



Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada

# IR 6

## Immigration Service Delivery Network Abroad

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## 1 What this chapter is about

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This chapter is designed to reflect Canadian overseas mission jurisdictions as they apply to delivery of the Immigration Program abroad.

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**Note:** See chapter IR 7 for similar information on the service delivery network in Canada.

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**2 Program objectives**

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N/A.

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## 3 The Act and Regulations

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The Minister may designate any persons or class of persons as officers to carry out any purpose of any provision of this Act, and shall specify the powers and duties of the officers so designated.

Table: Section of the Act applying to Immigration service delivery network abroad.

Provision	Section of the Act
Designation of officers	A6

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### 3.1 Forms required

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N/A.

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## **4 Instruments and Delegations**

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N/A.

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### **4.1 Authority to issue visas and special designations as immigration officers**

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In accordance with the ministerial authority in A6, the Director General, International Region, authorizes officers to carry out various purposes and provisions of the *Immigration and Refugee Protection Act and Regulations* as outlined in the Designation and Delegation Document.

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### **4.2 Signing authority for temporary resident visas**

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An Immigration Program Officer (IPO) may be designated pursuant to A6 to have signing authority for temporary resident visas. Such a designation does not change the classification level of the position or incumbent.

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### **4.3 Designation of locally engaged staff in missions**

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Authority for the designation of locally engaged staff in missions has been delegated by the Minister of Citizenship and Immigration Canada to the Director General, International Region.

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## 5 Departmental policy — Delivery of Canadian Immigration Program abroad

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There are over 100 Canadian embassies, high commissions, consulates, missions, etc., in other countries throughout the world, all of which come under the jurisdiction of the Department of Foreign Affairs. (see: All overseas missions administered by Foreign Affairs [Appendix A])

The Department of Foreign Affairs and International Trade has informed us that the paper edition of the publication *Diplomatic, Consular and Other Representatives in Canada* has been discontinued.

The current electronic edition may be viewed, printed and downloaded by accessing the Office of Protocol's Web site at: [<http://www.dfait-maeci.gc.ca/protocol>]. The electronic version is amended on a monthly basis.

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### 5.1 Mission involvement in the Immigration Program

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Citizenship and Immigration Canada is responsible for the delivery of Canada's Immigration Program abroad. Citizenship and Immigration Canada currently has officers serving at over 60 Canadian embassies, high commissions, and consulates.

- all of these missions provide temporary resident processing services and over 30, offer immigration processing services.
- several of these offices are engaged primarily in reporting and liaison or interdiction and control activities.
- there are 21 other missions where limited temporary resident services are provided by locally engaged support staff.
- the ongoing reconfiguration of the overseas delivery network has resulted in a rationalization of Citizenship and Immigration Canada's resources overseas.

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### 5.2 Specific responsibilities

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With respect to mission involvement in the Immigration Program, the specific responsibilities include:

- recruiting and selecting foreign nationals and refugees in accordance with the government's plans and policies;
- facilitating the admission to Canada of permanent residents meeting the criteria for re-entry to Canada;
- facilitating the admission to Canada of genuine temporary residents for tourism, studies, and temporary employment;
- assessing the medical admissibility of permanent residents and temporary residents, providing health services to Canadian staff and dependants abroad, paying health costs of non-insured immigration clients, and analyzing international migration health issues;
- participating in overseas immigration control and enforcement activities;
- participating in reporting and analyzing international migration, refugee and social policy trends;
- advising on the foreign policy implications of Canadian immigration policies and on the impact of international migration trends in the domestic area;

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- maintaining liaison with foreign governments, international agencies and non-governmental organizations.

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### 5.3 Reconfiguration IV (Phase I)

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The focal point of Reconfiguration IV was the centralization of immigration processing in a limited number of locales, known as Regional Program Centres (RPCs). These RPCs are supported, in turn, by satellite offices which perform primarily temporary resident functions (e.g., temporary resident visas) as well as control activities and reporting and liaison.

Satellite offices also support the RPCs in those areas of the Immigration Program as directed by the RPC.

In addition, 29 missions continue as full processing centres delivering all aspects of the Immigration Program.

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### 5.4 Reconfiguration: Regional Program Centres (RPCs)

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Immigration processing overseas is centralized in 10 RPCs, which process routine immigration applications from beginning to end. If an interview can be waived, the application is processed completely within the RPC.

If an interview is required, or documents need to be checked or verified, either specific instructions or the entire RPC file is electronically available for use by the responsible satellite office (i.e., where the applicant has provided an address).

RPCs also perform the full range of temporary resident services (including interdiction, control, reporting, representation, liaison, promotion, recruitment, etc.) for its host country and any area countries falling under its direct jurisdiction.

