



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

ENF 27

Permanent resident card

Canada 

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Updates to chapter

Listing by date

2017-04-21

The entire chapter has been updated. Previous versions of this chapter should be replaced with this updated version.

2016-03-15

- Section 7.2 – Updates to reference the issuance of an eFoil to facilitate travel for visa-exempt clients with a temporary resident permit (TRP) or Confirmation of Permanent Residence (COPR).

2015-08-01

- Changes have been made throughout ENF 27 making reference to IMM 5688.
- Section 7.3 – Updates on the documents Canadian Permanent Residents must travel with in order to return to Canada by air mode
- Section 7.8 – Inland procedures updated with considerations for examining a person for permanent residence

2014-11-28

Changes have been made in the following sections:

- Section 10.5 – Distribution to clients; and
- Appendix E – Change of address for CIC Vancouver PR card office.

2006-01-26

Changes have been made throughout ENF 27, Permanent Resident Card (PR card), and any previous version should be discarded. Of particular note are changes based on recent amendments to the *Immigration and Refugee Protection Regulations* (see extract from RIAS-SOR/2004-167 22 July, 2004–below) as well as those listed in the following sections:

- Section 3.1 – The Act and Regulations;
- Section 5.6 – QRC procedures;
- Section 7.4 – Procedures at ports of entry;
- Section 7.7 – Secondary examinations of holders of temporary travel documents;
- Section 7.10 – Distribution of the *Confirmation of Permanent Residence* form [IMM 5292B];
- Section 9.2 – Lost or stolen PR cards/New Appendix C – PR cards reported lost or stolen;

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- Section 10.4 – Tracking procedures for permanent resident cards shipped to a distribution CIC office;
- Section 10.5 – Distribution to clients and Appendix E: Change of address for CIC Vancouver PR card office.
- Section 10.7 – Cards lost between CIC offices;
- Section 10.8 – Seizure of PR cards/New Appendix B – PR Card Seizure;
- Section 11 – Procedure: Quality assurance and the PR card/New Appendix A – Quality assurance (incl. procedures and associated checklists).
- Technical amendments to the *Immigration and Refugee Protection Regulations* that clarify certain provisions relating to the PR card were gazetted August 11, 2004.

Extract from RIAS–SOR/2004-167 22 July, 2004–

What the Regulations do

- Clarify the requirements for the issuance of a permanent resident card (PR Card);
- Expand the range of documents which can be provided in support of a PR Card application;
- Clarify that a permanent resident who did not submit the mandatory information to be provided with a PR Card, must make an application for a PR Card to be issued;
- Impose additional mandatory information that must be provided to the Department before a PR Card can be provided;
- Clarify the time frames and distribution process for PR cards.

What has changed?

The amendments clarify that PR cards are documents indicating the status of permanent residents whether they are provided to a new permanent resident under IRPA, to a permanent resident who obtained that status under the former Act, or issued, upon application, to a permanent resident who obtained their status under IRPA. The amendments also clarify that applicants must meet the same requirements whether they are applying for a first PR card or for a replacement card. The amendments simplify the regulatory language and clarify that an application for a PR card must be made in Canada.

[...] The amendments delete the obligation to have a certified copy and expand the range of documents which can be provided in support of a PR Card application. In order to maintain the integrity of the application process, a new requirement has been added directing applicants to produce originals of supporting documents when they pick up their PR cards.

[...] The amendments require a permanent resident to provide this information [for the purposes of producing and delivering a card (e.g., photo, signature, address)] within 180 days of their entry into Canada as a permanent resident in order to be provided with a PR Card. Permanent residents who do not comply with these requirements will be required to make an application for their PR Card and to pay the application fee.

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Finally, the amendments clarify the process for distribution of PR Cards. A notice sent by the Department to the applicant indicates the time and place where they must report to pick up their card. Where applicants do not comply within 180 days of the date the notice was mailed, the card will be destroyed and the applicant must make a new application. The amendments [...] clarify the distribution process and timing.

1 What this chapter is about

This chapter provides policy and procedural guidelines to Immigration, Refugees and Citizenship Canada (IRCC) and the Canada Border Services Agency (CBSA) staff in Canada and at overseas offices concerning all aspects of the permanent resident card (PR Card), including

- issuance, delivery, distribution, expiry and revocation;
- application requirements, document standards and kits;
- enforcement, investigations and quality control;
- anti-fraud and quality assurance; and
- replacement of PR cards reported lost, stolen or mutilated.

Table 1: Chapter references for related procedures

Loss of Permanent Resident Status	POEs, IRCC Offices Inland	ENF 23
Permanent Residency Status Determination	Visa Offices	OP 10
Appeals before the Immigration Appeal Division (IAD) of the Immigration and Refugee Board (IRB)	Inland Offices permanent resident card processing centre in Sydney (Nova Scotia) (CPC-PRC)	ENF 19
Obligations of Transporters	CBSA Ports and Border Management	ENF 15
Port of Entry Examinations	CBSA Enforcement	ENF 4

This chapter is accessible on the IRCC Internet site at <http://www.cic.gc.ca>.

Additional information and updates on the PR card are also available on the site under the specific section concerning PR cards. [cic http://www.cic.gc.ca/english/information/pr-card/index.asp](http://www.cic.gc.ca/english/information/pr-card/index.asp)

2 Program objectives

2.1 Objectives of the PR card

The PR card is designed to

- stop abuse of the Immigrant Visa and Record of Landing [IMM 1000] by individuals, people-smuggling organizations, and potential terrorists and criminals;

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- introduce a secure, machine-readable document, easily verified by airlines and foreign control agencies in accordance with international standards;
- implement a secure process for issuance;
- confirm the status of permanent residents for return travel to Canada.

2.2 The PR card in the international context

The PR card was introduced in response to provisions in the Immigration and Refugee Protection Act (IRPA), which required the issuance of a status document to permanent residents. Implementation of a secure and reliable status identification document is a key element in IRCC's strategic plan to combat the organized trafficking and smuggling of people. These priorities are complemented by commitments to enhanced international travel documentation made by member nations of the International Civil Aviation Organization (ICAO). Various initiatives in document standards have been consolidated to reflect modern concepts in the clearance of air passengers under the ICAO's Facilitation Programme. Signatory states, including Canada, are committed to achieving maximum efficiency in their border clearance operations, without compromising security and law enforcement, in order to support air transport productivity and enhance customer service quality.

The key strategy endorsed by the ICAO is standardized technical specifications for facilitating automated passenger inspection while containing travel document fraud. Canadian documentation issued by the Passport Office and IRCC accommodates standardized information requirements that are essential to the global interoperability of systems, including machine-readability abroad and at Canadian ports of entry (POEs).

The first PR cards were introduced on June 28, 2002, the day the IRPA came into force, replacing the paper Immigrant Visa and Record of Landing document [IMM 1000] previously issued to all permanent residents. The PR card increases Canada's border security by improving the integrity of the immigration process. It also provides cardholders with a convenient and reliable means of demonstrating their permanent resident status when travelling to Canada with commercial transportation companies.

3 The Act and Regulations

The *Immigration and Refugee Protection Act* (IRPA) is framework legislation, and as such, does not include procedural details relating to the issuance of status documents for permanent resident cards. Administrative provisions governing a status document for permanent residents as an operational procedure were considered, however, given the importance of transparency and the need for compliance on the part of applicants and carriers, regulations were the only suitable alternative. Subsection A31(1) states that "a permanent resident [...] shall be provided with a document indicating their status." Paragraph A32(f) allows for regulatory provisions respecting "the circumstances in which a document indicating status [...] may or must be issued, renewed or revoked".

3.1 The scope of the Act and Regulations

The IRPA and its Regulations include provisions that

- specify the circumstances in which the PR card is to be provided to persons who become permanent residents under the Act;
- outline the requirements for issuing a PR card on application to persons who acquired permanent resident status under previous Acts or who became permanent residents under the IRPA, but did not receive a PR card;
- outline the circumstances in which the PR card is renewed or revoked, as well as specify the procedures concerning applications in these circumstances;
- oblige transportation companies to request the PR card prior to boarding passengers who claim to reside in Canada as permanent residents; and
- establish that the PR card is the property of the Government of Canada.

The table below is a summary of the current legislative authorities contained in the IRPA and its Regulations that relate to the PR card.

For information about:	Refer to:
Authority for PR card: The IRPA obliges IRCC to provide permanent residents with a document indicating their status.	A31(1)
Authority to make regulations: the IRPA authorizes the making of regulations pertaining to the issuance, renewal or revocation of a document indicating status.	A32(f)
General presumptions: Provides that, unless an officer determines otherwise, a person in possession of a PR card is presumed to have permanent resident status. A person who is outside Canada and does not present a PR card is presumed not to be a permanent resident unless an officer determines otherwise.	A31(2)(a) A31(2)(b)
Examination of persons without a PR card abroad: <ul style="list-style-type: none"> • See ENF 23, Loss of Permanent Resident Status and Chapter OP 10, Permanent Residency Status Determination. • See ENF 23, Loss of Permanent Resident Status 	A31(3)(a) A31(3)(b) A31(3)(c)

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[See also ENF 19, Appeals before the Immigration Appeal Division (IAD) of the Immigration and Refugee Board (IRB).]	
Exclusion: Mandatory provision of PR cards under subsection A31(1) does not apply to permanent residents landed under previous legislation.	A200
PR card applications must be made to the Case Processing Centre in Canada.	R11(4)
The PR card is a status document issued to two classes of persons: <ul style="list-style-type: none"> issued automatically to new permanent residents; issued on application to permanent residents who acquired PR status under the current or previous Acts. 	R53(1)(a) R53(1)(b)
The PR card remains the property of the government.	R53(2)
Periods of validity of the PR card: <ul style="list-style-type: none"> Valid for five years from the date of issue Exceptions resulting in validity of one year: <ul style="list-style-type: none"> Persons appealing loss of status determination abroad. See ENF 23, Loss of Permanent Resident Status and ENF 19, Appeals before the Immigration Appeal Division (IAD) of the Immigration and Refugee Board (IRB). Subject of a report under A44 (1). See ENF 1, Inadmissibility and ENF 5, Writing 44(1) Reports. Persons appealing removal orders per A44 (2). See ENF 10, Removals and ENF 5, Writing 44(1) Reports. Persons referred for admissibility hearing and final determination of appeal. See ENF 1, Inadmissibility and ENF 19, Appeals before 	R54(1) R54(2)(a) R54(2)(b) R54(2)(c) R54(2)(d)

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<ul style="list-style-type: none">• no convictions under section A123 or A126 for misuse of PR card;• applicant complies with sections R56 and R57, and with paragraph R58(4);• previous PR card returned or destroyed unless lost, stolen or destroyed;• if latter applies, all relevant evidence must be presented per subsection A16(1).	R59(1)(b) R59(1)(c) R59(1)(d)
Effect of new PR card issuance: <ul style="list-style-type: none">• The issuance of a new PR card results in the revocation of a previous PR card.	R59(2)
Revocation <ul style="list-style-type: none">• The PR card is revoked when a permanent resident becomes a Canadian citizen, loses permanent resident status, their PR card is lost, stolen or destroyed or the holder is deceased.	R60(a)(b)(c)

3.2 Other regulatory provisions: Part 17 (Transportation) and Part 21 (Repeals and Coming into Force)

The PR card is included as a prescribed document in R259(f) as part of the IRP Regulations concerning transportation. As such, it is one of the documents that is required for examination by commercial transportation companies (“transporters”), in accordance with the instructions in ENF 15, section 5.4:

...a transporter is prohibited from carrying to Canada a person who is prescribed or does not hold a prescribed document. Therefore, a transporter must ensure that its passengers are properly documented for travel to Canada as prescribed in section R259

The PR card became a prescribed document when R259(f) came into force on December 31, 2003, pursuant to R365(3). Permanent residents outside Canada who are not in possession of a PR card (or travel document) will otherwise be unable to satisfy a transportation company as to their obligation to allow boarding only to passengers with prescribed documents in accordance with section A148.

Note: The effect of this section’s coming into force prohibited the use of the IMM 1000 as a travel document after December 30, 2003.

3.3 Forms and kits

The forms required are shown in the following table.

Form title	Form number
Immigrant Visa and Record of Landing	IMM 1000
Permanent Resident Visa (Counterfoil)	IMM 1346B
Request to Amend the Record of Landing, Confirmation of Permanent Residence or Valid Temporary Resident Documents	IMM 1436E
Kit number only for "Request to Amend the Immigration Record of Landing"	IMM 5218E
Confirmation of Permanent Residence (Generic Document)	IMM 5292B IMM 5688E
Kit number for "Applying for a permanent resident (PR) card"	IMM 5445E
Application for a Permanent Resident Card (form)	IMM 5444E
Solemn Declaration Concerning a Lost, Stolen, Destroyed or Never-Received Permanent Resident Card	IMM 5451E
Supplementary Identification Form	IMM 5455B
Address Notification - Permanent Resident Card	IMM 5456B
Authority to release personal information to a designated individual	IMM 5475E
Use of a Representative	IMM 5476E
Confirmation of Permanent Residence (replaces IMM 5292 as a handwritten form ONLY in emergency when GCMS is down)	IMM 5509B
Card mailer for Permanent Residence Card	IMM 5518B
Questionnaire: Determination of Permanent Resident Status	IMM 5511B
Request to Reissue a Permanent Resident Card	IMM 5531B

4 Instruments and delegations

Pursuant to A6(1) and A6(2), 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. Delegations, including those related to the PR card, may be found on-line in IL 3.

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Following the creation of the Canada Border Services Agency (CBSA) on December 12, 2003, the control and supervision of the various CBSA positions that were previously within IRCC at ports of entry, and that deal on a full-time basis with intelligence and enforcement (removals, detention, investigations, hearings, appeals, interventions and war crimes), are under the delegated authority of the Minister of Public Safety and Emergency Preparedness, who has responsibility for the CBSA.

5 Departmental policy

The PR card is recognized as an integral element of IRCC business. Persons who are granted permanent resident status are automatically issued their PR card following the necessary examination and confirmation of their status in IRCC systems through GCMS.

The PR card was developed to provide permanent residents with a secure, durable document that allows the holder to easily prove their status to transportation companies for the purposes of travel to Canada. The paper documentation issued to permanent residents in the past, the Immigrant Visa and Record of Landing (IMM 1000), was never designed as a secure travel document and became vulnerable to forgery and misuse by impostors and people-smugglers. Its primary purpose was to prove that the holder was granted permanent resident status at some point in the past. The mere possession of the document did not serve as presumptive proof of status. Moreover, the IMM 1000 form was issued as a matter of administrative procedure and was never defined by statute.

The IRPA does not require permanent residents in Canada to hold a PR card nor to have one when they present themselves at a port of entry.

Accordingly, officers at ports of entry may allow entry into Canada of permanent residents whose status can be established through a variety of other means. However, it is highly recommended that applicants present a PR card (or travel document) to prevent significant delays. As per paragraph A31(2)(a), persons who present a valid PR card at a port of entry are presumed to have this status, unless an officer determines otherwise.

