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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

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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

Telephone | Téléphone Facsimile | Télécopieur

Government of Canada | Gouvernement du Canada

Sent: October 3, 2012 2:10 PM

To: Nat-Cit-Operations

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 country of the state 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?values and appear a squeez acceptance of the control of the

Supervisor Inland Operations NB | Surveillante des opérations intérieures N-B ATL - CIC Moncton NB | ATL - CIC Moncton, N.-B. Citizenship and Immigration Canada | Citoyenneté et Immigration Canada

860 Main Street. Suite 602 Moncton NB E1C 1G2 | 860 rue Main, Suite 602 Moncton NB E1C 1G2 to que assese de la Cale, personente e trapa de la Cale, de Cale, de Cale. Cale de Servació de com camb<mark>ente M</mark>onter el COCT de Protegual de la companyació de la companyació de la companya

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From:

Nat-Cit-Operations

Sent:

Sentember 19, 2012 1:28 PM

To:

Cc:

Nat-Cit-Operations

High

Subject: FW: CPDP-F

Importance:

FW: CPDP-FG-0460-Question OB 407

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Hi

For your action please. Due Oct. 3

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion operationnelle 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

Facsimile | Téléphone | Facsimile | Télécopieur

Government of Canada | Gouvernement du Canada

From:

Sent: September 19, 2012 12:47 PM

To: Nat-Cit-Operations **Subject:** Question OB 407

Importance: High

Bonjour, and Market of the few controls of the controls of the control of the con

Nous avons beaucoup d'avis divergeant tant qu'au traitement du A5; et le 181 de la company de la com

Historia y Maka Katala

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

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

RFE Entering Districts
Proposition and Section 1

Bure of Att Control

Nat-Cit-Operations From: Commence of the server as a first transfer September 13, 2012 9:57 AM Sent: Control of the Control of the State of the Control To: Control High two Nat-Cit-Operations: Cc: RE: CPDP-FG-0380-residency questionnaire CIT 0171 Subject: -300-0800 - 10-201 (A) ang i kalender (bis 1812-1914) Hi Have you had a chance to answer L. AyO - Cash and the second of the second o Thanks. Service of the servic 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 Sent: September 7, 2012 4:19 PM And the second of the second o To: Nat-Cit-Operations: and the control of the second Subject: RE: CPDP-FG-0380-residency questionnaire CIT 0174 against the residence and the sale and the company of the company o Hi Should supplied the tiple of her. We apologize for the delay on this one. A response is nearly ready – an answer will be provided early next week. Thanks: and Tables Coemple tension which lastes with Mirell NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination | Selection Selection | Selection 360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1 Telephone | Téléphone Saul Cold Co. 5 45 Facsimile | Télécopieur Government of Canada | Gouvernement du Canada From: Nat-Cit-Operations Sent: August 30 2012:12:48 PM To Nat-Cit-Operations Cc Subject: FW: CPDP-FG-0380-residency questionnaire CIT 0171 the expension of the ex Hi THE BOOK OF RECOVERY OF THE WAR TENDER OF THE BOOKS WAS IN THE Commission of the Commission of the State of the Commission of the is following up on this request. Would you please let her know when to expect a response? The second of Entropy to the first of the section Thank you, ်ပြုက် မြောက်သည်။ သို့ မြောက်သည် မောက်ခြင်းကို ရှိပြုသည်မျှ အို ရောက်**စုနှာ အမင်းရှိ ((C**CC) မြောက်ဆုံးကြောင့် မြောက် and the Albertain of the College College and the Albertain College and NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination Citizenship and Immigration Canada | Citoyenneté et Immigration Canada

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360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

Telepnone | Téléphone Facsimile | Télécopieur

Government of Canada | Gouvernement du Canada

Froi

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.

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

Government of Canada | Gouvernement du Canada

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.

44 0 D W

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]

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1) What is your suggestion or modification to be brought on the form or guide?

