

Global Affairs Canada
Fees Report
Fiscal year 2021–22

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Ministers' message

On behalf of Global Affairs Canada, we are pleased to present our report on fees for 2021–22.

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

Global Affairs Canada continues to assess its programming in relation to its service fee regime and to consult on its performance standards in order to ensure financial sustainability and service excellence.

We welcome the increased transparency and oversight that the Service Fees Act's reporting regime embodies.



**The Honourable
Mélanie Joly, MP**

Minister of Foreign Affairs



**The Honourable
Mary Ng, MP**

**Minister of International
Trade, Export Promotion,
Small Business and
Economic Development**

About this report

This report, which is tabled under section 20 of the *Service Fees Act*ⁱⁱ, the *Low-Materiality Fees Regulations*ⁱⁱⁱ, and subsection 4.2.8 of the Treasury Board *Directive on Charging and Special Financial Authorities*^{iv}, contains information about the fees Global Affairs Canada had the authority to set in fiscal year 2021–22.

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

For reporting purposes, fees are categorized by fee-setting mechanism. There are three mechanisms:

1. Act, regulation or fees notice
The authority to set these fees is delegated to a department, minister or Governor in Council pursuant to an act of Parliament.
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 and/or auction
The authority to set these fees is pursuant to an act of Parliament or a regulation, and the minister, department or Governor in Council has no control over the fee amount.

For fees set by act, regulation or fees notice, the report provides totals for fee groupings, as well as detailed information for each fee. For fees set by contract, the report provides totals only. Global Affairs Canada did not have fees set by market rate or auction.

Although the fees Global Affairs Canada charges under the *Access to Information Act*^v were subject to the *Service Fees Act*, they are not included in this report. Information on Global Affairs Canada's access to information fees for 2021–22 is in our annual report to Parliament on the administration of the *Access to Information Act*, which is posted on the Global Affairs Canada [web page](#)^{vi}.

Remissions

In 2021–22, Global Affairs Canada was not subject to the requirements in section 7 of the *Service Fees Act* and subsection 4.2.4 of the Treasury Board *Directive on Charging and Special Financial Authorities* and had no authority to remit, so this report does not include remissions.

Overall totals, by fee-setting mechanism

The following table presents the total revenue, cost and remissions for all fees Global Affairs Canada had the authority to set in 2021–22, by fee-setting mechanism.

Overall totals for 2021–22, by fee-setting mechanism

Fee-setting mechanism	Revenue (\$)	Cost (\$)	Remissions (\$)
Fees set by contract	43,897,342	43,897,342	Remissions do not apply to fees set by contract.
Fees set by act, regulation or fees notice	22,813,629	149,419,436	0
Total	66,710,971	193,316,778	0

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

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

This section presents, for each fee grouping, the total revenue, cost and remissions for all fees Global Affairs Canada had the authority to set in 2021–22 that are set by the following:

- act
- regulation
- fees notice

Consular Services Fees: totals for 2021–22

Revenue (\$)	Cost (\$)	Remissions (\$)
18,492,907	138,280,726	0

Specialized Consular Services Fees: totals for 2021–22

Revenue (\$)	Cost (\$)	Remissions (\$)
1,261,108	2,320,769	0

Export/Import Permit Fees- Other Products and Services: totals for 2021–22

Revenue (\$)	Cost (\$)	Remissions (\$)
3,059,614	8,817,941	0

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

This section provides detailed information on each fee Global Affairs Canada had the authority to set in 2021–22 and that was set by the following:

- act
- regulation
- fees notice

Consular Services Fees

Fee grouping

Consular Services Fees.

Fee

Consular Services Fees.

Fee-setting authority

Consular Services Fees Regulations^{vii} pursuant to the *Department of Foreign Affairs, Trade and Development Act*^{viii}

Year fee-setting authority was introduced

1995

Last year fee-setting authority was amended

2010

Service standard

Consular services are provided to Canadians 24 hours a day, seven days a week, at approximately 260 points of service around the world. Outside regular business hours, calls are forwarded to the Emergency Watch and Response Centre in Ottawa. Emergency situations are dealt with immediately.

Consular services provided to Canadians are detailed in the *Canadian Consular Services Charter*^{ix} and assessed based on written service standards with qualitative and quantitative indicators. The service standards are available online at *Consular Services: Service Standards*^x as well as at all missions abroad, where they are either in public view or can be provided by employees.

