

From: Nat-Cit-Operations
Sent: October 3, 2012 2:34 PM
To:
Cc:
Subject: FW: question re: waiting for RQs, on hold for 45 days

Hi

For your action please. Due Oct. 17.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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From:
Sent: October 3, 2012 2:10 PM
To: Nat-Cit-Operations
Cc:
Subject: question re: waiting for RQs, on hold for 45 days

Hello,

Once files are received from CPC Sydney with an orange tag, they are placed on a shelf to wait for the RQ from the client. After 45 days, GCMS automatically removes the «on hold» and places the file on «test ready», regardless of whether the RQ has been received or not. This means the client could be scheduled for a test when in fact, they should not be «test ready». It also causes problems with our test ready inventory numbers that are not accurate because of this same situation.

On a related issue, when RQs are received from the client but not yet analysed by an Officer, should the file be «on hold», if so, the same problem will occur, after 45 days, GCMS will automatically take the file off hold. How do we handle this situation?

Supervisor Inland Operations NB | Surveillante des opérations intérieures N-B
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860 Main Street, Suite 602 Moncton NB E1C 1G2 | 860 rue Main, Suite 602 Moncton NB E1C 1G2

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From: Nat-Cit-Operations
Sent: September 19, 2012 1:28 PM
To:
Cc: Nat-Cit-Operations
Subject: FW: CPDP-FG-0460-Question OB 407

Importance: High

Hi

For your action please. Due Oct. 3

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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From:
Sent: September 19, 2012 12:47 PM
To: Nat-Cit-Operations
Subject: Question OB 407
Importance: High

s.16(1)(c)

Bonjour,

Nous avons beaucoup d'avis divergeant tant qu'au traitement du A5;

Si un client a

Donc envoyer un QR?

Si le client utilise l'ancienne trousse, il n'y avait pas d'antécédent à ce moment là. Que fait-on?

Encore une fois j'aurais besoin d'une réponse rapide, j'ai plusieurs dossiers ainsi et nous aurions besoin d'une réponse rapide.

Merci

Superviseure-CIC-Citoyenneté | Supervisor-CIC-Citizenship
QUE - Service de citoyenneté: Montréal | QUE - Montreal Citizenship Services
Citoyenneté et Immigration Canada | Citizenship and Immigration Canada
1010, rue St-Antoine O.. 2e étage Montréal QC H3C 1B2 | 1010 St-Antoine Street W., 2nd Floor Montréal QC H3C 1B2

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From: Nat-Cit-Operations
Sent: September 13, 2012 9:57 AM
To:
Cc: Nat-Cit-Operations;
Subject: RE: CPDP-FG-0380-residency questionnaire CIT 0171

Hi

Have you had a chance to answer ?

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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From:
Sent: September 7, 2012 4:19 PM
To: Nat-Cit-Operations;
Cc:
Subject: RE: CPDP-FG-0380-residency questionnaire CIT 0171

Hi

We apologize for the delay on this one. A response is nearly ready – an answer will be provided early next week. Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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From: Nat-Cit-Operations
Sent: August 30, 2012 12:48 PM
To:
Cc: Nat-Cit-Operations
Subject: FW: CPDP-FG-0380-residency questionnaire CIT 0171

Hi

is following up on this request. Would you please let her know when to expect a response?

Thank you,

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From:
Sent: August 30, 2012 11:46 AM
To: Nat-Cit-Operations
Subject: RE: residency questionnaire CIT 0171

Hello, I am following up on the below request. No response has yet been received. Thank you.

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From:
Sent: August 9, 2012 11:01 AM
To: Nat-Cit-Operations
Subject: residency questionnaire CIT 0171

Hello, please see the below email from the call centre. They would like clarification on whether the clients should be providing requested documents for their entire history since their **arrival date in Canada**, or simply if the clients should be proving those since only the **last 4 years**. We had discussed this email yesterday in passing. Your response will be forwarded on to the call centre agent for their information and clarity.

Thank you for your assistance.

From:
Sent: August 3, 2012 5:24 PM
To: NHQ-Manual-Editor
Cc:
Subject: KITS (121) KITS - Suggestion / Modification of Content

Form Number: IMM or CIT 0171
Language: English [x] French [x]

1) What is your suggestion or modification to be brought on the form or guide?
It is mentioned on the RQ:
For the purposes of this questionnaire: "Arrival date in Canada" means the earlier of :
1. The date on which you first came to Canada to live or;
2. The date on which you became a Permanent Resident of Canada
Most questions on the RQ seem to be based on your **"Arrival date in Canada"**.
For some clients, the earlier of the two above is the date they first came to Canada, and that could be 8-10-20 years ago. Is it possible that we ask someone to go back 10-20 years ago for Absences from Canada, Employment Ties, etc..?
Shouldn't we be only concerned with the 4 years preceding the grant application as per

Basic Residence criteria?

2) What led you to come up with this suggestion or modification? Give a brief explanation and/or give an example if possible.

Client called.

3) How often do you get this inquiry? Daily and/or Weekly:

4) Comments (if applicable):

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From: Nat-Cit-Operations
Sent: August 24 2012 8:52 AM
To:
Cc: Nat-Cit-Operations;
Subject: FW: CPDP-FG-0408-RQ Question

Importance: High

Hi

For your action please. Due Sep. 6

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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From:
Sent: August 23, 2012 5:36 PM
To: Nat-Cit-Operations
Subject: RQ Question
Importance: High

Hello,

We recently sent out a RQ to a client who has moved and has no updated address in the system. I am seeking guidance as to what we should do with this file?