It is mentioned on the RO:

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

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2) What led you to come up with this suggestion or mod explanation and/or give an example if possible.	ification?:Give/asbrief 사고도를 하면 하는 기계를 가는	ili. Angagan S
Client called.	- V J P 8	in war gwird
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3) How often do you get this inquiry? Daily and/or Weekly	y:	
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4) Comments (if applicable):	1.2.	No. of the second
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From: Sent: To:	Nat-Cit-Operations August 24 2012 8:52 AM		
	Nat-Cit-Operations; FW: CPDP-FG-0408-RQ Question	inger i der state i der st State i der state i der st	r i na hang da na galiba kang Banda da sekara da kada kang kang ka
Importance:	High		ere en
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Telephone Téléphone Facsimile Télécopieur Government of Canada G From: Sent: August 23, 2012 5:3 To: Nat-Cit-Operations Subject: RQ Question		t.	
Importance: High			The section of the se
Hello,	The second secon	ender de la companya	i gan algebra si Lista a Tean galega si si XX Angan sayak na ayan si
We recently sent out a RQ as to what we should do w	to a client who has moved and has no unith this file?		I am seeking guidance
Thank you,			
PNT - Calgary CIC PNT - CIC	rveillante, Citoyenneté (affectation) 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

Telephone | Telephone Facsimile | Télécopieur Government of Canada | Gouvernement du Canada From:

Nat-Cit-Operations

Sent: August 23: 2012 9:13 AM

To:

Cc:

Nat-Cit-Operations.

Subject:

FW: CPDP-FG-0405-Observation re: issuance of RQs

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Hello

For your action please. Due Sep.6.

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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Telephone | Téléphone Facsimile | Télécopieu

Government of Canada | Gouvernement du Canada

From:

Sent: August 22, 2012 6:26 PM

To: Nat-Cit-Operations

Subject: Observation re: issuance of RQs

Good Afternoon.

One of the staff noticed something regarding the issuance of an RQ that prompted a question. The first 2 pages of the File Requirement Checklist were completed by Sydney and the file sent to us. One of the applicants

They were still issued the RQ as per RQ issued by CPC Sydney

'Should an RQ be issued in these cases? That was not the understanding we had Remarks = "Appl 1 according to the OB 407 doc; have we misunderstood?

If the RQ should not have been issued, we're concerned that other files may have RQs coming in for files that will now require us to complete a File Analysis Template (FAT) when it really didn't need to be the case = increased workload. Is there an approach to completion of the FAT that can allow for due diligence but not be so labour intensive? By any chance is a more detailed "guideline" or "SOP" coming out on how we should be completing the FAT? I ask as we're concerned that we may be integrating different levels of detail compared to other offices which might be causing this to be such a labour intensive activity, i.e. listing of "facts" | versus of "interpretation of facts/opinion"

Regards,

Supervisor, Citizenship and Multiculturalism PNT - Winnipeg CIC | PNT - CIC Winnipeg Citizenship and Immigration Canada | Citoyenneté et Immigration Canada 25, Forks Market Road | Room 400 Winnipeg Manitoba R3C 4S9 | 25, chemin Forks Market | Pièce 400 Winnipeg Manitoba R3C 4S9



Director of the Articles

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walter Brief Galegier

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

- 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

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.

The citizenship official will interview the applicant and will complete the new file Requirements Checklist.

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.

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.

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 nearing, 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 RO 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 a ready 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



