2.7 Outputs and Effects

During the fiscal year 1978/79, there were a total of 571,298 consular "cases" reported. Of these, a very small proportion were related to crises or emergencies (approximately 3%); the remainder represented various forms of general consular assistance such as issuing passports or visas, notorary documents, etc. Every two months, statistics are compiled by the posts and reported to the Bureau, but detailed statistics on the various types of "general" services are not maintained individually.* Summary figures are given only for the following categories:

- detentions
- hospitalizations
- financial assistance cases
- repatriations
- deaths
- general consular assistance.

An initial attempt to identify the more significant program outputs, and some of the perceived effects to which they may give rise, is presented in Table 1.

2.8 Existing Evaluation Mechanisms

Consular Services, as conducted by the posts abroad, are subjected to review annually in conjunction with the Country Program Review exercise. Country program documents contain a description of the country-specific program, comments on performance over the year and some indication as to future trends in the consular activity in the posts' consular territories. The person-year utilization and forecast is reviewed at the same time.

There are periodic ICERIS inspections of all posts, about every third year, at which time the consular program is reviewed as one of the many post responsiblities. Inspection Reports are available.

---

* For instance, figures on the numbers of passports issued are maintained by the Passport Office but there is no indication of the amount of time devoted to this aspect of the Consular Program. Some estimates place passport work at 30 per cent of the program time, but there are no data to support this other than the numbers of passports issued.