

2022-2023 ANNUAL REPORT ON THE *ACCESS TO INFORMATION ACT*



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Canada

For information about other Citizenship and Immigration (CIC) publications, visit: www.canada.ca/ircc-publications.

Available in alternative formats upon request.

Également disponible en français sous le titre : Rapport annuel 2022-2023 sur la *Loi sur l'accès à l'information*

Visit us online

Website: www.cic.gc.ca

Facebook: www.facebook.com/CitCanada

YouTube: www.YouTube.com/CitImmCanada

Twitter: [@CitImmCanada](https://twitter.com/CitImmCanada)

© His Majesty the King in Right of Canada, as represented by the Minister of Citizenship and Immigration, 2023.

Cat. no. Ci4-24E-PDF

ISSN 2371-2724

IRCC - 3566-07-2023



Contents

INTRODUCTION.....	1
I. OVERVIEW OF IRCC'S ATIP PROGRAM	2
Organizational structure	2
Delegation order	3
II. PERFORMANCE	4
Compliance and completion times.....	4
Active requests from previous reporting periods	5
Active complaints from previous reporting periods	5
Reasons for extensions.....	5
Consultations received from other government departments and organizations.....	6
Disposition of completed requests	6
Impact of COVID-19 on IRCC's ability to fulfill its obligations under the ATIA	7
III. INITIATIVES TO PROMOTE AWARENESS, TRAINING, AND IMPROVEMENTS TO THE ATIP PROGRAM	7
Training and awareness.....	7
Proactive disclosure	7
Security and privacy awareness in teleworking.....	7
ATIP course catalogue and sessions given	8
Policies, guidelines, procedures and initiatives.....	10
Update on the systemic investigation	10
Proactive publication under Part 2 of the ATIA.....	11
Modernization initiatives to improve access to Information.....	11
Robotic Process Automation (RPA)	11
TBS ATIP Online Request Service (ATIP Online).....	11
Replacement of the ATIP case management software	12
Summary of key issues and actions taken on complaints.....	12
Reporting on ATI fees for the purposes of the <i>Service Fees Act</i>	13
Monitoring compliance	13
Time taken to process requests for personal information	13
Inter-institutional consultations.....	13
Review of frequently requested information.....	13
Reflecting right of public access to information in contracts, agreements and arrangements	14
Accuracy and completeness of proactively published information under Part 2 of the ATIA.....	14
Moving forward.....	14
Annex A: Copy of the signed delegation order in effect March 31, 2023.....	15
Annex B: Copy of the delegation of authority under the Access to Information Act and Regulations in effect March 31, 2023	16
Annex C: Validated Statistical Report on the Administration of the <i>Access to Information Act</i> and Supplemental Statistical Report on the <i>Access to Information Act</i> and the <i>Privacy Act</i>.....	19
Annex D: Proactive Publication Requirements Table.....	39



2022-2023 ANNUAL REPORT ON THE *ACCESS TO INFORMATION ACT*

Introduction

Immigration, Refugees, and Citizenship Canada (IRCC) is pleased to present to Parliament its annual report on the administration of the ***Access to Information Act*** (ATIA). The ATIA, which came into force on July 1, 1983, provides Canadians

a right of access to information to records under the control of a government institution in accordance with the principles that government information should be available to the public, exceptions to the right of access should be limited and specific and decisions made on the disclosure of government information should be reviewed independently of government.¹

This report outlines how IRCC administered its obligations under the ATIA during the reporting period beginning on April 1, 2022 and ending on March 31, 2023. It is tabled in Parliament in accordance with section 94 of the ATIA and section 20 of the ***Service Fees Act***.

IRCC was created to facilitate the entry of temporary residents, manage the selection, settlement and integration of newcomers, grant citizenship and issue passports to eligible citizens.

IRCC's mandate comes from the ***Department of Citizenship and Immigration Act***. The Minister of IRCC is responsible for the ***Citizenship Act*** of 1977 and shares responsibility with the Minister of Public Safety for the ***Immigration and Refugee Protection Act (IRPA)***. Effective July 2, 2013, primary responsibility for Passport Canada and the administration of the ***Canadian Passport Order*** and the ***Order Respecting the Issuance of Diplomatic and Special Passports*** moved from the Department of Foreign Affairs and International Trade to IRCC.

IRCC is committed to both the spirit and intent of the ATIA to ensure openness and transparency within the Department.

This report comprises three sections:

- I. **Overview of IRCC's ATIP program**, including organizational structure and delegation order
- II. **Outline of IRCC's overall performance** by highlighting key points from the statistical report on the administration of the ATIA
- III. **Description of IRCC's initiatives and activities to promote training and awareness, policies and process improvements**, as well as departmental mechanisms to ensure monitoring and compliance of its obligations under the ATIA.

¹ S. 2(2)(a), ***Access to Information Act*** (justice.gc.ca)



I. OVERVIEW OF IRCC'S ATIP PROGRAM

As the most solicited ATIP program in the Government of Canada, IRCC receives approximately 79.2% of all access to information (ATI) requests made to the ATIP regime across federal institutions. During the reporting period, IRCC received over 208,000 ATIP requests (184,587 under the ATIA and 24,164 under the *Privacy Act*). The majority of IRCC'S ATI requests (99%) are for information pertaining to clients' immigration applications. The remaining requests (1%) are for corporate records pertaining to departmental policies, processes and procedures.

