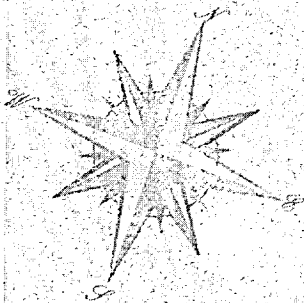


NEW SERVICES

CLIENTS



- 2.3 The Passport Office issues numerous travel documents.
- 2.3.1 The Agency also delivers procedural guidance to missions abroad relating to the issuance, revocation, withholding, recovery and use of Canadian passports, and develops Canadian passport policy.
- 2.3.2 It provides official travel services to officials and elected representatives travelling on business on behalf of the Government of Canada or provincial or territorial governments.
- 2.3.3 In addition, it responds to international requests for advice on matters of effective and efficient delivery of a secure passport.
- 2.4 The Passport Office may develop new products or services, including developments in information technology, to improve the Agency's service to the public. In particular, it plays a leadership role in promoting the international use of machine-readable passports and other developments in passport technology to facilitate and ensure the security of international travel.
- 2.5 The Passport Office's primary clients are members of the Canadian public applying for travel documents, and other government organizations. In addition, the Agency offers services to, among others, government officials and the travel industry.