

high commissioners and other persons proceeding abroad on official government business having a diplomatic character.

The Passport Office now operates on what may be described as a functional system, which was introduced in November 1959, in replacement of an alphabetical system. Under the earlier system, there were five passport production-lines, each preparing passports only for applicants coming under the letters of the alphabet assigned to it. The new functional system organizes the production lines into pools, the persons in one pool performing the same task, and the passport applications being processed without alphabetical distribution. Applications for passports are dealt with in the following way. When the incoming mail has been opened, the remittances are retained by the cashier and the passport applications are sent to the registry section for indexing. They then pass on with files to a pool of passport-examiners, who determine whether the applications have been correctly completed and whether the applicants are entitled to passports. After the applications have been approved, they are sent to a pool of passport-writers, who inscribe the passports and the passport register-sheets (the record of the passports issued) by use of the special passport-writing machines. The files are then taken to the pasters, who paste into the passports the photographs and the signatures of the bearers. They also affix the seal over the photograph and signature and stamp the date and place of issue into the passport with the date-stamp. The passports then go to the passport-despatchers for preparation of the envelopes, after which they are picked up and sent to the outgoing-mail room. If the passport application is not in order for any reason, this is noted by the examiner and the file is referred to the pool of letter-writers, with a notation by the examiner of the appropriate form letter to be despatched. Sometimes additional comment must also be added to the form letter.

Passport Office records are microfilmed. The microfilms date back to the year 1935. In this way a record of all applications is kept and may be referred to when needed. Any information in the Passport Office files is considered confidential and will not be disclosed to an enquirer. However, the records may be released to a Canadian court if it issues an order that this should be done in the interests of the furtherance of justice.

A large number of applicants, often as many as 60 a day, appear at the Passport Office in person. Their applications are dealt with in the same way as those received by mail. Every effort is made to issue passports within one week of the time the applications are received. In emergencies, however, passports may be issued within 24 hours and, if essential, can be made ready in a matter of minutes.

In addition to issuing passports to Canadian citizens, the Passport Office issues certificates of identity and collective certificates. Certificates of identity are issued to non-Canadians, legally landed and permanently resident in Canada, who are stateless or, for certain reasons, do not have passports from their country of nationality. Certificates of identity are issued only in Canada and are valid for periods up to two years. They may be renewed abroad. Unlike a passport,