

Global Affairs Canada

Fees Report

Fiscal year 2019–20

The Honourable
François-Philippe Champagne
Minister of Foreign Affairs

The Honourable
Mary Ng
Minister of Small Business,
Export Promotion and
International Trade

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International Trade and International Development, 2020

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Ministers' message

On behalf of Global Affairs Canada, we are pleased to present our report on fees for 2019–20.

The *Service Fees Act*ⁱ provides a modern legislative framework that enables cost-effective delivery of services and, through better reporting to Parliament, improves transparency and oversight.

As a result of improvements to the service standards for the Consular Service Fee and the Specialized Consular Service Fees this will be the first year where performance results are reported against those new service standards. The department has also made important progress in the review of service fees falling under the department's authority and further work is planned in this regard.

We will continue to lead our department's transition to the reporting regime provided under the *Service Fees Act*.



The Honourable François-Philippe Champagne
Minister of Foreign Affairs



The Honourable Mary Ng
Minister of Small Business,
Export Promotion and
International Trade

About this report

This report, which is tabled under section 20 of the *Service Fees Act* and section 4.2.8 of the *Directive on Charging and Special Financial Authorities*ⁱⁱ, contains information about the fees that Global Affairs Canada had the authority to set in 2019–20.

Government of Canada departments may set fees for services, licences, permits, products, the use of facilities; for other authorizations of rights or privileges; or to recover, in whole or in part, costs incurred in relation to a regulatory scheme.

For reporting purposes, fees must be categorized under the following three fee setting mechanisms:

1. Act, regulation or fees notice
 - An act of Parliament delegates the fee setting authority to a department, minister or Governor in Council.
2. Contract
 - Ministers have the authority to enter into contracts, which are usually negotiated between the minister and an individual or organization, and which cover fees and other terms and conditions. In some cases, that authority may also be provided by an act of Parliament.
3. Market-rate or auction or both
 - The authority to set these fees is pursuant to an act of Parliament or regulation, and the minister, department or Governor in Council has no control over the fee amount.

This report contains information about all fees that are under Global Affairs Canada’s authority, including any that are collected by another department.

The information covers fees that are subject to the *Service Fees Act*.

For fees set by contract, fees set by market-rate, auction or both, the report provides totals only. For fees set by act, regulation or fees notice, it provides totals for fee groupings, as well as detailed information for each fee.

Although the fees that Global Affairs Canada charges under the *Access to Information Act*ⁱⁱⁱ are subject to the *Service Fees Act*, they are not included in this report. Information on Global Affairs Canada’s access to information fees for 2019–20 can be found in our access to information report, which is posted on the [Global Affairs Canada website](#).

Remissions

A remission is a partial or full return of a fee to a fee payer who paid for a service for which a department deemed that the service standard was not met.

Under the *Service Fees Act*, departments must develop policies for determining whether a service standard has been met and for determining how much of a fee will be remitted to a fee payer if a service standard is not met. This requirement will not take effect until April 1, 2021, so this report does not include remissions issued under the *Service Fees Act*. The report also does not include other remissions.

Overall totals, by fee setting mechanism

The following table presents the total revenue, cost and remissions for all fees that Global Affairs Canada had the authority to set in 2019–20, by fee setting mechanism.

Overall totals for 2019–20, by fee setting mechanism

Fee setting mechanism	Revenue (\$)	Cost (\$)	Remissions (\$)
Fees set by contract	35,217,371	35,217,371	0
Fees set by market-rate, auction or both	0	0	0
Fees set by act, regulation or fees notice	41,893,681	168,805,379	0
Total	77,111,052	204,022,750	0

Totals, by fee grouping, for fees set by act, regulation or fees notice

The following tables present, for each fee grouping, the total revenue, cost and remissions for all fees that Global Affairs Canada had the authority to set in 2019–20 that are set by any of the following:

- act
- regulation
- fees notice

A fee grouping is a grouping of all the fees that a department has the authority to set for activities relating to a single business line, directorate or program.

