

adherence to laid-down policy may be detrimental to the overall achievement of departmental objectives; to review and appraise the soundness, adequacy and application of existing management controls and reports; to examine and appraise the effectiveness of communications both vertical and horizontal so that departmental requirements are understood, co-ordinated and implemented; to assure management that effective and economical use is being made of the manpower, financial and matériel resources available for overall departmental operations, and that accounting objectives are met and assets satisfactorily accounted for and safeguarded from loss. As a part of its function, the Inspection Service endeavours to improve the morale of those on duty abroad by reviewing the adequacy of physical facilities and conditions of service at posts, and to increase the understanding at headquarters of the professional and personal problems encountered at posts abroad.

The Consular Division is responsible for the conduct of all consular matters. Its duties include safeguarding the rights and interests of Canadian citizens and companies abroad; making arrangements for the protection and evacuation of Canadian citizens abroad in times of emergency or war; helping Canadian citizens in difficulty or distress abroad, including those who are in detention or temporarily destitute, and, where necessary, providing financial aid on a recoverable basis to relieve their immediate distress or, as warranted, to repatriate them to Canada; assisting in connection with the death of a Canadian citizen abroad and the settlement of estates; providing assistance in finding missing persons; handling questions relating to Canadian merchant shipping and seamen; answering enquiries or acting in a liaison capacity in matters pertaining to travel abroad, Canadian citizenship, immigration and non-immigrant entry, social security, taxation, Red Cross matters, liability for military service and Canadian war graves; renewing courtesy or diplomatic visas; providing assistance in obtaining birth, marriage and death certificates and other official documents from countries abroad.

The Consular Division is also responsible for the negotiation of agreements with foreign countries for the easing of entry requirements for Canadian citizens visiting such countries, whether by waiver of visas and the elimination or reduction of visa fees or by the introduction of multi-entry visas.

The Passport Office is responsible for issuing passports to Canadian citizens. This is done in Canada through the main Passport Office at Ottawa and regional offices at Montreal, Toronto and Vancouver. The latter provide urgently-required passport services at these major gateways for international air travel and assist area residents in completing their passport applications. Abroad, service is provided through Canadian diplomatic missions and consular and trade offices. The Passport Office also issues certificates of identity and United Nations Refugee Convention travel documents to non-Canadians legally landed and currently residing in Canada who are eligible to receive them. During 1969, 370,444 passports were issued and 8,061 renewed for citizens residing in Canada; in addition, 1,097 certificates of identity were issued and 453 renewed. Fees received by the Passport Office during the year amounted to \$3,613,496. Growth in public demand for passport services has increased by 176 per cent in the past ten years.