechtenstein, Principality of	8	9
Luxembourg	12	16
Malawi	0	1
Malaysia	0	1
Malta	1	1
Mexico	13	14
Monaco	2	3
Netherlands	421	504
New Zealand	25	24
Nigeria	1	0
Norway	50	45
Panama	1	0
Peru	0	1
Philippines	1	1
Poland	18	8
Portugal	0	2
Romania	2	1
Saudi Arabia	0	2
South Africa, Republic of	62	61
Soviet Union	140	146
Spain	26	25
Sweden	463	382
Switzerland	497	532
Taiwan	15	17
Trinidad	1	0
Tunisia	0	1

United Kingdom	1,121	1,096
United States of America	12,330	12,391
Venezuela	1	2
Yugoslavia	1	4
Zaire	1	0
Total	21,061	21,336

**Residence of Inventors
for Applications Filed**

	1981-82	1982-83
Canada		
Alberta	165	135
British Columbia	197	201
Manitoba	56	61
New Brunswick	13	12
Newfoundland	12	6
Northwest Territories	1	0
Nova Scotia	29	16
Ontario	1,024	985
Prince Edward Island	1	0
Québec	440	401
Saskatchewan	58	65
Yukon	4	1
Total	2,000	1,883

Foreign Countries	1981-82	1982-83
Algeria	2	0
Argentina	10	10
Australia	271	246
Austria	156	143
Bahamas	5	3
Belgium	182	168
Bermuda	1	0
Brazil	18	14
Bulgaria	13	11
Chile	2	1
Colombia	2	1
Costa Rica	1	1
Czechoslovakia	13	17
Denmark	115	90
Egypt	0	1
Finland	160	176
France	1,213	1,318
Germany, Democratic Republic of	0	2
Germany, Federal Republic of	2,209	2,137
Greece	6	7
Guatemala	0	1
Guinea	1	0

Honduras	1	0
Hong Kong	7	15
Hungary	95	70
Iceland	6	6
India	9	9
Indonesia	1	0
Ireland	40	20
Israel	49	38
Italy	408	456
Jamaica	0	1
Japan	2,289	2,414
Korea, Republic of	10	16
Liechtenstein, Principality of Luxembourg	9 32	8 31
Malaysia	1	1
Mexico	26	15
Monaco	3	3
Netherlands	470	488
New Guinea	1	0
New Zealand	46	38
Norway	68	79
Paraguay	1	0
Philippines	2	3
Poland	3	6
Portugal	2	1
Romania	1	2
San Marino	0	1
Saudi Arabia	1	0
Singapore	18	3
South Africa, Republic of	84	74
Soviet Union	112	82
Spain	43	36
Sweden	459	458
Switzerland	605	604
Taiwan	23	30
Thailand	0	1
Trinidad and Tobago	0	1
Turkey	0	1
United Kingdom	1,411	1,387
United States of America	13,121	12,122
Venezuela	2	4
Yugoslavia	0	7
Zimbabwe	2	0
Not determined	0	38
Total	25,992	24,799

Subject Matter of Invention	% of Total Patents Issued	Number of Patents Issued
Human Necessities		
Agriculture	1.97	456
Foodstuffs and Tobacco	1.56	361
Personal and Domestic Articles	2.17	502
Health and Amusement	5.28	1,222
Performing Operations		
Separating and Mixing	4.98	1,153
Shaping	6.52	1,509
Printing	1.41	326
Transporting	7.45	1,724
Chemistry and Metallurgy		
Chemistry	21.76	5,037
Metallurgy	2.78	643
Textiles and Paper		
Textiles and Flexible Materials		
not otherwise provided for	1.30	301
Paper	0.69	160
Fixed Constructions		
Building	3.18	736
Mining	1.33	308
Mechanical Engineering; Lighting; Heating; Weapons; Blasting		
Engines and Pumps	2.45	567
Engineering in general	3.68	852
Lighting and Heating	3.60	833
Weapons; Blasting	0.37	86
Physics		
Instruments	13.58	3,143
Nucleonics	0.25	59
Electricity		
Electricity	13.69	3,169
Total	100.00	23,147

Receipts and Expenditures	1981-82	1982-83
Patents		
Revenue	\$12,271,000	\$13,929,304
Expenditures	8,630,000	8,901,186
Trade Marks		
Revenue	3,090,000	4,006,729
Expenditures	2,340,000	2,311,685
Copyright, Industrial Designs and Timber Marks		
Revenue	426,000	588,885
Expenditures	433,000	443,092

Twenty-five Leading Patentees (in alphabetical order)	1982
BASF A.G.	127
Bayer A.G.	146
Bendix Corporation, The	115
Ciba-Geigy Limited	187
Dow Chemical Company, The	94
E.I. du Pont de Nemours & Co.	158
Eastman Kodak Co.	107
Exxon Research & Engineering Co.	129
Ford Motor Company of Canada Limited	99
General Electric Co.	378
General Motors Corporation	133
Hitachi Limited	122
Hoechst A.G.	200
Imperial Chemical Industries Limited	105
International Business Machines Corporation	337
Minnesota, Mining & Manufacturing Co.	97
Monsanto Co.	102
N.V. Philips Gloeilampenfabrieken	302
R.C.A. Corporation	108
Shell Canada Limited	115
Sony Corporation	212
Union Carbide Corporaton	151
Western Electric Company Inc.	155
Westinghouse Electric Corporation	227
Xerox Corporation	162

Bureau of Policy Coordination

The Bureau's purpose is to strengthen corporate policy analysis and formulation and to increase the effectiveness of departmental interventions and liaison. It comprises the Policy Research, Analysis and Liaison Directorate, the Audit, Evaluation and Control Branch and the Communications Branch.

Fiscal year 1982-83 was the Bureau's first full year of operation. Organization and staffing continued throughout the year. Communications activities were maintained and adjusted to meet expanded demands, a program evaluation plan was developed and initiated, and groundwork was laid for operational and strategic planning activities for the department.

The Bureau's budget was \$6.7 million with an allocation of 100 person-years.

Policy Research, Analysis and Liaison Directorate

Research work into the consumer and corporate fields continued throughout the fiscal year.

