

Since EAITC's Consular Program is a service, timeliness and quality are critical factors in assessing its performance. Surveys of officials in the travel industry and of the consular officers established that:

The consular services provided to Canadians abroad are considered to be effective and better than those of several other major nations.

Further the Evaluation concluded:

That resource restraints have not had a measurable impact on the quality of consular services to date.

The missions have been able to maintain the standard of their consular services by making organizational adjustments in the delivery of services. However the extent of the negative impact of the adjustments in other programs could not be readily assessed.

THE SERVICE PACKAGE

The design and control of the package of services/assistance which the missions provide to Canadians abroad will have to be improved in light of the resource constraints and the Auditor General's 1989 Report. The Auditor General is concerned about the unevenness of services and proposed that the range and extent of services be specified for each mission. As a consequence more attention should be paid in focusing effort on higher priority activities. This will require more careful planning and greater operational control at the missions and more functional supervision from Headquarters. Therefore it is recommended:

That the missions be directed to focus on the services considered to be of higher priority and to limit discretionary services such as the provision of general information.

That the implementation of this recommendation be monitored as a part of the mission planning exercise.