

Minister
of Immigration,
Refugees and Citizenship



Ministre
de l'Immigration,
des Réfugiés et de la Citoyenneté

Ottawa, Canada K1A 1L1

Dory Jade
Chief Executive Officer
Canadian Association of Professional Immigration Consultants
c/o Hui Zhang
communications@capic.ca

2022-01255130

Dear Dory Jade:

Thank you for your correspondence regarding your request to delay the implementation of fully online permanent residence applications.

I appreciate you sharing the circumstances that prompted you to write. Immigration, Refugees and Citizenship Canada (IRCC) appreciates all suggestions and feedback, and such input is taken into consideration as the Department moves forward with a view to continuous improvements of its programs and policies.

IRCC is not in a position to delay the implementation of online applications, as the Department is undergoing a significant multi-year business transformation. This transformation, which is [already underway](#), modernizes the way IRCC delivers programs and services and will transform the overall client experience, including that of immigration representatives, by implementing services that are more integrated and personalized. As presented at the October 12, 2022, Immigration, Refugees and Citizenship Canada and Immigration Practitioners (IRCCIP) Meeting, IRCC's business transformation better positions the Department to respond to shifting global conditions and priorities and to better manage the growing number of applications being realized across all business lines. This business transformation is underpinned by new technologies that are available and reliable as well as data capabilities that employees can use to optimize nearly every aspect of their work, all of which help ensure immigration remains a strategic asset for Canada both today and in the future.

In line with the Government of Canada's Digital Standards, clients, users, and stakeholders play a key role in the design of IRCC's new business processes and client experience. Organizations such as CAPIC are being engaged through Departmental fora as well as invited to participate in activities such as usability testing of new tools. This engagement is part of the Department's rigorous testing of solutions before implementing changes.

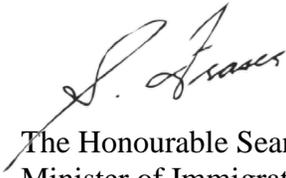
Canada 

IRCC continues to make adjustments to its existing systems and processes, where possible, to maintain current processing abilities. These changes are based, among other things, on client and stakeholder input, including that of CAPIC and its individual members.

At this time, I encourage you to continue to raise the issues your members are experiencing so that our system transformation team can address them.

Thank you for expressing your concerns. I trust that this information is helpful.

Yours sincerely,

A handwritten signature in black ink, appearing to read "S. Fraser". The signature is written in a cursive style with a large initial "S" and a long, sweeping underline.

The Honourable Sean Fraser, P.C., M.P.
Minister of Immigration, Refugees and Citizenship