IRCC acknowledges that compared to last fiscal year, its 2022-2023 compliance rate for requests under the *Access to Information Act* decreased significantly as a result of high volumes of requests, antiquated technology, and ongoing challenges attracting and retaining human resources in a highly competitive environment. IRCC has realigned its structure and implemented new strategies that have resulted in marked increases in compliance this fiscal year to date.

To address its growing ATIP volumes, IRCC has adopted a three-pronged approach to ATIP improvement centered on enhancing client experience by improving client correspondence, leveraging technological improvements to enhance service delivery and focusing on our people. This strategy incorporates short and long term initiatives to address the root causes driving up ATIP volumes while simultaneously improving ATIP processing capabilities and efficiencies.

Organizational structure

During the reporting period, IRCC restructured its ATIP program to provide dedicated management attention to its main lines of business. As shown in Figure 1, IRCC'S ATIP program is now administered by three divisions: the Client Records Division, the Corporate Records and Complaints Division, and the Privacy Program Management Division. The three divisions report directly to the Director General and Chief Privacy Officer of the Integrated Corporate Business branch (ICB) within the Corporate Services Sector. The Director of the ATIP Corporate Records Division also holds the title of ATIP Coordinator.

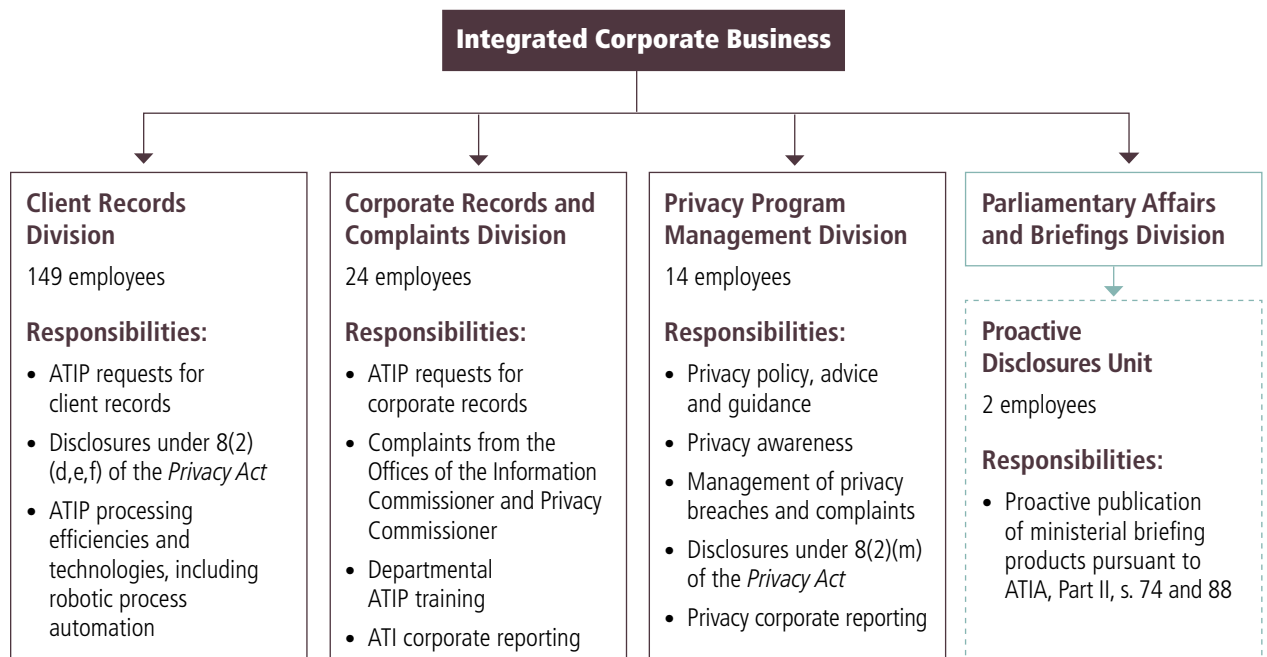


Figure 1: Structure of the ATIP program



The Proactive Disclosure Unit, which falls within the Parliamentary Affairs and Briefings Division of the Integrated Corporate Services branch, is not part of the ATIP program's funding, but supports the Government of Canada's commitment to open government and transparency by coordinating and tracking ministerial briefing material through various stages of proactive disclosure. Other groups and sectors within IRCC also share responsibility for the proactive publication of certain requirements. For more on IRCC's proactive publications, refer to **Proactive publication under Part 2 of the ATIA** and **Annex D: Proactive Publication Requirements Table**.

At the end of the reporting period, the ATIP program comprised 189 full-time employees and one consultant, all in the National Capital Region. There are also 256 ATIP liaison officers throughout the Department who support to the ATIP program by gathering records and recommendations. While these officers are essential to the administration of the program, they are funded by other program areas.

Delegation order

The Minister of IRCC is responsible for administering requests made to the Department under the *Access to Information Act* and the *Privacy Act*. In accordance to section 95(1) of the *Access to Information Act* and section 73 of the *Privacy Act*, the Minister delegates authority to departmental senior management, including the ATIP Coordinator (the Director of the ATIP Corporate Records and Complaints Division), to carry out the Minister's powers, duties, or functions under the Acts in relation to ATIP requests.

For more information, refer to **Annex A: Copy of the signed delegation order in effect March 31, 2023** and **Annex B: Copy of the delegation of authority under the Access to Information Act and Regulations in effect March 31, 2023**.



II. PERFORMANCE

IRCC received 184,587 requests under the ATIA in 2022-23, which represents an increase of 4% from the previous year. In spite of the number of requests received, the ATIP program still closed 9% more requests than in the previous reporting period (161,067 versus 147,712) and processed over 6.5M pages.