In the consumer finance area, one study was completed on issues regarding the reform of Canada's private pensions system for publication at the beginning of the next fiscal year. Several other reports on topics such as home financing, electronic funds transfer system, consumer credit and videotex were commissioned and were released or in preparation. Research support was provided to the Federal/Provincial Task Force on Consumer Credit in the preparation of a report on its final conclusions and recommendations. Research on the effects of import restrictions on products such as textiles 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 participation in the Interdepartmental Review of the Federal Dairy Policy and the Food Policy Liaison Committee.

Research into consumer energy conservation was expanded. Reports in preparation during the year covered topics such as consumer energy management, diffusion of natural gas in Québec, energy cost indicators, car energy savings devices, the ninth annual survey of consumers' attitudes towards the energy situation, the elderly and energy use, and a pilot

study on consumer energy and conservation patterns.

In other consumer areas, the report "Making your Home Accessible: A Disabled Consumer's Guide" was completed and was ready for publication jointly by the department and the Canadian Housing Design Council early in the next fiscal year. Research projects undertaken or completed during the year covered consumers' transportation, consumers' behaviour towards inflation, misleading advertising in newspapers and marketplace fraud, the term "natural" as consumers perceived it, and different types of infractions in product weighing.

During 1982-83, work continued toward revision of the four intellectual property acts, with special emphasis on compulsory licensing of drugs under the Patent Act and on the Copyright Act. Three papers were published in the Copyright Revision series relevant to exemptions, computers and home tapings.

Analysis was initiated on the take-over bid and investigative powers aspects of the Canada Business Corporations Act. The rules and procedures of Securities Market Law were also studied.

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

Audit, Evaluation and Control

The Branch includes three major divisions: Internal Audit, Program Evaluation, and Departmental Planning and Control.

During the year, a number of audits were completed in the areas of management practices and controls, finance, administration and personnel.

The policies and organization structure developed in the last fiscal year for the Program Evaluation Division were put into operation. A major study on Metric Commission Canada was completed. Work began on the evaluation of two regulatory program areas relative to consumer products inspection and marketing practices.

The Departmental Planning and Control Division revised and simplified the departmental planning cycle; implemented policies and procedures under the Policy and Expenditure Management System; and assisted managers in developing their plans and subsequently measuring the results. The Division also coordinated the preparation of the department's first Regulatory Agenda.

Media activities resulted in the broadcasting of television tapes covering departmental activities on 11 key channels across the country. In all, Branch officers responded to approximately 4,535 media inquiries and initiated 74 media contacts. They also answered approximately 23,850 letters and phone calls from the general public and distributed 2,546,577 publications.

Communications

For the Communications Branch, 1982-83 was a year of reorganization and reorientation. It was also a year of resource constraints prompting the introduction of stronger management controls, more efficient procedures and streamlining of services.

In keeping with government communications priorities, the Branch sought to improve its planning systems and enhance the effectiveness of departmental communications work across the country. At year end, the Branch was in the process of establishing and staffing five regional positions.

During the year, the Branch met departmental requirements for a wide variety of communications initiatives, special events and information materials. These included the development of communications plans and preparation of supporting information for six major pieces of forthcoming legislation; participation in national and regional exhibitions, including the production of audio-visual and display materials; and the production of a full range of publications: technical reports, pamphlets and other releases.

Major print publishing projects included the editing, design and printing of eight research reports, 11 special reports and periodicals, and 16 publications directed to consumers or the public at large. In addition, the Branch's writing skills were applied to development of texts — 91 in all — for speeches, news releases, advertising, posters and promotional material.

Metric Commission Canada

With the 1971 Parliamentary approval of the White Paper on Metric Conversion in Canada, Metric Commission Canada became the federal organization responsible for Canada's conversion program. Its role is primarily to aid and co-ordinate the efforts of more than 2,000 volunteer committee members. These industry and consumer representatives have undertaken the investigation, planning, scheduling and implementation of metric conversion in over 100 sectors of the economy since the inception of the Commission.

At the end of the fiscal year, the investigation phase was complete in all sectors. On average, the planning phase was 95 per cent complete and the scheduling phase 90 per cent complete. Forty per cent of the sectors reported completing three-quarters or more of their implementation phase. Of the 98 sectors of the Canadian economy that have published sector plans, 90 per cent expect their programs to be substantially completed by December 1985. Thirty per cent have already finished their work and have disbanded with the agreement of the Commission.

During the past year, an extensive evaluation of metric conversion progress to date was carried out. Based on this study, a work plan was developed which projects that most essential work will be completed by Metric Commission Canada by March 1985.

The Commission publishes a separate annual report detailing 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 Assistant Deputy Registrar General

The Office of the Assistant Deputy Registrar General of Canada comprises 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 Governor in Council appointees working full time. 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 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 conflict of interest guidelines, including those applicable to any public servant.

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 of Canada 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 1982-83 is shown in the following tables.

Commissions

	Seal* Affixed	Issued	Regis- tered
Formal Documents Regulations			
Ministers and Members of Queen's Privy Council	GS	31	31
Ambassadors, High Commissioners	GS	71	71
Federally-appointed Judges	GS	139	139
Senators	GS	3	3
Deputy Ministers (and rank of Deputy Minister)	GS	25	25
Regular members and officers of permanent federal commissions, boards and corporations	GS	137	137
Regular members of permanent international commissions	GS	3	3
Commissioners under the Inquiries Act	GS	6	6
Chief of the Defence Staff	GS	1	1
Officers of the Royal Canadian Mounted Police	GS	23	23
Federally-appointed Queen's Counsel	GS	46	46
Commissioners to administer oaths	GS	19	19
Others as provided by law	GS	4	4
Consuls General, Consuls and Vice Consuls	RG	286	286
Temporary or ad hoc members of permanent federal commissions, boards and corporations	RG	8	8
Other Governor in Council appointees granted a commission	RG	2	2
Canada Lands Survey Act			
Dominion Land Surveyors	—	—	182

