



International Organization for Migration (IOM)
Organisation internationale pour les migrations (OIM)
Organización Internacional para las Migraciones (OIM)

CANVAC - Canadian Visa Application Centre

FACT SHEET

March 2014

Milestones

Since 1992	Canada has played a significant role in its development in terms of peace keeping, security, reconstruction, and institutional reform of Bosnia and Herzegovina
2001	25,665 Bosnian-Canadians live in Canada
2002	Established Migration Health Assessments Programme for nationals leaving the country under resettlement programmes in Canada, USA, Australia and New Zealand
2009	The Canadian Embassy in Sarajevo closed
2013	Project founded

Project Outline

Code	FM.0236
Period	2013 -
Donors	Government of Canada
Coordinators	Amer Hadzovic
Executing Agency	International Organization for Migration (IOM)

Project Description

IOM Sarajevo operates a Canadian Visa Application Centre (CANVAC) which provides exclusive services for the Government of Canada and is authorised to provide administrative support services, such as the collection of visa applications, fees, and return of passports in sealed decision envelopes to applicants. The CANVAC can also assist in scheduling interviews on behalf of the Canada visa office.

Users of the CANVAC will benefit from a host of facilities and additional services including:

- Conveniently located and easily accessible visa application centre;
- Longer operating hours allowing applicants to visit at a time of their convenience;
- Convenient and spacious waiting areas with modern facilities;
- Professional and responsive staff dedicated to handle visa queries and applications;
- Dedicated new website for easy access to information including visa types, requirements and check-list, biometrics, applicable fees, and application status;



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- Dedicated call centres and email support to answer queries and status of applications;
- Tracking of application status on-line;
- Secure handling of passports, documents, and personal information.