November 3, 1980

Moved that

Section 20 of the said Act be deleted and the following substituted therefor:

Communications by public with federal institutions

"20. Any member of the public in Canada has the right to communicate with, and to receive available services from, any head or central office of an institution of the Parliament or government of Canada in either official language, and has the same right with respect to any other office of any such institution where it is determined, in such manner as may be prescribed or authorized by Parliament, that there is a significant demand for communications with and services from that office in both official languages."