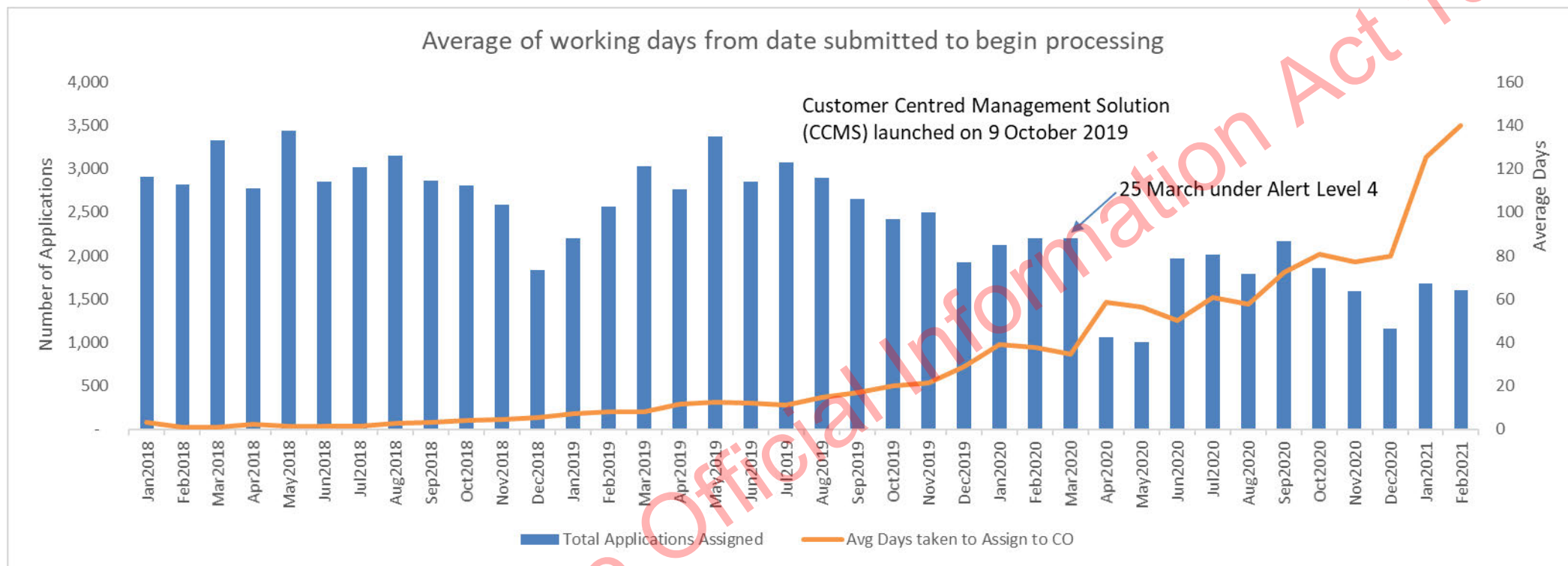


OIA 2021-0538 Appendix A: Average length of time for citizenship applications to be assigned by a case officer



Caveats for the data:

- The impact of COVID-19 coinciding with the implementation of a new system (CCMS) has seen the average wait time for Citizenship by Grant applications to be picked up (assigned) by case officers to significantly increase.
- Applications that have not yet been assigned to case officers are excluded in this case.