

DECENTRALIZATION

49. At the present time, Ottawa is the only place in Canada where passports are issued. The issuance of passports is then mostly a mail order business. On the other hand people who are located in or near Ottawa who require passports are inclined to come to the Passport Office. These passports can usually be obtained within 48 hours. They represent, however, only a small percentage of the total passports issued.
50. Applicants who come personally to the Passport Office have their applications examined by an experienced examiner. As a result, no incorrect applications are taken over the public counter from people who present themselves at the Passport Office. Applications received through the mail are quite often submitted with inaccuracies, omissions, etc., and this means correspondence between the Office and the applicant until all the required information has been received. This naturally delays the issuance of passports and creates voluminous paperwork.
51. If passport agency offices were established in major cities, where there is a sufficient volume of business to warrant their existence, applicants could present themselves in person, and with the assistance of an examiner, complete their applications accurately. Applications, if not urgent, would then be sent to Ottawa for final processing. Applicants requiring passports urgently would have them issued by the office