While the PR card is not issued outside Canada, the Act nevertheless makes provision for permanent residents who do not have a PR card to return to Canada. Assuming that they are otherwise able to comply with the residency obligation, a travel document in the form of a visa counterfoil may be issued in accordance with paragraph A31(3)(a), (b) or (c).

In exceptional cases, humanitarian and compassionate considerations may overcome a breach of the residency obligations. Finally, persons who were in Canada once in the 365 days preceding the examination and who have appealed under subsection A63(4), or if the period for making such an appeal has not expired, may also be issued a travel document as well as those who are ordered by the Immigration Appeal Division to appear in person at the hearing.

More detailed procedures for the issuance or refusal of a travel document to permanent residents abroad without a PR card is available in OP 10, Permanent Residency Status

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Determination. Information on inland determinations on loss of status, including humanitarian and compassionate considerations, are found in ENF 23, Loss of Permanent Resident Status.

5.1 General conditions of issuance of the PR card

Pursuant to subsection A31(1), all permanent residents "shall be provided with a document indicating their status". Subsection R53(1) specifies that the PR card is the document for the purposes of subsection A31(1).

A foreign national becomes eligible for a PR card at the same time as they are granted permanent residence.

Persons who are granted permanent resident status under the Act must provide IRCC with a reliable contact address in Canada at the time they are examined for permanent residence. A PR card request is generated from the Case Processing Centre in Sydney (CTD-S) when all file information on the permanent resident is complete for the purposes of PR card production.

If a person does not submit a residential address in Canada within 180 days after becoming a permanent resident, no PR card can be produced. An application for a PR card must be submitted, in accordance with subsection R58(2).

5.2 General conditions for persons applying for a PR card

The requirement in A31(1) to provide permanent residents with a PR card was intended to apply only to persons who became permanent residents after the IRPA came into force. However permanent residents who obtained their status under previous immigration legislation may obtain the document upon application, as set out in R53(1)(b)

While the PR card is not a mandatory document within Canada, it is necessary should a permanent resident travel outside Canada using a commercial transportation company. In the absence of evidence to the contrary, a permanent resident without a PR card outside Canada is deemed to be a foreign national. Transportation companies that screen persons boarding Canada-bound carriers require all passengers to be in possession of one of the documents prescribed in section R259:

259. For the purposes of subsection 148(1) of the Act, the following documents that a person requires under the Act to enter Canada are prescribed:

- (a) a travel document referred to in subsection 31(3) of the Act;
- (b) refugee travel papers issued by the Minister;
- (c) a document referred to in subsection 50(1) or 52(1);
- (d) a temporary travel document referred to in section 151;
- (e) a visa referred to in section 6 or subsection 7(1); and
- (f) a permanent resident card.

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Since December 31, 2003, Canadian permanent residents are required to have either a PR Card, or a permanent resident travel document (PRTD) to return to Canada aboard a commercial carrier. Prospective travellers are, therefore, advised to obtain a PR card prior to leaving Canada. In cases where the PR card is required urgently, applicants may obtain further information at the IRCC Web site

However, in cases where travel plans do not allow for the processing of a PR card on an expedited basis, clients have the alternative of applying at a visa office abroad for a permanent resident travel document issued under A31(3), prior to their return. This procedure requires a fee payment of \$50, as well as a determination of their permanent resident status (see OP 10, section 7). Visa offices maintain a high-quality service standard for the issuance of PRTDs, and seek to facilitate the return travel of legitimate permanent residents to Canada, wherever possible.

All permanent residents who wish to obtain a new PR card as a result of loss, theft, mutilation or expiry must also apply using the same procedures. This requirement also applies to anyone who failed to provide the required information within the specified time frame after obtaining their permanent resident status (see section 5.3 below). Persons applying for a PR card should obtain an Application for Permanent Resident Card (IMM 5444E) through the internet and follow the instructions in the kit designed for this purpose.

Note: Since May 2012, the majority of PR cards are mailed directly to applicants as part of an ongoing pilot project. As a program integrity measure, a number of PR cards are randomly selected and mailed to an inland IRCC office, where the client will be invited to pick up their card.

Note: A separate procedure governs replacement of a PR card issued with errors through no fault of the client. See section 5.5 below.

5.3 PR Cards issued to permanent residents under the IRPA

The information required for producing a PR card is collected in the course of a foreign national's application for permanent residence, whether in Canada or abroad. The cost of the PR card is included in the immigration cost recovery fee.

A PR card request is automatically generated after permanent residence is granted, provided that all required information is available. While IRCC makes every effort to provide PR cards expeditiously, officers conducting the examination either at the port of entry or inland must first ensure that the information required for PR card production is complete and accurate. During the examination process for permanent residence, defects in photo quality or data errors may be encountered and corrective action must be taken accordingly.

In addition to the common ("tombstone") data required of all applicants, the following information is essential in each case in order to produce a PR card:

- address in Canada;

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- photograph;
- eye colour; and
- height.

Clients who fail to supply any of the required information within 180 days after permanent residence is granted cannot be issued a PR card. Should they wish to obtain a PR card at a later date, a new application for a PR card, together with the payment of the cost recovery fee (see 5.2section 5.2 above), will be required.

5.4 Data integrity and the PR card

A copy of the Confirmation of Permanent Residence [IMM 5688E] or part three of the IMM 5292B form serves as the historical record retained by the holder of information that is verified at the time permanent residence is obtained. However, the IMM 5688E and IMM 5292B forms are not intended to reflect life events (i.e., name change due to marriage or a legal change of name after the date on which the client became a permanent resident). It is not an ongoing identity document and may only be amended under certain circumstances.

The PR card, on the other hand, is a document issued to permanent residents for status identification purposes and is required for travel outside Canada. Personal identification data printed on the PR card includes the name, gender, nationality date and country of birth, height, eye colour and client identification number of the holder.

Certain life events of permanent residents may result in changes in their personal identification data. As a current document, the PR card should reflect accurate and updated personal identification data relating to the holder. In order to ensure consistency in processing change requests, the standard policy used by the Operations Support Centre (OSC) for amending the Record of Landing [IMM 1000] and the Confirmation of Permanent Residence [IMM 5688E or IMM 5292B] applies. This policy is outlined on the (<http://www.cic.gc.ca/english/information/applications/amend.asp>) and is consistent with citizenship policy as outlined in CP 3.

As a general rule, personal identification data on the PR card should correspond to information on the IMM 1000 form, the IMM 5688E form or the IMM 5292B form. According to existing policy, correction of errors on historical documents is subject to approval through the OSC. OSC approval of these corrections is required before information changes can be reflected on the PR card.

Name changes to a PR card after the applicant's arrival in Canada may be requested by submitting an application for a renewal of PR card.

New procedures have been implemented regarding managing existing records and processing change of name requests. These procedures stress the importance of using the most reliable documentary evidence available when establishing the name of an individual in IRCC systems, rather than using a name at the request of the client. The officer processing the request may only change a client's name based on documentary evidence,

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as outlined in the established *Naming Procedures* explained in the Program Delivery Instructions. Additional documents may be requested to support the evidence presented.

Supporting documents are issued based on a primary document that is normally issued by the provincial or territorial body responsible for vital statistics, or by IRCC. A supporting document may show a person's use of a name, which is not always the same as the name shown on the primary document. Therefore, supporting documents alone shall not be used as evidence of a change of name.

A new client record should not be created in the system of record; however, a new name record under the existing client record must be created and marked as the primary name. Do not delete the previous name record. It must be recorded as the former name, AKA (alias) or other name in IRCC's system of record.

See: **List of Supporting Documents** issued by provinces and territories of Canada.

Identity management and sex designation:

Program instructions have been published for IRCC officers outlining when and how to change the sex designation on the PR card and to provide guidance on the establishment of an applicant's sex designation in IRCC's systems. This applies to initial applications with IRCC as well as to applications for replacement documents. The CPC-PRC will change a client's sex designation on a document and in the GCMS when a clerical or administrative error is made by IRCC or when the client requests an amendment and provides the required documentary evidence.

IRCC has removed the requirement for applicants to provide proof of sex reassignment surgery in order to request a change of sex designation on IRCC documents and in IRCC systems. While these instructions been developed across lines of business in order to outline the documentary evidence required to process changes of sex designation, they apply to the PR card application process when applicants wish to amend the sex designation on their PR card.

Any document that is not in English or French must be accompanied by

- the English or French translation;
- an affidavit from the person who completed the translation; **and**
- a **certified** copy of the original document.

Translations may be done by a person who is fluent in both languages (English or French and the unofficial language) and who is a member in good standing of a provincial or territorial organization of translators in Canada. If the translation is not provided by such a member, it must be accompanied by an affidavit swearing to the accuracy of the translation and the language proficiency of the translator.

Translations must not be done by the applicants themselves or by members of the applicant's family. A family member is defined as being a parent, guardian, sibling, spouse, common-law partner, grandparent, child, aunt, uncle, niece, nephew or first cousin.

The forms listed below must be submitted with an application to amend the sex designation and are available online.

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- *Statutory Declaration – Request for a Change of Sex Designation*
- *Support for a Change of Sex Designation – Template Letter from a Medical Professional*
- *Request for New Permanent Resident Card Indicating Sex Designation Other than Sex on Foreign Travel Document*

Additional pertinent information is available on the PDI

<http://cicintranet.ci.gc.ca/connexion/tools-outils/id/designation/index-eng.aspx>.

5.5 Correction procedures – Permanent resident documentation

One of the primary goals of the PR card initiative is to enhance the quality and reliability of status identification documents issued by IRCC. In order to achieve this goal, it is imperative that client information recorded on the PR card is accurate.

Height and eye colour are no longer verified by CPC-PRC. The final verification and updating of these fields are the responsibility of the local IRCC offices and /or POE officers.

To avoid delays and to increase processing efficiency, as of November 1, 2011, local IRCC offices are no longer involved in routine correction of most photo and data errors. The CPC-PRC enters corrections in GCMS directly, where possible. Amendments to archival records and GCMS that are beyond the CPC authority level may be entered by the OSC on behalf of CPC-S as required, under the terms of a dedicated arrangement between the OSC and CPC-PRC under the auspices of the Centralized Processing Region (CPR) (see section 5.6 below).

In determining the proper correction procedure, a distinction must be made between situations when an explanatory link to the OSC archival record is necessary and when it is not, as follows:

- Errors involving the client's photo - CPC-PRC staff communicates directly with the client by mail or email requesting new photos. Photo requests for government assisted refugees clients are also handled by CPC-PRC and are no longer sent to IRCC offices. In cases where a new photo is required, the CPC-PRC encloses a photo specification sheet and instructions. CPC-PRC retains a digital image of the COPR with photo for comparison with the new photo. For clients who do not submit a photo with their COPR, they are asked to provide a copy of the bio data page of their landing document or a copy of the IMM 5688 form with photo.

If the error is detected in the course of the client's examination at a POE or IRCC office, the information is updated directly on the confirmation of permanent residence.

- Errors involving family or given name, date of birth, place of birth, country of citizenship, gender, marital status, date of original entry or date when permanent resident status was obtained – clients must submit a formal request to the OSC,

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using the Guide for this purpose [IMM 5218E] and the IMM 1436B form (Request to Amend Immigration Record of Landing or Confirmation of Permanent Residence). Officers may also counsel clients on the amendment-to-records procedure, as appropriate. Alternatively, where the client's address is available and there would be no value added by a face-to-face meeting with the client, the CPC-PRC forwards the Amendment to Records application directly to the client, along with an explanation of the procedures (see 5.6 below).

Note: Corrections to GCMS are coordinated through the CPC-PRC, however amendments to archival records that are beyond CPC-PRC authority level should be entered by the OSC as required

5.6 Operations Support Centre procedures

Corrections of errors as described in paragraph B of 5.5 above are initiated by the client on a completed IMM 1436B form sent directly to the Operations Support Centre (OSC) with all supporting documentation and the required fee, as specified in the kit Request to Amend the Immigration Record of Landing [IMM 5218E] available on the IRCC Web site.

The OSC processes these requests to determine if the amendment can be justified through ancillary supporting documents and advises the client of the outcome. In a majority of approved cases, errors are the result of erroneous information in the original immigration documentation used to produce the PR card. Accordingly, clients must first amend the archival copy of the Record of Landing or Confirmation of Permanent Residence before a replacement PR card is issued. The OSC acknowledges any amendments that are accepted by forwarding the client an approved request, along with a cover letter.

Clients must forward the completed IMM 5531B form to the CPC-PRC, along with their current PR card, a copy of their Record of Landing or Confirmation of Permanent Residence, a copy of the identity page of their passport, a copy of their approved amendment request [IMM 1436B] and a copy of the cover letter received with the approved request, and if applicable, the Verification of Status document from the OSC confirming the approval of their request for an amendment to a permanent resident document. The PR card can then be issued, based on any updates entered into GCMS by the OSC.

Requests for amendments to landing records that seek to change data on an existing PR card, but which are declined by the OSC, do not result in changes to the original permanent resident }documentation. In these cases, both the archival information and the corresponding PR card remain unchanged.

Where a client reports any other documentation error after receipt of their corrected PR card, through the Call Centre the same process must be followed to ensure that appropriate corrections are made to archived records and a replacement PR card is issued, if required.

Informal Amendments by the OSC

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The OSC may proceed with an “informal amendment” in order to validate handwritten information on the client’s copy as entered by an officer, or to correct errors on the GCMS record. Informal amendments are recorded in GCMS via a note only; there is no need for the client to complete an IMM 1436B form. To minimize delays, the CPC-PRC refers applications directly to the OSC for verification and/or correction.

The informal amendment procedure would be used in cases such as a lack of GCMS data on the date of permanent residence, or a conflict in the dates between the client copy and GCMS. CPC-S refers any hard copy documentation reflecting a discrepancy to the OSC for resolution. The OSC indicates the rationale for the date selected in the GCMS file.

If the OSC determines that a formal amendment is required to correct the client’s copy, and sufficient information has been provided by the client to CPC-S and is available to the OSC on microfilm, the OSC will approve the amendment and enter a note with the following details:

Request received from CPC-PRC to verify (data). GCMS reads (x data) versus IMM 1000 form (y data). Correct (data) is (...). GCMS corrected to (...).

[Alternatively]

Informal amendment not approved as per (date); IRCC should refer client for formal amendment.

If approved, the PR card will then be issued by the CPC-S based on the OSC’s approved amendments. However, the error on the client’s copy is maintained. If the client still prefers to have the error corrected, the local IRCC office reviews the non-computer-based entry (NCB) and advises the client to apply for a formal amendment if warranted, or in accordance with the OSC’s instructions.

6 Definitions

6.1 Acronyms

Table 2: Acronyms used in this chapter

CBSA	Canada Border Services Agency
IRCC	Immigration, Refugees and Citizenship Canada
CPC-PRC	Permanent resident card processing centre in Sydney
CPF	Card Production Facility (Canada Bank Note Company)
GCMS	Global Case Management System
IBAS / LSF	Integrated Border Alerting Service / Lost, Stolen or Fraudulent Document database

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ICAO	International Civil Aviation Organization
MOU	Memorandum of Understanding
MRZ	Machine-Readable Zone
NHQ	National Headquarters
IPG	Immigration Program Guidance Branch
OSC	Operations Support Centre
POE	Port of entry
PR card	Permanent resident card
SSI	Support System for Intelligence

7 Procedure: PR cards provided to new permanent residents

New permanent residents automatically initiate the PR card process on receiving permanent resident status, following the examination at a port of entry of the documentation issued at a visa office (or by an inland IRCC office) In all cases, the IRCC copy of the IMM 5688E form or Copy 1 of the IMM 5292B form is sent to the CPC-PRC.