it and be issued the RQ. 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. ENGL. HELLENAN 1.3341.5% RESERVANCE ROLLER Citizenship Officer | Agente de la Citoyenneté 11495 The contract of the second of the contract of ONT - Mississauga CIC | ONT - CIC-Mississauga Citizenship and Immigration Canada | Citoyenneté et Immigration Canada 3085 Glen Erin Drive Mississauga ON L5L 1J3 | 3085 drive Glen Erin Mississauga ON L5L 1J3 Burn Birth Office | Bureau Mississauga CIC, 3294 relephone | Téléphone Facsimile | Télécopieul Government of Canada | Gouvernement du Canada TSU jude in a service of the service of the THE HOLDER Specifical Control (1986) and the second of the second o ्या है राज्यां के स्वरंग कर है है। जो कि से अस्ति अस्त्राचारी राज्यां कर कर है। है 三、石塘河 等选销 高超级运行 一方一等人 on conflicted company t for small 150 for so it digate. oring to the control of the stronger that is a set of the gradient. The international control of the control of regard telephonous as 2 to believe to our SAMEO MODERN SACAR I MA BENT OMES JOB WHAT VISELIE TO NOT CITED SEVER SECURITY CLASS CHENTANTONIA TAL Congress of the state of the st and the second of the second o 计记录符号 医阴影体 างการการคุณสมาราช เลยการที่จากกุลให้การ<mark>เพณฑ์สมาราชสมาราช</mark> The Post This So washing The or complete parameter and interest of the parameters of the complete of the co Control of the Section of the Sectio U.S. ISO Spy. Was with as found Location er, in modernmendlicher D 1945、195 年第15 安排编码下 经20代据的 ক্রিকের বিশ্ব ক্রিকের বিশ্ব ক্রিকের বিশ্ব কর্ম। বিশ্ব প্রকাশ করের করি বিশ্বকর বিশ্ব করে। · 企動运行。 计磁码 7.数据模 VISION OF MUSEUM PARKET Jagan Lamentag 47 out of the court part of the specific d TO TO THE STATE OF THE STATE O 1 .11 . In a notable control of the second of the Contract of the CAR

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From:

Sent: July 13, 2012 11:15 AM

4. 27 1175

Subject: RE: a question from Calgary

, Did you send these questions to NHQ?

didn't but I will now if it has not already gone up. I never did and I am certain Don't be a seed Just don't want to duplicate the questions if it went up already

ONT - Mississauga CIC | ONT - CIC-Mississauga Citizenship and Immigration Canada | Citoyennete et Immigration Canada 3085 Glen Erin Drive Mississauga ON L5L 1J3 | 3085, drive Glen Erin Mississauga ON L5L 1J3 Office | Bureau Mississauga CIC, 3294

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Government of Canada | Gouvernement du Canada

Sent: June 13. 2012 6:09 AM

To:

Subject: a quesuon from Calgary

same and the second control of the second control of the second control of the second control of Yesterday I got the following question from

in Calgary:

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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....

STAPP FIRE COUNTY OF BUILDING WAS ARRESTED FOR SAFER

How is your office dealing with it? And did you guys do any testing with new procedures? What are the stats ടയ്(how-many-clients/interviewers/time?) വാധാന് പ്രധാനമാണ് വാര്യാവര് ഒരു അത്രീസ് ആരം വിശ്യാന് അത്

making the company of the common and the second process of the company of the com

I responded: 50 000 000 000

Re: client's not providing enough docs. NHQ's theory is sit 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 has been able to be the control of the The officer does the File Analysis Template (residence), and then the client is scheduled for a

Lie gegesyn han die geste berag in de deur spillte geste dan de hergelige betre van deze bisabet trad i voe bisa

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 that annex A - sounds way more fun!).

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

- I. Is it an officer who must interview this type of client at the test, or can an ECA 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 II(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 does, 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 does requested by the judge on the CARF)

IN ADDITION: while reading the OB again (again!!!), in Annex A, Part B, Pre-interview verification, it <u>appears</u> to me that this page (page 3 of the FRC) is to be completed <u>before</u> 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 <u>prior</u> 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 <u>after</u> 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.

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From:

Nat-Cit-Operations
July 11, 2012 2:01 PM

Sent:

Nat-Cit-Operations

Subject:

CPDP-FG-0314 RE: CPDP-FG-0236-Question: OB407 question A5 -

abbrawch gala

Please note the tracking number for this request.

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 Office | Bureau NAR AR20

ı elephone | Téléphone Facsimile | Télécopieur

Government of Canada | Gouvernement du Canada

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 Citizenship and Immigration Canada | Citoyenneté et Immigration Canada 360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1 Office | Bureau NAR A613

Telephone | Téléphone

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

18. N. V

EAS YOUR DESIGNATION OF THE PERSON OF T

I hope you're doing well. With respect to the below, is there any guidance on how, during triage, we are to handle any files where clients (a)

Does the time

period without work a history count as a period of unemployment?