Thank you,

A/ Citizenship Supervisor / Surveillante, Citoyenneté (affectation)
PNT - Calgary CIC | PNT - CIC Calgary
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
220 4th Avenue SE, Room 210 Calgary Alberta T2G 4X3 | 220 4e, avenue se pièce 210 Calgary Alberta T2G 4X3

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From:
Sent: July 13, 2012 1:13 PM
To:
Subject: OB407 and No Basic Cases/Removal Order Cases etc.
Importance: High

Hi

; and I are delivering grants training and are trying to ensure that our course includes any changes that have resulted from OB 407

For this section

<ul style="list-style-type: none"> • Applicant has 900 days or less of physical presence in Canada • Applicant is clearly prohibited • Basic residence has not been met due to insufficient PR time or due to Section 21 • Applicant is under an enforceable removal order, or is no longer a Permanent Resident. • Applicant has not provided fingerprints and/or court documents 	<p>Such applicants must be scheduled for a citizenship test/interview with a citizenship official. After the test/interview, the applicant is to be scheduled for a hearing.</p> <p>The citizenship official will interview the applicant and will complete the new File Requirements Checklist.</p> <p>In cases where the local office wishes to schedule the applicant for a test/Interview and hearing on the same day, the applicant is to be mailed a hearing notice. The hearing notice must be amended to indicate that the applicant will be writing the citizenship test and will also be interviewed by a citizenship officer.</p> <p>The citizenship officer will complete the new File Requirements Checklist as fully as possible. The new File Analysis Template or Prohibitions Template is to be used, as applicable.</p>
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Can you please clarify 2 points

- 1- For the File Requirement Checklist should Both Part A and B be completed? Is it just the Triage Risk/Criteria Onwards ? Just Part B? Or just the Interview Part Onwards?

Part A and B as well as the Triage Risk/Criteria must be completed to the best of the citizenship officer's ability. This will allow the citizenship judge to have as much information as possible to make an informed decision.

- 2- Depending on your answer to question 1, Is the officer/official required to issue an RQ if the Risk Criteria/Triage indicator or pre-interview answer indicates yes.

If the applicant is interviewed immediately before the hearing, residence concerns can be flagged to the judge. The citizenship judge will determine at the hearing if an RQ is necessary. If any of the risk indicators/criteria, the citizenship officer may flag it to the citizenship judge.

In training we have always told participants that if client does not meet basic we do not have to even look at physical presence as Judge has no discretion. OB 407 appears to change this. It seems to indicate that we would issue an RQ in these cases.

The OB states that this individual is to be scheduled for a test and hearing. No RQ needs to be issued at the time of the interview with the citizenship officer.

In fact all the scenarios mentioned in the box above would have gone to Judge for non-approval hearing without looking at Residence.

Agree for those who are prohibited, don't meet basic or who are under an enforceable removal order/no longer a PR. Applicants who are referred for fingerprint/court document non-compliance are given a letter from judge reminding them to submit their fingerprints/court documents. If these are provided and no prohibitions concerns arise, approval may be possible.

In the first scenario (less than 900 days PP), judges have the discretion to decide if the applicant has met the residence requirement and so may decide to issue an RQ at the hearing if one has not already been issued to the applicant. However, the easiest way to deal with such a case would be to schedule the applicant into a regular test/interview

event and be issued the RO. The hearing would also be needed and this will happen at a later time. The judge will have all the required information to make an informed decision at the time of the hearing.

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From:
Sent: July 13, 2012 11:15 AM
To:
Subject: RE: a question from Calgary

Hi , Did you send these questions to NHQ?
I never did and I am certain didn't but I will now if it has not already gone up.
Just don't want to duplicate the questions if it went up already

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From:
Sent: June 13, 2012 6:09 AM
To:
Cc:
Subject: a question from Calgary

Yesterday I got the following question from in Calgary:

Since we are to do review of the res docs prior to test and we can't ask them for more docs at test, does that mean so many files going to hearing as lack of sufficient docs? Majority of the clients do not provide enough docs to begin with and time is wasted completing the template saying no info provided or not applicable....

How is your office dealing with it? And did you guys do any testing with new procedures? What are the stats (how many clients/interviewers/time?)

I responded:

Re: client's not providing enough docs. NHQ's theory is - it is NOT up to you to decide that the docs provided are enough or not - it is up to the client to decide this. Even if the client ONLY sends the RQ, and no docs, the client has made the decision.

The officer does the File Analysis Template (residence), and then the client is scheduled for a test.

When the client comes to the test, "the officer interviewing the applicant will be able to ask follow-up questions during the interview" (not sure what this means but it doesn't mean the officer can ask for more docs)(and am not sure if NHQ means that an OFFICER is to interview these clients or an ICA can interview them). The file is then referred to the judge along with all the others from that days test. It is then up to the judge to approve or request a hearing.

If at the hearing the judge requests more docs, that is the right of the judge. If the judge asks for more docs, then I guess the officer would have to look at them and amend the File Analysis Template????????? There aren't any instructions in the OB about amending the FAT. (I like FAT better than annex A - sounds way more fun!).

I am sending you this because I think a couple of points need to be clarified.

1. Is it an officer who must interview this type of client at the test, or can an ICA interview them? In some places the OB says 'citizenship official' and in other places it says 'officer'. I'm not convinced that the writers of the OB understand the difference and I think they used the terms without regard for the difference.
2. If the judge does ask for more docs, and the file has the new File Analysis Template (residence) on the file, are we to amend this document based on the new information provided by the additional docs requested by the judge or do we have to do the whole document over again?
3. If the client comes to the test, and the client is <900 days, do we send the file to the Judge so that the judge can tick the box that says 'I am unable to approve this application at this time. Advise the applicant, in accordance with subsection 11(7) of the Regulations, to appear before me. Ask the applicant to bring the following original documents to the hearing' or do we just take the file out of the bundle and put it on the residence hearing shelf? I would be inclined to send the file to the judge so that if the judge wants more docs, the judge can request them on the CARF. The file would then come back to the granting officer who would then put the file on the hearing shelf (perhaps with a big note addressed to the hearing scheduler to request the client to bring to the hearing the docs requested by the judge on the CARF).