Consular Service Fee: totals for 2019–20

Fee grouping	Consular Service Fee	
Revenue (\$)	Cost (\$)	Remissions (\$)
37,016,882	157,107,329	0

Specialized Consular Service Fees: totals for 2019–20

Fee grouping	Specialized Consular Service Fees	
Revenue (\$)	Cost (\$)	Remissions (\$)
1,948,902	4,048,218	0

Export/Import Permit Fees - Other Products and Services: totals for 2019–20

Fee grouping	Export/Import Permit Fees - Other Products and Services	
Revenue (\$)	Cost (\$)	Remissions (\$)
2,927,897	7,649,832	0

Details on each fee set by act, regulation or fees notice

This section provides detailed information on each fee that Global Affairs Canada had the authority to set in 2019–20 and that was set by any of the following:

- act
- regulation
- fees notice

Export/Import Permit Fees

Fee grouping	Export/Import Permit Fees - Other Products and Services
Fee	<ol style="list-style-type: none"> 1) Export permit or certificate issued by the Trade Controls Bureau of Global Affairs Canada. 2) Export permit or certificate delivered by a customs broker's office that is authorized by the Minister of Foreign Affairs to make such delivery. The \$9 fee does not include any fees for services incidental to the delivery of the permit or certificate. 3) Where the import permit is delivered by a person who is not employed in the public service of Canada but who is authorized by the Minister to make the delivery, the fee varies depending on the total value of the goods in respect of which the import permit is issued. 4) Where the import permit is delivered by the department's Trade Controls Bureau, the fee varies depending on the total

	value of the goods in respect of which the import permit is issued.
Fee-setting authority	<ul style="list-style-type: none"> • Export & Import Permits Act ^{iv}; and • Export and Import Permits and Certificates Fees Order ^v
Year fee-setting authority was introduced	1995
Last year fee-setting authority was amended	2013
Service standard	Deliver non-strategic, non-routed import and export permits within 15 minutes of the time of application; process within four business hours permit applications that are automatically redirected (routed) to departmental officers or that have been flagged for an officer's review by the applicant when no additional information or documentation is required; process within three business days permit applications for B.C. logs that are automatically redirected (routed) to departmental officers; process within five business days permit applications for firearms that are automatically redirected (routed) to departmental officers; process applications for permits to export controlled military and strategic goods and technology from eligible exporters who have provided all required supporting documentation within 10 working days where consultation outside the bureau is not required and within 40 business days where consultation is required.
Performance result	The service standards were met 98.6% of the time.
Application of Low-Materiality Fees Regulations	Low-materiality (<\$51)

Fee	2019–20 fee amount (\$)	2019–20 total fee revenue (\$)	Fee adjustment date	Adjusted fee amount in 2021–22 (\$)
1) Export permit or certificate issued by the Trade Controls Bureau of Global Affairs Canada	14	19,586	Not Applicable	14
2) Export permit or certificate delivered by a customs broker's office that is authorized by the Minister of Foreign Affairs to make such delivery. The \$9 fee does not include any fees for services incidental to the delivery of the permit or certificate.	9	2,067,507	Not Applicable	9
3) Where the import permit is delivered by a person who is not employed in the public service of Canada but who is authorized by the Minister to make the delivery, the fee varies depending on the total value of the goods in respect of which the import permit is issued.	<ul style="list-style-type: none"> • Less than 1,000 = 10 • 1,000 or more but less than 5,000 = 14 • 5,000 or more but less than 10,000 = 18 • 10,000 or more but less than 20,000 = 22 • 20,000 and over = 26 	821,254	Not Applicable	<ul style="list-style-type: none"> • Less than 1,000 = 10 • 1,000 or more but less than 5,000 = 14 • 5,000 or more but less than 10,000 = 18 • 10,000 or more but less than 20,000 = 22 • 20,000 and over = 26
4) Where the import permit is delivered by the department's Trade Controls Bureau, the fee varies depending on the total value of the goods in respect of which the import permit is issued.	<ul style="list-style-type: none"> • Less than 1,000 = 15 • 1,000 or more but less than 5,000 = 19 • 5,000 or more but less than 10,000 = 23 • 10,000 or more but less than 20,000 = 27 • 20,000 and over = 31 	19,550	Not Applicable	<ul style="list-style-type: none"> • Less than 1,000 = 15 • 1,000 or more but less than 5,000 = 19 • 5,000 or more but less than 10,000 = 23 • 10,000 or more but less than 20,000 = 27 • 20,000 and over = 31

