

INTERNATIONAL CIVIL AVIATION ORGANIZATION

A32-WP/16

P/7

8/6/98

CORRIGENDUM

11/8/98

ASSEMBLY - 32ND SESSION

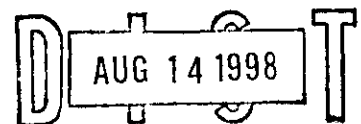
PLENARY

Agenda Item 7: Annual Reports of the Council to the Assembly for 1995, 1996 and 1997

LEVELS OF SERVICES PROVIDED IN THE WORKING LANGUAGES OF ICAO (RESOLUTION A31-17)

CORRIGENDUM

Please replace page 5 by the attached.



have been procured and are being tested. When all these systems have been implemented and the staff trained, they are bound to produce, in due time, significant productivity gains.

5.3 In the field of terminology, work is in progress to re-engineer the terminology data base with a view to providing direct on-line access and to integrating Arabic and Chinese terminology to the current system as well as to linking ICAO's Regional Offices to the Headquarters' terminology information and providing capacity to publish two saleable publications (ICAO Lexicon and Definitions) in a CD-ROM format.

6. MEASURES REQUIRED TO MAINTAIN AND ENHANCE THE LEVEL AND QUALITY OF LANGUAGE SERVICES

6.1 As has been indicated in the preceding paragraphs, in view of financial constraints and the general trend of outsourcing, the strength of the language services had been reduced in the previous triennium but remained stable over the last triennium. Due to new technologies, increases in productivity and greater recourse to external translation, the Language and Publications Branch has managed to maintain and even increase the total output and level of services. The redeployment of vacant posts within LPB to strengthen new languages so far has not affected the actual strength of the other language sections and thus the level of service. However, some language support activities had to be downsized and certain restructuring was also carried out to streamline operations.

6.2 With the present regular staff and by resorting to external translation and temporary assistance, the ICAO Language and Publications Branch is capable of providing adequate levels and quality of service within their capacity which, in principle, should be matched to the demand that has been experienced over the years. Recent figures indicate, however, that the demand and workload have increased by some 14 per cent, which is unprecedented. The number of meetings that require language services has also grown. There is a tendency, which cannot but cause concern, for working papers to become more and more voluminous and numerous, often with very tight deadlines. Such an excessive demand, if not controlled, is bound to compromise the quality and level of services including the principle of simultaneous distribution of documentation.

6.3 In order that the level and quality of language services be maintained with the existing and budgeted resources and without increases in the establishment, it is essential that every effort be made to ensure compliance with the relevant decisions and action taken by the Council and the Secretary General aimed at reducing the volume of documentation, achieving a balanced meeting schedule and greater discipline in the timely submission of documentation and improving the effectiveness and efficiency within the resources of the Organization.

7. ACTION BY THE ASSEMBLY

7.1 The Assembly is invited to note this report.