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### 5.5 Reconfiguration: full service centres

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There are 29 full service centres, each of which offers the complete range of all permanent resident and temporary resident services. These stand-alone offices remain where local workloads are not routine, cannot easily be processed in another location, or where political realities inhibit an RPC-satellite concept (e.g., Islamabad). Canada-based officers, LEP and LES staff these offices.

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### 5.6 Reconfiguration: satellites

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The 22 satellite offices overseas perform the full range of temporary resident services, including issuing tourist, student and temporary work visas.

Satellites are also responsible for:

- reporting on local conditions;
- maintaining the integrity of the program at the local level;
- immigration interdiction and control functions;
- continuing to maintain liaison contacts with host country officials and other diplomatic, official and NGO representatives.

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Promotion and recruitment activities are conducted in coordination with the RPC. The satellite will conduct interviews or investigate specific issues as directed by the RPC.

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**Note:** Satellite offices must have at least one Canadian officer with signing authority assigned to the mission. LEP and/or LES also staff these offices.

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### 5.7 Reconfiguration: specialized offices

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Specialized offices are located in key international centres where reporting and liaison activities connected with areas where immigration/refugee and interdiction issues are of continuing interest. These offices are staffed by Canada-based officers supported by LES and LEP employees.

- 1) DFAIT Visitor Missions: These are 21 missions where there are no resident Citizenship and Immigration Canada officers, but where there are locally engaged employees performing limited functions on behalf of the Department, such as processing some, or all, types of temporary resident visa applications. These employees are under the operational supervision of officers of the Department of Foreign Affairs and International Trade (DFAIT), with functional supervision provided by the responsible RPC or full service centre.

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**Note:** Correspondence should not be sent to DFAIT missions with limited immigration processing on matters unrelated to the processing activities performed at the mission. Instead, referral must be made to the responsible mission (see [Appendix B](#)).

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- 2) Immigration processing missions, either RPCs or full service centres, may also arrange "area" visits to some of the countries under their jurisdiction as and when demand for immigration services warrant such visits. To determine if and when such visits are made to any given country, contact the full immigration processing mission concerned at the address in [Appendix A](#).

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### 5.8 Requirements for designation of locally engaged immigration officers

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Pursuant to A6 the requirements to be met are:

- 1) Designated locally engaged officers will be located at missions where authority under A6 is advantageous, given the volume or type of workload and the level of local risk.
- 2) Designated locally engaged officers must be located where they are under the direct and continuous supervision of a Canadian immigration officer.
- 3) Locally engaged staff recommended for designation must have had a full enhanced reliability check within a year of the designation recommendation.
- 4) The Immigration Program Officer (IPO) must have attended a Designated Immigration Officer (DIO) training course in Canada, and passed the resultant examinations. The Non-Immigrant Analyst must have attended a Temporary Resident training course and passed the resultant Non-Immigrant Officer (NIO) examinations.
- 5) The mission must have a vacant position at the right level.



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- 6) Sufficient funds must be available for the reclassification of the IPO and NIO positions as all NIO and DIO positions are classified on an incumbent only basis.
- 7) An IPO designated as a Designated Immigration Officer (DIO) pursuant to A6 must have a minimum of one year continuous employment as an IPO immediately prior to the designation action. An IPO may be designated pursuant to A6 to have signing authority for temporary resident visas. Such a designation does not change the classification level of the position or incumbent.
- 8) A Non-Immigrant Case Analyst designated as a Non-Immigrant Officer (NIO) pursuant to A6 must have a minimum of 6 months continuous employment as a Non-Immigrant Case Analyst immediately prior to the designation action.

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### 5.9 Country listings and mission jurisdiction

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The following information is available in Appendix B:

- 1) alphabetical listing of all countries, dependencies, territories, etc., in the world;
- 2) the name of the immigration processing office responsible for permanent resident and temporary resident applications from the country concerned [see [Section 5.1];
- 3) the office location, mailing address, telephone and facsimile numbers; and
- 4) the hours the office is open for receiving applications.

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**Note:** See [Appendix B] for further information.

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**6 Definitions**

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N/A.

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### 7 Procedure: Converting an existing mission to full immigration capability

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#### 7.1 Role of International Region

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When a Canadian mission abroad, without immigration processing capabilities, is to be converted to a processing mission, or when an entirely new Canadian office is opened, the International Region will alert:

- the Director, Citizenship and Immigration Services (RNO)
  - the Director, Service Delivery Division (RNS), Citizenship and Immigration Canada
- as far in advance as possible (preferably six months in advance) of the intended opening date.

The International Region will provide, as applicable:

- 1) full details of the intended FTE allocation to deal with immigration cases;
- 2) estimated annual immigration processing statistics covering
  - family class
  - independents
  - refugees/designated classes
  - students
  - temporary workers
  - tourists (where temporary resident visas are required)
  - travel documents permanent residents;
- 3) revised area responsibilities as a result of the new operation;
- 4) any change of address (or complete address if a new operation).