IN ADDITION: while reading the OB again (again!!!), in Annex A, Part B, Pre-interview verification, it appears to me that this page (page 3 of the FRC) is to be completed before the client is to be scheduled for a test. The paragraph immediately under the heading Pre-interview verification says "Once the file is received at the local office, Part A of the checklist must be reviewed to ensure that there is sufficient time for pre-interview follow-ups prior to scheduling the applicant for their test/interview."

This was my understanding when I was on the conference calls - the file would come into the office, the container accepted, page 3 on all the files would be looked at to see if there were any "yes's", and then deal with those yes's.

However, also on page 3 is the section "Checked GCMS/FOSS before interview".

So - as far as I can see, the only way to follow the OB AND make it work for us, is - when the file comes in, page 3 would be a 'work in progress' kind of page, and then the sections "Checked GCMS/FOSS before interview",

...." would that section would get filled in after the test is scheduled. (in fact, this is what my understanding of what page 3 was going to be - a pre-test-scheduled sheet and an after-test scheduled sheet).

The person who does the after-test-scheduled GCMS/FOSS checks would be the official who signs page 3.

From: Nat-Cit-Operations
Sent: July 11, 2012 2:01 PM
To: Nat-Cit-Operations
Subject: CPDP-FG-0314 RE: CPDP-FG-0236-Question: OB407 question A5 -

Please note the tracking number for this request.

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1
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From:
Sent: July 11, 2012 1:48 PM
To:
Cc: Nat-Cit-Operations;
Subject: RE: CPDP-FG-0236-Question: OB407 question A5 -

Hello

If there is no work history listed on the application or if there are gaps,

I hope this answers your question.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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Government of Canada | Gouvernement du Canada

From:
Sent: July 9, 2012 2:34 PM
To:
Cc:
Subject: FW: CPDP-FG-0236-Question: OB407 question A5 -

Hi

Hello

Please see the responses to your questions below in red.

s.16(1)(c)

Have a great day,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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From: Nat-Cit-Operations
Sent: June 14, 2012 10:51 AM
To:
Cc:
Subject: FW: CPDP-FG-0236-Question: OB407 question A5 -

Hi

For your action please. Due June 28.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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From:
Sent: June 13, 2012 5:01 PM
To: Nat-Cit-Operations
Subject: Question: OB407 question A5 -

Hello,

Subsequent to completing the monitoring exercise, we have two questions:

- 1) What if a client submits an application; after checking the 5292,

CIC Ottawa look for this information at test prep (i.e. page 3 of the checklist). We do not automatically issue an RQ at test, but we do make it a point for questions.

we are so liberal in the distribution of RQs for other lesser reasons,

An assessment of the risk indicators will be performed in the future and your comments will be taken into consideration when the assessment takes place. Although

should the officer have grounds to believe that there could be some discrepancies in the application, they may issue an RQ.

- 2) What if a client no employment history? What if they are using the new forms?
do we issue an RQ under A5?

A message was sent from the Registrar on May 23rd, which provided clarification on indicator A5:

Individuals who state

and who
continue to fall on indicator A5 and are to be issued a

residence questionnaire.

Please provide guidance at your earliest convenience.

Thank you,

Citizenship & Immigration Officer | Agent de citoyenneté et immigration
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From: Nat-Cit-Operations
Sent: Jul 4, 2012 4:40 PM
To:
Cc: Nat-Cit-Operations
Subject: CPDP-FG-0209-CLARIFICATION ON OB407

Hello

Thank you for your e-mail and I apologize for the delay in the response. There is currently no distinction between new document and a renewed document when it is submitted in support of the application for Canadian citizenship. As the

that an RQ should be issued and local offices follow up is required, the officer responsible for the file must issue an RQ in a scenario such as listed below.

We will keep your question in mind when these triage/risk indicators are reviewed. Once the transitional period has expired, the triage criteria/risk indicators will be evaluated by CPC-S and RQ's will be sent directly from CPC-S prior to the file being sent to local offices. At that stage, your office will encounter less of these situations and what will be required is follow-up from the RQ's that have already been issued.

Thank you,

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From: Nat-Cit-Operations
Sent: June 6, 2012 12:03 PM
To:
Cc: Nat-Cit-Operations
Subject: FW: CPDP-FG-0209-CLARIFICATION ON OB407

Hi

Another OB 407 related for your action. Due Jun. 20.

Thank you,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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From:
Sent: June 6, 2012 11:21 AM
To: Nat-Cit-Operations
Cc:
Subject: CLARIFICATION ON OB407

s.16(1)(c)

06/06/2012 11:21 AM

Can you please give some clarification on OB407,

reads if C1 is checked yes an RQ must be issued. In the description there is no distinction made between a new document and a renewal. Can this be clarified.

Thanks Jessie

As it

Supervisor C&I | Supervisor
ONT - Scarborough Citizenship | ONT - Scarborough Citoyenneté
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M1P 4X8
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From: Nat-Cit-Operations
Sent: July 4, 2012 4:28 PM
To:
Cc:
Subject: FW: CPDP-FG-0249-45 day hold for RQ's

Good afternoon

In response to your question, the 45 day period from the time an RQ is requested is 45 business days. Therefore, this allows for the client to have 9 weeks to respond.

Should you have additional questions, feel free to send them to the nat-cit operations mailbox.

