

PART I

INTRODUCTION

SPECIAL OPERATING
AGENCY STATUS

AIM AS AN SOA

PURPOSE OF
FRAMEWORK
DOCUMENTREVIEW
ARRANGEMENTS

- 1.1. The Passport Office was established as a Special Operating Agency (SOA) effective April 1, 1990 – in accordance with the initiative announced by the President of the Treasury Board on December 15, 1989.
- 1.2. The aim of the Passport Office as an SOA is to operate in an effective, efficient and economical fashion in delivering its services to the Canadian public. Management decisions should be based upon sound business practices and improved quality of service to customers.
- 1.3. The Passport Office Framework Document represents the Agency's constitution. It includes the mandate and role; the mission, vision and values; the organization and accountability framework; the Agency's relationships with its parent department and other organizations; and performance evaluation criteria. It also identifies the authorities delegated to the Chief Executive Officer (CEO).
- 1.4. The Passport Office and its parent department will review the Framework Document a minimum of every three years. Any changes resulting from the review will be incorporated and form part of this document.

This version of the Framework Document is the result of the first such review.

PART II

MANDATE
AND ROLE

MANDATE

- 2.1. The mandate under which the Passport Office operates is derived from the Canadian Passport Order (P.C. 1981-1472 June 4, 1981; registered as SI/81-86 and published on June 24, 1981). The Passport Office has authority to charge fees for services provided, pursuant to Section 19 of the *Financial Administration Act*.
- 2.2. The Passport Office is charged with the issuing, revoking, withholding, recovery and use of passports (meaning official Canadian travel documents). It provides services direct to Canadians and is driven by the obligation to the Canadian public inherent in its mandate.