As Table 1 shows, the majority of requests come from the private sector (42%), primarily immigration lawyers and consultants, followed by the public (39%).

Source	Number of requests	Percentage
Media	374	0.2%
Academia	6,874	3.7%
Business (private sector)	78,332	42.4%
Organization	7,046	3.8%
Public	71,465	38.7%
Declined to Identify	20,496	11.1%
Total	184,587	99.9%

Table 1: Sources of requests

Compliance and completion times

The compliance rate (percentage of requests responded to within legislated timelines) for ATIA requests completed within legislated timelines was 21.09% for the reporting period. This rate represents a decrease of 12.95% from the previous reporting period, which ended with a compliance rate of 34.04%.

As shown in Table 2, fewer than 10% of IRCC's ATIA requests were closed within 30 days. The majority of requests took over 121 days to close.

Completion time	Number of requests closed	Percentage of requests closed
1-30 Days	285	7.6%
31-60 Days	282	7.6%
61-120 Days	1,398	37.3%
121 Days or More	1,779	47.5%
Total	3,744	100%

Table 2: Completion times for closed ATIA requests



Active requests from previous reporting periods

At the end of the reporting period, IRCC had 72,918 open requests from previous reporting periods. As shown in Table 3, most of these requests were received within the last two years, and 12,511 (17%) were still within the legislative timeframe.

Fiscal year open ATIA requests were received	Open requests that are within legislated timelines as of March 31, 2023	Open requests that are beyond legislated timelines as of March 31, 2023	Total
2022-2023	12,254	51,510	63,764
2021-2022	254	8,598	8,852
2020-2021	3	299	302
Total	12,511	60,407	72,918

Table 3: Active requests from previous reporting periods

Active complaints from previous reporting periods

As Table 4 demonstrates, IRCC carried 571 active ATIA complaints from previous reporting periods:

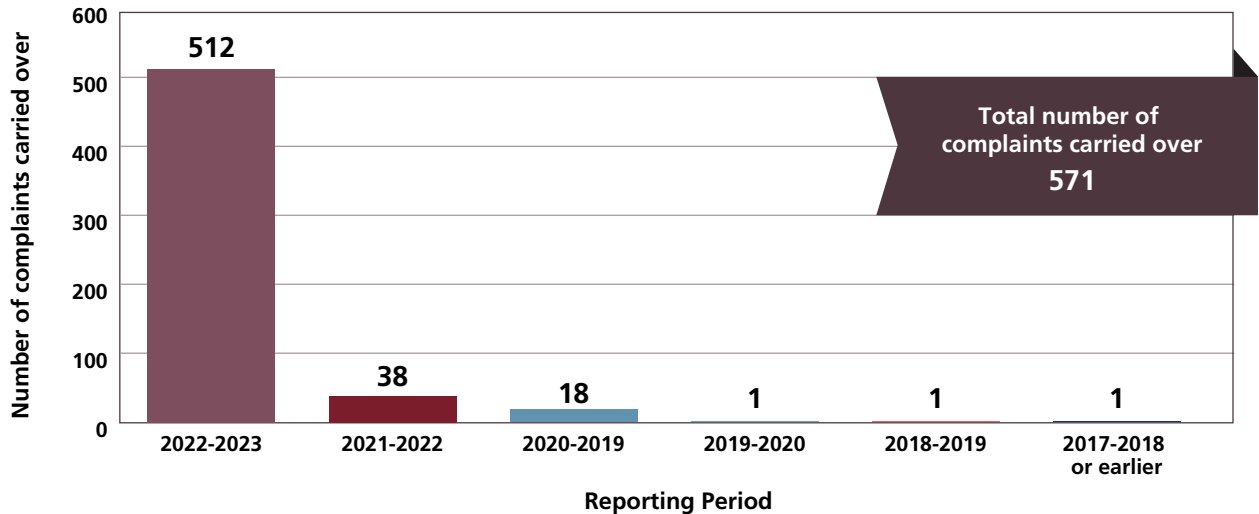


Table 4: Active complaints from previous reporting periods

Reasons for extensions

Section 9 of the *Access to Information Act* permits the statutory time limits to be extended if consultations are necessary, or the request involves a large volume of records that cannot be processed within the original time limit without unreasonably interfering with the operations of the Department. During the reporting period, IRCC invoked extensions pursuant to section 9(1) a total of 3,730 times:

- 116 times pursuant to section 9(1)(a) to search a large volume of records or to respond to the influx of requests or both, which interfered with departmental operations
- 3,607 times pursuant to section 9(1)(b) to undertake consultations
- 7 times pursuant to section 9(1)(c) to conduct consultations with third parties

When necessary, IRCC conducts consultations to ensure the proper exercise of discretion, particularly for (but not limited to) requests that may involve litigation, investigations, or security concerns.



Consultations received from other government departments and organizations



Other government departments and organizations consulted IRCC 200 times under the ATIA. During the reporting period, IRCC responded to 186 consultations, the majority of which were completed within 30 days. Table 5 provides the breakdown of completion times taken to respond to consultations.



Completion times	Number of requests
1-15 days	49
16-30 days	61
31-60 days	46
61-120 days	22
121-180 days	3
181 to 365 days	4
More than 365 days	1
Total	186

Table 5: Completion times for consultations received

Disposition of completed requests

As shown in Table 6, IRCC released records in their entirety in 57,263 requests (36%) and invoked one or more exemptions in 89,369 requests. Only 17 requests were either all exempted or all excluded. The remaining were abandoned, transferred, had no existing records, or the existence of records could neither be confirmed nor denied as doing so could reveal information that is protected under the ATIA.

