

PART V: Audit of Branch Office Operations

ORGANIZATION

The Cabinet has decided that the issue of Canadian Passports will be further decentralized in early 1970 with the opening of regional offices in three major Canadian cities. At that time passport services will be available from 4 offices in Canada, 12 in the United States and 77 in cities outside North America (see Annex R).

At present passport services rendered outside Canada (in 89 offices) are audited on a continuing basis by headquarters to detect errors, omissions and deviations from the prescribed passport instructions. Discrepancies are noted and brought to the attention of the relevant passport issuing office for future guidance. The audit is performed on all passport services rendered abroad (100% audit). The "Foreign Operations Section" of the Passport Office is responsible for this.

The regional offices to be opened in early 1970 could process an estimated 42% of all applications originating in Canada. The monitoring of regional office operations will be a crucial activity for the first six to twelve months to ensure that deviations from prescribed instructions are remedied as soon as possible.

With the opening of regional offices in Canada the audit function will consist of:

- a) Services rendered by passport issuing offices outside Canada; and
- b) Services rendered by passport issuing offices in Canada other than at headquarters.

It is suggested that the responsibility for performing both aspects of this function be allocated to a single organization unit established for this purpose, an Operational Audit Section.