Note: CPC-PRC began Grouping Phase 1 applications at the beginning of April, 2016. The procedure involves groups of 50 COPRs. Once all the COPRs have been added into a Group, they are then individually verified (name, DOB, sex and address).

In another session of GCMS, Docman is opened and each client's COPR and photo is then uploaded and sent to GCMS. If there is a non-compliant photo, then the clerk crops a blank white space and sends that along with the COPR into GCMS and this client will be removed from the group. Their COPR is placed in a Photo Reject bucket and they will be sent correspondence through BELA requesting new photos. The clerk then goes back into the Group, and sets the Final Assessment to Approve. They then set the Status to Generate, Submitted.

Phase 2 applications (renewal, replacement) are grouped with 25 applications. The agent ensures various fields in GCMS are complete. They review FOSS history and any additional information in GCMS that might require additional review of an application.

Applications left within the Group are approved and the status is set to Generate > Submitted.

7.1 Roles and responsibilities

The respective procedures in support of the PR card as they relate to visa offices, ports of entry, inland IRCCs, the CPC-PRC and CPF are summarized in the following table.

Table 3: Roles and responsibilities

Responsible office	Function
Visa office	Completes personal information in the Global Case Management System (GCMS) relating to height and eye colour
Visa office	Verifies that photos are taken within the past year in accordance with subparagraph R56(2)(e)(i) and otherwise meet prescribed specifications
Visa office	Affixes photographs on IMM 5292B or IMM 5688E form in accordance with established standards
Visa office	Verifies client identity and integrity of travel document for purposes of IMM 5292B or IMM 5688E form.
POE/Inland IRCC	Verifies the identity, photo and witness' signature
POE/Inland IRCC	Ensures photograph meets established specifications
POE/Inland IRCC	Completes Supplementary Identification Form [IMM 5455B] for photo retakes.
POE/Inland IRCC	Validates passport, counterfoil and holder's copy of the IMM 5292B or IMM 5688 form, indicating any corrections that may apply in GCMS
POE/Inland IRCC	Verifies or obtains client mailing address and counsels accordingly to provide it within 180 days if unavailable
POE/Inland IRCC	Forwards the IMM5688E or IMM 5292B form to the CPC-PRC scanning facility in accordance with normal batch processing (same day or next day—according to local office volumes)
CPC-PRC	Performs data verification and alias search to create dominant client ID for PR card creation
CPC-PRC	Scans and records the photograph
CPC-PRC	Transmits scanned information to CPF together with GCMS Client Record
CPF	Prints PR card and forwards to IRCC for in person collection or mails directly to client.

7.2 Overseas procedures

Visa-required clients selected for immigration overseas are issued a secure visa counterfoil [IMM 1346] to facilitate their initial journey to Canada, together with a COPR form [IMM 5688E or IMM 5292B] printed on a generic, non-secure form. A single system-generated

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document number is used for both the visa counterfoil and the IMM 5688E or IMM 5292B form.

As visa-exempt clients are no longer issued a physical, secure facilitation counterfoil when approved for a temporary resident permit (TRP) or COPR (see OB 348), an electronic facilitation counterfoil—or eFoil—is created once the officer generates the TRP or COPR in GCMS. This process is not visible to the client, and the client is not required to print anything as a result of receiving an eFoil. This virtual document is issued to these clients to ensure that they are permitted to embark on their flight following airline verification of passport or travel documents via the CBSA's Interactive Advance Passenger Information system (note that this system is currently available in air mode only).

In both cases, the holder must be examined at a POE within the validity period of these documents and must be in possession of a valid travel document, as described in section R50, and any other supporting documents, as instructed by the visa officer.

The IMM 5292B or IMM 5688E form contains the same data elements previously printed on the IMM 1000 form. It also includes space for a photograph and signature as well as additional information fields for the holder's eye colour and height. These four elements are mandatory items in the production of each PR card. The data on the IMM 5292B or IMM 5688E form are verified by an officer at a POE and the form is signed by the client upon being granted permanent residence.

Visas offices are reminded that good-quality photographs taken within the last 6 months must be affixed to the IMM 5292B or IMM 5688E form as a critical element in completing the COPR. The quality of the photo is important as an integral security feature for the purposes of the PR card. POEs are equipped to retake photos if the photo already on the IMM 5292B or IMM 5688E form does not meet the minimum specifications required for scanning by the CPC. Nevertheless, missions may request new photos before document issuance wherever possible, emphasizing the need for statutory compliance with R56(2)(e).

One photo is affixed to each person's document, using the adhesive tape on the form. Photos must not be stapled, sealed or laminated. Care must also be taken to ensure that the photo has not been signed on the front or back and that no other marks, impressions or perforations have been made to the photographic paper.

7.3 Permanent residents without a PR card while abroad

The PR card is the official proof of permanent resident status of Canada. Permanent residents must show their PR card when re-entering Canada on a commercial carrier, such as an airplane, a boat, a train or a bus. Permanent residents are required to show proof of status before boarding a plane. Permanent residents who do not have a PR card will need to apply for a Permanent Resident Travel Document (PRTD) before returning to Canada by air mode. Without proof of permanent resident status, the CBSA's Interactive Advance Passenger Information system will impede the permanent resident's ability to board the airplane to Canada. Permanent residents abroad without a PR card are presumed not to

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have that status pursuant to paragraph A31(2)(b). These individuals may be issued a permanent resident travel document to facilitate their return to Canada if an officer is satisfied that they comply with the residency obligation or if humanitarian and compassionate considerations apply.

There are five scenarios in which a visa officer will issue a travel document to a permanent resident following a determination of residency status:

1. Where a permanent resident meets the residency obligation, as provided for in A28(2)(a) and (b) and A31(3)(a).
2. Where humanitarian and compassionate considerations overcome the breach of the residency obligation, as provided for in paragraphs A28(2)(c) and A31(3)(b).
3. Where an officer has determined that neither 1 nor 2 above apply, but where the permanent resident
 - a) has been physically present in Canada at least one day within the 365 days before the date of application; AND
 - b) has made an appeal to the Immigration Appeal Division of the Immigration and Refugee Board under subsection A63(4) that has not been finally determined; OR
 - c) the period for making such an appeal (60 days from the date of the decision of the residency determination) has not yet expired [A31(3)(c)].
4. Where an officer has determined that neither 1 nor 2 above applies, but where the Immigration Appeal Division has ordered a permanent resident to physically appear at an appeal hearing in Canada [A175(2)].
5. Where an officer has determined that neither 1 nor 2 above applies, but where the Immigration Appeal Division has allowed the appeal of an appellant who is outside Canada and the appellant requires a travel document to return to Canada.

The Permanent resident travel document issued under A31(3) is in the form of a visa counterfoil [IMM 1346] and is normally issued for a single entry with a validity of six months to enable a return to Canada. Further details are contained in OP 10, Permanent Residency Status Determination, and ENF 23, Loss of Permanent Resident Status. Instructions can be found in OP 1, Appendix A, and information regarding the location of the nearest Canadian visa office is available from IRCC Web page : Application for a Permanent Resident Travel Document.

7.4 Procedures at ports of entry

General instructions for the examination of permanent residents are found in ENF 4, section 12. These procedures complement the normal port of entry examination as they relate to the integrity of the PR card issuing process.

The Confirmation of Permanent Residence [IMM 5688E or IMM 5292B] contains spaces for a photo and signature, as well as all the tombstone data previously printed on the former IMM 1000 form. If using the IMM 5292B form, print quality should be verified as the GCMS printer font size may reduce legibility in some situations. POEs are reminded to verify print quality and ensure that Part 3 (IMM 5292B form holder's copy) is legible. GCMS printers should be adjusted for optimum results when reprinting the form, as required. Final

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responsibility for ensuring data integrity and legibility of the holder's copy rests with the ports of entry, including the reprinting of a replacement document from GCMS, if necessary.

Similarly, if the photograph is missing or does not meet technical specifications, a new photograph must be taken at the POE, if the officer is otherwise satisfied as to the identity of the permanent resident. Photos already affixed to the IMM 5292B or IMM 5688E form cannot normally be removed without damaging the form and so a new photograph must be taken and affixed to a separate Supplementary Identification Form [IMM 5455B]. This form must be completed with the same data as the IMM 5292B or IMM 5688E form, including height, eye colour and the GCMS Client ID. The IMM 5455B form is then sent to the CPC in the same way as the IMM 5292B or IMM 5688E form (see section 7.10 below).

If a permanent resident reports that their IMM 5292B or IMM 5688E form has been lost, stolen or destroyed, POEs may reprint it from GCMS without referring to the responsible visa office in straightforward cases of replacement where no misrepresentation is apparent. The form may also be reprinted to correct minor errors that can be documented in GCMS, in accordance with the procedure for error corrections in section 5.5 above, rather than using hand-written corrections.

To support program integrity and the efficient production of the PR card, the officer must consider the following elements during the examination:

- Ensure that the photograph on the IMM 5292B or IMM 5688E form complies with established specifications (see Appendix D).
- Verify that the photograph in other supporting documentation (passport or other travel or identity document) bears a clear resemblance to the photo affixed to the IMM 5292B or IMM 5688E form, and that both are a likeness of the person under examination.
- Verify height and eye colour information and update GCMS accordingly.
- Enter or update EACH client's complete address, including the postal code, in GCMS (see note below).
- Make any other corrections necessary to the GCMS file and update "Remarks".
- Instruct client to provide a Canadian address within 180 days, or any other information that may be missing, with a warning that an application and fee will be required for a PR card to be issued in the future (see section 7.9 below for details).

Note: As each PR card is produced independently of those of other family members, a complete mailing address is required for each client record in GCMS. Family members cannot be located through references to "Head of Family."

Once the examination is complete, the IRCC copy of the IMM 5688E form or Copy 1 of the IMM 5292B form is forwarded to the CPC-PRC for scanning in digital format. The CPC merges the GCMS client file with the digitized images of the photo and transmits this information to the Card Production Facility (CPF), where the PR card is generated. The CPF places the finished PR cards in individual envelopes that are mailed separately to each new permanent resident. Clients may be informed of the approximate delivery time frames as

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posted on the IRCC Web site: <http://www.cic.gc.ca/english/information/times/perm-card.asp>

Arriving permanent residents are examined at the time of entry in accordance with ENF 4, section 12. POEs confirm that the applicant intends to establish permanent residence in Canada in accordance with paragraph A20(1)(a). Persons unable to satisfy an officer of the obligations under this section may have valid reasons for not establishing immediately and may not be in a position to provide an address at the time.

On occasion, it may be appropriate for clients to provide the address of a third party (friend, relative, service provider or a paid representative) in Canada in order to facilitate processing and issuance of the PR card following their arrival in Canada, as new immigrants may not have a permanent address. However, where there are clear indications that the initial entry into Canada is only of short duration and the client provided a third party address for the purpose of forwarding the PR card outside of Canada, these cases should be flagged with an info-alert indicating that the client is outside Canada.

If the client plans to leave Canada prior to receiving the PR card, the officer should counsel the client with respect to the requirements under subsection A31(3) for a travel document issued at a visa office abroad. (See also section 8 below.).

7.5 Reminder on foreign adoptions and married names

Initial PR cards are issued in the name that appears on the IMM 5292B or IMM 5688E form, based on the passport information. Some situations arise where the future adoptive or married name differs from the one used by the visa office. Some visa officers may also indicate a preferred or alternative name in the "Remarks" box of the IMM 5292B or IMM 5688E form, although this practice is not consistently followed and has no legal sanction. Adoptive parents, or other persons who wish to have a PR card in a different name, must apply for a PR card by submitting appropriate supporting documentation and a fee in accordance with the corrections procedure in section 5.4 and 5.5 above and the name policy in Appendix B. POE corrections to GCMS should be limited to obvious clerical errors, in order to bring the IMM 5292B or IMM 5688E form into agreement with the passport information. Copies of marriage and adoption certificates should not be attached to the IMM 5292B or IMM 5688E form mailed to the CPC-PRC.

7.6 Holders of one-year PR cards referred to Immigration Secondary examination

Persons with a limited validity (one-year) PR card are under enforcement and must be referred to secondary inspection by the examining officer at the Primary Inspection Line. One-year PR cards may be visually identified by the last digit in the first line of the MRZ ("<1" for holders of a one-year PR card, as opposed to "<5" for regular PR cards).

7.7 Secondary examinations of holders of temporary travel documents

At present, IRCC information systems do not automatically support full information sharing throughout the client continuum. An overseas residency determination is made independent of a PR card application, as well as any concurrent application for citizenship made by the same client.

Visa officers must use the Info-Alerts capacity in GCMS and special coding on the counterfoil to alert ports of entry, the CPC-PRC and Citizenship of a negative residency determination made abroad. This will ensure that the CPC-PRC has the information required to refer a case to an inland IRCC office, based on GCMS entries that indicate non-compliance with section A28 despite the issuance of a permanent resident travel document.

POE officers must take care in interpreting the GCMS PR card coding, as the case disposition is listed as "passed" in GCMS whenever a counterfoil is issued. Despite a negative residency determination, clients are entitled to a PRTD counterfoil coded "RX-1" if they have spent at least one day in Canada in the past year and they have made an appeal under subsection 63(4) that has not been finally determined or the period for making such an appeal has not yet expired. A PRTD coded "RA-1" is issued following an order by the IAD under subsection A175(2) to allow the holder to be physically present at an appeal hearing, where an appeal is made under subsection A63(4).

Other instructions on the effect of overseas decisions regarding travel documents issued under subsection A31(3) may be found in ENF 4, section 11.5. Temporary travel documents issued in the absence of a PR card reflect the coding in accordance with the provisions of paragraphs A31(3)(a), (b) and (c) and A175(2), summarized here as follows:

Counterfoil Code	Explanation
R-1	Positive residency decision
RC-1	Positive residency decision based on H&C considerations
RX-1	Negative residency decision, but PRTD counterfoil issued as client has been to Canada during the past year and an appeal was made or appeal period has not yet expired.
RA-1	Negative residency decision, but PRTD counterfoil issued to allow client to attend appeal hearing

Cases coded "RX-1" and "RA-1" are referred to secondary examination in order to be documented for follow-up and updates to GCMS, as required. Particular attention must be given to the remarks by the visa office in support of the hearings process or in accordance with directions given by the Minister's delegate.

The POE officer has to verify the permanent resident status in accordance with the facts of the case as presented and in light of the visa office decision. There is an obligation for

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procedural fairness, including due consideration of any new information or humanitarian or compassionate circumstances. If a visa office renders a negative decision overseas and no appeal is made within 60 days, the overseas decision becomes final.