Disposition	Requests	Percentage
All disclosed	57,263	36%
Disclosed in part	89,369	55%
All exempted	12	0%
All excluded	5	0%
No records exist	755	1%
Transferred	18	0%
Abandoned	11,897	7%
Neither confirmed nor denied	1,748	1%
Total	161,067	100%

Table 6: Disposition of completed requests

The most frequently used exemptions were:

- Section 19(1) – personal information (invoked 58,429 times)
- Section 15(1) – international affairs, defence and prevention of subversive activities (invoked 25,853 times)
- Section 16 (1)(c) – injury to law enforcement or investigation (invoked 18,173 times)

The ATIA does not apply to records that are already available to the public (Section 68), nor to confidences of the King's Privy Council (Section 69). IRCC excluded records pursuant to section 68 in one request and section 69 in 52 requests.



Impact of COVID-19 on IRCC's ability to fulfill its obligations under the ATIA



The ATIP program was not disrupted by the COVID-19 pandemic in this reporting period and remained fully operational in a mostly telework capacity. Only a limited number of employees worked onsite to process files containing secret information, process mail out requests and provide Information Technology (IT) support.



On January 16, 2023, IRCC announced a phased approach to have employees return to the office in accordance to the TBS mandated common hybrid model.

For more information on IRCC's performance, refer to [Annex C: Validated Statistical Report on the Administration of the Access to Information Act and Supplemental Statistical Report on the Access to Information Act and the Privacy Act.](#)

III. INITIATIVES TO PROMOTE AWARENESS, TRAINING, AND IMPROVEMENTS TO THE ATIP PROGRAM

During the reporting period, IRCC emphasized training and awareness activities related to access to information, and undertook initiatives to modernize service delivery of its ATIP program, as well as departmental projects to improve client services.

Training and awareness

Through its training delivery and awareness activities, IRCC strives to enhance the institution-wide culture of respect for access to information alongside a strong commitment to increased privacy vigilance. To stay current and proactive, IRCC regularly revises its ATIP training materials to reflect the latest requirements under the ATIA and Privacy Act, as well as the evolving needs of the Department. Within the last five years, IRCC's ATIP training initiatives centred on proactive disclosure (or Bill C-58), virtual learning and enhanced information management and security awareness.

Proactive disclosure

Following the ascension of Bill C-58 in June 2019, IRCC updated its training and awareness curriculum to include a module on proactive disclosure in all its "Access to Information" training sessions, including the "ATIP training for Middle Managers and Executives CC4440" and "ATIP 101 CC4425" (see [**Table 7**](#)). This module covers federal departments' proactive disclosure responsibilities under Bill C-58, and explains the increased powers of the Information Commissioner as a result of the amendment.

Security and privacy awareness in teleworking

In March 2020, IRCC began transitioning its ATIP training to a virtual platform (Microsoft Teams) to accommodate the new reality of teleworking. The virtual platform fully launched in mid-June 2020, and although virtual training has its challenges, these are outweighed by the elimination of physical location as a barrier to training. Since June 2020, IRCC has prioritized security and privacy training to inform employees (ATIP and non ATIP) of the potential security and privacy breach risks associated with working from home.



ATIP course catalogue and sessions given

As shown in **Table 7**, the ATIP program trained a total of 5,569 employees. Of these, 3,797 were non ATIP officials trained in one or more of the following ATIP training courses:



Understanding and Managing ATIP Requests is designed to provide a greater understanding of the roles and responsibilities of the ATIP program, the ATIP liaison officer as well as various departmental officials in the processing of an ATIP request. The course is intended primarily for ATIP liaison officers and anyone directly involved in the ATIP process. It is mandatory for all new ATIP liaison officers. A total of 343 employees attended 22 sessions.



ATIP Training for Middle Managers and Executives provides an overview of key ATIP principles and practices, and a greater understanding of the roles and responsibilities of managers and executives. This course is part of the Learning Roadmap for IRCC Executives and should be completed within the first year of joining IRCC or being appointed as a new executive. There is a requirement to renew this training every three years. A total of 108 managers and executives attended 8 sessions.

Protecting and Giving Access to Information at IRCC is a mandatory online course for all employees. It provides a brief overview of key ATIP principles and practices and fosters a greater understanding of the roles and responsibilities of all employees. During the year, 2,238 employees took the online training session.

Protect, Secure, and Manage Information is comprised of three modules from IT Security, Information Management and ATIP that intertwine and complement each other. A total of 654 employees attended 26 sessions.

Privacy Breach Training provides a basic understanding of privacy, privacy breaches, how to prevent and react to breaches, and informs employees of their associated roles and responsibilities. A total of 454 employees attended 24 sessions.



The ATIP program also provides tailored training sessions and workshop presentations to reinforce and increase knowledge and understanding of access to information, privacy and personal information. These ad hoc sessions, or informal training sessions, are independent of formal and mandatory courses and are tailored to a group’s specific needs. A total of 924 employees were provided tailored ATIP training over 96 sessions last fiscal year.