Thank you,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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From: Nat-Cit-Operations
Sent: June 18, 2012 3:18 PM
To:
Cc: Nat-Cit-Operations
Subject: FW: CPDP-FG-0249-45 day hold for RQ's

Hi

This is another question that would normally go to For your action please. Due July 2.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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From:
Sent: June 18, 2012 3:09 PM
To: Nat-Cit-Operations
Cc:
Subject: 45 day hold for RQ's

Good afternoon,

We're having a discussion as to whether the 45 day hold, from the time the client is mailed an RQ to the time when the waiting period expires and they are scheduled for test, includes weekends? If it does, that would make it a 6 week hold period; if it is 45 business days, that gives the client 9 weeks.

Thanks!

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From: Nat-Cit-Operations
Sent: July 4, 2012 4:26 PM
To:
Cc: Nat-Cit-Operations
Subject: RE: CPDP-FG-0256- Residence Questionnaire - enquires regarding submissions

Good afternoon

Thank you for your suggestion regarding photocopies of documents for the RQ notice. It will be considered as part of the next update the RQ. Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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From: Nat-Cit-Operations
Sent: June 20, 2012 4:25 PM
To:
Cc:
Subject: FW:CPDP-FG-0256- Residence Questionnaire - enquiries regarding submissions

Hello,

For your action please. Due July 4.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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From:
Sent: June 20, 2012 3:45 PM
To: Nat-Cit-Operations
Subject: Residence Questionnaire - enquiries regarding submissions

Hello,

The Vancouver office has received in-person enquiries from clients wondering if they should submit original documents with their Residence Questionnaires.

Neither the R ([CIT0171](#)) nor the notice to applicants (attached) advise applicants to provide photocopies of documents as originals will not be returned (the only exception to this is the request for colour photocopies of passports). Is it possible to update the notice to applicants to include a statement, similar to the previous RQ, which states: "Please provide photocopies of your documents with

this form. They will be placed on your file and will not be returned to you. Please also bring the original documents to your hearing with the citizenship judge, should one be scheduled.”

Please let me know if any further information is required.

Thank you,

Supervisor | Superviseure
BCY - Vancouver Citizenship Unit | CBY - Unité de citoyenneté, Vancouver
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
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From: Nat-Cit-Operations
Sent: June 19, 2012 8:54 AM
To:
Cc:
Subject: FW:CPDP-FG-0251- RQs submitted at time of application

Hi

For your action please in . absence. Due Jul. 3.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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From:
Sent: June 18, 2012 6:59 PM
To: Nat-Cit-Operations
Subject: RQs submitted at time of application

Hi,

Could you please clarify how cases are to be handled by CPC-S when an applicant submits an RQ at time of application. will a second RQ be requested? I have been contacted by counsel who states that an RQ and 900 page submission was submitted along with the application. However, a second RQ has been requested by CPC-S. In this case, counsel has been advised to provide any material which was not included in the first submission.

Supervisor
BCY - Vancouver Citizenship Unit | CBY - Unité de citoyenneté, Vancouver
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
200-877 Expo Blvd Vancouver BC V6B 8P8 | 200-877, Blv. Expo Vancouver C.-B. V6B 8P8

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From: Nat-Cit-Operations
Sent: June 15, 2012 9:18 AM
To:
Cc: Nat-Cit-Operations;
Subject: FW: CPDP-FG-0238-OB 407

Importance: High

Hello

For your action please. Due June 28.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
 Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
 360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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From:
Sent: June 14, 2012 6:41 PM
To: Nat-Cit-Operations
Cc:
Subject: OB 407
Importance: High

Hi,

Some more questions regarding OB 407 processes.

Medical Hearings

We currently have numerous files where the old file checklist was completed. As per the procedure on page 6 of OB 407 "a citizenship officer must interview these applicants immediately before the hearing and complete the new file requirement checklist as fully as possible". Since these client have already been interviewed, is it necessary to complete the new checklist or can they be grandfathered under the old process?

CIT 0508

- The CIT 0508 is 5 pages long as is the RQ. During the transition period, the local office is photocopying the File Checklist for each file. Files received from CPC-Sydney which have been processed since the implementation of OB 407 just have Part A on the file. Copying and attaching the forms is time consuming. As CPC-S is attaching Part A, would it be possible for Part B to be attached at the same time? This would cut down on the number of times the file is touched by CIC staff, thus improving efficiency.

CIT 0171

- The RQ is 5 pages long. Currently we are issuing them to about 30% of applicants. With the increase number of RQs being issued, would it be possible to have these forms printed?

Timelines for processing RQs

- We are now receiving RQs which have been requested by CPC-Sydney. According to OB 407, "local offices will be required to review the RQ and supporting documents prior to inviting the applicant to their test/interview". We currently have an inventory of RQ files which are further along in the processing queue, thus there will be a significant delay between receipt of the new RQ files and scheduling of test/interview.

Hearings Required for Language

- Under the Language category of Part B, the file check list provides three options. 1) Satisfactory 2) Waived 3) Hearing. The third option of hearing appears to be redundant as if language is not satisfactory then a hearing would result, but we are told to only check one box.

Address Entry

- If someone travels to the USA every week for two days in the relevant, can we enter the absence once with the total number of days absent from Canada? Entering each absence over the 4 year period is very time consuming.

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From: Nat-Cit-Operations
Sent: June 1, 2012 4:06 PM
To:
Cc: Nat-Cit-Operations
Subject: RE: CPDP-FG-0173 - Clarification on OB 407

Hello

Thank you for your questions regarding OB 407 and new tools. The responses to the questions raised are below in red.

