

e) The security value of the branch office as a means of establishing the identity and entitlement of applicants to passport services would be limited to only the urgent cases with which it deals.

Option 2

THE BRANCH OFFICE WILL EXAMINE ALL APPLICATIONS WHICH ARE RECEIVED BUT PROCESS ONLY URGENTS AND OTHERS UP TO ITS OPERATING POTENTIAL AND REFER ON A DAILY BASIS THE BALANCE TO HEADQUARTERS FOR PROCESSING.

Implications

- a) The processing staff could be kept to a minimum but the number of examiners would increase according to the number of applications received.
- b) The chief advantages might be:
 - i) Maintenance of good security since most applications would be presented in person permitting the confirmation of identity and entitlement.
 - ii) Incomplete applications presented in person would not be accepted thus reducing the volume of correspondence.
 - iii) Applications delivered by other than the applicant could also be checked and returned if incomplete; guarantors could be checked at the local level.
 - iv) If delivered to a branch office by mail, the application could be examined and "urgent" cases processed locally; the non-urgent cases would be referred to Ottawa for processing.
- c) A file control system would be required at the branch office to answer inquiries with respect to applications received locally.