

CHAPTER 1 - WHO WE ARE AND WHAT WE DO

Our Mission and Our Philosophy

The Passport Office is the government agency charged with issuing travel documents to the Canadian public. Its responsibilities include issuing, revoking, withholding, and recovering passports. The Office also offers guidance to missions abroad which are sometimes called upon to provide passports for Canadians out of the country, and supervises all matters related to travel documents, including their use. The Passport Office is mandated to carry out these functions under the Canadian Passport Order (P.C. 1981-1472, 4 June, 1981).



Marie Caputo
Ontario Operations

The Passport Office also provides travel services to officials and elected representatives travelling on behalf of the Government of

Canada or provincial or territorial governments. In addition, it responds to requests from the international community for advice on issuing secure documents.

Our mission is to provide the Canadian public with internationally respected travel documents. These documents are recognized by multilateral treaties and have a worldwide reputation for their authenticity and the integrity of the issuing process. We also value cost efficiency and strive to provide Canadians with the best possible service. These ideals are reflected in our values and related mission statements.

In undertaking our task we are bound by three important considerations:

- efficiency in processing the documents
- security in ensuring they are authentic and universally respected
- cost effectiveness — acting with probity and fiscal responsibility.

Our services allow Canadians to travel abroad with the knowledge that their travel documents will be recognized and respected by border control officers around the world. The Canadian passport provides a high measure of security and comfort; it sets a standard for the world.

Special Operating Agency Status

The Passport Office became a Special Operating Agency (SOA) in 1990, when the first five of these agencies were established by the government to promote sound business practices and efficiency in the delivery of government programs. We are, in effect, a “bottom line” business, though we still report to a government department, Foreign Affairs and International Trade.