For your information, an assessment of the risk indicators will take place in the future. This will analyse whether some risk indicators need to be changed.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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From: Nat-Cit-Operations
Sent: May 25, 2012 11:44 AM
To:
Cc: Nat-Cit-Operations;
Subject: FW: CPDP-FG-0173 - Clarification on OB 407

Good morning

For your action please. Due June 8.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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From:
Sent: May 25, 2012 11:15 AM
To: Nat-Cit-Operations
Subject: Clarification on OB 407

Hello,

From: Nat-Cit-Operations
Sent: May 30, 2012 4:34 PM
To:
Cc: Nat-Cit-Operations
Subject: RE: CPDP-FG-0135- questions on OB 407

Good afternoon

Thank you for your questions on OB 407. Our responses to the questions raised are below in red.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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From: Nat-Cit-Operations
Sent: May 10, 2012 3:56 PM
To:
Cc: Nat-Cit-Operations;
Subject: FW: CPDP-FG-0135- questions on OB 407

Hi
For you action please. Dead line for the 10 business day to reply is May 25.

Thank you,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

Telephone | Téléphone
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Government of Canada | Gouvernement du Canada

From:
Sent: May 10, 2012 3:28 PM
To: Nat-Cit-Operations
Cc:
Subject: questions on OB 407

We had a unit meeting today and a few questions have been raised by the staff, can you please help out.

1. The residence questionnaire states 45 days to return documents, but this time frame is not possible for the client to comply with when we are dealing with Records of moments and in some cases ICES reports:

Answer:

s.16(1)(c)

It is understood that some applicants may not be able to obtain all of the requested information in the 45 day time period as stated on the RQ. Local offices are encouraged to use their discretion in such cases. For example, in an applicant submits their RQ (or contacts CIC before submitting their RQ) and states that they are waiting for certain documents (such as traveler history), the local office may give the applicant an additional 30 days to submit this information.

On a similar topic: At the moment the OB does not specify procedures for applicants who have not submitted an RQ within the time period requested. An OB that deals specifically with these cases (by way of abandonment) is being developed and will be published in the coming weeks, that deals specifically with these cases.

2. The residence questionnaire also requests clients to provide Record of movement from countries that they hold passports for but what about the countries that they frequently travel to but do not hold a passport for.

Answer:

The RQ has been revised with a view to requesting detailed information from applicants, as well as to request specific types of documentation (such as reports from the CBSA and records of movement from the applicant's country of origin).

As part of the consultations that took place in developing the new RQ, the Citizenship Commission was consulted. They are aware that the RQ does not currently request for records of movement from country for which the applicant has frequently travelled to. If the lack of such a document may be of particular importance in an individual case, this can be noted in the File Preparation and Analysis Template when preparing the application for the citizenship judge.

3. On the OB Standardizing the preparation of citizenship grant applications, the scenario #1 under Procedures for certain case types states that "applicant has not appeared for their citizenship test/interview with an official on two occasions". We only test once and then the client is scheduled for a hearing. Has policy changed around testing?

Answer:

The policy around testing has not changed. As per CP 13, section 6.7, local offices have the discretion to decide whether or not to reschedule applicants if they do not show to their test event on the first occasion. Until otherwise instructed, this practice can continue. Local offices are, however, encouraged to invite applicants to test/interview sessions on two occasions before they are referred for a hearing.

As per the OB, all applicants who attend a hearing must have been previously interviewed by CIC staff. If the applicant is being referred for a hearing because they have not shown for a test/interview with an official, a citizenship officer must interview such applicants immediately before the hearing and complete the File Requirements Checklist as fully as possible.

4. B1 of the Triage criteria indicates if Y then an RQ is to be issued, but what if a why would an RQ be required.

Answer:

an RQ is needed as the NPR time remains part of the residence calculation for the parent.

5. Is the Analysis required on paper review files?

Answer:

Yes, the File Preparation and Analysis template is required on all applications where there is an RQ on file. However, officers continue to have the discretion to refer these cases for paper review or for a hearing.

6. One the bottom of the Triage criteria page RQ issued by CPS Sydney should read CPC and the comments are repeated, for correction if we are to print this off the website.

Answer:

Thank you for noticing this. A change will be made the next time the checklist is updated.

Thanks Jessie

Supervisor C&I | Supervisor
ONT - Scarborough Citizenship | O.N.T. - Scarborough Citoyenneté
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
200 Town Centre Court, Suite 370 Scarborough ON M1P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON
M1P 4X8
Office | Bureau Scarborough CIC, CIC

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Government of Canada | Gouvernement du Canada

From: Nat-Cit-Operations
Sent: May 30, 2012 4:05 PM
To:
Cc: Nat-Cit-Operations;
Subject: RE: OB 407 - Comments from GTAE
Attachments: OB 407 comments from GTA E response.doc; Monitoring exercise - Standardizing the Preparation of Citizenship Grant Applications / Exercice de contrôle - Uniformisation de la préparation des demandes d'attribution de la citoyenneté

Good afternoon

Thank you for your comments and questions regarding OB 407. We have provided responses (in red) to the items raised in the word document attached to this message.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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Facsimile | Télécopieur
Government of Canada | Gouvernement du Canada

From: Nat-Cit-Operations
Sent: May 15, 2012 9:05 AM
To:
Subject: FW: OB 407 - Comments from GTAE

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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From:
Sent: May 14, 2012 4:15 PM
To: Nat-Cit-Operations
Cc:
Subject: OB 407 - Comments from GTAE

Good Afternoon
Apologies for the late submission but please accept comments from GTAE re OB 407. Thanks.

Director | Directrice

ONT - GTA East | ONT - RGT Est

Citizenship and Immigration Canada | Citoyenneté et Immigration Canada

200 Town Centre Court, Suite 370 Scarborough ON M1P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M1P 4X8

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Finally, this OB also provides instructions and templates to be used to standardize the way in which residence cases, prohibitions, and immigration cases are prepared for review and decision by a citizenship judge. The residence questionnaire and file preparation templates replace any customized local office forms regarding residence, prohibitions, and immigration case types. Your comments?

