

200 AIM AND OBJECTIVES OF THE PASSPORT OFFICE

210 DESCRIPTION

Passports are issued under the royal prerogative as exercised by the Secretary of State for External Affairs and in turn delegated to the Chief Operating Officer of the Passport Office. The Passport Office is responsible for policy formulation, the issuance of regular, diplomatic and special passports, and program support to missions abroad. It also has authority for delivering certificates of identity to residents of Canada who are unable to obtain travel documents from their country of origin and for the issuance of refugee travel documents.

220 AIM AS A SPECIAL OPERATING AGENCY

The Passport Office's aim as a Special Operating Agency is to combine a continuing increase in the economy, efficiency and effectiveness with which it delivers its services with the achievement of progressively more demanding financial and performance targets as agreed upon between the Chief Operating Officer and the Deputy Head.

230 PROGRAM OBJECTIVES

The specific objectives of the Passport Office, a Special Operating Agency operating under a revolving fund, are:

- to provide efficient and effective passport, travel document and official visa services which most effectively utilize financial and other resources;
- to achieve such financial and other performance targets as the Chief Operating Officer and the Deputy Head may from time to time determine;
- to run its operations, as far as is practical, in accordance with generally accepted business practice;
- to provide functional direction, equipment and operational information support services to Department of External Affairs officers who are responsible for the provision of passport services abroad;
- to recover over time the full cost of all services;
- to maintain and review its materiel, domestic accommodation and other assets in the light of operational needs and technological advancements, using appropriate methods of investment appraisal, and to improve utilization of those assets wherever practicable;
- to maintain a competent and efficient workforce and to provide such training programs and facilities as will best meet its aim and objectives;