Specialized Consular Service Fees

Fee grouping	Specialized Consular Service Fees
Fee	<ol style="list-style-type: none"> 1) Administering an oath, receiving an affidavit, declaration or affirmation or attesting any document bearing a signature 2) Attesting the execution of a document, other than a certificate of origin or a document in support of a consignment of goods 3) Authenticating the signature and seal of a foreign authority, including an officially authorized translator 4) Obtaining a legalization or other certification from a foreign authority in respect of any document (in addition to costs charged by the foreign authority, if any) 5) Executing a document or preparing an exhibit or a parcel not otherwise provided for in this schedule 6) Initialling alterations in any document not prepared by a consular officer 7) Uniting documents and sealing their fastening 8) Preparing in English or French any certificate, affidavit, declaration or other document not otherwise provided for in this schedule, excluding any printed words where printed forms are used (in addition to the fee set out in item 1, 2 or 5, if applicable) 9) Making a copy of a document not otherwise provided for in this schedule 10) Certifying a copy of a document 11) Preparing, signing and sealing a declaration of existence 12) Signing and sealing a declaration of existence 13) Making an unofficial translation of a document, from one to the other of Canada's official languages, from a foreign language to English or French, or from English or French to a foreign language 14) Issuing a letter addressed to a foreign authority for the granting of a visa, a residence permit, an exit permit or any other similar service 15) Obtaining a copy of a document in the registers or records of the local authorities 16) Distributing the personal effects of a deceased Canadian citizen and administering their estate in full or in part 17) Transmitting of documents in private legal matters by formal note to the local authorities, including any necessary certification 18) Service of documents in private legal matters performed at the mission, if an affidavit of service is provided 19) Service of documents in private legal matters performed where the mission must prepare or provide an affidavit of service 20) Where a Canadian consular officer is authorized by the Department of Foreign Affairs, Trade and Development to be named as a Commissioner by a Canadian court to take testimony from witnesses abroad for use in Canadian court proceedings 21) Preparing and sending a communication for the primary benefit of non-government persons, organizations and groups 22) Setting up and maintaining a trust account to transfer funds to, or on behalf of, a Canadian citizen in need in a foreign country

	23) Arranging for and effecting the transfer of private or public funds from Canada or elsewhere to the mission
Fee-setting authority	Consular Fees (Specialized Services) Regulations ^{vi} , pursuant to paragraph 19 (1) (a) of the Financial Administration Act ^{vii}
Year fee-setting authority was introduced	1988
Last year fee-setting authority was amended	2010
Service standard	<p>The service standards have been reviewed and new standards took effect on April 1, 2019.</p> <p>All services requiring the payment of a fee have been grouped under the specialized consular services category (mainly notarial services and transfer of private funds through departmental facilities). As specialized services are not available at all locations, clients are invited to consult Ask Travel to confirm if the desired service is available. Notarial services are provided by consular officials only when no local alternatives are available and adequate consular resources are available.</p> <p>The service standards are available online at Consular Services: Service Standards and written copies are posted in public view at our offices overseas and can be requested from consular employees. Clients are invited to comment if they did not receive the level of service they expected or if they wish to make suggestions.</p>
Performance result	<p>Percentage of services that met the established service standards.*</p> <p>Performance target established at 90%</p> <ul style="list-style-type: none"> • Specialized services - Private financial transfers: 90% (where data was available) • Specialized services - Notarial services: 96% (where data was available) <p>* The original indicator was updated to align with the revised consular service standards that were implemented on April 1, 2019. In light of the Covid-19 pandemic that impacted regular operations and service delivery at missions abroad beginning in early 2020, performance results for 2019-20 are limited to the April 1, 2019 to January 31, 2020 reporting period.</p>
Application of Low-Materiality Fees Regulations	Low-materiality (Schedule 1)

Fee	2019–20 fee amount (\$)	2019–20 total fee revenue (\$)	Fee adjustment date	Adjusted fee amount in 2021–22 (\$)
1) Administering an oath, receiving an affidavit, declaration or affirmation or attesting any document bearing a signature	50 per document	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	50 per document
2) Attesting the execution of a document, other than a certificate of origin or a document in support of a consignment of goods	50 per document	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	50 per document
3) Authenticating the signature and seal of a foreign authority, including an officially authorized translator	50 per document	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	50 per document
4) Obtaining a legalization or other certification from a foreign authority in respect of any document (in addition to costs charged by the foreign authority, if any)	50 per document	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	50 per document

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5) Executing a document or preparing an exhibit or a parcel not otherwise provided for in this schedule	50 per document	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	50 per document
6) Initialling alterations in any document not prepared by a consular officer	25 per page	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	25 per page
7) Uniting documents and sealing their fastening	30	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	30

<p>8) Preparing in English or French any certificate, affidavit, declaration or other document not otherwise provided for in this schedule, excluding any printed words where printed forms are used (in addition to the fee set out in item 1, 2 or 5, if applicable)</p>	<p>a) 30 per document for less than 200 words b) 60 per document for 200 words or more and less than 500 words c) 80 per document for 500 words or more and less than 1,000 words d) 0.10 per word for 1,000 words or more</p>	<p>The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.</p>	<p>Not Applicable</p>	<p>a) 30 per document for less than 200 words b) 60 per document for 200 words or more and less than 500 words c) 80 per document for 500 words or more and less than 1,000 words d) 0.10 per word for 1,000 words or more</p>
<p>9) Making a copy of a document not otherwise provided for in this schedule</p>	<p>a) 30 per page by word processing, for 100 words or less b) 3 per copy by photographic process</p>	<p>The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.</p>	<p>Not Applicable</p>	<p>a) 30 per page by word processing, for 100 words or less b) 3 per copy by photographic process</p>
<p>10) Certifying a copy of a document</p>	<p>20 per page</p>	<p>The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.</p>	<p>Not Applicable</p>	<p>20 per page</p>

