

Mandate and role

Under the Canadian Passport Order, the Passport Office is charged with issuing, revoking, withholding, recovery and use of passports, as well as developing passport policy. The Passport Office is a Special Operating Agency (SOA) of the Department of Foreign Affairs and International Trade (DFAIT). It reports to the Deputy Minister. The Passport Office finances its operations entirely from the fees charged for passports and other travel documents, and must generate sufficient revenues to meet expenditures. The Passport Office has been granted a revolving fund under a permanent authority from Parliament. This authority allows the Passport Office to pay its operating expenses, acquire equipment and temporarily finance accumulated deficits up to and including four million dollars. The Passport Office may also carry forward any surpluses in order to offset future shortfalls.

Vision

To be a role model of successful and efficient service within Government.

The Passport Office does its best to become an organization providing exemplary service by developing a client focus in all aspects of its operations. Innovative management and service delivery are mandatory. Focusing on client *needs* also enables the Passport Office to challenge standard government policy, procedures and activities in order to highlight areas for improvement, particularly where there is duplication. Integral to this challenge is the need to ensure that the concern for the security and integrity of the document and entitlement process is incorporated into all aspects of our service to the client.

Mission

Our fundamental purpose is to facilitate travel of Canadians throughout the world by providing internationally respected travel documents and services. We will also work in alliance with other government agencies to provide secure identification documents and services

The intrinsic value of our mission can be found not only in the quality of our services and actions, but ultimately in the international recognition of Canadian travel documents. Over the years, the Passport Office has acquired a number of skills as well as specialized knowledge, skills and knowledge that must be put to use. In its primary role of providing travel documents, the Passport Office provides expertise in all aspects of secure identification documents and services. It advises and works with other government agencies, be they municipal, provincial or foreign governments. In addition, the Passport Office aligns itself with other agencies, including those in the private sector, to find alternate service solutions.