COURSE NAME		PLATFORM	ACCESS OR PRIVACY TRAINING	NUMBER OF SESSIONS	NUMBER OF PARTICIPANTS
Protecting and Giving Access to Information at IRCC (CC5540) MANDATORY FOR ALL NEW EMPLOYEES		Online	Both	Self-paced	2,238
				Total:	
Formal training	ATIP Privacy Breach (CC4540)	In person/ virtual	Privacy	24	454
	ATIP Training for Middle Managers and Executives (CC4440)		Both	8	108
	Protect, Secure, and Manage Information (CC4416)		Privacy	26	654
	Understanding and Managing ATIP Requests (CC4340)		Access	22	343
	ATIP 101 (CC4425)		Both	19	336
	Appropriate Access to and Use of Personal Information (CC4426)		Privacy	0	0
	Privacy 101 (CC4427)		Privacy	4	94
	Exemptions and Exclusions 101 (CC4429)		Access	11	361
	Information Sharing (CC4430)		Privacy	3	57
					Total:
Informal training	One-on-One ATIP Liaison Training/ CRCI Administrative Process	In person/ virtual	Access	41	386
	How to fill-out the Response To ATIP Request Form (RAR)		Access	9	174
	Exemptions and Exclusions 102		Access	5	71
	Refresher on “How to provide records to ATIP”		Access	6	94
	Customized Training (other)		Both	35	199
					Total:
Total Formal and Informal:				213	3,331
Total participants trained					5,569

Table 7: Formal and informal ATIP training sessions and participants

While the Training, Project and ATIP Support Team (under the ATIP Corporate Records and Complaints Division) monitors the training of all ATIP employees and ATIP liaison officers, it is the responsibility of IRCC managers to monitor mandatory training requirements identified in their employees’ Learning Roadmaps. (Learning Roadmaps are tools that guide the learning and development of IRCC employees based on the Department’s competency profiles and the core competencies of the Public Service Performance Agreement.)

The Training, Project and ATIP Support Team is also responsible for ensuring that all new ATIP liaison officers attend mandatory training and are equipped with a Kofax PDF license to assist Subject Matter Experts in the conversion of large quantities of corporate records.



Policies, guidelines, procedures and initiatives

In addition to revising its training materials, IRCC continues to advance institution-specific initiatives to improve the Department's ATIP program. Most of these initiatives aim to reduce IRCC's ATIP volumes and further improve processing efficiencies, and were in part developed as a result of the Information Commissioner's systemic investigation of IRCC's processing of client records.

Update on the systemic investigation

In February 2020, the Information Commissioner launched a systemic investigation into IRCC's processing of Access to Information requests, particularly requests for client records, to better understand and address the surge of requests and complaints lodged against IRCC. The Commissioner published the results of her investigation in May 2021, which contained five key recommendations. In response, IRCC devised a **Management Action Plan** (MAP) to address the Commissioner's recommendations.

Since the last reporting period, IRCC closed two further items on the MAP and is working with internal stakeholders to complete the remaining action items. The ongoing projects described below, which address the remaining MAP items, are designed to improve client service and the availability of client immigration information. In turn, these are anticipated to alleviate undue pressure on the broader access to information regime.

Proactive Release of Officer Decision Notes (ODN)

The ODN project proactively provides officer decision notes to some refused applicants in the Temporary Resident Visa e-application caseload to give clients additional information regarding the reason(s) for their refusal, including a breakdown of the officer's rationale when finalizing the application. The first Validation Exercise targeted Temporary Resident Visas (TRVs) with the Central Network's Case Processing Centre in Ottawa and was launched in February of 2022. This showed promising results with a 57% reduction of ATIP requests received for files that had an ODN released to the client. As of March 31, 2023, IRCC is preparing to transition the project to a steady state for Temporary Resident Visa caseload, and recently launched a second Validation Exercise for Study Permit caseload prior to implementation.

Client Correspondence Project

The Client Correspondence Project will review client-facing communications identified as problematic by clients. The Client Correspondence Unit (CCU) was created to provide clearer, more concise written correspondence.

To date, three key letters were revised (Procedural Fairness, Request for Supplementary Information, and Temporary Resident Refusal Letter). The revised Temporary Resident Refusal Letter launched in June 2022 with improved language, additional detail, and removal of the location of the decision maker. The current focus is on the enhancement of the Study Permit refusal letter along with the refusal grounds. The CCU, as part of its future work objectives, plans to analyze end-to-end client communications throughout the client journey.

Application Status Tracker

The Application Status Tracker project will improve the clarity on the status of client applications. For clients, the Tracker provides more transparency about the history and processing activities related to their applications, as well as more efficiency since the Tracker is a "one-stop-shop" for the latest case status information.

Launched in 2021 and 2022 for the Citizenship Grant and Permanent Residence (Family Class) lines of business, IRCC expanded the project to now include Express Entry clients (Canadian Experience Class, Federal Skilled Worker, Federal Skilled Trades, Provincial Nominee Program), as well as additional Temporary Resident lines of business (Study Permit, Work Permit, and Temporary Resident Visa).



Client Experience Platform (previously My Account 2.0)

This project describes the implementation of a new Client Experience Platform (CXP) to support the delivery of seamless digital client experiences across multiple channels and devices. The new CXP will provide clients with a single online window to access IRCC services, with a suite of tools to facilitate the client's journey to be informed, to apply for programs and services, to receive real-time status of applications, to communicate with IRCC and provide feedback on their experience.

As of the end of the reporting period, IRCC remains on track to procure the new CXP in FY 2023-2024.

IRCC anticipates that collectively, these client service initiatives will have the greatest impact on decreasing IRCC's ATIP volumes. By providing clients with seamless client experience where they have one-stop-shop access to their own information, IRCC will be alleviating pressure on the ATIP regime.