Please advise,

Thank you,

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MALERO DESCRIPTION DE

A/Supervisor, Citizenship and shared services | Superviseur de citoyenneté et services communs p.i.

ONT - Ottawa CIC | ONT - CIC-Ottawa

Citizenship and Immigration Canada | Citoyenneté et Immigration Canada

200 Catherine Street Ottawa ON K2P 2K9 | 200 rue Catherine Ottawa ON K2P 2K9

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

From:

Sent: June 22, 2012 8:25 AM

To:

Subject: Re: CPDP-FG-0236-Question: OB407 question A5 - \

Hi

Do you mind if I ask for a bit of clarification on your response? The key question I was trying to address in the second question was how we treat a lack of information in the work history. If the person

, do we treat the time period for which there is no information as a period

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Service of the sequence of the section of the service of

of unemployment?

Thank you!

A/Supervisor, Citizenship and shared services | Superviseur de citoyenneté et services communs p.i.

Citizenship and Immigration Canada | Citoyenneté et Immigration Canada

200 Catherine Street Ottawa ON K2P 2K9 | 200 rue Catherine Ottawa ON K2P 2K9

Telephone | Telephone

Facsimile | Télécopieur

Government of Canada | Gouvernement du Canada

Sent from my Blackberry | Envoyé de mon Blackberry

From:

Sent: Thursday, June 21, 2012 11:08 AM

with the complete the first the state of the contract of the c

To:

Cc: Nat-Cit-Operations

Subject: FW: CPDP-FG-0236-Question: OB407 question A5 -



Hello

Please see the responses to your questions below in red.

Have a great day,

s.16(1)(c)

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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 Office | Bureau NAR A613 PROBLEM CONTRACTOR

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relephone | Téléphone

Government of Canada | Gouvernement du Canada

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 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

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,

建等的 医工作 电通过电路

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. Sade of Contract

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:

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Individuals who state

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

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residence questionnaire.

Please provide guidance at your earliest convenience.

Thank you, and the end of the first the first

Citizenship & Immigration Officer | Agent de citoyenneté et immigration Citizenship and Immigration Canada | Citoyenneté et Immigration Canada 200 Catherine Street Ottawa ON K2P 2K9 | 200 rue Catherine Ottawa ON K2P 2K9

Telephone | Téléphone Facsimile | Télécopieu

Government of Canada | Gouvernement du Canada

s.16(1)(c)

From: Sent: Nat-Cit-Operations July 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,

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 Office | Bureau NAR A613

Telephone | Téléphone

Government of Canada | Gouvernement du Canada

From: Nat-Cit-Operations Sent: June 6, 2012 12:03 PM

To:

Cc: lat-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 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: June 6, 2012 11:21 AM

To: Nat-Cit-Operations

Cc:

Subject: CLARIFICATION ON OB407

Can you please give some clarification on OB407,

As it

Grand Control of the Control of the

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

Supervisor C&I | Supervisor

ONT - Scarborough Citizenship | ONT - 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 i da artik je sebe i dalikaje i sasti Po da artik istorije i dan dare kom

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From:

Nat-Cit-Operations

Sent: To: .hulv 4 2012 4.28 DM

To:

Subject:

FW: CPDP-FG-0249-45 day nold 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 Citizenship and Immigration Canada | Citoyenneté et Immigration Canada | Citoyenne

Telephone | Téléphone

Government of Canada | Gouvernement du Canada

From: Nat-Cit-Operations Sent: June 18, 2012 3:18 PM

To:

Cc:

lat-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.

and suggested the second of th

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

Telephone | Téléphone Facsimile | Télécopieu: Government of Canada | Gouver

Government of Canada | Gouvernement du Canada

From:

Sent: June 18, 2012 3:09 PM **To:** Nat-Cit-Operations

Cc

Subject: 45 day hold for RO'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.