Consular services are currently grouped under the following service standards categories:

- Consular assistance
- Contact with arrested or detained Canadian citizens abroad

Every effort is made to obtain solutions for specific problems and to provide the required service. However, the department's ability to do so and its success are conditioned in many instances by the laws and regulations of other countries as well as the quality and level of cooperation offered by persons and organizations outside the Government of Canada.

The service standards have been reviewed and new standards took effect on April 1, 2019.

Performance result

- Consular assistance response time by consular officials (this excludes large scale emergencies): Upon notification, consular officials will provide an initial response within one working day.
 - Performance result: 96% (Target: 90%)
- Contacts with arrested or detained Canadian citizens abroad: Upon initial notification of arrest or detention, within one working day consular officials will take steps to initiate contact with the arrested or detained Canadian citizen and offer consular services.
 - Performance result: 96% (Target: 90%)
- Performance results for subsequent efforts to contact the detained Canadians (Target: 90%):
 - Within one month of detention: 93%
 - Within one month of sentencing: 89%¹
 - Within three months after transfer: 100%
 - Annually: 92%

Application of *Low-Materiality Fees Regulations*

- Low-materiality (<\$51): Consular Services Fees

Fee	2021–22 fee amount (\$)	2021–2022 total fee revenue (\$)	2021–22 total remissions issued for the fee(\$)	Fee adjustment date in 2023–24	2023–24 fee amount (\$)
Consular Services Fees	25	18,492,907	0	Not applicable	25

¹ Some delays due to continuing impacts of COVID-19 and the release of a new case management system.

Specialized Consular Services Fees

Fee grouping

Specialized Consular Services Fees.

Fee

- Administering an oath, receiving an affidavit, declaration or affirmation or attesting any document bearing a signature
- Attesting the execution of a document, other than a certificate of origin or a document in support of a consignment of goods
- Authenticating the signature and seal of a foreign authority, including an officially authorized translator
- 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)
- Executing a document or preparing an exhibit or a parcel not otherwise provided for in this schedule
- Initialling alterations in any document not prepared by a consular officer
- Uniting documents and sealing their fastening
- 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)
- Making a copy of a document not otherwise provided for in this schedule
- Certifying a copy of a document
- Preparing, signing and sealing a declaration of existence
- Signing and sealing a declaration of existence
- 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
- 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
- Obtaining a copy of a document in the registers or records of the local authorities
- Distributing the personal effects of a deceased Canadian citizen and administering their estate in full or in part
- Transmitting of documents in private legal matters by formal note to the local authorities, including any necessary certification
- Service of documents in private legal matters performed at the mission, if an affidavit of service is provided
- Service of documents in private legal matters performed where the mission must prepare or provide an affidavit of service
- 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

- Preparing and sending a communication for the primary benefit of non-government persons, organizations and groups
- Setting up and maintaining a trust account to transfer funds to, or on behalf of, a Canadian citizen in need in a foreign country
- 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^{xi}, pursuant to paragraph 19 (1) (a) of the *Financial Administration Act*^{xii}

Year fee-setting authority was introduced

1988

Last year fee-setting authority was amended

2010

Service standard

The complete list of service standards for specialized consular services is available online at *Consular Services: Service Standards* and at all Canadian missions abroad. Clients are invited to comment if they did not receive the level of service they expected or if they wish to make suggestions.

The service standards have been reviewed and new standards took effect on April 1, 2019.

Performance result

- Private Financial Services: 89%² (Target: 90%)
- Notarial Services: 100% (Target: 90%)

Application of *Low-Materiality Fees Regulations*

- Low-materiality (Schedule 1): Specialized Consular Services Fees

Fee	2021–22 fee amount (\$)	2021–22 total fee revenue (\$)	2021–22 total remissions issued for the fee(\$)	Fee adjustment date in 2023–24	2023–24 fee amount (\$)
1) Administering an oath, receiving an affidavit, declaration or	50 per document	The department was not able to capture	0	Not Applicable	50 per document

² Some delays due to continuing impacts of COVID-19 and the release of a new case management system.