Documents

	Seal* Affixed	Issued	Regis- tered
Formal Documents Regulations			
Proclamations	GS	94	94
Land Grants	GS	208	208
Quit Claims	GS	40	40
Certificate of authentication	PS	39	—
Certificates evidencing the appointment of a Senator	RG	3	—
Certified copies of documents	RG	1,766	—
Pardons under Criminal Records Act	RG	6,846	6,846
Boards of Trade Act			
Certificates of Formation and Memoranda of Agreement	—	—	28
Bell Canada Act			
Document deposited	RG	—	1
Canada Corporations Act			
Letters Patent of Incorporation	**CCA	—	503
Letters Patent of Incorporation, Supplementary	**CCA	—	121
Directives and/or Certificates of Dissolution and Cancellation of Charter	**CCA	—	12
Consumer and Corporate Affairs Act, Sec.8.(1)			
Territorial Lands	—	—	139
Transport	—	—	179
Extradition Act			
Warrants	**Just.	—	11
Railway Act			
Miscellaneous: Sections 77 & 86	—	—	80

Summary

Commissions issued and registered under Formal Documents Regulations	804
Documents issued and registered under Formal Documents Regulations	7,188
Documents issued under Formal Documents Regulations	1,808
Commissions registered pursuant to other legislation	182
Documents registered pursuant to other legislation	1,074
Uncertified copies of Documents issued	583

* 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

UFFI Information and Co-ordination Centre

The UFFI Centre was established in 1981 to supply information and financial assistance to owners of homes insulated with urea formaldehyde foam. The Centre is organized into four divisions: Program Delivery, Technical Services, Policy and Communications, and Administration.

In May 1982, a federal co-ordinator was appointed to head the UFFI Centre and to ensure the smooth functioning of the program in conjunction with other government departments involved in the UFFI issue. The UFFI Assistance Act that was proclaimed in October 1982 made federal aid available to individuals registered with the Centre, which was legally empowered to send cheques to help cover homeowners' costs to a maximum of \$5,000.

Operating within the Centre's Technical Services Division, the Contractor Registration Program was established to oversee the training and activities of individuals and companies doing corrective work on UFFI homes. By March 31, 1983, almost 300 courses had resulted in 464 firms being registered with the Centre; additionally, more than 1,100 homeowners had taken the federally-sponsored training. At the end of the fiscal year, 3,924 persons had completed corrective work on their homes and submitted claims for a total of \$18,641,000.

The publication of reports by the Hazardous Products Board of Review and the Standing Committee on Health, Welfare and Social Affairs on urea formaldehyde foam insulation precipitated many questions from homeowners and the public at large. A cross-Canada information tour was organized to reply to these questions. More than 16,000 persons attended 91 meetings where presentations were made concerning corrective measures, research and the UFFI Assistance Program, and their questions were answered by UFFI Centre staff. Information was also given on access to additional financial aid available under other federal government programs.

At the end of the fiscal year, approximately 32,000 persons had registered for government assistance.

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 1982-83 budget for the Directorate was \$8,298,000 and 181 person-years.

This was the first full year that the Directorate provided support and services to the Metric Commission. In addition, priority was given to meet the requirements of the expanded Assistance Program for homeowners with urea formaldehyde foam insulation (UFFI). These challenges were met without any significant reduction in the standard of service provided to other departmental activities.

Finance

While continuing its regular activities in financial management, the Branch provided financial support for the Metric Commission and the UFFI Assistance Program on a priority basis. As part of the implementation plan for Improvements in Management Practices and Controls (IMPAC), a major report was completed concerning the fundamental concepts of the work-planning and control aspect of operational planning. Although the prime responsibility for operational planning and control was transferred to the Bureau of Policy Coordination during the year, the Branch continued to participate in further development of departmental planning and control processes and their eventual documentation in a departmental planning guide.

The Branch co-ordinated the preparation of the first Department Expenditure Plan for presentation as Part III of the 1983-84 Main Estimates. Improvements were implemented as a result of audit reports. Planned projects and new initiatives completed included the presentation of the financial management segment of the departmental Middle Management Training Program and the introduction of new procedures arising from changes in Central Agency policies.

Information Systems

The Information Systems Branch maintained and operated existing departmental information systems, the majority of which are operated using non-governmental data processing facilities. A draft EDP Security Policy was prepared, as well as a detailed report on Office Automation Strategies.

Major improvements were made to the computerized system for the UFFI Assistance Program. The management of the computer systems for the Metric Commission was transferred from the Department of Industry Trade and Commerce. For the Bureau of Corporate Affairs, a Compliance Sub-System was completed which will be integrated with the Incorporations Sub-System presently under development. Through the tendering process, a mini-computer was acquired for the new sub-system.

A new system for the Weights and Measures Division was installed in all five regions of the department ahead of the original schedule and the development of a similar system for the Consumer Products Branch was progressing according to plan.

The design was completed for a Work-in-Progress/Status-and-Reporting Sub-System for the Personnel Branch and implementation was well under way at year end.

Administrative Services

The Administrative Services Branch continued to provide services through its five divisions. An increased workload followed the Metric Commission's transfer to the department and the start up of the UFFI Assistance Program, particularly in the area of accommodation for the UFFI activity.

During the year, an updated Administrative Policy and Procedures Manual was published and issued. The Forms Management Division published a new forms catalogue of departmental, government and regional forms that included a listing by functional classification. Microfiche samples of all forms were sent to regional offices.

The Records Management Division acquired the financial and personnel records of the Metric Commission and the UFFI Assistance Program. The Division also began automation of a number of classification manuals by programming them on word processors.

The Materiel Management Division conducted a stocktaking of furniture, furnishings, office machines and equipment at departmental headquarters. In accordance with Treasury Board directives, a system for monitoring a selected group of consumable items was developed.

Under the Suggestion Award Program, 17 suggestions were implemented representing savings of \$103,090. Cash awards amounted to \$4,450.

Departmental Library

The Departmental Library continued to provide a central information resource in restrictive trade practices, corporate law, consumer protection and economics through collection development, reference and automated literature search services, and contact with an international library network. During 1982-83, listings of departmental publications having reference and research value were produced from the computerized coding and indexing system. In co-operation with Consumer Services Branch, a self-help bibliography entitled *Consumer Sourcebook for the Disabled* was produced in hard copy and cassette format. Help was provided to the staff of the UFFI Assistance program to build a small specialized reference collection of library materials.

During the year, 5,078 volumes were added to the collection and 1,533 subscriptions were renewed. Demands on services continued to increase as the Departmental Library received and responded to 27,982 requests for information and to 12,024 requests for loans.