The GCMS file must be updated to reflect the outcome of the secondary examination, including any remarks pertinent to the person's permanent resident status, the existence of a PR card application already in process, or a concurrent citizenship application, as appropriate.

7.8 Inland procedures

The procedure for examining persons for permanent residence at an inland IRCC office is similar to that of the POE for the purposes of the PR card. In both cases, all elements required to produce the PR card are examined for completeness and accuracy on the Confirmation of Permanent Residence [IMM 5688E or IMM 5292B]. The officer must consider the following elements during the examination to ensure program integrity and the efficient production of the PR card:

- Ensure that the photograph on the IMM 5688E or IMM 5292B form complies with established specifications (see Appendix A).
- Verify that the photograph in other supporting documentation (passport or other travel document, etc.) bears a clear resemblance to the photo affixed to the IMM 5688E or IMM 5292B form, and that both are a likeness of the person under examination.
- Verify height and eye colour information and update GCMS accordingly.
- Enter or update the client's complete address, including the postal code in GCMS.
- Make any necessary corrections to GCMS where any other errors are apparent and may be corrected during the course of the examination (per 5.5 above).

In cases where a client reports for the interview without a satisfactory photograph, or other information is missing, as per paragraphs R58(1)(a) and (b), the officer may adjourn the interview and invite the client to return at a later date in order to allow the client to comply with any outstanding requirements.

IRCC offices are equipped with cameras to retake photographs according to the specifications in Appendix A, if required. Local procedures may allow for immediate retakes of photos as part of the examination if all other requirements are met.

7.9 Procedures for missing information in the course of permanent resident examinations (POEs/Inland offices)

When a permanent resident is unable to provide an address in Canada or whenever a new photo is required, officers should take the following additional steps:

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- Advise the client to provide their address in Canada via the on-line Address Notification tool on the IRCC Web site.
- Advise the client of the 180-day time limit to provide an address and any other missing information in order to qualify for a PR card based on their granting of permanent resident status under the IRPA.
- If no destination address in Canada is provided within 180 days of arrival, the client will be required to complete an application and pay a \$50 fee in order to obtain a PR card in future.

7.10 Distribution of the Confirmation of Permanent Residence Form [IMM 5688E or IMM 5292B]

The IMM 5688E or IMM 5292B form are non-secure, generic documents issued to intending permanent residents. Use of the IMM 5688E form applies only to cases processed through GCMS, while cases initiated in the Computer-Assisted Immigration Processing System (CAIPS) use the earlier version of the form [IMM 5292B].

The IMM 5292B form consists of a blank, three-part carbon interleaved form available through Forms Management on continuous perforated printer stock. The holder's copy (Part 3) includes the pre-printed notation "Not Valid For Travel." On completion of the examination, the issuing office disposes of the three parts as follows:

- Copy 1 (with photograph but WITHOUT attachments) is batched and sent to the CPC-PRC with 48 hours to be scanned for production of the PR card. It is essential that the COPR be forwarded promptly as new permanent resident require a PR card to access a number of services to establish themselves in Canada. It is no longer necessary to have the client sign the green shaded signature box.
- Copy 2 is held for 30 days and then forwarded to NHQ:
IRCC Records-Microfilm Unit
Jean Edmonds Tower North, 2nd floor
300 Slater Street
Ottawa, Ontario
K1A 1L1
(Copy 2 is micro-filmed and serves as the archival record of permanent resident status.)
- Copy 3 is given to the client for information purposes.

Note: Care must be taken to ensure the legibility of the holder's copy (Part 3) of the IMM 5292B.

The IMM 5688E is a non-secure, generic document issued to all intending permanent residents. It came into use in February 2012 to replace the IMM 5292B. It consists of two plain pages of standard-sized paper printed with the COPR information. Both copies include the shadow-printed notation "Not Valid For Travel." On completion of the examination, the officer disposes of the two parts as follows:

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- Copy 1 (with photograph and signature) is batched and sent to the CPC-PRC to be scanned for production of the PR card. (Copy 1 is micro-filmed and serves as the archival record of permanent resident status.)
- Copy 2 of the Confirmation of Permanent Residence form is given to the client for information purposes.

7.11 Reporting non-receipt of a PR card to the Call Centre

Permanent residents may report non-receipt of a PR card to the Call Centre or request an update on their file to verify when their PR card will be issued only when the processing times have passed. The Call Centre informs clients of the date of production and provides a final deadline for receipt, based on the normal production schedule as well as the mailing and return time frames of undeliverable mail established by Canada Post. Alternatively, if these deadlines have been exceeded, the Call Centre may suggest that a new application be submitted.

PR cards that have not been received within six weeks of production are deemed to be lost. These clients should be instructed to complete a Solemn Declaration concerning a PR card that was lost, stolen, destroyed or never received [IMM 5451E] to support a request for a new PR card made to the CPC-PRC. The original PR card is then revoked in the Integrated Border Alerting Service/Lost, Stolen or Fraudulent Document (IBAS/LSFD) database to prevent unauthorized use by a third party (see Appendix C).

8 Procedure: PR cards issued on application

As indicated in section 5.2 above, persons who received permanent resident status before June 28, 2002 ("landed immigrants" under previous Acts) may apply for a PR card. This also applies to anyone who became a permanent resident under the IRPA and who did not receive a PR card at the time, or who wishes to replace one that has expired or was lost or stolen.

All requests for a PR card are made by completing the Application for a Permanent Resident Card [IMM 5444E] in accordance with the requirements of sections R56 and R57. The IMM 5444E form is an individual application; each applicant must complete and submit their own form.

Applicants for PR cards are required to substantiate their residence in Canada by providing their residential history for the past five years, as well as the name and address of their employer(s) or educational institutions attended. While the Record of Landing [IMM 1000] or Confirmation of Permanent Residence [IMM5292B or IMM 5688E] are the primary documents to demonstrate status, clients have the additional flexibility to submit alternative documentation, including a provincial driver's licence or other valid provincial photo ID, student cards from provincially accredited colleges or universities, or the most recent Canada Revenue Agency tax assessment notice.

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The Regulations provide for a wide variety of acceptable identity documents to be submitted in support of the application, in accordance with R56(2)(c), as follows:

56.(2) An application for a permanent resident card must be made in Canada and include

(c) a copy of

(i) any document described in paragraphs 50(1)(a) to (h) — or, if the applicant does not hold one of those documents, any document described in paragraphs 178(1)(a) and (b) — that is currently held by the applicant or was held by the applicant at the time they became a permanent resident,

(ii) a certificate of identity issued in Canada to the applicant by the Minister of Foreign Affairs, or

(iii) refugee travel papers issued in Canada to the applicant by the Minister;

[...]

Copies of supporting documentation are acceptable in lieu of originals.

8.1 General conditions

A PR card application and PR card delivery must take place in Canada. Pursuant to subsection R11(4), applications must be made to the CPC-PRC in Canada. Section R55 restricts PR card issuance and delivery to within Canada.

Subsection R56(2) also states that applications for a PR card, including applications for a new or replacement PR card, must be made in Canada. Furthermore, the PR card is mailed to the applicant. For those PR cards that are referred to an IRCC office for pick up, they must be picked up within 180 days of the person receiving notification that it is ready for collection.

Note: On April 30, 2016, the pilot project for the direct distribution of PR cards to existing permanent residents where 90% of straightforward PR card applications were mailed directly to applicants and 10% were randomly selected for in person collection at IRCC has ceased.

The randomizer has been turned off and only PR cards with concerns will be sent to an IRCC office for further review. Due to this change, the originals of copies are only seen for those appearing in person

8.2 Other conditions

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Each person, including all family members, must apply individually, in accordance with the following instructions:

- a permanent resident 14 years of age or more must sign their own application;
- parents or legal guardians sign for minors under 14 years of age; and
- an application for a PR card shall be made in a form prescribed by the Minister.

Note: A permanent resident can have only one valid PR card at a time.

The CPC-PRC is responsible for receiving and assessing applications for PR cards. In approved cases, CPC-PRC transfers client data electronically to the Card Production Facility (CPF). The PR card is printed at the CPF and mailed directly to the applicant or shipped to the IRCC office designated for PR card distribution (Appendix D) in the applicant's area. CPC-PRC issues PR cards that are valid either for one year or five years.

Standard issue: Five-year validity

As stated in subsection R54(1), the PR card is valid for a period of five years from the date of issue, subject to subsection R54(2).

Exception: One-year validity

Exceptions to issuing a five-year PR card are described in subsection R54(2), in which case a one-year PR card is issued. Subsection R54(2) states:

54.(2) A permanent resident card is valid for one year from the date of issue if, at the time of issue, the permanent resident

- (a) is subject to the process set out in paragraph 46(1)(b) of the Act;
- (b) is the subject of a report prepared under subsection 44(1) of the Act;
- (c) is subject to a removal order made by the Minister under subsection 44(2) of the Act and the period for filing an appeal from the decision has not expired or, if an appeal is filed, there has been no final determination of the appeal; or
- (d) is the subject of a report referred to the Immigration Division under subsection 44(2) of the Act and the period for filing an appeal from the decision of the Immigration Division has not expired or, if an appeal is filed, there has been no final determination of the appeal.

In practice, this means that all PR cards are issued for a validity of five years except where an applicant is described in paragraphs R54(2)(a) to (d) above. Where a PR card is valid for one year, pending finalization of any report, admissibility hearing, Minister's delegate review or appeal, the client has the option of applying for a new PR card whenever they are no longer in the enforcement stream, e.g., an appeal has been allowed. It should be noted, however, that once a PR card is issued, irrespective of its validity, and the client takes possession, the transaction is considered completed. PR cards are not automatically cancelled, revoked or re-issued based on subsequent enforcement events.

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Current processing times may be obtained on-line at <http://www.cic.gc.ca/english/information/times/perm-card.asp>, which is regularly updated.

Individual case status may also be obtained on-line using the Client Application Status (e-CAS) service on the main IRCC Web site.

8.3 Statutory limitations

CPC-PRC assesses an application for a PR card in accordance with subsection R59(1), which states:

- 59.(1)** An officer shall, on application, issue a new permanent resident card if
- (a) the applicant has not lost permanent resident status under subsection 46(1) of the Act;
 - (b) the applicant has not been convicted under section 123 or 126 of the Act for an offence related to the misuse of a permanent resident card, unless a pardon has been granted and has not ceased to have effect or been revoked under the *Criminal Records Act*;
 - (c) the applicant complies with the requirements of sections 56 and 57 and subsection 58(4); and
 - (d) the applicant returns their last permanent resident card, unless the card has been lost, stolen or destroyed, in which case the applicant must produce all relevant evidence in accordance with subsection 16(1) of the Act.

The requirements in sections R56 and R57 apply to every applicant; each person must submit a separate application form and pay the corresponding fee. Detailed information on completing the application form is contained in the kit "Applying for a permanent resident card (PR card)" [IMM 5445] and included in Appendix A.

Note: The same application kit is used for all requests for a PR card.

8.4 Incomplete applications returned to client

Incomplete applications are returned without further processing by the CPC, as per R12, when information required under R56 and R57 or supporting documents are missing. A documents checklist, which is found at the end of the application form [IMM 5644E], clearly outlines what documents must be provided with an application to be considered complete. When applications for PR cards are incomplete, the CPC-S:

- Will not allocate the fees for the processing of the application;
- Will not record the basic data in the CPC system;
- Will return the entire package to the applicant with a notification letter indicating what information or which documents are missing in their application. At that point applicants will have two options:
 1. Resubmit the application with the missing information or documents; or

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2. Request a refund of the fees because the applicant no longer wishes to submit their application.

Applicants will inform CPC-S in writing of the option chosen.

8.6 Referrals to the CBSA

If the local IRCC office determines that further investigation by the CBSA might assist in resolving the case, the local IRCC office should liaise with its CBSA counterpart. However, it remains the responsibility of the IRCC office to make appropriate arrangements with the CBSA and to follow up on referral cases or to make a decision based on the best information available, including the results of in-office interviews or other sources (e.g., overseas and enforcement files). As always, priorities are set in relation to the workload and the availability of resources.

Clients who come to the attention of the CPC-PRC after having exhausted appeal rights, or who missed appeal deadlines, are no longer permanent residents and should be treated as foreign nationals. Applications for a PR card by foreign nationals in these circumstances may be referred to the local IRCC office for investigation or follow-up in support of any enforcement action, as required.

8.7 Processing inland permanent resident determinations

When a IRCC office receives a referral from CPC-PRC, the application is assessed to determine whether additional information is required. When there is insufficient information, applicants are required to complete the Questionnaire: Determination of Permanent Residency Status [IMM 5511B], a supplementary absences form, as well as submit any additional supporting documents.

The applicant is given 30 days to provide the information following the first request, and an additional 30 days after the second (and final request) if necessary. Should the applicant not respond within 180 days of the initial request, the application should be abandoned (see Section 8.10). If the additional information is received, the IRCC office can assess the case.

The residency period to be used for the determination is the five-year period immediately prior to the date of the application. However, exceptions can be made to take into account the five-year period immediately prior to the time that the application is reviewed by an officer, if it allows for the applicant to benefit from the processing delay on IRCC's part. This means that clients, who met the residency requirement at the time the application was filed but who may no longer meet this requirement by the time an officer reviews the application, would not be penalized for any delay between the time the application is filed and the time that an officer reviews the application.

Following a paper review of the documents on file, if a positive residency determination can be made, the IRCC office can proceed with the determination and send the positive residency decision back to CPC-PRC with advice to issue a five-year validity card.

If a residency determination cannot be made based on the information at hand, the applicant should be called in for an interview. If the applicant does not appear for one of

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two scheduled interviews, the application should be abandoned after 180 days from the initial call-in notice. But if the applicant does appear, and it is decided that the applicant meets the residency obligation and there are no further concerns, a positive determination is made and the file is sent back to CPC-PRC with advice to issue a five-year validity card.

In exceptional cases, when an applicant does not appear to meet the residency obligation, humanitarian and compassionate (H&C) considerations may overcome this residency breach. Officers have the authority to determine whether H&C considerations justify the retention of permanent resident status. If H&C applies, the referral is sent back to CPC-PRC to issue a five-year validity PR card.

However, when insufficient H&C grounds are identified, the officer writes a report under subsection A44(1). The report goes to a Minister's delegate, who may issue a removal order under subsection A44(2) and gives clients their appeal rights. If the applicant is inadmissible on grounds other than residency, the case is assessed by the Minister's delegate and referred to the Immigration Division. During this time, the applicant is still entitled to a one-year card, where there is no final disposition on the case whether it is at the report stage, the admissibility hearing stage or the removal stage. Similarly, if the applicant is the subject of a negative determination under paragraph A46(1)(b), where there is no final disposition, the client is also entitled to a one-year card.

8.8 Closing inactive files deemed abandoned

In cases where an application is referred to a local IRCC office, the case is concluded as expeditiously as circumstances allow. Applicants are informed that their application for a PR card will be closed if they fail to comply with requests for further information or if they fail to attend an interview after 180 days have passed from the initial request or call-in notice.