affirmation or attesting any document bearing a signature		the revenue at the fee level; however, it tracked revenue at the fee-grouping level.			
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, it tracked revenue at the fee-grouping level.	0	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, it tracked revenue at the fee-grouping level.	0	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, it tracked revenue at the fee-grouping level.	0	Not Applicable	50 per document
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, it	0	Not Applicable	50 per document

		tracked revenue at the fee-grouping level.			
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, it tracked revenue at the fee-grouping level.	0	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, it tracked revenue at the fee-grouping level.	0	Not Applicable	30
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)	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	The department was not able to capture the revenue at the fee level; however, it tracked revenue at the fee-grouping level.	0	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

	words or more				
9) Making a copy of a document not otherwise provided for in this schedule	a) 30 per page by word processing, for 100 words or less b) 3 per copy by photographic process	The department was not able to capture the revenue at the fee level; however, it tracked revenue at the fee-grouping level.	0	Not Applicable	a) 30 per page by word processing, for 100 words or less b) 3 per copy by photographic process
10) Certifying a copy of a document	20 per page	The department was not able to capture the revenue at the fee level; however, it tracked revenue at the fee-grouping level.	0	Not Applicable	20 per page
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, it tracked revenue at the fee-grouping level.	0	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, it tracked revenue at the fee-grouping level.	0	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, it tracked revenue at the fee-grouping level.	0	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, it tracked revenue at the fee-grouping level.	0	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, it tracked revenue at the fee-grouping level.	0	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	The department was not able to capture the revenue at the fee level; however, it tracked revenue at the fee-grouping level.	0	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

	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				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, it tracked revenue at the fee-grouping level.	0	Not Applicable	50 per document
18) Service of documents in private legal matters performed at the mission, if an affidavit of service is provided	50 per document	The department was not able to capture the revenue at the fee level; however, it tracked revenue at the fee-grouping level.	0	Not Applicable	50 per document
19) Service of documents in private legal matters performed where the mission must prepare or provide an affidavit of service	50 per document	The department was not able to capture the revenue at the fee level; however, it tracked revenue at the fee-	0	Not Applicable	50 per document

		grouping level.			
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>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 document</p>	The department was not able to capture the revenue at the fee level; however, it tracked revenue at the fee-grouping level.	0	Not Applicable	<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>s 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 supplied by the mission</p>				<p>f) 60 per person per hour or part of an hour for the services of a stenographer or typist supplied by the mission</p>
<p>21) Preparing and sending a communication for the primary benefit of non-government persons, organizations and groups</p>	<p>a) 30 per document for less than 200 words</p> <p>b) 60 per document for 200 words or more and less than 500 words</p> <p>c) 80 per document for 500 words or more and less than 1,000 words</p> <p>d) 0.10 per word</p>	<p>The department was not able to capture the revenue at the fee level; however, it tracked revenue at the fee-grouping level.</p>	0	Not Applicable	<p>a) 30 per document for less than 200 words</p> <p>b) 60 per document for 200 words or more and less than 500 words</p> <p>c) 80 per document for 500 words or more and less than 1,000 words</p> <p>d) 0.10 per word for 1,000 words or more</p>

	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 was not able to capture the revenue at the fee level; however, it tracked revenue at the fee-grouping level.	0	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 was not able to capture the revenue at the fee level; however, it tracked revenue at the fee-grouping level.	0	Not Applicable	75 per transfer

Export/Import Permit Fees

Fee grouping

Export/Import Permit Fees - Other Products and Services.

Fee

- Export permit or certificate delivered by the Trade Controls Bureau of Global Affairs Canada.
- Export permit or certificate delivered by a customs broker's office 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.
- 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.
- 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

- *Export & Import Permits Act* ^{xiii};
- *Export and Import Permits and Certificates Fees Order* ^{xiv}
- *Financial Administration Act* ^{xv}
- *Softwood Lumber Products Export Permit Fees Regulations* ^{xvi}

Year fee-setting authority was introduced

1995 (Export & Import Permits Act and Export and Import Permits and Certificates Fees Order)

1996 (Softwood Lumber Products Export Permit Fees Regulations)

Last year fee-setting authority was amended

2021 (Export & Import Permits Act)

2020 (Export and Import Permits and Certificates Fees Order)

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 redirected (routed) to departmental officers; process within three business days permit applications for B.C. logs that are reviewed by an export controls officer; 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 99.43% of the time. (Target: 90%)

Application of *Low-Materiality Fees Regulations*

- Low-materiality (<\$51): Export/Import Permit Fees - Other Products and Services