Personnel

Emphasis for the Organization and Classification Division was improved service to management. During the year, some 2,831 requests for action were processed. Following training in job evaluation, managers participated in classification decisions. Through special committees, advice was provided on conversion of the EX and SM groups, on a number of reorganizations, including those of the Bureau of Corporate Affairs and Bureau of Policy Coordination, and on the establishment of the UFFI Information and Co-ordination Centre. Six classification grievances were investigated, and the Division contributed to the resolution of a number of employer-employee problems.

Staffing actions remained at a high level throughout the year especially at headquarters. Through Personnel Management Working Committees, the Staffing Division was involved in the implementation of the Integrated Personnel Management Approach. Responding to demand, it presented three two-day courses entitled Staffing for Line Managers to some 50 managers at headquarters, and continued to publish the Job Bulletin to inform employees of positions advertised through competitive processes.

The Official Languages Division intensified its efforts to improve service to the public, specifically in the receptionist service in the Toronto and Winnipeg areas of significant demand, to increase equitable representation of both language groups in the Scientific and Professional category, and to create a work environment more conducive to the development of anglophone and francophone employees. Contacts were maintained with representatives of minority language groups to publicize the department's bilingual services and to determine their language needs. An information kit on departmental career opportunities was prepared in English and French to facilitate recruitment. The Division revised the Departmental Policy on Official Languages and prepared a Historical Overview of Official Languages 1969-1982. Managers' accountability was emphasized by the integration of official languages planning in their human resources and multi-year operational

plans. The Division acted upon recommendations from two audit reports prepared by the Office of the Commissioner of Official Languages and Treasury Board. Distribution of glossaries and tighter control over translation requests contributed to a reduction of over 700,000 words in the forecasted translation requirements for 1982-83. A study was conducted on the department's current use of and future needs for translation services.

The Division responded to the discontinuance of the Public Service Commission's Language Development Courses by organizing courses at headquarters and in the regions. They were attended by 343 employees, four of whom participated in advanced language training; 441 language knowledge examinations (LKE) were administered and 1,034 employees received the bilingual bonus. Twelve public complaints referred by the Office of the Commissioner of Official Languages were settled during the year.

The Training and Development Division administered or co-ordinated the training of 1,102 employees at headquarters and in the regions. The Management Orientation Program for middle managers was presented in English and French and planning began on an orientation program for supervisors. The Division's involvement continued in the career assignment and administrative trainee programs. Work was in progress developing a basic supervisory skills self-study program for employees and a new approach to departmental training and development at year end.

Responsibility for the personnel information systems and automated support systems was placed within the Staff Relations and Compensation Division at mid-year. Surveys were carried out with users and potential users of the existing systems with a view to offering more cost beneficial services. In the personnel services area, an automated internal work-in-progress information system was established and 5,854 requests were processed during the year.

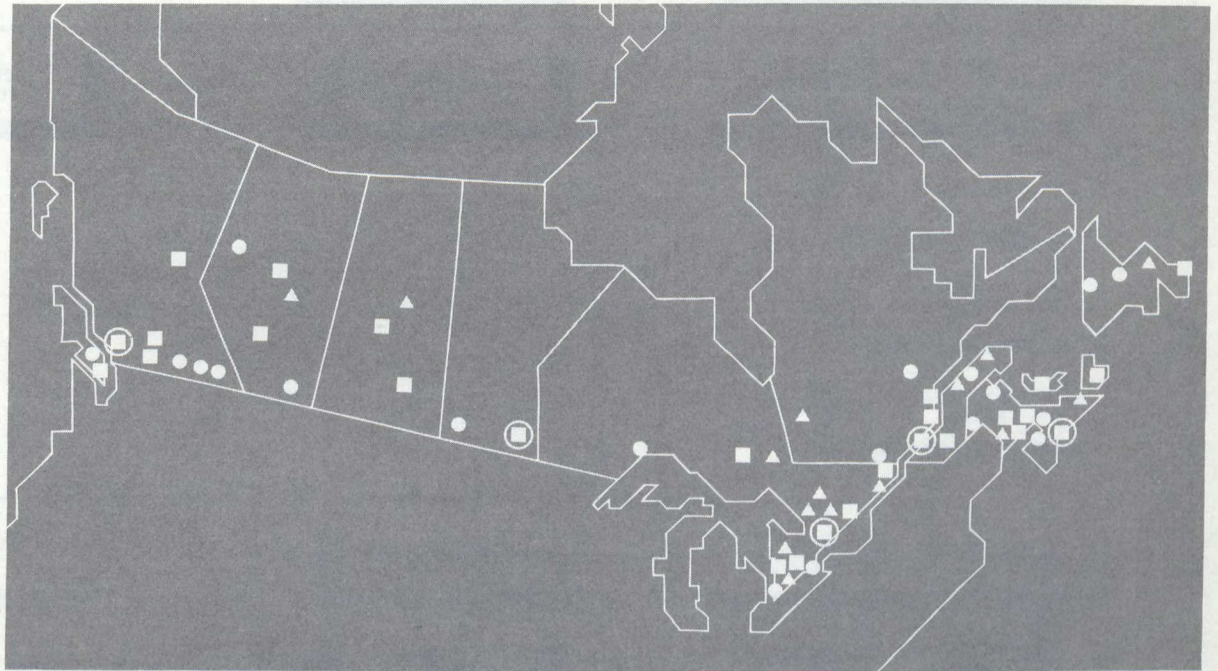
In the staff relations area, labour/management consultation committees were in operation at headquarters and in each region. Sessions on employer/employee relations were offered to departmental staff. The section continued to assist in the interpretation and application of 28 collective agreements. Grievances rose to 100 and a great number were referred to the final level. Counselling and advice to managers was increased in the area of discipline. The section participated in drafting a policy on a Code of Conduct and a revised policy on lay-off procedures.

The security and safety section responded to 120 inquiries concerning accidents, complaints, thefts, losses, disturbances and vandalism. Two fire evacuation drills were conducted at headquarters and 12 physical security surveys were carried out at headquarters and in the regions. A Safety and Security Bulletin was introduced and continued to be published periodically.