Clients are contacted for a personal interview in any case where a positive decision cannot be made based on information available on file. This ensures that the client will have every opportunity to make their case and it also ensures that, in the event of a negative decision, IRCC will be in a position to write an A44 report, if required.

IRCC's objective in these cases is to obtain the information required to make a fully informed decision on the application. Generally speaking, if the residency obligation has not been met and compelling H&C factors are not evident, the client should be called in for a face-to-face interview. This ensures the best opportunity to explain rights and obligations, confirm the client's identity, verify original documentation and explore all aspects of the case.

There is an important distinction to be made between abandoned and refused applications. If it is established that the applicant has breached the residency obligation, and no compelling H&C factors are identified, enforcement action is initiated with an A44 report, and IRCC is obligated to issue a one-year PR card while the case is in the enforcement stream. There is no decision in the case of abandonment, as the applicant has failed to provide the required information to allow the officer to make a fully informed decision.

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The abandonment date becomes effective 30 days from the initial notification. Any correspondence provided to the client should reflect this time frame. If no further information is received by the end of this period, a notice is sent to the client informing them that, as their application was “abandoned,” IRCC is unable to determine their eligibility to receive a PR card. Consequently, should they wish to receive a PR card in future, a new application and fee will be necessary.

As part of the process of closing the file, the local IRCC office should enter appropriate remarks on the outcome of the referral in GCMS, prior to returning the hard copy of the application to the CPC-PRC.

Note: This procedure also applies to the initial screening of the application if the CPC-PRC is unable to obtain further information directly from the client.

8.9 Withdrawal requests of a PR card application

When a request is received to withdraw an application for a PR card, the processing office, either the CPC-PRC or the local IRCC office, must examine where the application is in the process to assess whether the circumstances allow for a withdrawal or not.

If an application is in the initial stages and little or no analysis has been done, the withdrawal request may be accepted. The fee can be refunded only if processing has not yet started.

On the other hand, if the application is at an advanced stage of the process and the issues have sufficiently crystallized so that IRCC can be said to have a valid interest in seeing the process run to its completion, the request to withdraw the application may be refused. In other words, if an officer has already examined the case and made the determination that an A44 report should be prepared, or is in the process of preparing one, there is a legitimate public interest in completing the process.

In these cases, applicants would not be allowed to withdraw their application since there are sufficient evidence to pursue an investigation on their application.

8.10 Refusal of a PR card application

An application is refused when it is determined that one of the following situations applies:

- the applicant already has a valid PR card;
- the applicant has lost permanent resident status under A46(1):
 - by becoming a Canadian citizen [A46(1)(a) and A46(1)(e)];
 - on a final determination of a decision made outside of Canada that they have failed to comply with the residency obligation under section L28 [A46(1)(b)];
 - when a removal order made against them comes into force [A46(1)(c)];
 - on a final determination under subsection L108(2) that their refugee protection has ceased for any of the reasons described in paragraphs L108(1)(a) to (d), or on a final determination under section L109

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to vacate a decision to allow their claim for refugee protection or a final determination to vacate a decision to allow their application for protection [A46(1)(c.1) and (d)];

- the applicant has been convicted under section 123 and 126 of the Act for an offence related to the misuse of the permanent resident card, as long as a pardon has not been granted under the *Criminal Records Act*

When an application is refused for any of the reasons identified above, the CPC-S or local IRCC office notifies the applicant immediately of the refusal decision.

Applications for a new PR card should be filed within 1 year of the expiration of the PR card, and the previous PR card must be returned with the application, as stated in paragraph R59(1)(d).

However, a new PR card will not be refused if the client does not return an expired PR card.

Procedures are already in place for permanent residents to surrender their PR card at citizenship ceremonies. If clients claim that they have lost their PR card, they are required to complete the section of the application form entitled Solemn Declaration (concerning a PR card that was lost, stolen, destroyed or never received) [IMM 5451E]. The previous PR card is revoked in accordance with subsection R59(2). In all cases, the CPC notifies the applicant immediately of the refusal decision.

Where the CPC-PRC becomes aware of a missed appeal deadline at the end of the 60-day period (no further activity in GCMS), the case is refused four weeks after the end of the appeal deadline, on the basis that the client is no longer a permanent resident.

Note: Applicants are advised not to apply for a renewal of their PR card if it is still valid for six (6) months (180 days), unless it is due to a legal name change.

8.11 Retrieval of old PR cards

Subsection R59(1)(d) stipulates that in order to be issued a new PR card, an applicant must return their previous PR card. Effective April 21, 2008, IRCC revised its policy to allow permanent residents to hold on to their valid PR card instead of returning it with the completed application form. However, if the PR card has already expired, it must be included with the application form. Clients with valid PR cards will be asked to surrender them to the local IRCC when picking up their new card in person, unless the previous card was reported lost or stolen, in which case the client will complete a statutory declaration [IMM xxx]

When CPC-PRC receives an expired PR card with a new application, the card must be cancelled in GCMS. If the card is not returned, the CPC-PRC should set the old card to a status of "card renewal/exchange in process". This status will allow the CPC-S to request a new card even though there is still an active card in circulation.

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When sending out call-in notices, the local IRCC office must remind clients of their obligation to return their PR cards when they pick up their new one. After the exchange is completed, the local IRCC forwards the cards to the CPC-PRC for destruction. Cards should be packaged together and clearly labelled as "Expired PR Cards Exchanged". Nothing else, including Confirmation of Permanent Resident documents, should be included in this package. Upon receipt of the old cards, the CPC-S updates the status of the cards to 'Destroyed by CPC-S' and disposes of the cards in the usual manner.

Note: Due to the pilot project launched on April 30, 2012, most PR cards are now mailed to clients. As such, it is not possible for clients to exchange their old cards. Currently, when a card is mailed to a client, they are instructed to destroy their old one. Upon issuance of a new card, the CPC-S will automatically invalidate the previous PR card.

9 Cancelled and revoked PR cards

Paragraphs R60(a), (b) and (c) specify that a PR card must be revoked whenever information becomes available which confirms that:

- (a) the permanent resident has become a Canadian citizen or otherwise has lost permanent resident status;
- (b) the PR card has been lost, stolen or destroyed; or
- (c) the permanent resident is deceased.

Applicants for citizenship are required to return their PR card during the citizenship ceremony. PR cards returned to IRCC in this way are forwarded to the CPC-PRC for destruction. If the actual PR card in question has been lost, or is otherwise unavailable when an officer receives confirmation that a holder is no longer eligible for a PR card, the circumstances of the case are reported to the CPC-PRC so that the PR card may be revoked in GCMS.

9.1 Voluntary surrender of PR card

Procedures concerning the loss of residency status allow for voluntary surrender in limited circumstances. For additional information, see:

- ENF 23 – Sections 5 and 7.9
- OP 10 – Sections 5.1 and 13

A completed copy of IMM 5539B or IMM 5538E form should be included with a PR card returned to the OSC under these procedures.

9.2 Lost or stolen PR cards

Permanent residents may occasionally report a lost or stolen PR card to a visa office abroad, to an IRCC office in Canada, or to the Call Centre. The particulars of the client are verified in the "PR card Status" screen in GCMS to verify whether any previous losses or fraudulent use

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were recorded in the Lost, Stolen and Fraudulent Document (LSFD) module in GCMS, which is managed by CBSA Enforcement (see Appendix C).

Officers receiving reports of lost or stolen PR cards must immediately notify PRC-Sydney-Urgent@IRCC.gc.ca so that the necessary updates to GCMS can be made. Prior to GCMS, an NCB Type 28 was entered in FOSS, which resulted in an automatic update to the LSFD module. Following the implementation of GCMS, permanent residents must report their lost or stolen PR cards through official channels by completing and signing a solemn declaration to CPC-PRC if in Canada or at a visa office if outside Canada. The CBSA will record the lost or these in the LSFD database.

Persons reporting a lost or stolen PR card outside Canada may also require a PRTD in order to return to Canada. Any relevant information from the file that may assist in the investigation by IRCC or the CBSA into the loss or theft should also be recorded in GCMS and forwarded to CPC-PRC and may require a completed Solemn Declaration [IMM 5451E] as part of the application form. Applicants must provide an explanation of the circumstances of loss and indicate what steps have been taken to recover the PR card. Applicants are reminded that if the PR card is subsequently recovered, it must be returned destroyed as it has been cancelled and is no longer valid.

A police report may be submitted along with the solemn declaration if the PR card was reported lost or stolen. In addition, a complete application and all relevant evidence in accordance with subsection A16(1) are also required, together with the processing fee of \$50. Anyone reporting a second or subsequent lost or stolen PR card is referred to an inland IRCC office for any additional clarification that may be required.

10 Procedure: General guidelines for PR card distribution by IRCC offices

For policy and security reasons, there are important operational distinctions between the distribution of PR cards to new permanent residents under the IRPA and to existing permanent residents regardless of the legislation under which they were landed.

10.1 New permanent residents

Since June 28, 2002, persons who are granted permanent resident status automatically trigger the production of a PR card without an application. New immigrants selected under the IRPA are processed for a PR card as part of their becoming a permanent resident, as long as they provide an address and all the required information for producing and delivering their PR card. Once the Card Production Facility produces their PR card, it is sent directly to their address by regular mail. Unless these persons require photo retakes, or their presence is required to clarify vital information on their Confirmation of Permanent Residence [IMM 5688E or IMM 5292B] or in GCMS, new permanent residents will not normally be seen by local IRCC offices.

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New permanent residents may contact the IRCC contact centre regarding their status if they are required to travel immediately after arrival without a PR card. Persons in this situation may be unable to finalize the processing of their PR cards within the 180-day limit as prescribed in subsection R58(1) and should be counselled at ports of entry or inland IRCC offices of the provisions of subsection R58(2), including the additional cost and detailed documentation requirements of a new application for a PR card. If the person still intends to sojourn abroad prior to receiving a PR card, an application for a travel document must be made at a visa office in accordance with OP 10, section 17.

10.2 Other permanent residents

In accordance with subsections R58(3) and (4), persons who apply for PR cards in accordance with the procedures in section 8 above must pick up their card in person at the local IRCC office within 180 days of being notified. The Card Production Facility ships PR card to inland IRCC offices that have been designated to distribute the PR card (see Appendix D)

10.3 Receipt of PR cards at the IRCC office

Each PR card produced by the Card Production Facility (CPF) is fastened to a personalized letter [IMM 5518B] and enclosed in a window envelope with the client's name and address clearly visible as well as the unique serial number. For in person delivery the receiving IRCC address is also visible in a separate window above the client address. The opening of envelopes is therefore not required.

The IRCC office scans each PR card with a bar-code reader to "wand" the unique serial number directly into GCMS. The PR card serial number may also be entered manually. Up to 24 numbers may be entered on each screen at a time (which also corresponds to the maximum number of PR cards placed in each shipping envelope). When this screen is transmitted, the system updates each PR card record as "Received at IRCC."

10.4 Tracking procedures for PR cards shipped to a distribution IRCC office

IRCC offices are responsible for checking the shipments received against the e-mail notifications to ensure that shipments are intact and no parts have gone astray. IRCC offices are responsible for following up with the CPF if a shipment listed in the e-mail notification is not received within five business days. The CPF is responsible for investigating these cases in conjunction with the IRCC office and for advising the proper contacts within the Immigration Program Guidance Branch (IPG) of any such occurrence immediately.

Detailed procedures

1. The PR cards to be mailed to the IRCC offices are regrouped per office destination and placed in individual envelopes or boxes for each office destination with a packing

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slip listing all the PR cards' serial numbers. A copy of the packing slip is kept in a logbook at the CPF. An e-packing slip is electronically transferred to the IRCC office which contains the shipment number, PR card serial numbers, date of shipment and destination. Each receiving IRCC office is notified of incoming shipments.

2. The IRCC office verifies receipt of the PR cards listed on the packing slip. If any of the PR cards are missing, the IRCC office is responsible for emailing the CPF within 5 business days of receipt.
3. The IRCC office scans the list with a bar-code reader to activate a GCMS update indicating receipt of the PR cards at the IRCC office.
4. PR cards are to be stored in a secure cabinet similar to the standards for control forms. The IRCC offices may apply measures appropriate to their working environment and current practices.
5. If there are any discrepancies or the shipment is not received, the IRCC office is responsible for investigating the matter in consultation with the CPF and IPG. In any case where one or more PR cards are missing, an incident report must be completed and a follow-up investigation undertaken through the IRCC manager, with the involvement of Regional/Corporate Security. IPG coordinates IRCC's response with the CPF and Corporate Security and also notifies the CBSA Immigration Intelligence Branch so that it can draft an alert in advance, if required.
6. If the investigation results in the PR cards being located, they must be returned to the appropriate IRCC office, and all parties (IRCC IPG and Corporate Security) notified accordingly.
IPG, in collaboration with Corporate Security, is responsible for making a determination that all reasonable efforts to locate the missing PR cards have been exhausted before determining the PR cards are lost. IPG notifies the IRCC office, CPF, Corporate Security, senior management and the CBSA, and provides the serial numbers of all lost PR cards.
7. The CBSA Immigration Intelligence Branch issues an alert to advise all points of service of the loss of the PR cards and of the relevant serial numbers.
8. The CPC-PRC cancels the PR cards
9. The CPC-PRC requests new PR cards for the clients affected.

10.5 Distribution to clients

For each PR card received, the IRCC office contacts the client individually at the mailing address provided, with instructions for picking up of their PR card. The system is designed to process one client at a time, based on the Client ID in GCMS. The system is unable to coordinate delivery of PR cards to all members of a single family. However, local procedures may be established to allow for coordination of appointments for persons at a single address.

Local IRCC offices must remember to include a paragraph in their call-in letters to clients requesting that children under 14 years of age be accompanied by a parent or legal guardian at time of PR card pick up. Minors between 14 and 18 years old may pick up their PR card unaccompanied. However, if the local IRCC office determines prior to sending the call-in letter that an examination beyond verification of identity, documents and photograph

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is necessary, the call-in letter should request the presence of a parent or legal guardian with the minor.

There may be cases where an IRCC officer in the course of conducting a cursory examination prior to issuing the card to an unaccompanied minor aged 14 to 18 may determine that a further and more thorough examination is necessary. In these cases, the examination should be adjourned and an adult legally responsible for that minor should be contacted and be advised to accompany the minor to a new examination on a date specified in writing.

When a client reports to collect their PR card, the officer at the IRCC office verifies the identity of the applicant and ensures that the PR card data and photograph are accurate. The officer also performs a check for any GCMS notes, that could affect the client's eligibility for a PR card, e.g., if the client has since become a Canadian citizen.

If during this counter review, any anomalies or fraudulent activity are discovered, the IRCC office should not hand over the PR card until a further examination is concluded. The IRCC officer must refer the applicant (counter referral) for further examination to verify inconsistencies, and if necessary, request the original PR card application from the CPC-PRC in order to conduct an interview with the applicant. For instructions on how to request the application, see Section 10.6. Depending on the outcome, the IRCC office may need to send the PR card back to the CPC-PRC for destruction if the applicant is no longer eligible for a PR card, or recommend the issuance of a one-year PR card in its place.