11) Preparing, signing and sealing a declaration of existence	30 per document	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	30 per document
12) Signing and sealing a declaration of existence	20 per document	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	20 per document
13) Making an unofficial translation of a document, from one to the other of Canada's official languages, from a foreign language to English or French, or from English or French to a foreign language	a) 15 for 100 words or less b) 0.22 per word for over 100 words or \$60 per letter size page, whichever is the lesser	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	a) 15 for 100 words or less b) 0.22 per word for over 100 words or \$60 per letter size page, whichever is the lesser
14) Issuing a letter addressed to a foreign authority for the granting of a visa, a residence permit, an exit permit or any other similar service	50 per letter	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	50 per letter

15) Obtaining a copy of a document in the registers or records of the local authorities	125 per document	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	125 per document
16) Distributing the personal effects of a deceased Canadian citizen and administering their estate in full or in part	a) 100 where the total current market value of the personal effects and the estate or part of the estate is CAN500 or more and less than CAN3,000 b) 200 where the total current market value of the personal effects and the estate or part of the estate is CAN3,000 or more	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	a) 100 where the total current market value of the personal effects and the estate or part of the estate is CAN500 or more and less than CAN3,000 b) 200 where the total current market value of the personal effects and the estate or part of the estate is CAN3,000 or more
17) Transmitting of documents in private legal matters by formal note to the local authorities, including any necessary certification	50 per document	The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.	Not Applicable	50 per document

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<p>18) Service of documents in private legal matters performed at the mission, if an affidavit of service is provided</p>	<p>50 per document</p>	<p>The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.</p>	<p>Not Applicable</p>	<p>50 per document</p>
<p>19) Service of documents in private legal matters performed where the mission must prepare or provide an affidavit of service</p>	<p>50 per document</p>	<p>The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.</p>	<p>Not Applicable</p>	<p>50 per document</p>

<p>20) Where a Canadian consular officer is authorized by the Department of Foreign Affairs, Trade and Development to be named as a Commissioner by a Canadian court to take testimony from witnesses abroad for use in Canadian court proceedings</p>	<p>a) 150 per person per hour or part of an hour for services of a consular officer acting as a Commissioner, within the consular premises</p> <p>b) 50 per notice for sending a notice to appear, in the language of the country concerned</p> <p>c) 50 per person for the swearing of witnesses, court stenographers, translators, legal counsel or any other person</p> <p>d) 60 for certifying a transcript as correct, including uniting documents and sealing their fastening</p> <p>e) 60 per person per hour or part of an hour for the services of an employee of the mission as an interpreter</p> <p>f) 60 per person per hour or part of an hour for the services of a stenographer or typist</p>	<p>The department was not able to capture the revenue at the fee level, however is able to track it at the fee grouping level.</p>	<p>Not Applicable</p>	<p>a) 150 per person per hour or part of an hour for services of a consular officer acting as a Commissioner, within the consular premises</p> <p>b) 50 per notice for sending a notice to appear, in the language of the country concerned</p> <p>c) 50 per person for the swearing of witnesses, court stenographers, translators, legal counsel or any other person</p> <p>d) 60 for certifying a transcript as correct, including uniting documents and sealing their fastening</p> <p>e) 60 per person per hour or part of an hour for the services of an employee of the mission as an interpreter</p> <p>f) 60 per person per hour or part of an hour for the services of a stenographer or typist</p>
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	supplied by the mission			supplied by the mission
21) Preparing and sending a communication for the primary benefit of non-government persons, organizations and groups	a) 30 per document for less than 200 words b) 60 per document for 200 words or more and less than 500 words c) 80 per document for 500 words or more and less than 1,000 words d) 0.10 per word for 1,000 words or more	The department had no mechanism for tracking revenue	Not Applicable	a) 30 per document for less than 200 words b) 60 per document for 200 words or more and less than 500 words c) 80 per document for 500 words or more and less than 1,000 words d) 0.10 per word for 1,000 words or more
22) Setting up and maintaining a trust account to transfer funds to, or on behalf of, a Canadian citizen in need in a foreign country	70 per account, per year or part of a year	The department had no mechanism for tracking revenue	Not Applicable	70 per account, per year or part of a year
23) Arranging for and effecting the transfer of private or public funds from Canada or elsewhere to the mission	75 per transfer	The department had no mechanism for tracking revenue	Not Applicable	75 per transfer