During the year, two part-time counsellors assumed jointly the responsibility of co-ordinating the Counselling Service, and a third counsellor provided services on a full-time basis. A module on how to deal with stress was developed and offered to all employees, and numerous information sessions were given to employees at headquarters and in the regions.

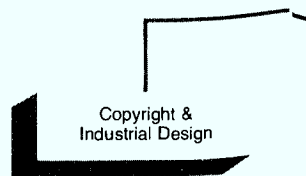
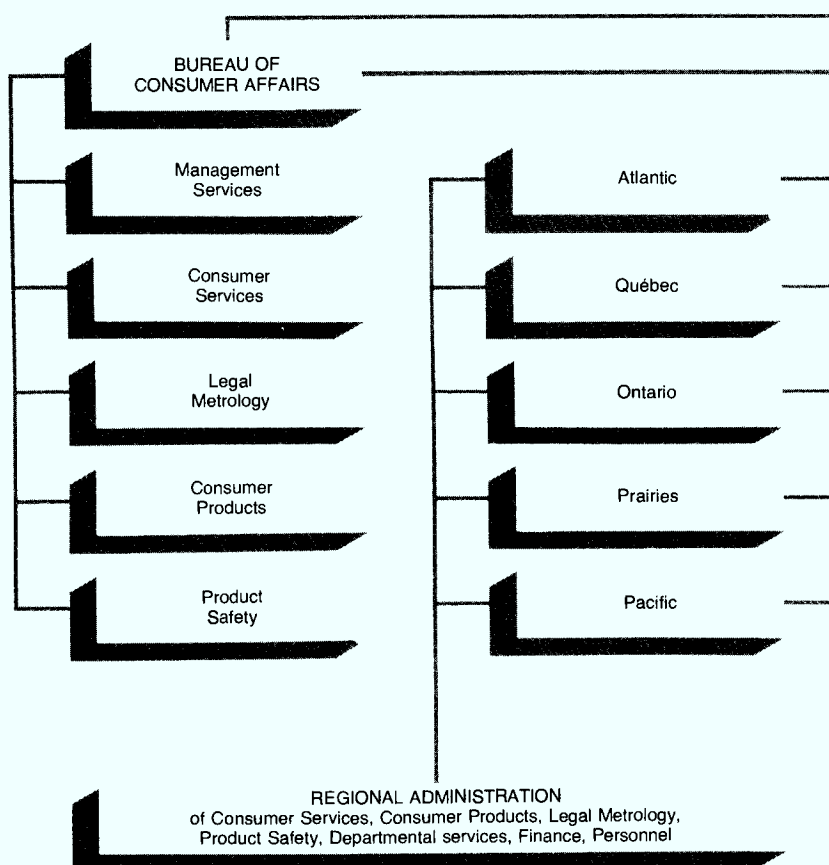
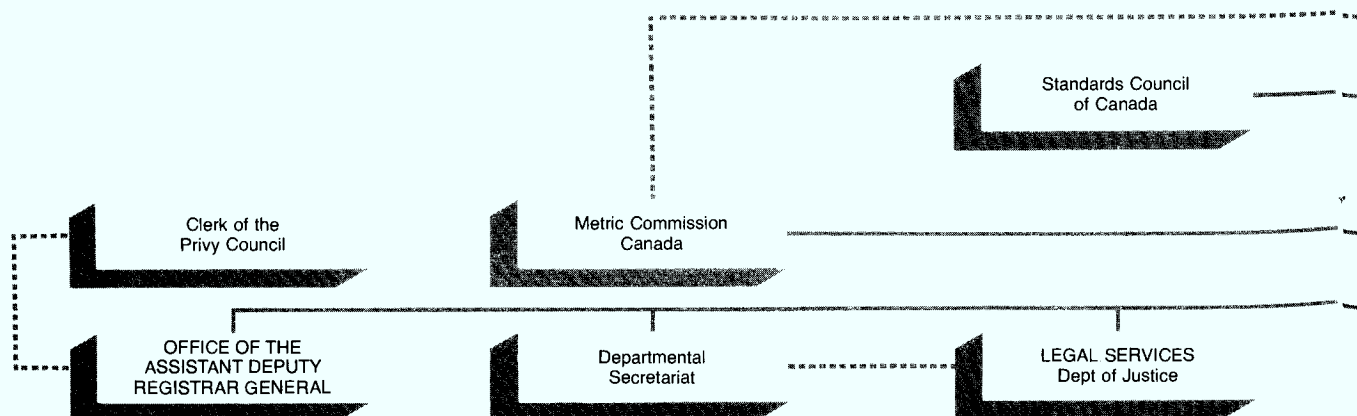
The Equal Employment Opportunities Division continued efforts to increase representation of women, native and handicapped persons in the department. Managers were given information sessions and helped to achieve their objectives during this period of constraint. Additional alternatives had to be found similar to those of the work assessment program for the physically disabled. Increased emphasis was placed on providing career information to native persons in Northern and Southern Ontario during the year. The department was a leader and participant in the Ontario Public Service Commission's Course Fairs. The Division took the initiative in re-establishing the Portage-Terrasses Equal Opportunities Committee, which resulted in a week-long celebration of International Women's Week, and a Course Fair. Career counselling continued to be an important activity for the Division, which was preparing to respond to the Public Service Commission's Affirmative Action program at year end.