However, if the card is ready to be issued, the client is asked to check the card contents prior to acknowledging receipt. If everything checks out, the client also an acknowledgment of receipt of the PR card, which must be retained for 2 years by the IRCC office in the log of PR cards issued for audit purposes. The officer updates the GCMS record indicating the date that the PR card was delivered to the client. Bar-code readers have been supplied to all IRCC offices involved in PR card distribution to expedite access to client history. But, the date of delivery must be confirmed manually by entering the date in GCMS on which the PR card was delivered in each case.

PR cards with errors that come to the attention of the IRCC office, or errors as reported by the client at the time of delivery, should be returned to the CPC for replacement.

Once GCMS has been updated, the completed IMM 5455 form is sent to the CPC, together with the defective PR card and an explanation of the nature of the error. The CPC assesses the nature of the correction required by comparing the original information on file and by following current OSC guidelines on amendments to permanent resident documentation (see 5.5 above). PR cards with errors that are the fault of the IRCC office are replaced at no cost. Consultation with the CBSA (Nat-Intelligence-Documents) is advised whenever quality control issues involving a manufacturing defect become apparent, (e.g., PR cards with sub-standard or missing security features).

A number of recurring issues have been raised with NHQ, including the following:

Nationality

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The nationality listed on the PR card reflects the nationality listed in the passport or travel document used at the time that permanent resident status was acquired, or presented with the PR card application.

Name policy/Name flag

PR cards have been produced with name errors as a result of officers adding additional names to the name field on the Confirmation of Permanent Residence [IMM 5688E or IMM 5292B]. There are also system limitations that may result in truncated names. To avoid PR card errors, alternate names or spellings should be recorded in the remarks box of the [IMM 5688E or IMM 5292B] rather than in the name field. The complete name policy as it applies to the PR card is in Appendix B.

No shows

In the event of a "no show," a second appointment letter is sent to clients. Some offices have found that sending the second letter close to the end of the 180-day window results in fewer cases having to be rescheduled. The second (and usually final) letter may be sent at any time, as long as the client has a reasonable opportunity to pick up the PR card within 180 days of the first notice. The 180-day time frame is specified in the Regulations and cannot be extended. The final notification letter will be sent by regular mail and recorded in the system as such.

10.6 Requesting files from the CPC-PRC

To request a PR card application from the CPC-PRC, the local IRCC office must complete the email template provided in Appendix F and send it to **PRC-SYDNEY-CSU@cic.gc.ca** (only one application per email request). Once received, the CPC-PRC retrieves the original application, attaches a copy of the email request and forwards it to IRCC by courier within 10 business days. The CPC-PRC adds the following notes in GCMS **"Date (ddmonthyyyy) – as per request from IRCC (name and RC code) file forwarded this date to (Name of person requesting file from CPC-PRC)". The CPC-PRC sends a follow up email to IRCC informing them that the file has been sent.**

Upon completion of the interview, the original files are couriered back to the CPC-PRC. The IRCC office attaches a cover sheet to each file being returned and adds a note in GCMS indicating that the file has been returned to the CPC-S: **"Date (ddMonthyyyy) – IRCC (name) returning file this date to PRC-Sydney."** If a correction to the PR card is required, then the card should be returned to CPC-PRC along with the application.

10.7 Disposition of undelivered PR cards

Where a client does not respond to a second reminder from a local IRCC office to pick up their PR card within the 180-day time frame, the PR card must be returned to the CPC-S for cancellation. It is important that these transactions be handled and recorded consistently.

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IRCC offices are asked to document returned PR cards as follows:

- Update GCMS: Status to be updated as "PR card Sent to CPC" – Reason Code 56 "Not picked up by Client."
- Forward PR cards with a clear message indicating they are being returned to the CPC-PRC as "Abandoned – For Destruction."

These procedures will provide a record as to the IRCC office's determination that the application has been abandoned, and also assist the CPC-S in processing this workload in a timely manner. Updated information is also essential for Call Centre staff to respond accurately to questions from clients.

10.8 PR cards lost between IRCC offices

A separate protocol has been established for PR cards transferred between IRCC offices to clarify procedures when these PR cards are lost. Procedures relating to PR cards reported lost by clients are in Appendix C.

The originating IRCC office sends an e-mail to the destination IRCC office advising that a PR card is being transferred to its office. Since there is no PR card status that tracks the transfer of a PR card to another IRCC office, the IRCC office must enter notes on the clients file in GCMS to record the transfer.

PR cards should be shipped by registered mail.

If the destination IRCC office does not receive the PR card within 5 business days of the notification, and, subsequent to investigation, it is determined that the PR card is lost, the destination IRCC office must immediately contact Suzanne Stump (Suzanne.Stump@cic.gc.ca) and The Card Department (cardsupport@cbnco.com) for immediate action"

The destination IRCC office sends an e-mail to the CPC (PRC-Sydney-Urgent) address to ask the CPC-PRC to cancel the PR card and request that a new PR card be issued.

The CPC-PRC updates the PR card status in GCMS and requests a new PR card for the client.

10.9 Seizure and recall of PR cards

In rare cases, the PR card may be seized or recalled and subsequently revoked.

R53 (2) states:

53.(2) A permanent resident card remains the property of Her Majesty in right of Canada at all times and must be returned to the Department on the Department's request.

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A CBSA or IRCC officer may seize a PR card if the client is no longer a permanent resident of Canada, even if the PR card is still valid.

After seizing the PR card, the CBSA or IRCC officer must change the status of the card in GCMS and return the PR card to CPC-S for destruction.

Situations involving seizure usually occur in the course of interdiction of improperly documented passengers abroad or other law enforcement activity in Canada. Protocols relating to seizure are described in Appendix G.

It is anticipated that some individuals will try to obtain a PR card in an irregular manner, and others will make fraudulent use of the PR cards. The general procedures for investigations are explained in ENF 7 Investigations and Arrests which is now a CBSA responsibility. General policy and procedures relating to seizure may also be found in ENF 10 and ENF 12.

11 Procedure: Quality assurance and the PR card

IRCC conducts two main activities under the PR Card Quality Assurance (AQ) Program: reliability of client information and quality of decision-making.

These two activities are entirely independent from one another. Each monitoring activity is done for a separate purpose, and each activity is reported separately.

IRCC conducts periodic QA exercises in the PR card program, each involving a national sample from all regions. The PR card application kit [IMM 5445] informs clients of the possibility that their application may be selected for special review. Processes have been optimized to ensure minimum delay to the distribution cycle. A common approach by all offices facilitates data collection and consistent statistical samples for comparison purposes.

QA procedures are detailed in Appendix H.

12 Procedure: Cost recovery

The permanent resident to whom a PR card is issued will pay the fee as established by the Regulations. Under the Act, permanent residents arriving in Canada will automatically be issued a PR card at no extra charge, as the cost of the PR card is included in the overseas processing fee (see also IR 5).

Persons who were landed under previous legislation may also apply for a PR card as a status document to facilitate their return to Canada from overseas travel. In their case, a fee of \$50 will be recovered to cover the cost of processing the PR card application. The same fee applies for renewal or to replace a lost, stolen or damaged PR card. Permanent residents outside Canada without a PR card may apply for a permanent resident travel document to

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facilitate their return travel to Canada. There is a \$50 application processing fee for the permanent resident travel document.

Appendix A – Information required in the application form

As stated in R56(2)(a), the applicant must provide the following information:

- their name and date and place of birth;
- their gender, height and eye colour;
- the date on which and the place where they became a permanent resident;
- their mailing address;
- the addresses of all of their places of residence during the previous five years;
- the names and addresses of their employers and the educational institutions attended, during the previous five years;
- the periods during the previous five years that the applicant was absent from Canada;
- whether a report under subsection A44(1) has been made in respect of the applicant or whether a decision was made outside Canada that they have failed to comply with the residency obligation under section A28;
- whether the applicant has lost their permanent resident status or has been issued a removal order.

This information is required to determine the correct identity of an applicant and to determine whether or not the applicant is a resident of Canada as defined in the Act.

Signature

The applicant must sign the application form. R57(1) states that:

57.(1) Subject to subsection (3), every person who applies for a permanent resident card must make and sign the application on their own behalf.

The applicant's signature, however, no longer appears on the PR card.

Exceptions – Minors

If the child does not have an adult recognized by a Canadian court as his or her guardian or parent, their application may be co-signed by the responsible adult caring for the child.

Minors between 14 and 18 years of age are covered under R57(2), and minors less than 14 years of age are covered under R57(3).

R57(2) states:

57.(2) The application of a child who is 14 years of age or more but less than 18 years of age must be signed by the applicant and one of their parents unless

- (a) a Canadian court has made another person responsible for the child, in which case that person must co-sign the application; or
- (b) the parents are deceased, in which case the person legally responsible for the child must co-sign the application.

R57(3) states:

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- 57.(3) The application of a child who is less than 14 years of age must be signed by one of their parents unless
- (a) a Canadian court has made another person responsible for the child, in which case that person must sign the application; or
 - (b) the parents are deceased, in which case the person legally responsible for the child must sign the application.

Proof of identity

As described in paragraphs R56(2)(c) and (d), the following documents are required as proof of identity:

56.(2) An application for a permanent resident card must be made in Canada and include

(c) a copy of

(i) any document described in paragraphs 50(1)(a) to (h) — or, if the applicant does not hold one of those documents, any document described in paragraphs 178(1)(a) and (b) — that is currently held by the applicant or was held by the applicant at the time they became a permanent resident,

(ii) a certificate of identity issued in Canada to the applicant by the Minister of Foreign Affairs, or

(iii) refugee travel papers issued in Canada to the applicant by the Minister of Foreign Affairs;

(d) a copy of

(i) the form IMM 1000, entitled "Record of Landing", held by the applicant,

(ii) a provincial driver's license held by the applicant,

(iii) a photo-identity card held by the applicant and issued by a province,

(iv) a student card held by the applicant and issued by a provincially accredited college or university, or

(v) the most recent notice of assessment within the meaning of the *Income Tax Act* received in relation to the applicant's income tax return; [...]

The photocopy of the IMM 1000 form must include a photocopy of the authorized change form, if applicable. The IMM 5292B or the IMM 5688E form may be submitted in place of the IMM 1000 form.

Two (2) identical photographs as described in paragraph R56(2)(e) are to be provided. The prescribed specifications will ensure that the photographs meet ICAO standards for identity photographs, as follows:

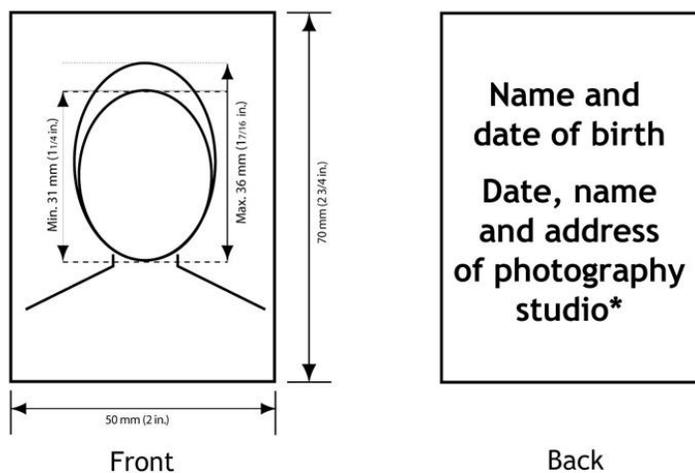
- Permanent resident card photos are not the same as passport photos.
- Persons may wear tinted prescription glasses as long as their eyes are clearly visible. Sunglasses are not acceptable.

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- A hairpiece or other cosmetic accessory is acceptable if it does not disguise the person's normal appearance and the accessory is worn on a regular basis.
- The photos must clearly show the person's face. If the person may not remove their head covering for religious reasons, they must make sure their full facial features are visible and head covering must not cast any shadows on their face.
- Photos must have been taken within the last 6 months to reflect their current appearance
- Photos may be either black and white or colour.
- Photos must be square to the camera with a neutral expression, neither frowning nor smiling, and mouth must be closed.

Photos should meet the following specifications:

- Taken by a commercial photographer.
- 50 mm wide X 70 mm high (2 inches wide x 2 ³/₄ inches long) and sized so the height of the face measures between 31 mm (1 ¹/₄ inches) and 36 mm (1 ⁷/₁₆ inches) from chin to crown of head (natural top of head).
- Clear, sharp and in focus.
- Taken with a neutral facial expression (eyes open and clearly visible, mouth closed, no smiling).
- Taken with uniform lighting and **not show** shadows, glare or flash reflections.
- Taken straight on, with face and shoulders **centred** and squared to the camera (i.e. the photographs must show the full front view of the person's head and shoulders, showing full face centred in the middle of the photograph).
- Taken in front of a plain white background with a clear difference between your face and the background. Photos must reflect or represent natural skin tones.
- Original photos that are **not altered in any way** or taken from an existing photo.



Not actual size. Refer to measurements above.

The back of one photo must include:

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- the subject's name and date of birth
- the name and complete address of the photography studio
- the date the photograph was taken

Note: The photographer may use a stamp or handwrite this information. Stick-on labels are unacceptable.

Extra details:

- Glasses may be worn in photos as long as the eyes are clearly visible and there is no glare in the glasses.
- **Sunglasses and tinted eye glasses** are unacceptable.
- Photos with the red-eye effect or red eye alterations **are unacceptable**.
- **Hats and head coverings** must not be worn, unless they are worn daily for religious beliefs or medical reasons. However, the full face must be clearly visible and the head covering must not cast any shadows on the face.
- **Hair can be down.**
- **Shadows** are not acceptable. Lighting must be uniform to avoid shadows across the face or shoulders, around the ears or in the background.

Child photos:

- Child photos must follow the same rules indicated above.
- Photos must show the child's head and shoulders only. Parent's or child's hands must not appear in the photo.
- We recognize the difficulty in obtaining a neutral expression of a newborn and will allow for some minor variations in this regard.

For newborn babies, the photo may be taken while the child is sitting in a car seat, as long as a white blanket is placed over the seat behind the child's head. There must be no shadows on the face or shoulders, around the ears or in the background.

Appendix B – Name policy for the permanent resident card

Purpose

The name policy is meant as a guideline to determine the

- names to appear on the PR card;
- names to appear in the optical media of the PR card;
- names to be entered in the IRCC database; and
- documentation required to support name changes.

Policy

IRCC will respond to established identities, not create new ones. All name variations are to be recorded in the IRCC database.