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**Note:** Copies of the above advice will be sent to CSIS in order to give adequate advance notification of an intended office opening in the event special procedures need to be added to the IC manual.

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#### 7.2 Role of computer operations

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**Immediately** upon receipt of the advice in [Section 7.1] above, Citizenship and Immigration Services (RNO), will arrange with the Director, FOSS, for computer system acceptance, by a specified date, an identifying four digit point of service code compatible with codes currently in use by the full processing missions.

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### 7.3 Delivery of required material

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Simultaneous with the computer systems action described in [Section 7.2] above, Information Management (BIM) will arrange delivery of the IMM controlled forms and any other needed documents.

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**Note:** Prefix administrative items such as envelopes, interoffice memoranda, tags, etc., will not be provided.

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### 7.4 Amendments to publications

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The Service Delivery Division (RNS) will also arrange for the amendment of existing publications to reflect the new operation, i.e., appropriate codes in chapter IR 8, as well as appropriate changes to the IR 6, [Section 5.2] to reflect new area responsibilities, and any special CSIS requirements or codes (see the IC component of the manual).

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### 7.5 Closure of any mission abroad

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When a mission is closed, IR will inform the Service Delivery Division (RNS) as far in advance as possible of the intended closing date, following which RNS will advise as to the disposition of IMM program form supplies, control logs and manuals, etc.

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### 7.6 Process for designation

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Authority for the designation of locally engaged staff in missions has been delegated by the Minister of Citizenship and Immigration Canada to the Director General, International Region.

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**Note:** Designation becomes effective only on the issuance of a designation letter signed by the Director General of the International Region.

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When recommending the designation of locally engaged staff pursuant to A6, the Immigration Program Manager, upon concurrence of the Head of Mission and Geographic Director, will write to Management Services (RIS) to:

- identify each nominee by their full name;
- attest to the above requirements;
- attest to the recent work history of the employee;
- attest to the employee's integrity and reliability.

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### 7.7 Notification of designation

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RIS will consult with several divisions, always including:

- the relevant Geographic Director;
- the Office of Professional Conduct;
- the Director of Finance for International Region.

If concurrence is reached, RIS will recommend designation to the Director General who will issue a designation letter, which will specify the effective date of the designation.

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**Note:** A locally engaged officer is not designated until the request for designation has been made and concurred in, and the designation letter issued.

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Upon receipt of the designation letter, the program manager should work with the mission administration officer and the Locally Engaged Staff Section of the Department of Foreign Affairs and International Trade to ensure the reclassification of the position takes place.

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**Note:** The finance section of the International Region should be copied on all correspondence.

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### 7.8 Monitoring

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Program Managers have the clear responsibility and accountability for the establishment of adequate monitoring systems both before and after designation, and for ensuring that their geographic division is kept informed of the satisfactory performance of all designated locally engaged officers.

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## **8 Procedure: Immigration information for public distribution**

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An integral part of service delivery to the public is providing accurate information that is readily accessible concerning the Department's Immigration Program.

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### **8.1 Responsibility for accurate and current information**

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A good portion of service delivery complaints received at NHQ (usually addressed to the Minister) relate to erroneous information received through outdated pamphlets, or to the fact that a specific office in Canada or abroad, displays few, if any, such pamphlets.

All service delivery offices abroad will therefore ensure that their supplies of pamphlets/booklets are current editions, and that copies of each publication are displayed in an area accessible to the public.

If visa offices display or distribute informational pamphlets designed to convey pertinent details on the various immigration programs to potential permanent residents, temporary residents, students, temporary workers, etc., they must ensure the information contained in those pamphlets is up-to-date.

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### **8.2 Location for handling enquires**

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Enquiries regarding pamphlets, including their accuracy and timeliness, should be directed to:

- Citizenship and Immigration Canada
- Enquiries and Distribution
- Communications
- Ottawa, Ontario
- K1A 0J9
- Canada

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### **8.3 Web site information**

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Apart from hard copies of documents, the general public relies on the Web sites of the Department and individual visa offices to secure information on CIC's Immigration Programs.

As with publicly available pamphlets, visa offices should ensure that the information contained on the Web sites is accurate.

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### **8.4 Recording information changes**

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If visa offices change information in the mission-specific portion of their application forms, they should forward these changes to Departmental Delivery Network (DDN) Branch at [KITS@cic.gc.ca]. DDN will then make the applicable changes.

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**Appendix A** - Immigration Program missions abroad

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**Immigration Program missions abroad**

Please refer to:

[WEBCART]

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**Appendix B** - Country listings and mission jurisdiction

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**Country listings and mission jurisdiction**

Please refer to:

[WEBCART]