Consular Service Fee

Fee grouping	Consular Service Fee
Fee	Consular Service Fee
Fee-setting authority	Consular Service Fees Regulations ^{viii} pursuant to the Department of Foreign Affairs, Trade and Development Act ^{ix}
Year fee-setting authority was introduced	1995
Last year fee-setting	2010

authority was amended	
Service standard	<p>The service standards have been reviewed and new standards took effect on April 1, 2019.</p> <p>Service Standards set out what to expect from consular services. Every effort is made to adhere to these standards, which apply to services delivered under normal circumstances. Global Affairs Canada is committed to maintaining a global consular infrastructure to provide consular services and be accessible to Canadians 24 hours a day, seven days a week, at approximately 260 points of service around the world. The Emergency Watch and Response Centre is located in Ottawa.</p> <p>Consular services provided to Canadians are detailed in the Canadian Consular Services Charter and assessed based on written service standards (updated as of April 1st 2019) with qualitative and quantitative indicators. The service standards are available online at Consular Services: Service Standards and written copies are posted in public view at our offices overseas and can be requested from consular employees. Clients are invited to comment if they did not receive the level of service they expected or if they wish to make suggestions.</p> <p>Consular services are grouped under the following service standards categories:</p> <ul style="list-style-type: none"> - Consular assistance; and - Contact with arrested or detained Canadian citizens abroad. <p>Global Affairs Canada considers all consular clients important and aims to deliver consular services in a consistent, fair and non-discriminatory manner. Each consular case has unique facts and circumstances, however, so a tailored approach to intervention is required. The intensity and duration of our involvement vary with the type and complexity of the consular case. Even where situations appear similar, different outcomes may result. When consular services are requested abroad, consular officials will assess the situation and inform the client as to how and when they can provide assistance or whether another organization is better placed to help. In emergency circumstances, every effort will be made to provide assistance. However, there are limits to the assistance consular officials can provide.</p> <p>The Government of Canada's ability and success in resolving consular cases are constrained, in many instances, by the laws and regulations of other countries as well as by the quality of service and level of cooperation offered by persons and organizations outside the Government of Canada. For further details, please refer to the Canadian Consular Services Charter.</p> <p>Service standards will be reviewed at least every five years.</p>
Performance result	Percentage of consular cases actioned within 24 hours of being reported to consular officials.*

	<p>2019-20 Performance results are based on the updated indicator: Percentage of consular cases actioned within the established service standards.*</p> <p>Performance target established at 90%.</p> <ul style="list-style-type: none"> • Initial Response (within one business day) for consular cases: 97% • Within one month of detention: 98% • Within one month of sentencing: 95% • Within three months after transfer: 95% • Annually: 95% <p>* The original indicator was updated to align with the revised consular service standards that were implemented on April 1, 2019. In light of the Covid-19 pandemic that impacted regular operations and service delivery at missions abroad beginning in early 2020, performance results for 2019-20 are limited to the April 1, 2019 to January 31, 2020 reporting period.</p>			
Application of Low-Materiality Fees Regulations	Low-materiality (<\$51)			
Fee	2019–20 fee amount (\$)	2019–20 total fee revenue (\$)	Fee adjustment date	Adjusted fee amount in 2021–22 (\$)
Consular Service Fee	25	37,016,882	Not Applicable	25

Endnotes

- ⁱ Service Fees Act, <https://laws-lois.justice.gc.ca/eng/acts/S-8.4/>
- ⁱⁱ Directive on Charging and Special Financial Authorities, <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32502>
- ⁱⁱⁱ Access to Information Act, <https://laws-lois.justice.gc.ca/eng/acts/a-1/>
- ^{iv} Export and Import Permits Act, <https://laws-lois.justice.gc.ca/eng/acts/e-19/>
- ^v Export and Import Permits and Certificates Fees Order, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-95-245/page-1.html>
- ^{vi} Consular Fees (Specialized Services) Regulations, <https://lois-laws.justice.gc.ca/eng/regulations/SOR-2003-30/FullText.html>
- ^{vii} Financial Administration Act, <https://lois-laws.justice.gc.ca/eng/regulations/SOR-2003-30/FullText.html>
- ^{viii} Consular Fees Regulations, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-95-538/index.html>
- ^{ix} Department of Foreign Affairs, Trade and Development Act, <http://laws-lois.justice.gc.ca/eng/acts/F-27.5/FullText.html>