Rules

The following table provides the rules associated with the name policy:

Rule	Notes / Exceptions / Documentation
Only one name will be printed on the PR card.	Names will be printed in alphabetic characters only.
The name to appear on the card will normally reflect the name on the Record of Landing or Confirmation of Permanent Residence.	Supporting documentation will include copies of the following documents: <ul style="list-style-type: none"> • A document listed in paragraphs R50(a), (b), (c), (d), (e), (f), (g) or (h) currently held by the applicant or held by the applicant at the time of becoming permanent resident. • A certificate of identity issued by the Minister of Foreign Affairs to the applicant. • Refugee travel papers issued by the Minister of Foreign Affairs to the applicant. • If the client is unable to obtain any of the above documents, alternate documentation under section R178 may be provided. and one of the following supporting documents:

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	<ul style="list-style-type: none"> • Record of Landing [IMM 1000] • Confirmation of Permanent Residence [IMM 5688E or IMM 5292B] • Any official document from the holder issued by the Government of Canada prior to the IMM 1000 form and that indicates establishment in Canada. • A provincial driver's licence held by the applicant. • A photo identity card held by the applicant and issued by a province. • A student card held by the applicant and issued by a provincially accredited college or university. • The most recent notice of assessment within the meaning of the Income Tax Act received in relation to the applicant's income tax return.
<p>If the applicant requests a name which differs from the name at the time of establishment in Canada (landing) in any respect, it must be established that the applicant and the person named in the document are one and the same.</p>	<p>Additional documentation will be requested in support of a name change.</p>

Maximum length of names

For permanent resident cards produced **on or after** November 21, 2016, the maximum number of characters for the PR card is as follows

Surname: 28 characters maximum	Given name: 28 characters maximum
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This space limitation corresponds to the data field limitation in the IRCC database. The IRCC database accepts a maximum of 28 characters for the family name and 28 characters for the given name. If a name is longer, the name on the PR card will automatically be shortened to the first 28 and last 28 characters, respectively. The full name is to be recorded in the "Remarks" box of the Confirmation of Permanent Residence form [IMM 5292B].

For PR cards produced **prior** to November 21, 2016, the maximum number of characters is as follows:

Surname: 20 characters maximum	Given name: 15 characters maximum
--------------------------------	-----------------------------------

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Whenever possible, for clients renewing PR cards issued prior to November 21, 2016, the operators at the Case Processing Centre (CPC) should input as much of the truncated names as possible. This will assist the permanent residents when they approach POEs since the names will be the same as or closer to the names recorded in their passports.

Titles, prefixes, degrees and decorations

Titles, prefixes, degrees, decorations and other suffixes (including decorations awarded by the Canadian government) are not shown on the PR card.

Names containing Jr., Sr., II

If the applicant's name on the Record of Landing or the Confirmation of Permanent Residence includes Jr., Sr. or II in the surname area, it will be printed on the card. Otherwise, it will not be printed on the card unless the amendment has been approved by the OSC on the Record of Landing or the Confirmation of Permanent Residence.

Single names

When an applicant has only one name, it is considered to be the surname and is entered as such.

The examiner must ensure that the name appears in the surname field on the application and in GCMS so that the name will print in the surname field of the card. No other data will be entered in the given name field.

Minor change

If a person sends their application with information slightly different from what appears on the Record of Landing or Confirmation of Permanent Residence, they must be advised to submit a request for an amendment to their Record of Landing or Confirmation of Permanent Residence (<http://www.cic.gc.ca/english/information/applications/amend.asp>).

Amending IMM 1000 form, or IMM 5292B or IMM 5688E form

If there is an error on the IMM 1000 form or on the Confirmation of Permanent Residence [IMM 5292B or IMM 5688E], the applicant must submit a Request to Amend the Record of Landing, Confirmation of Permanent Residence or Valid Temporary Residence Documents [IMM 1436E] before applying for a PR card. The amendment kit [IMM 5218E] includes detailed instructions.

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All names will be printed in capital letters on the PR card and therefore no accent in French will be printed.

Additional documentary evidence may be required as per section A16.

Documentation required for a change of name

The following documents (certified copies) are required to confirm the legal change of name:

- legal change of name document;
- court order;
- adoption order;
- marriage certificate issued by civil authorities indicating the new name; or
- divorce decree indicating the new name.

In addition to the documents identified above, a certified copy of one of the following documents issued by the province is required:

- provincial driver's permit;
- provincial identification card; or
- provincial health card.

Note: If the change of name document pertains solely to a change in the surname, then the given names will be entered as shown on the landing document.

The applicant must provide satisfactory evidence to establish a link between the names.

In some cases, the applicant may not have any of the above-listed documents but may be requesting a name that appears on their immigration document either as a flag name or as mentioned in the remarks portion of the immigration document (which states that "...the names listed should read..." or "...the client's full name is..."). In these cases, the requested name may be used on the permanent resident card if supported by a provincial document listed above.

Note: Quebec identity documents (i.e., baptismal certificates, birth certificates and marriage certificates) issued by the Government of Quebec before January 1, 1994, are no longer acceptable documents. The applicant must obtain a new document issued by the civil authorities in the Province of Quebec on or after January 1, 1994.

Optical Stripe

Changing the name legally will not alter the Record of Landing or the Confirmation of Permanent Residence data. The original Record of Landing or Confirmation of

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Permanent Residence or the amended version (approved by the OSC) will be printed on the protected B track of the card's optical stripe.

The card's public track will have the same information as is recorded on the PR card.

All names used by an applicant will be stored in IRCC's database under the client's unique identification number.

Gender

Cases may be encountered where the gender of the applicant has changed.

If the client is requesting a change of sex designation, see **Identity Management: Sex Designation on IRCC Documents and in IRCC Systems** for program delivery instructions.

Appendix C – PR cards reported lost or stolen

All PR cards reported lost or stolen must be updated in GCMS

Note: A separate protocol applies to PR cards lost between IRCC offices (see *section 10.7* above).

POE, IRCC offices and U.S. missions

The officer queries GCMS to verify the PR card status. If the PR card was not previously reported lost or stolen, the officer creates a note in GCMS and reports the details to PRC-Sydney-Urgent@IRCC.gc.ca and Nat-Intelligence-Documents.

Other missions

The officer queries GCMS to verify the PR card status. If the PR card was not previously reported lost or stolen, the officer sends an e-mail to PRC-Sydney-Urgent@IRCC.gc.ca and Nat-Intelligence-Documents. The CPC updates the PR card status to "Reported Lost or Stolen."

Call Centre

The agent queries GCMS to verify the PR card status. If the PR card was not previously reported lost or stolen, the officer updates GCMS. If the client wishes to reapply, the officer refers them to the website for the appropriate forms. If the client does not wish to reapply immediately, the agent refers the client to the website for the Solemn Declaration form.

The CPC-PRC

Upon receipt of a completed IMM 5451 form, the CPC updates the PR card status to "Cancelled," with the reason "Lost or Stolen" as applicable. Upon submission of a new application and applicable fee, the CPC may issue a new PR card if the client subsequently meets all requirements.

If the CPC receives an application to replace a PR card that was not previously reported lost or stolen, the officer verifies that the client has completed section E of the Application for a Permanent Resident Card [IMM 5444]. If so, the PR card status is updated to "Cancelled" with the appropriate reason.

If GCMS indicates that the application is a second request to replace a lost or stolen PR card, the CPC refers the application to the local IRCC office for investigation.

If the client did not complete section E, the application is returned with instructions to do so.

PR card reported found by client

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IRCC offices

The officer queries GCMS to verify the PR card status. If the PR card status is "Reported Lost or Stolen" and there is no indication that an application for replacement of a lost PR card has been received at the CPC, the officer updates the NCB to remove the "Reported Lost or Stolen" flag in GCMS and enters WIP remarks accordingly.

If the PR card status is "Cancelled" with status "Lost or Stolen," the PR card is no longer a valid document in GCMS and cannot be reactivated. The IRCC office informs the client that the PR card has already been revoked and seizes the PR card from the client. The client must apply for a new PR card.

The IRCC office sends the PR card to the CPC-S for destruction.

Missions and POEs

If the PR card status is "Reported Lost or Stolen" and there is no indication that an application for replacement of a lost PR card has been received at the CPC, the officer may choose to return the PR card to the client. The officer sends a request by e-mail to PR CARD-SYDNEY-URGENT@IRCC.gc.ca and asks the CPC to remove the "Reported Lost or Stolen" flag in GCMS in order to release the PR card.

If the PR card status is "Cancelled" with status "Lost or Stolen," the PR card is no longer a valid document in GCMS and cannot be reactivated. The mission or POE informs the client that the PR card has already been revoked and seizes the PR card from the client. The client must apply for a new PR card.

The mission/POE sends the PR card to CPC-S for destruction.

Call Centre

The agent queries GCMS to verify PR card status. If the PR card status is "Reported Lost or Stolen" and there is no indication that an application for replacement of a lost PR card has been received at the CPC-S the agent advises the client that the PR card does not need to be replaced.

If the PR card status is "Cancelled" with status "Lost or Stolen," the PR card is no longer a valid document in GCMS and cannot be reactivated. The agent informs the client that the PR card has already been revoked and instructs the client to send the PR card to CPC-S and apply for a new one.

The agent creates an NCB Type 12 with remarks indicating that the client has found the PR card and has been instructed to return it to CPC-S. The NCB Type 28 is deleted only when the PR card is received at the CPC.

The CPC-PR card

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The agent queries GCMS to verify PR card status. If no new PR card has been issued and the holder can be reached, the agent contacts the holder to confirm their address and sends the PR card to the holder. The agent updates the PR card status to "Reactivated."

If the holder cannot be reached, the agent updates the PR card status to "Received by CPC-PRC " with reason "Card Found/Recovered."

Any PR cards that cannot be returned by the CPC are disposed of as follows:

- The PR card is retained in secure storage at the CPC-PRC for a maximum of six months.
- If the holder contacts an IRCC office or the Call Centre within the six-month period, the officer or agent sends an e-mail accordingly to the CPC. The valid PR card is mailed back to the holder and the PR card status is "reactivated" in the system. The PR card can be sent to a Canadian address only.
- If the holder does not respond within six months, the PR card is destroyed and the PR card status updated to "Destroyed."

Appendix D – PR card distribution offices

<p>IRCC CALGARY 220-4th AVE SE RM 170 CALGARY, ALBERTA T2G 4X3</p>	
<p>IRCC EDMONTON 9700 JASPER AVE, SUITE 240 EDMONTON, ALBERTA T5J 4C3</p>	<p>IRCC ETOBICOKE 5343 DUNDAS STREET WEST, 3RD FLOOR TORONTO, ONTARIO M9B 6K5</p>
<p>IRCC FREDERICTON 495 PROSPECT ST FREDERICTON, NEW BRUNSWICK E3B 9M4</p>	<p>IRCC HALIFAX 1741 BRUNSWICK STREET, SUITE B110 HALIFAX, NOVA SCOTIA B3J 2X8</p>
<p>IRCC HAMILTON 55 BAY STREET NORTH, FIRST FLOOR HAMILTON, ONTARIO L8R, 3P7</p>	<p>IRCC KITCHENER 29 DUKE ST E, 1ST FLOOR KITCHENER, ONTARIO N2H 1A2</p>
<p>IRCC LONDON 417 EXETER RD LONDON, ONTARIO N6E 2Z3</p>	<p>IRCC MISSISSAUGA 3085 GLEN ERIN DRIVE MISSISSAUGA, ONTARIO L5L 1J3</p>
<p>IRCC MONTREAL 1010 ST-ANTOINE W, 2ND FLOOR MONTREAL, QUEBEC H3C, 1B2</p> <p>On appointment only, with appointment letter in hands</p>	<p>IRCC NIAGARA FALLS 4318 PORTAGE ROAD NIAGARA FALLS, ONTARIO L2E 6A4</p>
<p>IRCC OTTAWA 101-200 CATHERINE STREET OTTAWA, ONTARIO K2P 2K9</p>	<p>IRCC SASKATOON 410-22nd ST E RM 660 SASKATOON, SASKATCHEWAN S7K 5T6</p>
<p>IRCC SCARBOROUGH 200 TOWN CENTRE COURT SCARBOROUGH, ONTARIO M1P 4X8</p>	<p>IRCC ST. CLAIR 25 ST. CLAIR AVE E, SUITE 200 TORONTO, ONTARIO M4T 1L8</p>
<p>IRCC ST-JOHN'S 21 HALLETT CRESCENT ST. JOHN'S, NEWFOUNDLAND A1B 4C2</p>	<p>IRCC SURREY CENTRAL CITY 290 - 13450 102ND AVE SURREY, BRITISH COLUMBIA V3T 5X3</p>
<p>IRCC VANCOUVER 1148 HORNBY STREET VANCOUVER, BRITISH COLUMBIA V6Z 2C3</p>	<p>IRCC VANCOUVER 200 - 877 EXPO BLVD. VANCOUVER, BRITISH COLUMBIA V6B 8P8</p>
<p>IRCC WINDSOR 1250 WALKER ROAD WINDSOR, ONTARIO N8Y 4T4</p>	<p>IRCC WINNIPEG 400 - 25 FORKS MARKET RD. WINNIPEG, MANITOBA R3C 4S9</p>
<p>IRCC YELLOWKNIFE</p>	

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5101 - 50 AVENUE 3 RD FLOOR YELLOWKNIFE, NT X1A 3Z4	
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Appendix E – Sample letters

Applicant is outside of Canada

INSERT LETTERHEAD

Our Ref.:

INSERT ADDRESS

INSERT DATE

Dear:

This letter refers to your application for a permanent resident card.

Subsection 28 (1) of the *Immigration and Refugee Protection Act* requires permanent residents to comply with the residency obligation described in section 28.

In order for a determination of your permanent resident status to be made, we would like to interview you in person. However, based on the information that you provided, you are not in Canada. To continue with your application, we strongly recommend that you make an application for a Travel Document (Permanent Resident Abroad), also known as a PRTD, at the nearest Canadian visa office. The visa office will then determine whether you have met your residency obligation.

To find information on how to apply for a PRTD, go to the IRCC website at www.cic.gc.ca/english/information/applications/travel.asp.

Your application for a permanent resident card will be kept open at our office until (last day of 180-day period).

If you obtain a PRTD within this time, please provide a copy to this office. We will give you instructions on how to proceed once we receive a copy of your Travel Document.

If you enter Canada without obtaining a PRTD before (date - same as above), please notify our office at the address below (using the template attached) and an interview will be scheduled to assess your eligibility.

If you do not provide a copy of a PRTD or you do not contact this office before the date mentioned above, your permanent resident card application will be deemed abandoned and you will not be issued a permanent resident card. You will need to submit a new application and fee should you wish to receive a permanent resident card in the future.

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The client number in the upper right corner of this letter is your personal identification number and it provides access to information on your file. For your own protection, do not allow any other person to use this number. Please include this number on all correspondence.

Yours truly,

INSERT IRCC OFFICE
INSERT IRCC ADDRESS

Positive determination overseas

INSERT LETTERHEAD

Our Ref.:

INSERT ADDRESS

INSERT DATE

Dear:

This letter refers to your application for a permanent resident card.

Subsection 28 (1) of the *Immigration and Refugee Protection Act* requires permanent residents to comply with the residency obligation described in section 28.

Our records show that on (date), the (location of office) visa office determined that you complied with the residency obligation. As a result, your application for a permanent resident card will be returned to the Case Processing Centre in Sydney, Nova Scotia to complete processing.

You will be contacted if you need to pick up your permanent resident card in person. Otherwise, your permanent resident card will be sent to you by mail.

If your Canadian address has changed, please update your address using our online tool at: <https://services3.cic.gc.ca/ecas/?app=coanotify&lang=en>.