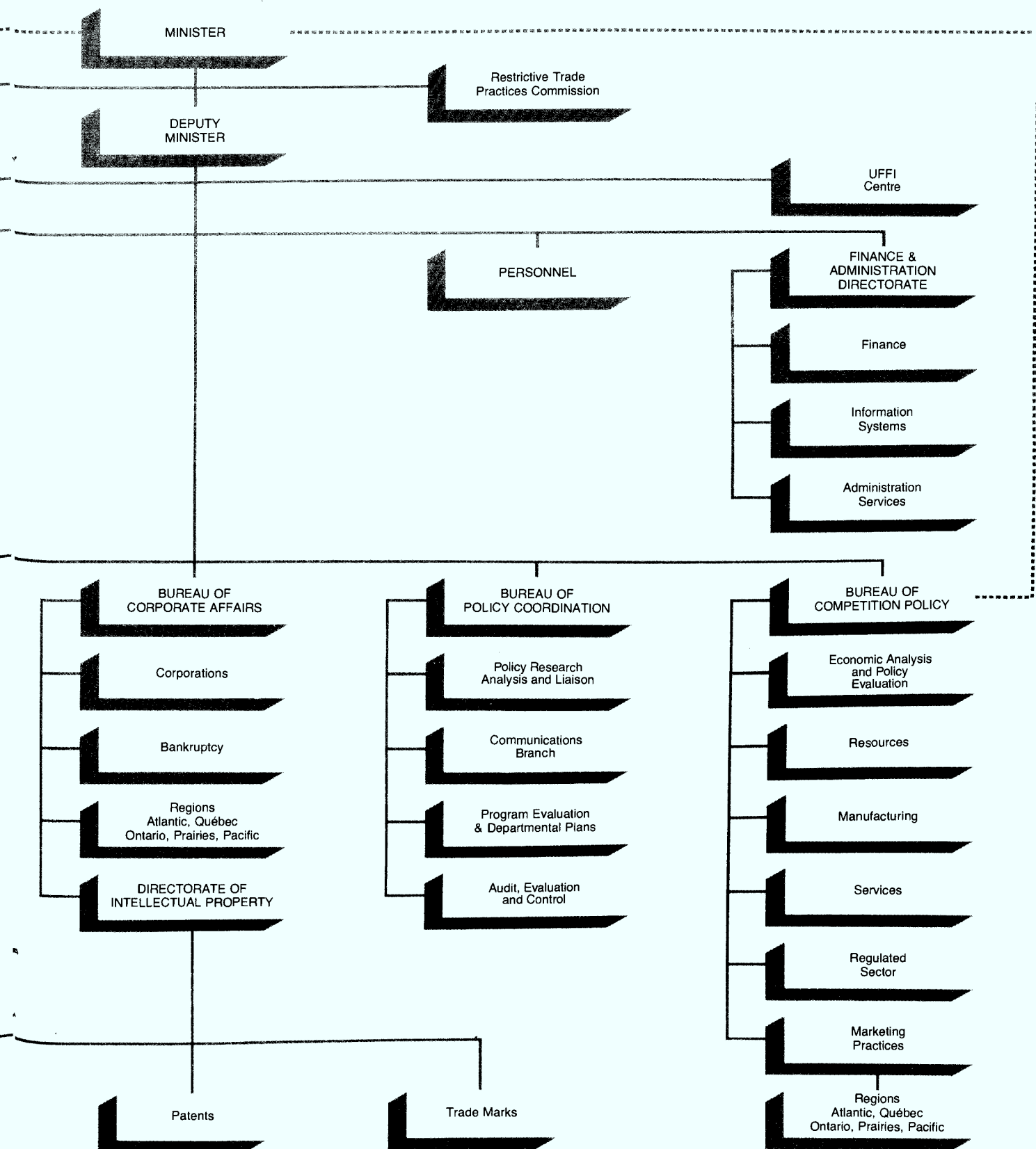
Consumer and Corporate Affairs Field Locations