ing a series of the series of ARMANT. Thanks! n sa polivia 11.5 A CONTRACTOR OF THE STATE OF TH See a la Mouse parameter describer a la fill describer anese. A Citizenship Officer | Agente de Citovenneté ATL - CIC Moncton NB | ATL - CIC Moncton, N.-B. Citizenship and Immigration Canada | Citoyenneté et Immigration Canada 860 Main Street Suite 602 Moncton NB E1C 1G2 | 860 rue Main, Suite 602 Moncton NB E1C 1G2 Telephone | Téléphone Facsimile | Télécopieur (多名) (4) (2) (4) (4) (4) (4) (4) Government of Canada | Gouvernement du Canada and the second of the second o The Water than County and the Section of the County and the County e succesi noro, C. P.D. degli i sveri, kied to the feet of each those Section for pulling the property or name armine armine and call The Committee of the Manager Committee of add from proalik vi Salis a<mark>ddi</mark>gaddi, af Lasis (f.) Seddia addigaddi, af gallaris (f.) e de la mara de Santago () de la cada () Como () de la cada de la cada () de la cada () or Dva Kill obasic Nacabar nievo Cr HIM NUMBER TOWNS HARDA LONE OS BARALDARAS MARKET A STREET AND STREET and the second of the second

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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 - enquiries regarding submissions

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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 Citizenship and Immigration Canada | Citoyenneté et Immigration Canada 360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

Telepnone | Téléphone Facsimile | Télécopieur

Government of Canada | Gouvernement du Canada

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 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 | Télécopieu

Government of Canada | Gouvernement du Canada

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 be 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



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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."

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Manageritangsky, og tregtersplakestrikens og kommerter som er storetter grennerer i selte frå 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 200-877 Expo Blvd Vancouver BC V6B 8P8 | 200-877, Blv. Expo Vancouver C.-B. V6B 8P8 Office | Bureau Expo

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

M Care Care

From:

Nat-Cit-Operations

Sent:

June 19, 2012 8:54 AM

To:

Cc: Subject:

FW:CPDP-FG-uzb1- 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

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

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

241

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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TO SHELL CARRY



From:

Nat-Cit-Operations

Sent: To:

June 15, 2012 9:18 AM

Cc:

Nat-Cit-Operations:

Subject:

FW: CPDP-FG-0238-OB 407

importance:

Hiah

Hello

For your action please. Due June 28.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination Citizenship and Immigration Canada | Citoyennete 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

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

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.

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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.

BCY - Vancouver Citizenship Unit | CBY - Unité de citoyenneté, Vancouver 医连续性硬化 (Fernandoral Gardon For E) 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

Telephone | reiephone Facsimile I Télécopieur Government of Canada I Gouvernement du Canada

Military of the



From: Sent:

Nat-Cit-Operations
June 1, 2012 4:06 PM

To:

Cc:

Nat-Cit-Operations

Subject:

RE: CPDP-FG-0173 - Clarification on CB 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

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

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 operationnelle 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 | Telephone Facsimile | Télécopieu Government of Canada | Gouvernement du Canada

From:

Sent: May 25, 2012 11:15 AM **To:** Nat-Cit-Operations

Subject: Clarification on OB 407

Hello,

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There were a few questions arising from OB407 as we begin to work through the files we have in the office:

 W 	/hen a	RQ	is	given	to	client
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After

reviewing the RQ and docs, if the officer has no concerns as there is no shortfall or credibility issue, and client meets 1095 days...do we need to complete the analysis template if the client clearly meets 1095 and there is no shortfall or credibility concerns. It consumes time to complete the template for each case. Can we write the following on checklist (Res Q reviewed, no concerns, initials and date) if no shortfall or credibility.

Control of the second

narwys. Pragarszak

Response:

The File Preparation and Analysis template is to be completed in all cases where an RQ is on file in order to demonstrate to the judge that you have assessed all the information received from the applicant and that there are no further concerns exist. While the template must be completed, it is expected that the responses to some of the items in the template will be more brief given there are no concerns.

2. When reviewing files, if there is a couple that are seniors, husband states that he is unemployed during relevant period and wife states homemaker, they both haven't worked as children are supporting them.

We come across many cases similar to that as male applicants do not write homemakers on applications.

