

throughout the Passport Office. This will allow for an on-line records scheduling and disposal program.

## Security and Foreign Operations

The Passport Office's emphasis on security and quality control is supported by the Security and Foreign Operations Directorate which addresses the threat posed by professionally forged, stolen, or illegally obtained support documents.



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The Directorate carries out activities in the area of passport crime prevention and takes an active part in the Interdepartmental Committee on the Security of Canadian Documents.

The Directorate's activities have resulted in a new, more technically unimpeachable passport. The new passport booklet, which appeared in fall 1993, contains additional security features to prevent tampering and also to make counterfeit or altered documents

more apparent to border personnel. It places serious obstacles in the path of those who would attempt to tamper with a document.

The Security Enhancement Plan, initiated in 1991, called for a number of measures to enhance the security of the Canadian passport and how it is issued. One of the fundamental changes was to encourage applicants, wherever possible, to apply for their passports in person. This approach highlighted the need for additional issuing offices, and so several new offices have been opened since that time. The improved availability of regional offices has encouraged more clients to apply for their passports in person.

In cooperation with the Registrar of Canadian Citizenship, and pursuant to a recommendation by the Auditor General, the Passport Office undertook a project to determine the extent of fraudulent use of lost and stolen citizenship certificates in passport applications. The project, now completed, showed no indication that lost or stolen citizenship certificates are being used to obtain Canadian passports.

The 1993-94 Business Plan called for an upgrading of the Case Management System to help identify crime and immigration fraud, in cooperation with law enforcement agencies and immigration officials. The decision was taken to postpone any further work on the Case Management System, a part of the Security Enhancement Plan, while we explore the potential of the Technology Enhancement Plan to offer new approaches and safeguards.

The Directorate undertook an analysis of Consular and Immigration Affairs officials to