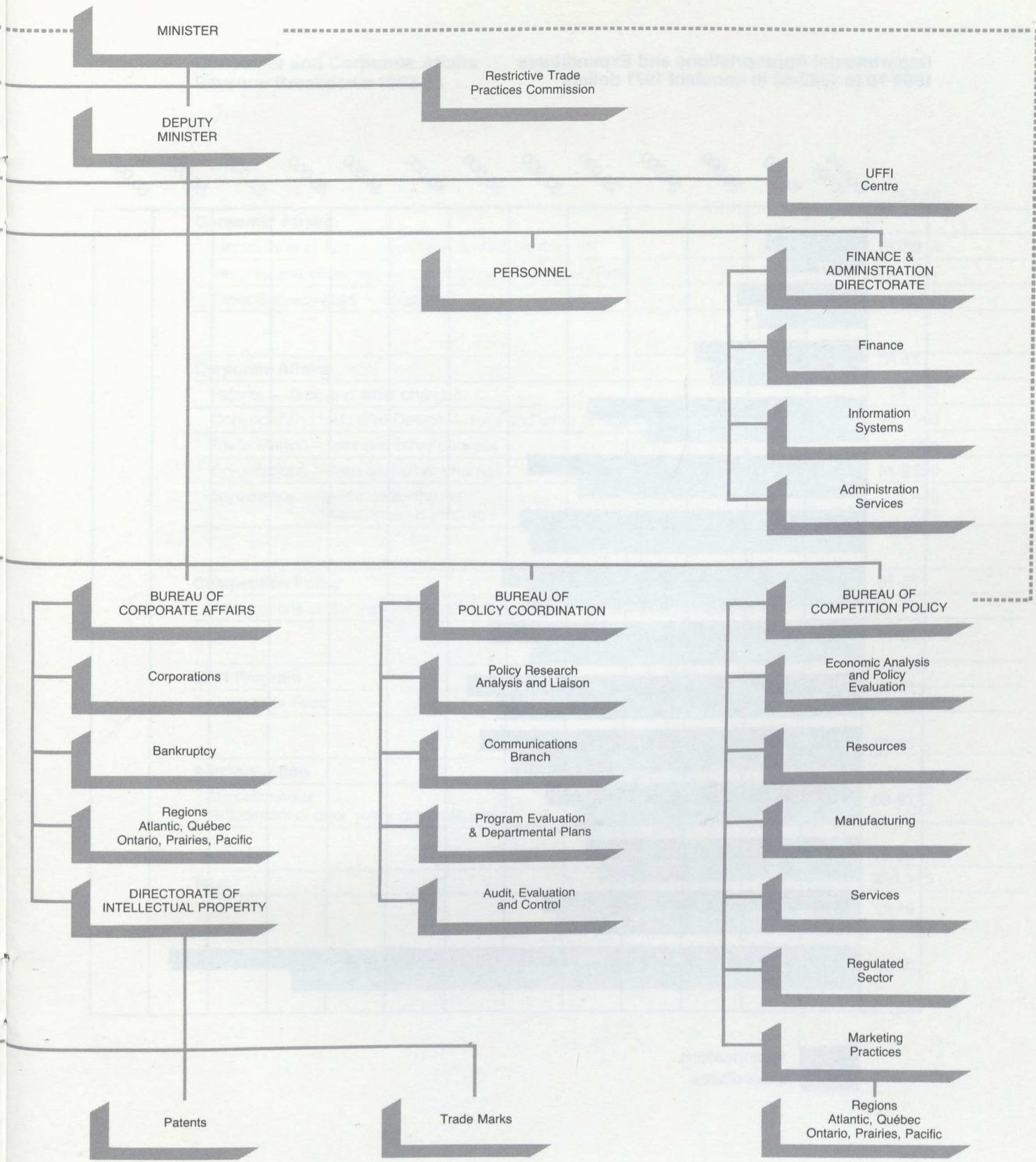
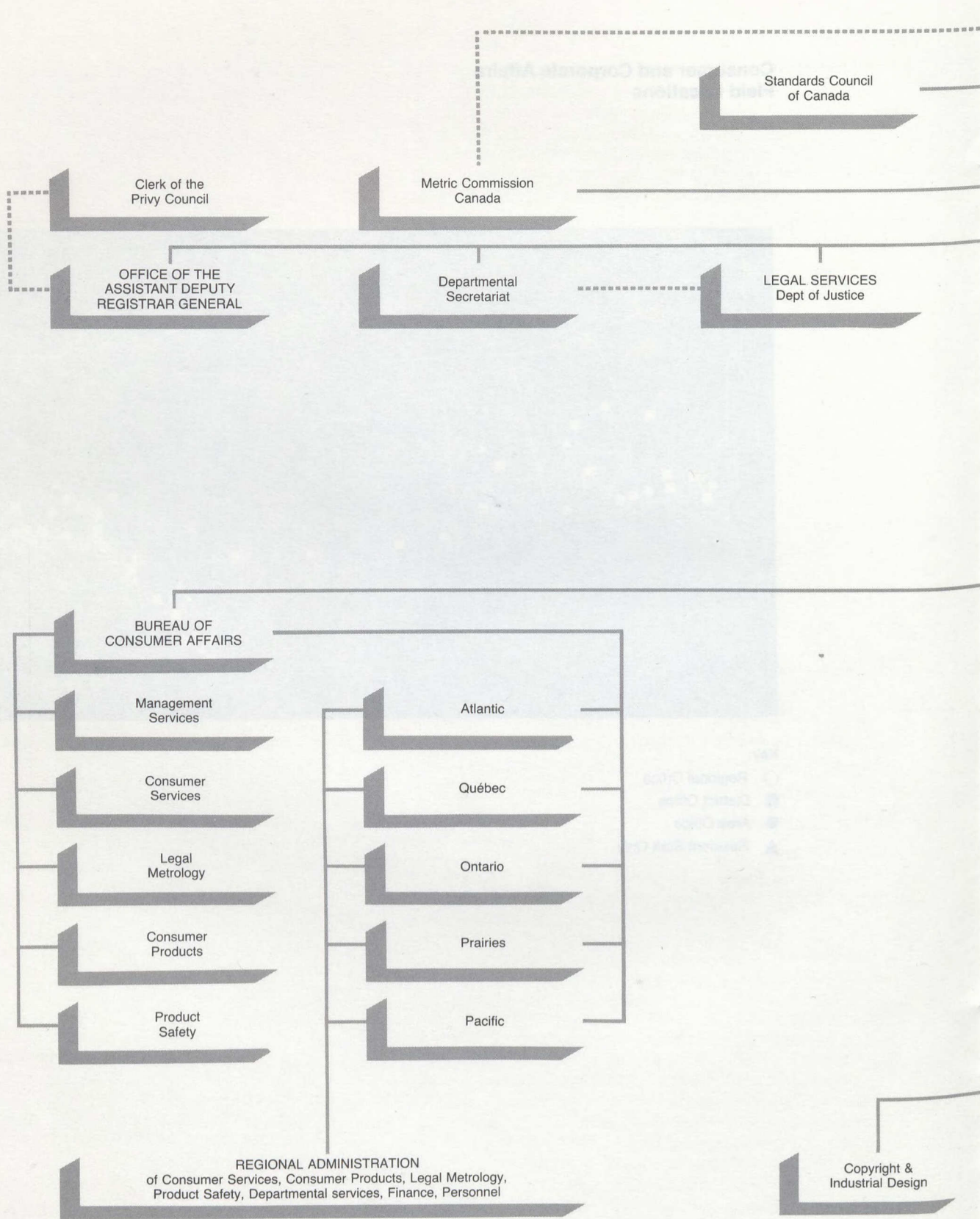