Response:

An RQ is not needed

There are situations where one applicant will need to complete an RQ but

where the applicant's spouse does not.

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.

3. When there are

we are to mail out the RQ? That is the

case for many applicants, and when RQ is received, there are no credibility issues or shortfalls, and time is wasted on completing analysis templates for every file that has RQ.

Response:

If the applicant has under indicator A5 and no RQ would be issued.

the applicant would not fall

However, if the applicant

an RQ is to be issued.

As per the response to question 2, an assessment of the risk indicators will be performed in the future. We appreciate your comments on the indicators and they will be taken into consideration when the assessment takes place.

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our g	uidance is apprec	aited.				

Thank you,

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From:

Nat-Cit-Operations

Sent:

mat-on-operations
May 30, 2012 4:34 PM

To:

Cc: Subject:

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RE: CPDP-FG-0135- questions on UB 4U/

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Good afternoon

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

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-Lit-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 operationnelle 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 | Lelephone Facsimile | Télécopieu 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. and the contract of the contract of the contract of the contract of

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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.



Mary St.

SECTION PROPERTY

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:

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

Thanks Jessie

Supervisor C&I | Supervisor

Bergerse was the come on a bi ONT - Scarborough Citizenship | ONT - 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

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From: Sent:

Nat-Cit-Operations
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

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Preparation of Citizenship Grant Applications / Exercise de contrôle - Uniformisation de la

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préparation des demandes d'attribution de la citoyenneté ; la secretif des la commune de la citoyenneté ; la secretif des la commune de la citoyenneté ; la secretif des la commune de la citoyenneté ; l

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 | Citoyenneté et Immigration Canada | Citoyenneté et Immigration Canada | 360 | Jaurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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From: Nat-Cit-Operations Sent: May 15, 2012 9:05 AM

To:

Subject: FW: OB 40/ - 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 GIAE

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 M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau 370 Scarborough ON M2P 4X8 | 200 Town Center Court, Bureau

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COMMENTS ON OB – FILE PREP

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The OB informs citizenship staff of the three significant changes which are being made to the way citizenship applications are prepared.

- 1. Firstly, this OB introduces and provides instructions on a new File Requirements Checklist. Your comments?
 - Though it is anticipated that the time spent on processing files will increase for the next little while, the new File Requirements Checklist (FRC) will support program integrity and fraud prevention
 - Good use of risk indicators and assigned responsibilities to complete i.e. Part A –
 CPC-S and Part B local office
 - FRC is easy to use, logical, detailed and provides areas for comments which will be useful when highlighting areas requiring further investigation / follow up
 - It is difficult to comment on the effectiveness of the File Requirement checklist at this time, as the implementation of the OB has just begun. We are confident that as time progresses, officers will become more familiar with the requirements, which will in turn reduce the time required to complete the checklist. For example, the first day that the staff in this office implemented the file requirement checklist we noted that they required approximately 12+ hours to complete a bundle of 30+ clients. We will continue to monitor the time taken to complete tasks at each step of the process with a view to ensuring that we gain the anticipated efficiencies and maintain program integrity.
- 2. Secondly, the Residence Questionnaire, given to some applicants, has been revamped. Your comments?
 - The new RQ will support program integrity and fraud prevention in the Citizenship Program
 - The new RQ seems to be quite detailed and highlights the onus on the client to provide the relevant information
 - Box 45 does not exist on new CPR document.
 - Would suggest that the RQ could be generated in GCMS with certain fields prepopulated
 - Generating the RQ in GCMS is a welcome suggestion. The best ways to have this document generated for clients, including it being generated by GCMS, are currently being investigated. Until changes are made in GCMS, the RQ will continue to be printed the current manner.

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

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.

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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.

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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

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checklists.

Response:

Thank you for keeping us appraised 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:

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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.

ENGINEER CO.



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

Cc:

Subject:

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Monitoring exercise - Standardizing the Preparation of Citizenship Grant Applications /
Exercise 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

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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,

Alban Tables Broken College

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.

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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. that is the second with the second control of the second control o

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.

Charles Made Million Brown of the Con-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. Section for the control of the control of the control of

Merci à tous pour votre contribution à cet exercise.

