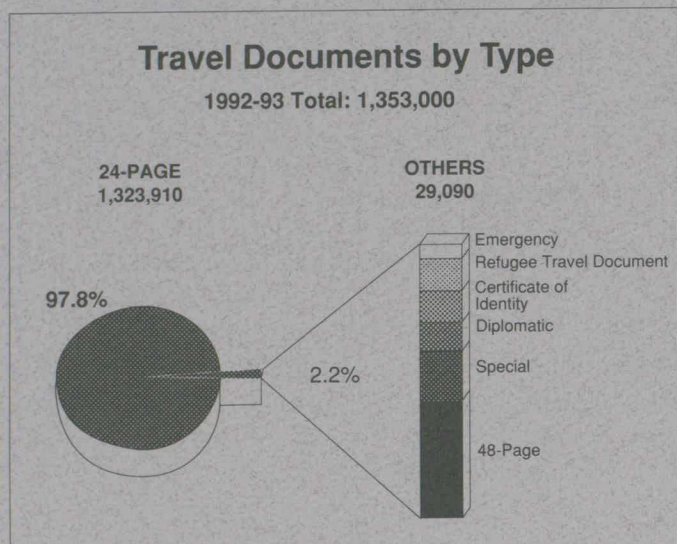


Type of Product

It is estimated that we will issue 1,323,910 24-page passports in 1992-93. This represents 97.8% of the total travel documents to be issued. The remaining 29,090 or 2.2% of documents to be issued include the 48-page passport, special, diplomatic and emergency passports, certificates of identity and refugee travel documents.

GRAPH 4

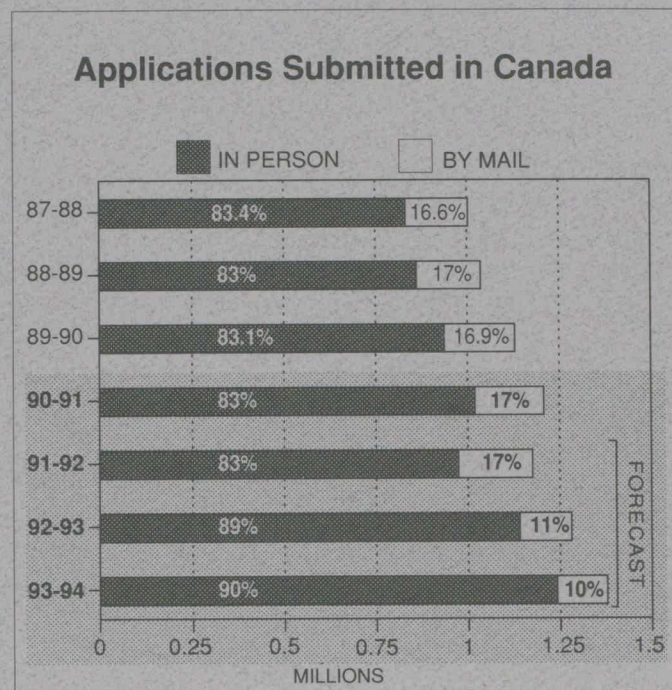


Type of Service

In Canada, 17% 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 1992-93, five new offices will be opened to encourage Canadians to make use of the over-the-counter

service. We forecast a decline of 6% in the use of the mail service in 1992-93. It is estimated that 89% of all applications in Canada will be submitted in person.

GRAPH 5



Level of Service

Passports were normally issued in Canada in three working days when applications were submitted in person at public counters. Applications mailed to Ottawa took normally seven working days to process. With the implementation of the Security Enhancement Plan (see section 3.2) in January 1992, the levels of service have been modified as follows:

TABLE 1

Levels of Service for Passports Issued in Canada				
Applications	1990-91 Actual		1991-92 to 1993-94 Forecast	
Submitted by mail*	7 days	97%	10 days	97%
	14 days	100%	17 days	99%
Submitted in person	3 days	96%	5 days	96%
	5 days	100%	7 days	99%

* Complete applications