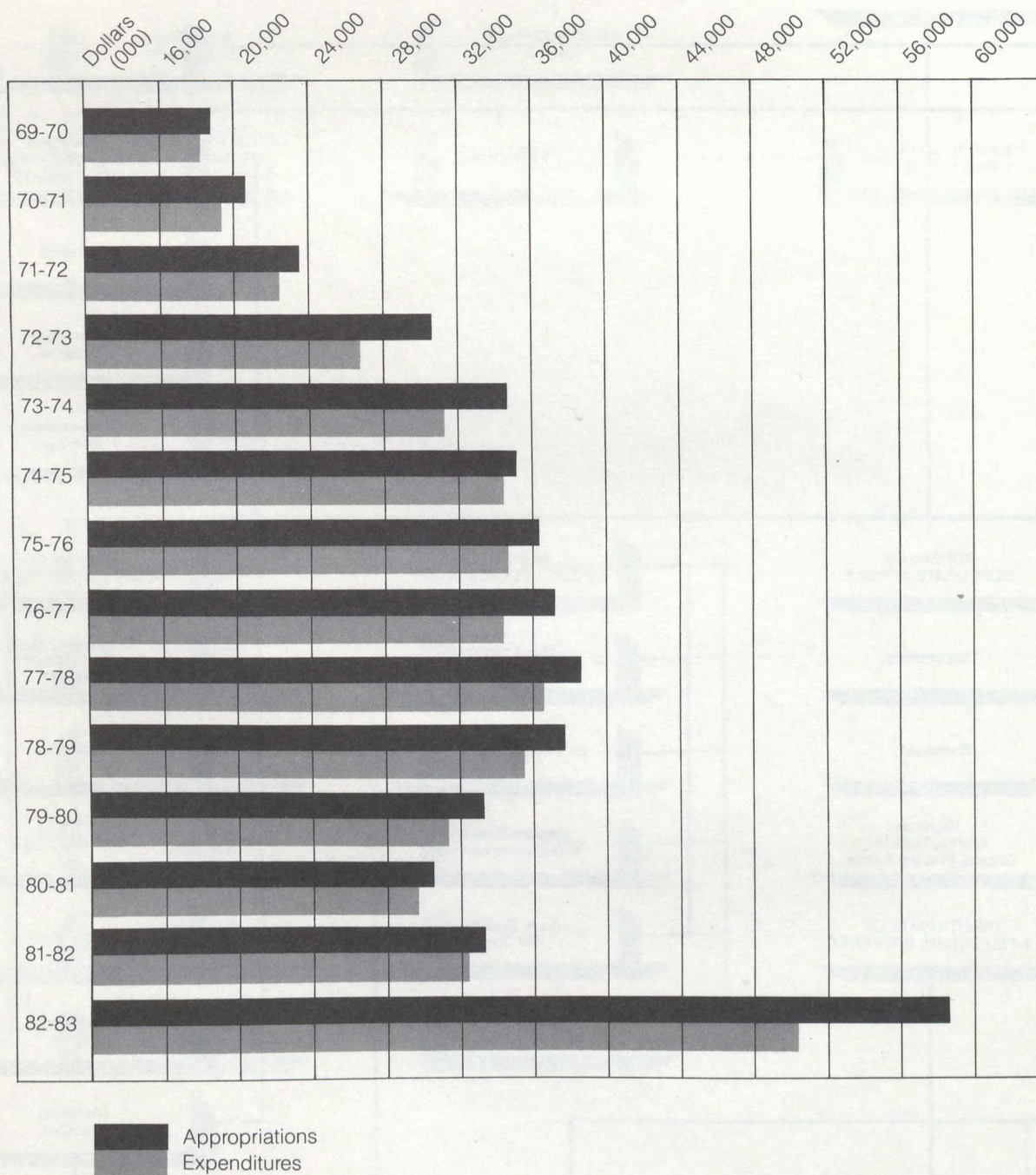
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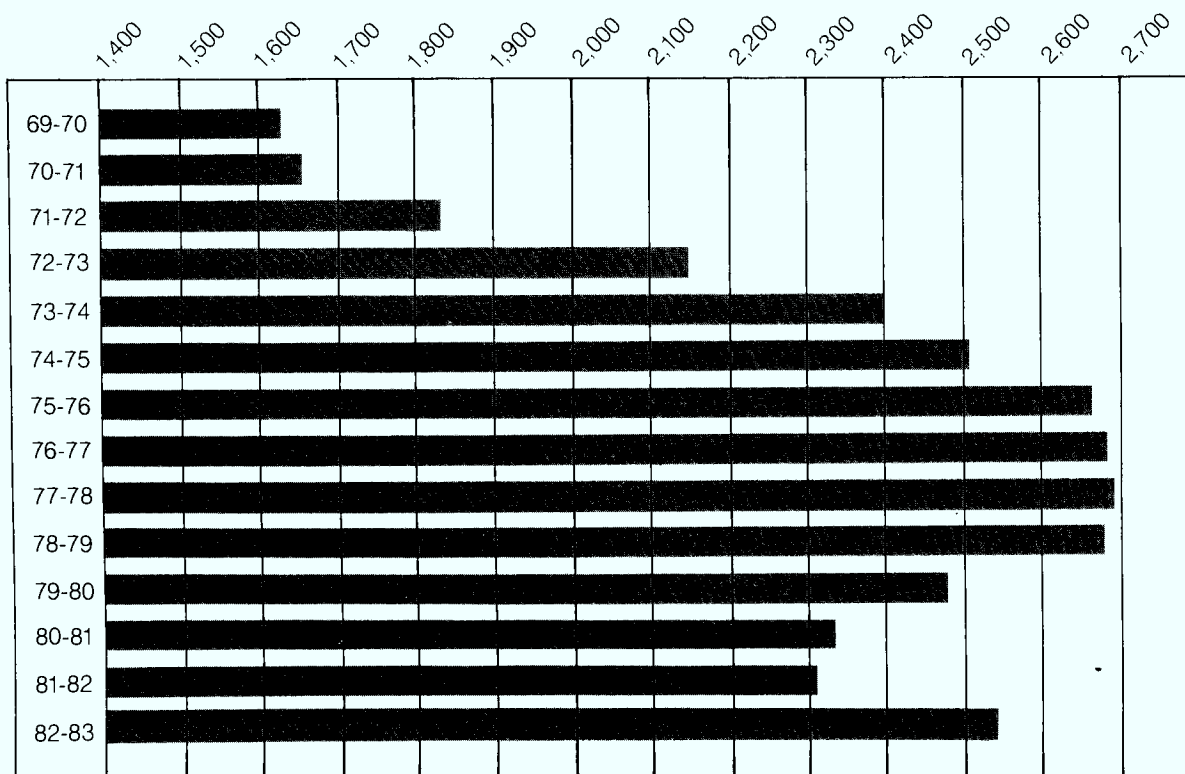


**Departmental Appropriations and Expenditures
1969-70 to 1982-83 in constant 1971 dollars**

**Consumer and Corporate Affairs
Revenue Breakdown 1982-83**

	(\$000)
Consumer Affairs	
Electricity and Gas — inspection and laboratory fees	1,316
Weights and Measures — inspection and laboratory fees	947
Other Sub-activities — fines, etc.	286
Corporate Affairs	
Patents — fees and other charges	13,929
Copyright and Industrial Design — fees and other charges	589
Trade Marks — fees and other charges	4,005
Corporations — fees and other charges	6,290
Bankruptcy — levies under the Act	1,435
Miscellaneous income	224
Competition Policy	
Prosecutions under the Combines Investigation Act — fines and forfeitures	532
UFFI Program	
Contractor Fees	453
Administration	
Miscellaneous	92
Adjustment of prior years' expenditures	1,017
Total	\$31,115

**Consumer and Corporate Affairs
Person-Years 1969-70 to 1982-83**



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