The updated MAP can be found on IRCC's external website here: <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/management-action-plan-oic-recommendations.html>.

Proactive publication under Part 2 of the ATIA

IRCC is a government entity for the purposes of Part 2 of the **ATIA** as per the definitions in sections 3 and 81 of the **ATIA**, as well as the list of Departments and Ministries of State found in **Schedule I** of the **Financial Administration Act**. As a government entity that supports a Minister, IRCC is subject to all the proactive publication requirements listed in **Annex D: Proactive Publication Requirements Table**.

For more information on IRCC's proactive publication requirements, including groups responsible, links to publications, procedures, and compliance, refer to **Annex D: Proactive Publication Requirements Table**.

Modernization initiatives to improve access to information

In addition to improving client services and increasing the availability of client immigration information, IRCC is furthering its initiatives to modernize the delivery of services within the ATIP program, including the expansion of Robotic Process Automation (RPA), migration to the mandated ATIP Online Request Service (i.e., Treasury Board Secretariat's online platform for the public to file ATIP requests with the Government of Canada) and replacement of the ATIP case management software.

Robotic Process Automation (RPA)

During the reporting period, the Department incorporated two more phases of RPA into its ATIP Processing. The expansion builds on the success of the first phase, which was implemented in 2021. The RPA performs low-complexity/high-volume tasks such as data entry, file and folder operations, and other non-decision making processes, allowing IRCC to realign resources to focus on decision-based work, while also improving data integrity, timeliness, and end-to-end business processes with minimal disruption in the operations processing.

TBS ATIP Online Request Service (ATIP Online)

On March 8, 2023, IRCC formally sought an exception to sections

- 4.3.9.1 of the **Policy on Access to Information**
- 4.2.25.1 of the **Policy on Privacy Protection**
- 4.1.16 of the **Directive on Access to Information Requests** and
- 4.1.15 of the **Directive on Personal Information Requests and Correction of Personal Information**



to delay migration to the prescribed TBS Access to Information and Privacy (ATIP) Online Request Service (ATIP Online). The TBS platform ATIP Online, first launched in 2018, was created to simplify the process of making ATIP requests to, and receiving responses from, federal government institutions. While TBS policies and directives require that all federal institutions onboard by the end of the reporting period, additional preparations are needed for ATIP Online to absorb IRCC's high ATIP volumes.

Based on recommendations stemming from the Information Commissioner's systemic investigation, IRCC's ATIP online request portal uses a customized ATIP request form that has been tailored to facilitate submitting a request. While some institution-specific customization is possible in the TBS AORS, the request flows currently in use on the IRCC portal cannot be replicated on the TBS platform without significant effort.

IRCC is working with TBS Office of the Chief Information Officer to develop a transition plan, with a goal of onboarding IRCC to the TBS platform by the end of fiscal year 2023-2024. Until the migration is complete, clients will continue to submit ATIP requests to IRCC via the IRCC ATIP online request portal.

Replacement of the ATIP case management software

To process ATIP volumes more efficiently, IRCC is working with TBS to replace the existing ATIP case management software with a TBS-approved modern platform with several upgrades and features. The new software, which will interface directly with ATIP Online, has built-in artificial intelligence that can be trained to automate repetitive tasks, and has business analytics capabilities to enable IRCC to more effectively and efficiently create reports (statistics, trends, performance reporting, etc.).

The Department aims to procure, test, and deploy the new software by the end of fiscal year 2024-2025.

Summary of key issues and actions taken on complaints

IRCC ATIP's complaints process strives to provide objective, critical review of processed ATI requests to adhere to the principles of the ATIA. When applicable, IRCC ATIP will conduct new searches, review exemptions and release additional records.

During the reporting period, the Office of the Information Commissioner notified the Department of 4,300 complaints. This volume represents a 3.5% increase compared to the last reporting period and is equivalent to 2.3% of all ATI requests received. Despite the volume of complaints received, IRCC responded to 4,381 complaint investigations during the reporting period. Of these, 93% were discontinued or not substantiated, and 1.5% were deemed well-founded. Of the remaining 5.5%,

- 1 was abandoned
- 163 ceased to investigate
- 80 were not-well founded
- 6 were resolved

The majority of IRCC's ATI complaints relate to delays in processing. In response, IRCC has allocated specific resources to the complaints process under both the Client Records and Corporate Records Divisions.

IRCC also revised the Department's Response to ATIP Request (RAR) form to gather information on the completeness of program areas' search for records. This initiative has helped the Complaints Team assess the original searches and task anew if needed.

IRCC continues to maintain a positive, collaborative relationship with the OIC to improve its ATI processing.



Reporting on ATI fees for the purposes of the *Service Fees Act*



The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution.

With respect to fees collected under the *Access to Information Act*, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.



Enabling authority: *Access to Information Act*

Fees Payable for 2022-23: \$5.00 application fee is the only fee charged for an access to information request

Total revenue: IRCC collected \$918,775

Fees waived or refunded: IRCC waived or refunded \$0 in fees

Cost of operating the program: \$9,941,021

Monitoring compliance

The ATIP program makes use of frequent and comprehensive reporting tools to monitor compliance and maintain accountability, as well as to identify process improvements.

Time taken to process requests for personal information

IRCC monitors the time taken to process personal information requests by retrieving statistics from the ATIP case management software on a daily, weekly, biweekly and quarterly basis. These statistics, which provide information on ATIP request volumes received and processed, compliance rates, and backlog volumes, feed into various reports intended for different levels of officials: daily updates are shared with managers, weekly reports with directors and the ICB Director General, biweekly reports with the deputy ministers, and a quarterly report was shared with assistant deputy ministers across IRCC during the reporting period.

