

Objective : 3. To improve the quality of service to the public.
 Objectif :

No NO	R/N	Goals Buts	Results forecast Résultats prévus			Activities in order of priority Activités par ordre de priorité	Resp. centre Centre de resp.	Control dates Dates de contrôle	C-Y Resources		A-C Ressources	No NO
			1980-81	1981-82	1982-83				P-Y	A-P	\$ 000	
3.1	N	Setting up of information return mechanisms for purposes of evaluating the satisfaction of the public.	X			- making reply cards available to the public so that it can comment on the services offered.	Official Languages Division. Consular Services Bureau. Passport Office.	A: 1982-1983 M: monthly	.12		2	3.1
3.2	N	Assess public satisfaction with respect to quality of services offered.	X			- survey of clientele receiving consular and passport office services	Official Languages Division. Consular Services Bureau. Passport Office.	A: 1982-1983 M: monthly	.12		3	3.2

(1) Goal - (R) Revised (N) New (2) Dates of - (M) Monitoring (A) Auditing
 But - (R) Révisé (N) Nouveau Dates de - (S) Surveillance (V) Vérification

(1)