File preparation and Analysis Template:

- Appears that there may be duplication of data (e.g. client biodata, relevant period) from the CARF, the new File Requirement Checklist, and other forms

Response:

Between the new File Preparation and Analysis Template, the new checklist, and the existing CARF, some data points are repeated. The issue of repeating certain data points was raised as part of the working group discussions in developing the new forms and tools. The long term goal is to have the new File Preparation and Analysis Template generated in GCMS in order to reduce the fields that need to be manually typed-in. This is also the objective for other non-GCMS forms.

- Quite lengthy and will take a long time to complete
- Suggest that Residency cases with 1095 days or more and between 900- 1094 days where no issues identified should not require a completed template.
- Should there be more space for the response in Section 2.7 of the File Preparation and Analysis Template.

Response:

At the moment, the new template posted on the CIC Intranet is being re-coded to allow for fields/boxes to expand. This will ensure officers have sufficient space to complete their analysis. The form will also be saveable.

- Given the in-depth details being requested, it may be worth considering moving some of the questions from the template to the RQ, i.e., questions 3.5, 3.6, 3.7, 3.8, 4.1 to identify just a few. Questions 4, 5, 6 & 9 of the form is a variation of questions 12, 15, 21 & 24 of the RQ

Response:

Many of the questions on the new File Preparation and Analysis Template are similar to those that are on the revamped RQ. This was done intentionally to assist in officer analysis when completing the new template. It is understand that the new template is

s.16(1)(c)

very thorough and may take some time to complete – especially for complex residence cases. Moving forward, it is anticipated that the time needed to complete it will be reduced as officers become accustomed to its format as well as the questions on the RQ.

- The request for a Bank/Credit card statement is similar to the request for utility bills, which are passive indicators and these docs only prove residence when in Canada, NOT a verification of physical presence – need to understand the purpose of requesting these docs.

Response:

These documents are requested in order to help build the picture of the applicant's residence in Canada. They cannot be relied upon solely when conducting residence analysis on a file.

- Given the great detail being provided in the File Prep & Analysis template, is it the intent that the Judges will no longer be required to review the client's RQ and supporting docs in support of their decision.

Response:

The new File Preparation and Analysis Template is meant to streamline the way in which files with an RQ are prepared for citizenship judges and ensure they have all the information required to make an informed decision. This in turn will help citizenship judges when rendering their decision. However it does not take away from the other documents (such as the RQ itself) that will continue to be presented in the file when the application is put forward for decision.

Other Comments / Observations

Other comments / observations:

- What about NEXUS card holders? As they do not have their passports stamped, are there any tools to identify such individuals?

Response:

At the moment there are no specific procedures for identifying individuals who are Nexus card holders. However, if an applicant does not otherwise fall under any of the triage criteria, staff have the discretion to issue an RQ if there are doubts surrounding residence.

- Additional resources will have to be sought/provided to process the RQ cases in order to meet processing times and operational targets

Response:

As part of the pre-rollout briefing sessions, staff were informed that targets will be reduced due to the operational impacts of this initiative. The volume of RQs being issued by local offices and CPC-S is also being monitored. Furthermore, over time the risk indicators will also be assessed to determine if changes are needed.

- Could standardized monitoring / compliance templates be provided to managers/supervisors?

Response: A template for managers/supervisors to complete for the first monitoring exercises was sent on May 29 (attached to this email). The template is saveable so that copies of it can be made to assist in individual performance evaluations.

- We have worked on some transition files following the instructions in the OB: A bundle of 30 files was completed under the procedures including

completing parts A and B of the new file requirements checklist, and issuing the new RQ's where necessary. To process 30 files as such, it took an ICA 9 hours and 20 minutes. We anticipate that the processing time will decrease once we start receiving new files from CPC-S with parts of the checklist completed and the staff become more and more familiar with the new checklists.

Response:

Thank you for keeping us apprised of the time it is taking staff to complete the new procedures. The application form will be updated shortly to include a postal code field. This will help speed up data entry.

- We are having a difficult time trying to understand the reasoning as to why some clients who have failed immigration clearance (PR status taken away, under effective removal order etc) still have to write the test.

Response:

Concerns were raised by local offices of the need for citizenship officers to interview applicants immediately before a hearing if the applicant had not been previously seen by CIC staff (such as in some immigration cases). As a result local offices have the discretion to invite applicants in certain situations to a regular citizenship test/interview event (and for a hearing at a later time). This will ensure that citizenship judges make a decision on these cases based on all of the criteria for a grant. In theory, it will also reduce the time needed at the hearing afterwards given that the applicant has already been tested.

- Overall, program integrity and fraud prevention will be supported through the use of the new FRC, issuance of RQ's based on specified risk indicators and heightened scrutiny of applications and supporting documents, GCMS/FOSS checks, and use of the prohibitions and file preparation and analysis templates.
- We understand that the OB refers to Citizenship Official and Citizenship Officer intentionally, so as to allow local office managers to determine which level of staff completes which tasks. However, in large centres, such as the GTA, we are of the view that it is necessary for the local office managers to come to a consensus to determine which level of classification performs which functions. This will further encourage consistency, not only in the preparation of files, but also in staffing levels.

Response:

Correct. The OB was worded in a particular way to provide local offices with this flexibility.

- Recently, we received an e-mail which was forwarded from another local office, on instructions that it received on the clarification of issues identified in the OB. Would suggest that in the interests of promoting consistency of approach that Nat-cit operations copy offices across Canada re the clarification that was sought by the local office. We have already begun to see e-mail exchanges among offices discussing best practices. If information sharing is not promoted, we risk falling back into the same situation that we are trying to address i.e. inconsistency of approach.

Response: A new page on the CIC intranet (available to all staff) will be created with the more frequent questions arising from OB 407 and the corresponding tools.

