

## A.2.2 Certificate of Identity and Refugee Travel Documents

Because of differences in content on application forms and different procedural requirements in checking applications, these documents are handled in a somewhat different manner than the passports. A box listing and WIP process including a PCL check is followed, although by C of I personnel, and a separate storage area for applications is maintained. All applications are checked with CEIC to determine their validity and to verify the type of document to be produced (C of I or RTD). The CEIC check typically takes 4 weeks. Then checks are performed to ensure that no deportation orders etc are outstanding, and guarantor checks are done on a sampling of applications (it is noted that current checking is less than the stated objective due to a large backlog). Any adjudication is done by C of I personnel. After completion of all checks, these applications rejoin the normal passport processing flow at the Keyboard operation stage.

It is noted that typical C of I and RTD files are much larger than passport files because of the need for additional documentation and for a significantly larger volume of correspondence with applicants who may not have a complete understanding of the English or French languages. The entire process is much more paper intensive than the regular passport flow and is much more likely to require special attention by C of I personnel - it is estimated that only 3 out of 12 applications are processed without requiring information in addition to that which was submitted originally.

Because these documents are issued for a limited period of time (1 or 2 years), renewals are frequently requested. A large file storage area (approximately 400 square feet) is maintained solely for keeping the most recent 2 years of applications.