Although the primary goal of the ATIP program's statistical reporting is to monitor compliance, IRCC ATIP also relies on these statistics to monitor workflows, address current challenges and identify trends in ATIP requests.

During the reporting period, the ATIP program also produced a monthly report, shared with all assistant deputy ministers, on sector and branch compliance for responding to ATIP taskings.

Inter-institutional consultations

Team leads and managers within the ATIP program regularly monitor extensions taken, responses to internal tasking reports, and complaints that do, in turn, identify areas in need of improvement, including consultations, to ensure the proper exercise of discretion.

Review of frequently requested information

The vast majority of IRCC's ATIP requests under both the ATIA and the *Privacy Act* are for client immigration records. IRCC is currently developing initiatives to improve clients' access to their own information through means other than the ATIP program. See [Update on the systemic investigation](#), above.



Reflecting right of public access to information in contracts, agreements and arrangements

All IRCC contracts and contractual arrangements include a clause making contractors responsible to the requirements for the *Access to Information Act*:



Records created by the Contractor, and under the control of Canada, are subject to the *Access to Information Act*. The Contractor acknowledges the responsibilities of Canada under the *Access to Information Act* and must, to the extent possible, assist Canada in discharging these responsibilities. Furthermore, the Contractor acknowledges that section 67.1 of the *Access to Information Act* provides that any person, who destroys, alters, falsifies or conceals a record, or directs anyone to do so, with the intent of obstructing the right of access that is provided by the *Access to Information Act* is guilty of an offence and is liable to imprisonment or a fine, or both.



Accuracy and completeness of proactively published information under Part 2 of the ATIA

Under IRCC's current delegation, responsibility for proactive publications under sections 82 to 88 is shared by all Assistant Deputy Ministers, as well as the Director General of the Integrated Corporate Business Branch. Different sectors oversee different proactive publication requirements under the legislation.

For more information, refer to [Annex D: Proactive Publication Requirements Table](#).

Moving forward

During the reporting period, IRCC took significant first steps to reshape its ATIP program, beginning with a structural reorganization into three separate divisions. The reorganization provides increased director-level attention to specific lines of business, and is anticipated to help improve delivery of IRCC's ATIP services, while also expediting key modernizing projects and initiatives.

This year, the focus was restructuring and stabilizing ATIP resources, expanding the use of RPA into ATIP request processing and implementing departmental client services initiatives.

Moving forward, IRCC will continue improving services to provide clients with better access to their own immigration information through other means than the ATIP program. These initiatives are anticipated to have the greatest impact on IRCC's ATIP volumes.

In tandem, IRCC will also work with internal and external partners to replace the ATIP case management software, migrate to the TBS ATIP Online Request Service, and collaborate with TBS to find solutions that will benefit the wider ATIP community.

IRCC recognizes its low compliance rate for requests under the *Access to Information Act* during this reporting period. The Department is already noting marked improvements in key metrics (e.g. increased compliance rates and decreased complaints) as a result of the measures that have been implemented, including further realigning its organizational structure and devoting additional resources to processing requests within legislated timeframes.

The Department acknowledges that the right of access to information is a means to promote openness and transparency and continues to improve its access process and client services.

[Annex A: Copy of the signed delegation order in effect March 31, 2023](#)

[Annex B: Copy of the delegation of authority under the Access to Information Act and Regulations in effect March 31, 2023](#)

[Annex C: Validated Statistical Report on the Administration of the Access to Information Act and Supplemental Statistical Report on the Access to Information Act and the Privacy Act](#)

[Annex D: Proactive Publication Requirements Table](#)



Annex A: Copy of the signed delegation order in effect March 31, 2023

OFFICIAL DOCUMENT

DOCUMENT OFFICIEL

**DEPARTMENT OF IMMIGRATION, REFUGEES AND
CITIZENSHIP OF CANADA**

**MINISTÈRE DE L'IMMIGRATION, DES RÉFUGIÉS ET DE LA
CITOYENNETÉ DU CANADA**

DELEGATION OF AUTHORITY

DÉLÉGATION DE POUVOIRS

**ACCESS TO INFORMATION
ACT AND PRIVACY ACT**

**LOI SUR L'ACCÈS À
L'INFORMATION ET LOI SUR
LA PROTECTION DES
RENSEIGNEMENTS
PERSONNELS**

I, Minister of Immigration, Refugees and Citizenship, pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby authorize the officer and employee of Immigration, Refugees and Citizenship whose position or classification is set out in the attached Schedule to carry out those of my powers, duties or functions under the Acts that are set in the Schedule in relation to that officer and employee.

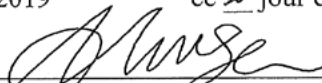
En ma qualité de ministre de l'Immigration, des Réfugiés et de la Citoyenneté et conformément à l'article 95 de la *Loi sur l'accès à l'information* et l'article 73 de la *Loi sur la protection des renseignements personnels*, j'autorise par la présente l'agent(e) et employé(e) du ministère de l'Immigration, des Réfugiés et de la Citoyenneté dont le poste ou la classification est énoncé dans l'annexe ci-jointe à exécuter mes fonctions, pouvoirs ou attributions en vertu des lois précisées dans l'annexe visant cet(te) agent(e) et employé(e).

Dated at Ottawa

Fait à Ottawa

This 30 day of August 2019

ce 30 jour de août 2019



Ahmed Hussien, P.C., M.P.