Finally, we would like to provide a heads up re the impacts of the implementation of OB 407 – in our office at Scarborough CIC, we currently have 6000 cases ready for test. (These are pre OB407 cases) If we are to conduct 500 tests a month, at this rate, it will take 60 months to finish testing these cases – this means that it will be one (1) year from now that we will start working on those cases that will be referred to us from CPC-S, post OB 407. As for the files with residence questionnaires, combined with the files already assigned to citizenship staff, we estimate that it will be about 24 months, before these will be delegated to staff.

From: Nat-Cit-Operations
Sent: May 29, 2012 5:05 PM
To:

Cc:

Subject: Monitoring exercise - Standardizing the Preparation of Citizenship Grant Applications /
Exercice de contrôle - Uniformisation de la préparation des demandes d'attribution de la
citoyenneté

Attachments: Instructions - Eng.docx; Directives - Fr.docx; 3036967 - Monitoring the Implementation of
OB407 - Local Offices - 1 - RDIMS-NATIONAL.XLS

This message is sent on behalf of Raylene Baker, Registrar of Canadian Citizenship.

Ce message est envoyé au nom de Raylene Baker, greffière de la citoyenneté canadienne.

Le français suit.

Hello everyone,

As you know, OB 407 - *Standardizing the Preparation of Citizenship Grant Applications* became effective on May 7, 2012. Prior to the roll-out of the OB, staff were informed that a monitoring exercise would take place. In addition, individual employee performance evaluations would also be updated to include the implementation of OB 407 and related tools.

The first exercise to monitor the implementation of OB 407 will take place the week of June 4th to June 8th 2012. It is recommended that 10% of files where the File Requirements Checklist was to be completed the week of June 4 to June 8 be reviewed once the test/interview session has taken place.

This first exercise also involves evaluation of completed File Preparation and Analysis Templates, as well as the new Prohibitions Template. It is recognised that there will likely be few cases with these templates completed during the one week period.

The attached excel sheet contains the data that must be collected by local office managers/supervisors. The instructions on this data collection are attached in the word document.

The completed Excel sheet is due COB June 13th, 2012. One completed sheet should be provided per local office. Completed templates should be sent to NHQ-OPS-STATS@cic.gc.ca with a Cc to Nat-Cit-Operations@cic.gc.ca.

While this first exercise will cover the week of June 4-8 only, local office managers and supervisors are encouraged to keep a copy of the blank Excel sheet as copies of the sheet can be made in order to assist in the performance evaluation process.

Many thanks for your contributions to this monitoring exercise.

Bonjour,

Comme vous le savez, le bulletin opérationnel (BO) 407 – *Uniformisation de la préparation des demandes d'attribution de la citoyenneté* est entré en vigueur le 7 mai 2012. Dans le cadre des efforts déployés en matière de communications avant l'entrée en vigueur du BO, le personnel a été informé qu'un exercice de contrôle serait mené. De plus, les employés ont été avisés que les évaluations du rendement seraient mises à jour pour y inclure la mise en œuvre du BO 407 et des outils connexes.

Le premier exercice de contrôle en lien avec la mise en œuvre du BO 407 sera mené au cours de la semaine du 4 au 8 juin 2012. Dans le cadre de cet exercice, nous recommandons que 10 % des dossiers pour lesquels la Liste de vérification des exigences relatives au dossier devait être remplie la semaine du 4 au 8 juin soit examiné après les séances d'examen / entrevue.

Cet exercice comprend également l'évaluation de l'usage du gabarit de préparation et l'analyse des dossiers ainsi que l'un pour les interdictions au cours de la semaine du 4 au 8 juin. Nous sommes cependant conscients qu'il y aura probablement peu de cas pour lesquels ces gabarits auront été remplis pendant cette période d'une semaine.

Le document Excel ci-joint contient les données qui doivent être recueillies par les gestionnaires et les superviseurs des bureaux locaux. Les directives pour chacun de ces données se trouvent dans le document word.

Le tableau Excel dûment rempli doit être envoyé avant la fin de la journée le 13 juin 2012. Un document devrait être soumis par bureau local à NHQ-OPS-STATS@cic.gc.ca avec Nat-Cit-Operations@cic.gc.ca en Cc.

Même si ce premier exercice ne couvre que la semaine du 4 au 8 juin, nous encourageons les gestionnaires et les superviseurs des bureaux locaux à conserver une version vierge du tableur Excel pour en faire des copies dans le but de faciliter le processus d'évaluation du rendement.

Merci à tous pour votre contribution à cet exercice.

Director/Registrar of Canadian Citizenship | Directrice/Greffière de la Citoyenneté Canadienne
NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
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Monitoring Exercise – Standardizing the Preparation of Citizenship Grant Applications (June 4-8 2012)

Instructions

The File Requirements Checklist

	Item	Description
A1	Total number of files with new checklist completed	The total number of files where the File Requirements Checklist was to be completed (up to and including the interview section) the week of June 4-8.
A2	Number of files reviewed (the sample size)	The total number of files where the File Requirements Checklist was to be completed and that were reviewed as part of the monitoring exercise (June 4-8).
Part A		
B1	Part A: Number of files where checklist completed according to policy	The number of files where Part A of the checklist was completed according to policy (i.e. a Y/N or N/A response for all triage criteria, etc).
B2	Part A: Number of files where checklist not completed according to policy	The number of files where responses to triage criteria are missing, or where Part A was not completed, etc. Files determined not to meet policy should be counted as such, then be returned to the employee for compliance (and not be included in any future monitoring exercises to avoid double-counting).
B3	Most common reasons Part A not completed according to policy	Enter the most common reasons for which Part A was not completed according to policy (such as issues with certain triage criteria, etc).
Part B		
C1	Part B: Number of files where checklist completed according to policy	Enter the number of files where the Pre-interview and interview pages in Part B of the checklist was completed according to policy. For example, all pre-interview items have been addressed (if possible), and all interview items have been completed.
C2	Part B: Number of files where checklist not properly completed according to policy	The number of files where Part B (pre-interview, interview sections) was incomplete and where responses to certain items are missing. Files determined not to meet policy should be counted as such, then be returned to the employee for compliance (and not be