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 360 Laurier Avenue West Ottawa ON K1A 1L1 1 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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Instructions

Instructions		・ 「「「「「「「「」」」」」、「「」」、「「」」、「「」」、「」」、「」」、「」
The File Re	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 (Line 4.8)
	Part A	
B1	Part A: Number of files where checklist completed according to	The number of files where Part A of the checklist was completed
	policy	according to policy (i.e. a Y/N or N/A response for all triage
B2	Part A: Number of files where checklist not completed	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 ruture morning exercises to avoid double- counting).
B3	Most common reasons Part A not completed according to	
	policy	completed according to policy (such as issues with certain triage
		criteria, etc).
<u>ე</u>	Part B: Number of files where checklist completed according to	Enter the number of files where the Pre-interview and Interview
	policy which was a second of the second of t	pages in Part B of the checklist was completed according to
		policy. For example, all pre-interview items have been addressed
2	Part B: Number of files where checklist not properly completed	(ii possible), and all litterview hems have been completed. The mimber of files where Part B (pre-interview interview
	according to policy	sections) was incomplete and where responses to certain items
		are missing.
		Files determined not to meet policy should be counted as such, then he returned to the employee for compliance (and not he
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	Item	Compared to Description Consists of the Constant of the Consta
		included in any future monitoring exercises to avoid double-
		counting).
හ	Most common reasons Part B not completed according to	Enter the most common reasons for which part B was not
	policy	properly completed (such as issues with certain items in the pre-
		interview or interview sections, common questions or concerns)

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The File Preparation and Analysis Template

The File Pr	The File Preparation and Analysis Template	
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	Item	Description
D1	Number of File Preparation and Analysis Templates completed	Enter the total number of File Preparation and Analysis Templates
		completed the week of June 4-8.
07	Number of File Preparation and Analysis Templates not	The number of times the template was not completed according
	completed according to policy	to policy (responses to certain questions missing, etc).
		AND THE SECOND CONTRACTOR OF THE SECOND CONTRA
		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). A second of the sec
D3	Most common reasons File Preparation and Analysis Template	Enter the most common reasons / areas of difficulty for which the
	not completed according to policy	template could not be completed properly.

Prohibitions/failed clearance template

	Item	Description
E1	Number of Prohibitions/ failed clearance templates completed	Enter the total number of occasions the prohibitions / failed
		clearance template was completed the week of June 4-8.
E2	Number of Prohibitions/ failed clearance templates completed	Enter the number of templates that were not completed
22	according to policy.	according to policy (missing information on prohibitions, etc.)
_		
:		Files determined not to meet policy should be counted as such,
44 24		then be returned to the employee for compliance (and not be
		included in any future monitoring exercises to avoid double-
		counting).
E	Most common reasons Prohibitions/ failed clearance template	Enter the most common reasons / areas of difficulty for which the
180	not completed according to policy	template could not be completed properly.



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From: Sent: Nat-Cit-Operations May 24, 2012 1:18 PM

To:

Cc:

Nat-Cit-Operations

Subject: FW: CPDP-FG-01

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

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Government of Canada | Gouvernement du Canada

From:

Sent: May 24, 2012 11:54 AM

To

Cc: Nat-Cit-Operations
Subject: RE: Question 40/

Oui, merci

En effet, le courriel est arrivé 10 minutes après l'envoie 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 complété 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
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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Bandan and Albander of the con-

De:

Envové : 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

and the said calls against the first country.

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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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From:

Sent: May 23, 2012 2:21 PM



To:

1. 化转针子分析 海

To: Subject: Question 407 Importance: High

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Boniour.

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.

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ong makan was not ni di kacamatan

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. en geskalt for a the spekers

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? ti i Karamatan Kabupatèn Sebagai Kabupatèn Kabupatèn Kabupatèn Kabupatèn Kabupatèn Kabupatèn Kabupatèn Kabupat

Un étudiant est-il sans emploi?

Un retraité est-il sans emploi?

Un individu en congé parental est –il sans emploi?

And the second of the second of the second

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

Merci 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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