

The Passport Office continues to endeavour to bring the highest quality of service to its clients. Our issuing offices are more conveniently located, more accessible, more attractive, and more efficient. Our employees, especially those who deal directly with our clients, are better prepared to perform their duties, with training courses being constantly updated to keep them current.

An important Passport Office initiative is empowerment. We are well advanced in planning the removal of an entire layer of bureaucracy. Employees have the resources and the authority to make complex decisions with confidence.

The future offers a wealth of possibilities as the Passport Office investigates new options for products and services to provide to the public, as well as opportunities for partnerships with other organizations and governments, sharing with them the technology and skills we have developed over the years.

Together with our outstanding employees, I look forward to the challenges ahead.