The client number in the upper right corner of this letter is your personal identification number and it provides access to information on your file. For your own protection, do not allow any other person to use this number. Please include this number on all correspondence.

Yours truly,

ENF 27 Permanent resident card

INSERT IRCC OFFICE
INSERT IRCC ADDRESS

Negative determination overseas

INSERT LETTERHEAD

Our Ref.:

INSERT ADDRESS

INSERT DATE

Dear:

This letter refers to your application for a permanent resident card.

Subsection A28 (1) of the *Immigration and Refugee Protection Act* requires permanent residents to comply with the residency obligation described in section 28.

Our records show that on (date), the (location of office) visa office determined that you did not comply with the residency obligation. At that time, the visa office gave you a letter explaining your right to appeal that decision and the deadline to appeal.

If you did not appeal that decision to the Immigration Appeal Division within the time period allowed for an appeal, the decision made outside of Canada is a final determination that you have lost your permanent resident status in accordance with A46(1)(b) of the *Immigration and Refugee Protection Act*.

If you appealed the visa office decision to the Immigration Appeal Division, you must provide this office with a copy of the acknowledgement letter that you received from the Immigration Appeal Division within 60 days of the date of this letter.

If we do not receive a copy of the Immigration Appeal Division acknowledgement letter within 60 days, we will conclude that you did not appeal the visa office decision and we will refuse your permanent resident card application.

The client number in the upper right corner of this letter is your personal identification number and it provides access to information on your file. For your own protection, do not

ENF 27 Permanent resident card

allow any other person to use this number. Please include this number on all correspondence.

Yours truly,

INSERT IRCC
INSERT IRCC ADDRESS

Negative determination overseas – waived appeal rights

INSERT LETTERHEAD

Our Ref.:

INSERT ADDRESS

INSERT DATE

Dear:

This letter refers to your application for a permanent resident card.

Subsection A28 (1) of the *Immigration and Refugee Protection Act* requires permanent residents to comply with the residency obligation described in section 28.

Our records show that on (date), the (location of office) visa office determined that you did not comply with the residency obligation. Our records also show that you consented to the decision on your residency obligation and waived your appeal rights, which resulted in loss of your permanent resident status under paragraph 46(1)(b) of the *Immigration and Refugee Protection Act*. As such, your application for a permanent resident card is refused.

The client number in the upper right corner of this letter is your personal identification number and it provides access to information on your file. For your own protection, do not allow any other person to use this number. Please include this number on all correspondence.

Yours truly,

INSERT IRCC

ENF 27 Permanent resident card

INSERT IRCC ADDRESS

Applicant abandons application

INSERT LETTERHEAD

Our Ref.:

INSERT ADDRESS

INSERT DATE

Dear:

This refers to your application for a permanent resident card.

On (date of 'applicant outside of Canada' letter), a letter was sent to your attention requesting you to make an application for a Travel Document (Permanent Resident Abroad) at the nearest Canadian visa office or to provide notification to this office that you have entered Canada without obtaining a Travel Document.

Please note that the 180 day compliance period has ended and there is no evidence of compliance on file. Consequently, your application for a permanent resident card is deemed abandoned. Should you wish to receive a permanent resident card in the future, a new application and fee will be necessary.

If you require clarification or additional information, visit the IRCC website at www.cic.gc.ca

The client number in the upper right corner of this letter is your personal identification number and it provides access to information on your file. For your own protection, do not allow any other person to use this number. Please include this number on all correspondence.

Yours truly,

INSERT IRCC
INSERT IRCC ADDRESS

Applicant granted Canadian citizenship

INSERT LETTERHEAD

ENF 27 Permanent resident card

Our Ref.:

INSERT ADDRESS

INSERT DATE

Dear:

This letter refers to your application for a permanent resident card.

Section A28 (1) of the *Immigration and Refugee Protection Act* requires permanent residents to comply with the residency obligation described in that section.

Our records show that on **(date)**, you were granted Canadian citizenship.

As a result, your application for a permanent resident card will be returned to the Case Processing Centre in Sydney, Nova Scotia and no further action will be taken.

The client number in the upper right corner of this letter is your personal identification number and it provides access to information on your file. For your own protection, do not allow any other person to use this number. Please include this number on all correspondence.

Yours truly,

INSERT IRCC
INSERT IRCC ADDRESS

Appendix F – File request email template

Good day,

Please forward the physical file of applicant mentioned below to our office. Further investigation is required following a front counter review during in-person distribution of PR card.

Urgent request (If urgent, set email as "High Importance")

IRCC office requesting PR card file: (Name & RC code)

Residence questionnaire issued

Applicant information

Client ID: (Client ID)

Name: (surname, given name)

DOB : (YYYY/MM/DD)

Reason(s) for counter referral: (Select reason(s) for counter referral)

Residency concerns; inconclusive information or undeclared absences; false or misleading statements

System information; Info Alert / GCMS Citizenship file outstanding with residency issues

Use of known suspect residential address

Identity concerns; proof of identity appears false/altered

Passport stamps issue: Discrepancies between stamps in passport(s) and absences declared; foreign residency visas; long term multiple entry foreign visas; possible fraudulent stamps

Lack of identity documents; no provincial ID or provincial ID issued within three months of date of application

Passport renewed immediately before submitting application for a PR card, and previous passport is not available

Applicant self-identifying as a consultant, independent worker or unemployed, with frequent or extensive travel during the relevant five-year period

Tips/poison pen letter

Urgent travel and residency concerns: (Please specify residency concerns)

Permanent resident of another country aside from country of origin

Other. Please specify: (reason for counter referral)

Comments: (Please include any additional comments, as required)

Thank you.

Appendix G – PR card seizure

Incidents have occurred where IRCC or CBSA officers have seized PR cards under A140 because these documents were being held by impostors or because of other suspicious circumstances. On occasion, PR cards have come into the possession of IRCC and CBSA officers through officials of transportation companies or foreign government agencies. The following procedures have been established to ensure the consistent and appropriate handling of these documents.

- These PR cards are to be returned to the CBSA, Intelligence, Control Division, where they will be inspected to determine whether there is evidence of any kind of alteration or interference.
- The migration integrity officer or visa officer involved in the case should provide a comprehensive report of the seizure. The report should be sent with the PR card to the CBSA Control Division and copied to the CPC-PRC. Where possible, the report should include a photograph of the person in whose possession the PR card was found, a statement from that person, a copy of any police reports, a summary or transcript of the officer's interview and investigative results, and the officer's analysis and recommendations. This report will aid in any investigation conducted in Canada.
- Once the PR card and report have been received and analyzed by the Control Division, evidence may indicate the need for a level-two investigation, requiring immediate referral to a CBSA enforcement or intelligence office. In that event, the enforcement process will follow standard procedures. CPC-PRC is to be kept apprised of the status of the PR card.
- Otherwise, steps will be taken to contact the rightful holder, in accordance with section R253. To facilitate this process and for tracking purposes, the CBSA, Intelligence, Control Division, will return the PR card to CPC-PRC. The CBSA will provide any relevant background information that may be available to supplement the initial report in order to assist in locating the holder or to otherwise further the investigation. Unless a more urgent and immediate course of action is indicated through the CBSA, CPC-PRC Client Services Unit will contact the holder, in writing, at their last known address in Canada, advising that the PR card is being held by IRCC and advising the holder to contact the CPC, in writing, to review the circumstances.
- In the event that the holder responds, the PR card and all relevant information will be forwarded to the IRCC office responsible for distribution, and the client will be called in for a face-to-face interview. At the conclusion of the investigation, disposition of the PR card will be guided by the provisions of sections R253, R254, R255, R256 and R257.
- In the event that the client does not respond within 180 days, the PR card will be cancelled and destroyed, in accordance with standard administrative procedures.

Appendix H – Quality assurance

This appendix provides an overview of the quality assurance program for the PR card. In this context, quality assurance (QA) refers to a set of planned and systematic activities that evaluate the integrity of particular systems or procedures relative to their legislative and policy objectives. Senior management has mandated a QA program in order to apply an objective standard of risk management to PR card delivery.

The Program Integrity Division at IPG, is responsible for establishing strategies, policies and guidelines on issues of quality assurance and anti-fraud in order to ensure program integrity within the processing continuum of the PR card.

The approach taken has been adapted from the program already in use by Citizenship. The PR card quality assurance program looks at a representative sample of cases to gather information that validates or refines current knowledge. The main goal is to enhance departmental procedures to ensure a high level of confidence that PR cards are being produced for legitimate applicants and delivered in a timely manner to rightful holders. The information may also be used to identify training needs by examining the consistency of interpretation of policy and legislation as reflected in case processing decisions.

The PR card quality assurance program focuses on applications from existing permanent residents whose files are processed by the CPC-PRC in Sydney. These QA activities are conducted at periodically.

Sample selection and sample size

In order to produce results that are statistically valid, the sample cases must be selected in a strictly random manner and the sample size must be adequate. Based on projected processing volumes of between 15,000 and 18,000 cases per month and a 95% confidence level, a minimum number of 500 cases would need to be monitored per exercise for a statistically valid sample. It should be noted that this sample selection is based on providing results at the national level.

Quality Assurance Program elements

Two primary monitoring activities are included under the QA Program. These two activities are entirely independent from one another. Each monitoring activity is done for a separate purpose, and each activity is reported separately. These two activities are:

- Quality of decision-making
- Reliability of client information

Quality of decision-making (QDM)

The quality of decisions made by CPC-S staff can be evaluated through a review of case samples to determine whether processing has been conducted in accordance with the

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applicable legislative, policy and procedural guidelines. Assessment factors include timeliness, fairness, consistency and cost effectiveness.

Methodology

A quality of decision-making (QDM) checklist has been developed to facilitate the monitoring process. Results provide an objective standard as to the quality of decision-making and serve to validate referral criteria. This information may also be used to identify training needs, to ensure consistent interpretation of policy and legislation in case processing and to assess the effectiveness of client communication tools such as application forms and guidelines.

Sampling

A random sample of files is selected at CPC-PRC, after processing by the CPC staff has been completed. It is imperative that IRCC staff involved in the processing of these files do not have any prior knowledge as to which of their files will be selected for quality-assurance purposes. It is also essential that the files selected contain all of the information upon which IRCC staff relied in order to process the case and make a decision.

QA assessment process

The selected files are reviewed by a QA monitoring team composed of representatives from CPC-PRC and IPG may be involved on an ad hoc basis. As with the Citizenship QA process, this approach is seen as a solution to the challenge of maintaining objectivity and ensuring direct input by all stakeholders.

The monitoring team reviews the files, checking the processing of the application against the quality assurance criteria as identified on the checklist. The monitoring team will determine whether any action or omission on a case constitutes an error.

Post-assessment process

At the conclusion of the monitoring exercise, the completed QDM checklists are forwarded to IPG for compilation and analysis. The QA program analyst will prepare a report outlining error types and rates, processing times and identifying any problem areas, and suggesting solutions to prevent future errors.

Reliability of Client Information (RCI)

RCI monitoring is a verification process involving personal interviews conducted at local IRCC offices. The RCI exercise provides a basis for IRCC to assess the accuracy and integrity of information supplied by clients and RCI results assist in identifying any changes required to improve methods of collecting information directly from clients. The ongoing nature of this monitoring, involving personal interviews and telephone verifications, serves a

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deterrent effect on clients who might otherwise provide false information on their applications.

Methodology

A reliability of client information (RCI) checklist has been developed to facilitate the examination of selected case files at designated IRCC offices involved in the distribution of PR cards.

IPG initiates each RCI exercise with an e-mail message to each of the IRCC offices, indicating the number of files to be selected. A copy of this message is forwarded to CPC-PRC.

Sampling

The IRCC local office must randomly select the indicated number of PR cards to be included in the RCI sample. In order to do so, the QA coordinator will choose every 5th PR card in a given batch, or if this office receives very few PR cards in a batch, every 3rd PR card received within the time frame identified by NHQ to do the sampling). The local IRCC office should select extra PR cards to compensate for potential no-shows (for example, if the historical no-show rate is 25% then the local IRCC office should select an incremental number of PR cards representing 25% of the total sample size for that office).

File transfer

To request the PR card application files, a list of the unique client identifiers (UCI) will be forwarded by email to the Client Services Unit at CPC-PRC. CPC-S will pull the original application files and forward these to the requesting IRCC office by express post. CPC-PRC will forward to IPG an email listing all of the QA referral files to IPG.

Upon receipt of files at the local office, staff will link them with the corresponding PR cards to ensure that the correct files were transferred. The local IRCC office will acknowledge receipt of the files to CPC-PRC accordingly.

Concurrent with the request for files to CPC-PRC, the local IRCC office will send special call-in letters advising each client that they have been identified for participation in the QA exercise. The IRCC office will instruct selected clients to present originals of all photocopied documents previously submitted and will verify client information with respect to residence and employment history.

Prior to the QA interview, it is strongly suggested that interviewing officers make the appropriate checks in GCMS and other IRCC applications when necessary, in order to focus on questions that need to be clarified with the client during the interview.

QA interview steps

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The interviewing officer will complete the QA checklist questionnaire during the interview with the client, referring to the user's guide for specific instructions if necessary.

Unless there is a reason to do otherwise, the PR card will be given to the client at the conclusion of the QA interview. If there is a problem found with the application, the officer will not deliver the PR card to the client, and the latter will be advised and counselled as to the next steps. Appropriate follow-up action will be taken by the officer depending on the nature of the problem involved with the application.

If the client does not report for the interview, the file will be kept at the local IRCC office for the normal period of 180 days. A reminder letter should be sent to the client to advise them to report to the local IRCC office before this period elapses. When the client arrives to collect the PR card, the Reliability of Client Information interview will be completed. The case will not be counted in the sample if the QA interview is not done within the time frame given for the QA exercise. If the client does not report to the local IRCC office within the specified 180-day period, the case will be considered abandoned and standard procedures for such cases will apply.

Post-interview steps

At the end of the full exercise at the local IRCC office, all the completed QA - RCI checklists will be promptly forwarded to IPG for compilation and analysis. The local IRCC office QA coordinator will send them by express post to the address below:

Immigration, Refugees and Citizenship Canada

Operational Management and Coordination Branch
Program Integrity Division, Integrity Coordination Unit
365 Laurier Avenue West, 14th floor
Ottawa, Ontario
K1A 1L1

The non-problematic clients' files will be returned by express post to CPC-PRC at the address below:

IRCC Case Processing Centre - PR cards
49 Dorchester Street
Sydney, Nova Scotia
B1P 5Z2

For problematic cases, the files should normally be retained at the local IRCC office, until the appropriate action has been taken by the officer, depending on the problem involved with the application. Once the case is finalized, the file will be forwarded to CPC-PRC for file retention.

Upon receipt of the completed QDM checklists at IPG, the QA program analyst will prepare a report outlining error types and rates, processing times and identifying any problem areas.

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Consultation will take place between IPG and other service lines as required. Corrective actions will be identified to prevent future errors. Copies of the report will be forwarded to CPC-PRC, local IRCC offices and NHQ branches.

Copies of the checklists, user's guides and reports are posted on the IRCC Intranet.