Fee	2021–22 fee amount (\$)	2021–22 total fee revenue (\$)	2021–22 total remissions issued for the fee(\$)	Fee adjustment date in 2023–24	2023–24 fee amount (\$)
1) Export permit or certificate issued by the Trade Controls Bureau of Global Affairs Canada	14	93,842	0	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	2,150,019	0	Not Applicable	9
3) Fees defined in section 4, 5, 6, 7, 8, 9 of the <i>Softwood Lumber Products Export Permit Fees Regulations</i> .	The fees were not enforced for the reporting period. ³	0	0	Not Applicable	0
4) Where the import permit is delivered by a person who is not employed in the public service of Canada but who is	Less than 1,000 = 10	41,050	0	Not Applicable	Less than 1,000 = 10
	1,000 or more but less than	105,434	0	Not Applicable	1,000 or more but less

³ These fees were set pursuant to the 1996 Softwood Lumber Agreement, which expired in 2001. The department is examining options to update the Regulations to remove references to historical agreements no longer in effect.

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.	5,000 = 14				than 5,000 = 14
	5,000 or more but less than 10,000 = 18	66,492	0	Not Applicable	5,000 or more but less than 10,000 = 18
	10,000 or more but less than 20,000 = 22	95,986	0	Not Applicable	10,000 or more but less than 20,000 = 22
	20,000 and over = 26	485,368	0	Not Applicable	20,000 and over = 26
5) Where the import permit is delivered by the departments Trade Controls Bureau, the fee varies depending on the total value of the goods in respect of which the import permit is issued.	Less than 1,000 = 15	3,180	0	Not Applicable	Less than 1,000 = 15
	1,000 or more but less than 5,000 = 19	6,992	0	Not Applicable	1,000 or more but less than 5,000 = 19
	5,000 or more but less than 10,000 = 23	2,737	0	Not Applicable	5,000 or more but less than 10,000 = 23
	10,000 or more but less than 20,000 = 27	2,376	0	Not Applicable	10,000 or more but less than 20,000 = 27
	20,000 and over = 31	3,906	0	Not Applicable	20,000 and over = 31

Endnotes

- ⁱ Government of Canada website, <https://www.canada.ca/>
- ⁱⁱ Service Fees Act, <https://www.laws-lois.justice.gc.ca/eng/acts/S-8.4/>
- ⁱⁱⁱ Low-materiality Fees Regulations, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-109/index.html>
- ^{iv} Directive on Charging and Special Financial Authorities, <https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=32502>
- ^v Access to Information Act, <https://laws-lois.justice.gc.ca/eng/acts/a-1/>
- ^{vi} Global Affairs Canada, Publications, Services Fees: <https://www.international.gc.ca/gac-amc/publications/fees-frais/index.aspx?lang=eng>
- ^{vii} Consular Fees Regulations, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-95-538/index.html>
- ^{viii} Department of Foreign Affairs, Trade and Development Act, <http://laws-lois.justice.gc.ca/eng/acts/F-27.5/FullText.html>
- ^{ix} Canadian Consular Services Charter, https://travel.gc.ca/assistance/emergency-info/consular/canadian-consular-services-charter?_ga=2.84458201.1175156291.1661259068-1409548206.1660155934
- ^x Consular Services: Service Standards, <https://travel.gc.ca/assistance/emergency-info/consular/standards>
- ^{xi} Consular Fees (Specialized Services) Regulations, <https://lois-laws.justice.gc.ca/eng/regulations/SOR-2003-30/FullText.html>
- ^{xii} Financial Administration Act, <https://lois-laws.justice.gc.ca/eng/regulations/SOR-2003-30/FullText.html>
- ^{xiii} Export & Import Permits Act, <https://laws-lois.justice.gc.ca/eng/acts/e-19/>
- ^{xiv} Export and Import Permits and Certificates Fees Order, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-95-245/page-1.html>
- ^{xv} Financial Administration Act, [Financial Administration Act \(j https://www.laws-lois.justice.gc.ca/eng/acts/F-11/ustice.gc.ca\)](https://www.laws-lois.justice.gc.ca/eng/acts/F-11/ustice.gc.ca)
- ^{xvi} Softwood Lumber Products Export Permit Fees Regulations, <https://laws-lois.justice.gc.ca/eng/regulations/sor-96-317/FullText.html>