

STUDY ON THE OPENING OF BRANCH PASSPORT OFFICES

Introduction:

The Canadian Government has been considering the question of issuing Canadian passports on a decentralized basis since December 1967. On October 24, 1968 the Cabinet Committee on External Policy and Defence confirmed a decision taken on October 18, 1968 authorizing the Department of External Affairs to "open branch passport offices in cities where major air terminals are located -- beginning with Vancouver, Montreal and Toronto". The Secretary of State for External Affairs has expressed the hope that these offices be opened by January 1, 1970.

In May 1969 the Organization and Methods Division were requested by the Passport Office to undertake a study and make recommendations with a view to assisting the Division in implementing the Government's policy to decentralize the issue of passports.

The study was divided into five distinct areas, each of which is covered separately in this report:

1. Development of options open to the department for the role of the branch offices and examination of each option in all its implications; make recommendations on the role of the decentralized offices; and prepare submission to the Assistant Under-Secretary of State for External Affairs detailing the options open to the Department, and the one which is considered the most practicable.
2. Development of a plan to efficiently and smoothly open branch offices with a minimum expenditure of resources, sequencing and relating the various operations to be considered in fixing and meeting the budget date and the time required to perform these operations.