

In 1993-94, about 94% or 1.27 million passports will be issued in Canada. About 6% or 79,000 passports will be issued by Canadian missions abroad.

Type of Product

It is estimated that we will issue 1,334,721 24-page passports in 1993-94. This represents 97.5% of the total travel documents to be issued. The remaining 34,279 or 2.5% of documents to be issued include the 48-page passport; special, diplomatic and emergency passports; certificates of identity; and refuge travel documents.

Type of Service

In Canada, 14.6% of applications are currently submitted by mail and the remainder at public

counters in regional offices and in offices serving the National Capital Region.

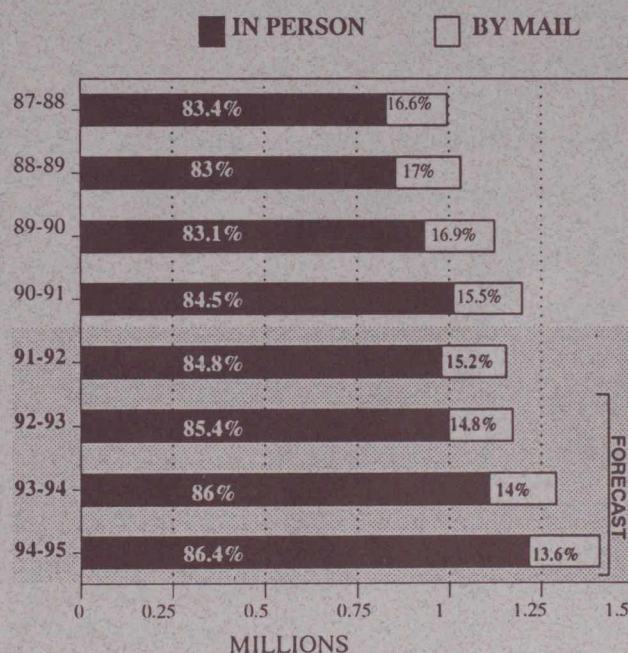
In 1993-94, four new offices will be opened to encourage Canadians to make use of the over-the-counter service. We forecast a decline of 0.6% in the use of the mail service in 1993-94. It is estimated that about 86% of all applications in Canada will be submitted in person and 14% by mail.

Level of Service

Passports are normally issued in Canada in five working days when applications are submitted in person at public counters. Applications mailed to Ottawa normally take ten working days to process.

GRAPH 5

Applications Submitted in Canada



GRAPH 4

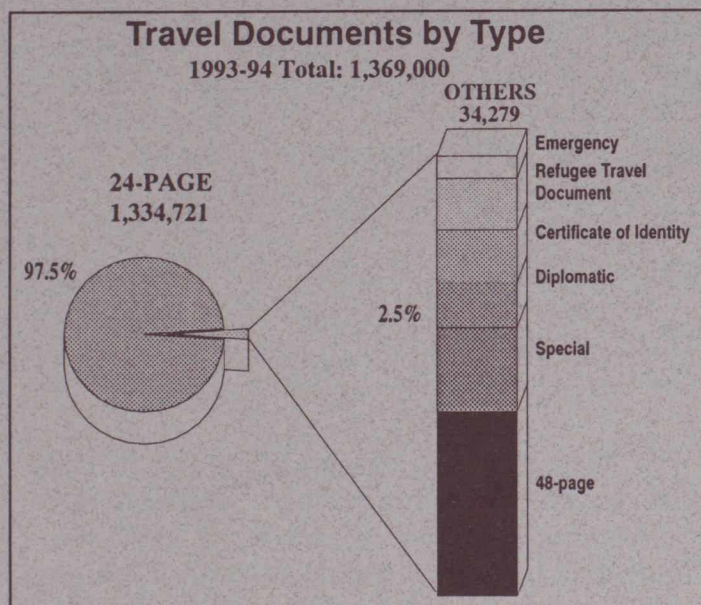


TABLE 1

Levels of Service for Passports Issued in Canada

	1991-92 Actual		1992-93 to 1994-95 Forecast	
Applications				
Submitted by mail*	10 days	97%	10 days	97%
	17 days	100%	17 days	99%
Submitted in person	5 days	96%	5 days	96%
	7 days	100%	7 days	99%

* Complete applications