Item	Description
C3	<p>included in any future monitoring exercises to avoid double-counting).</p> <p>Enter the most common reasons for which part B was not properly completed (such as issues with certain items in the pre-interview or interview sections, common questions or concerns)</p>

The File Preparation and Analysis Template

Item	Description
D1	Enter the total number of File Preparation and Analysis Templates completed the week of June 4-8.
D2	<p>The number of times the template was not completed according to policy (responses to certain questions missing, etc).</p> <p>Files determined not to meet policy should be counted as such, then be returned to the employee for compliance (and not be included in any future monitoring exercises to avoid double-counting).</p>
D3	Enter the most common reasons / areas of difficulty for which the template could not be completed properly.

Prohibitions/failed clearance template

Item	Description
E1	Enter the total number of occasions the prohibitions / failed clearance template was completed the week of June 4-8.
E2	<p>Enter the number of templates that were not completed according to policy (missing information on prohibitions, etc.)</p> <p>Files determined not to meet policy should be counted as such, then be returned to the employee for compliance (and not be included in any future monitoring exercises to avoid double-counting).</p>
E3	Enter the most common reasons / areas of difficulty for which the template could not be completed properly.

From: Nat-Cit-Operations
Sent: May 24, 2012 1:18 PM
To:
Cc: Nat-Cit-Operations
Subject: FW: CPDP-FG-0170 - Further Question 407

Bonjour

Please note the new question and new FG number assigned.

Merci

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

Telephone | Téléphone
Facsimile | Télécopieur
Government of Canada | Gouvernement du Canada

From:
Sent: May 24, 2012 11:54 AM
To:
Cc: Nat-Cit-Operations
Subject: RE: Question 407

Oui, merci

En effet, le courriel est arrivé 10 minutes après l'envoi de mon courriel.

Je profite de ce courriel pour poser une autre question. Suite à une des réponse que tu m'as envoyé récemment.

2-Si le juge considère qu'au moment de l'audition de type résidence, il n'a pas assez de renseignements pour prendre une décision. Le juge peut exiger un nouveau QR. Cependant, l'OB dit que c'est l'agent qui doit étudier les preuves.

« **Remarque** : Les juges de la citoyenneté peuvent demander des renseignements supplémentaires à tout moment avant de prendre une décision relativement à une demande. Ils peuvent donc exiger du demandeur qu'il remplisse et soumette un nouveau QR si les renseignements fournis dans la version précédente du QR ne sont pas satisfaisants. Lorsque des renseignements supplémentaires seront fournis, l'agent utilisera le nouveau modèle pour préparer le dossier. »

Si je comprends bien; le juge n'est pas satisfait des preuves, il donne au client un nouveau QR mais les documents devront être analysés par l'agent? Ce qui veut dire que le dossier passera de l'agent qui a étudié les preuves, au juge pour audition et ensuite à l'agent pour attendre de nouvelles preuves et en refaire l'étude à la demande du juge? Est-ce cela?

Oui. Quand un juge demande que la nouvelle version du QR soit émise au client, un agent de citoyenneté est responsable de l'analyse du QR. À la réception du QR et des preuves, l'agent doit compléter le *Gabarit pour la préparation et l'analyse du dossier* et le tout doit être retourné au juge pour décision.

Comme la saisine est de 60 jours, est-ce qu'on va faire un changement pour le temps de saisine? Ou faudra-t-il toujours demandé au gestionnaire de remplir une demande de suspension prévue à l'article 17?

Merci

Superviseure-CIC-Citoyenneté | Supervisor-CIC-Citizenship
 QUE - Service de citoyenneté: Montréal | QUE - Montreal Citizenship Services
 Citoyenneté et Immigration Canada | Citizenship and Immigration Canada
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 Gouvernement du Canada | Government of Canada

De:
Envoyé : 24 mai 2012 11:34
À :
Cc : Nat-Cit-Operations;
Objet : RE: Question 407

Bonjour

Un message a été envoyé hier après-midi aux régions relativement à certaines questions qui ont été posées en ce qui a trait aux indicateurs de risque.

Pour l'indicateur A5,

. Le questionnaire de résidence n'est donc pas nécessaire dans ces cas.

En réponse à la première partie de ta question : Un individu qui :

un Questionnaire de Résidence doit être émis en tout

temps.

Merci,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
 Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
 360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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 Government of Canada | Gouvernement du Canada

From:
Sent: May 23, 2012 2:21 PM

To:
Subject: Question 407
Importance: High

s.16(1)(c)

Bonjour,

La plupart de nos clients ont eu une période sans emploi pendant la période de 4 ans. Avec le nouvel OB nous devons maintenant envoyé un questionnaire de résidence à la majorité de nos clients.

Voici la question :

Le CTD de Sydney comparera les données indiquées à la section du formulaire de demande portant sur les emplois avec celles indiquées dans la section portant sur les absences.

Veux-t-on dire?

: Au cours des quatre années précédant la date de la demande, Le demandeur s'est identifié comme consultant, travailleur autonome ou sans emploi pour une période et a déclaré des déplacements au courant de ces mêmes périodes où il était sans emploi, travailleur autonome ou consultant?

Un étudiant est-il sans emploi?

Un retraité est-il sans emploi?

Un individu en congé parental est –il sans emploi?

Comme la plupart de nos dossiers vont en QR et que nous sommes à envoyer beaucoup de questionnaires en ce moment, est-ce possible d'avoir une réponse promptement??

Merci merci

Superviseure-CIC-Citoyenneté | Supervisor-CIC-Citizenship
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