

4. PROCEDURES

To appreciate the potential for productivity increases offered by improved procedures and equipment, it is essential to recognize the step by step processing which immigrant cases must undergo. All successful applications, whether they are for Visitors or permanent immigrants, pass through a process which may be subdivided into five steps. In sequence these steps are: 1) application, either by the candidate or a sponsor, 2) document completion, 3) initial screening, 4) approval, consisting of legal, medical, security and occasionally, provincial ratification, and 5) visa issue. Because much of this processing hinges upon the accumulation of written evidence, there is a great deal of manual processing of files. This includes typing and forwarding correspondence, creating and indexing files, attaching documents to files, filing, and forwarding of files for action. In view of the amount of clerical and typing effort required in each case, and in view of the volume of these cases - 11,000 applications last year for Port of Spain alone - improved procedures and equipment could result in significant productivity gains both in Port of Spain and on a world-wide basis.

4.1 Reception, Mail and Messages

Work is received at the post's Immigration Section in five ways:

- 1) in person by applicants arriving at the reception desk,
- 2) by telephone,