

3. Mandate and Objectives

The official mandate of the Passport Office is legally defined by the Canadian Passport Order of June 24, 1981. Under this order, the Passport Office is to issue, revoke, and/or withhold passports to Canadian citizens. The act also defines the basic type of evidence required to accompany an application.

As a Special Operating Agency, the Passport Office must break-even financially over 4 year financial periods. A maximum \$4 million gain or loss in any one 4 year period is permitted. Fees charged are usually changed only every 4 yrs, and this fixed-fee period is 2 years out of synchronization with the financial period in order to permit adjustments in fees to ensure break-even operation within the financial period. Any accumulated surpluses in any 4-year financial period are carried forward.

3.1 Objectives

With this operational and financial mandate, the Passport Office has evolved as an efficient service organization. In fact the PPO lists as its primary objectives the following key elements:

1. Service to "customers"
 - o Fast response times on applications
 - o Quality control of passports and other documents
 - o Integrity and reliability of passports, to enhance world wide acceptance