Minister of Immigration, Refugees and Citizenship

Ahmed Hussien, C.P., député

Ministre de l'Immigration, des Réfugiés et de la Citoyenneté

Annex B: Copy of the delegation of authority under the *Access to Information Act* and *Regulations* in effect March 31, 2023

Delegation of Authority under the *Access to Information Act* and the *Access to Information Regulations*

The delegation includes acting appointments and assignments to these positions made pursuant to the *Public Service Employment Act* and regulations.

FULL DELEGATION

Position	Delegation
Deputy Minister / Associate Deputy Minister	Full Authority
Assistant Deputy Minister, Corporate Management Sector	Full Authority
Director General, ATIP & Accountability Branch	Full Authority, except the following sections of the <i>Access to Information Act</i> : <ul style="list-style-type: none"> • 41(2) – seek review of an order of the Information Commissioner by Federal Court • Sections 82 to 88 concerning proactive publication of information
Director, ATIP Division	Full Authority, except the following sections of the <i>Access to Information Act</i> : <ul style="list-style-type: none"> • 41(2) – seek review of an order of the Information Commissioner by Federal Court • Sections 82 to 88 concerning proactive publication of information
Assistant Directors, ATIP CRCI and OPS	Full Authority, except the following sections of the <i>Access to Information Act</i> : <ul style="list-style-type: none"> • 6.1 – decline to act on a request • 20(6) – disclose third party information in the public interest • 41(2) – seek review of an order of the Information Commissioner by Federal Court • Sections 82 to 88 concerning proactive publication of information • 94 – responsibility to prepare an annual report to Parliament

PARTIAL DELEGATION

Access to Information Act – Part 2 only

Proactive Disclosures

Position	Delegation
All Assistant Deputy Ministers	Full Authority for sections 82 to 88
Director General, Corporate Secretariat	Full Authority for sections 82 to 88

Access to Information Act

Description	Section	ATIP / PM-05 OPS	ATIP / PM-05 CRCI	ATIP / PM-04 OPS	ATIP / PM-04 CRCI	ATIP / PM-03 OPS	ATIP / PM-03 CRCI
Duty to assist	4(2.1)	•	•	•	•	•	•
Decline to act on request	6.1						
Notice where access requested	7	•	•	•	•	•	•
Transfer of request	8(1)	•	•	•		•	
Extension of time limits	9(1)	•	•	•		•	
Notice of extension to Commissioner	9(2)	•	•	•		•	
Payment of additional fees	11(2)	•	•	•	•	•	•
Payment of fees for EDP record	11(3)	•	•	•	•	•	•
Deposit	11(4)	•	•	•	•	•	•
Notice of fee payment	11(5)	•	•	•	•	•	•
Waiver or refund of fees	11(6)	•	•	•	•	•	•
Translation	12(2) (b)						
Conversion to alternate format	12(3) (b)						
Information obtained in confidence	13	•	•	•			
Refuse access: federal-provincial affairs	14		•				
Refuse access: international affairs, defence, subversive activities	15(1)	•	•	•			
Refuse access: law enforcement and investigation	16(1)	•	•	•		•	
Refuse access: security information	16(2)	•	•	•		•	
Refuse access: policing services for provinces or municipalities	16(3)	•	•	•		•	
Refuse access: safety of individuals	17	•	•	•		•	
Refuse access: economic interests of Canada	18		•				
Refuse access: economic interests of certain institutions	18.1		•				
Refuse access: another person's information	19(1)	•	•	•	•	•	•
Disclose personal information	19(2)	•	•	•	•	•	•
Refuse access: third party information	20(1)		•				
Disclose testing methods	20(2) and (3)						
Disclose third party information	20(5)		•				
Disclose in public interest	20(6)						
Refuse access: advice, etc.	21						
Refuse access: tests and audits	22	•	•				
Refuse access: Audit working papers and draft audit reports	22.1		•				
Refuse access: solicitor-client privilege	23	•		•			
Refuse access: patent or trademark privilege	23.1						
Refuse access: prohibited information	24(1)	•					
Severability	25	•	•	•		•	
Refuse access: information to be published	26	•	•				
Notice to third parties	27(1)		•				
Extension of time limit	27(4)		•				
Notice of third party disclosure	28(1)(b)		•				
Representation to be made in writing	28(2)		•				
Disclosure of record	28(4)						
Notice of ceasing to investigate	30(5)(b)						

Description	Section	ATIP / PM-05 OPS	ATIP / PM-05 CRCI	ATIP / PM-04 OPS	ATIP / PM-04 CRCI	ATIP / PM-03 OPS	ATIP / PM-03 CRCI
Notice of intention to investigate	32						
Notice to third party	33		•				
Right to make representations	35(2)(b)		•				
Access given to complainant *	37(4)*		•				
Seek review of order by Federal Court	41(2)						
Notice of court action	43(2)						
Notice to person who requested record	44(2)		•				
Special rules for hearings	52(2)(b)						
Ex parte representations	52(3)						
Facilities for inspection of manuals	71(1)						
Proactive publication of information: travel expenses	82						
Proactive publication of information: hospitality expenses	83						
Proactive publication of information: reports tabled in Parliament	84						
Proactive publication of information: reclassification of positions	85						
Proactive publication of information: contracts	86						
Proactive publication of information: grants and contributions	87						
Proactive publication of information: Briefing materials	88						
Annual Report to Parliament	94						

Access to Information Regulations

Description	Section	ATIP / PM-05 OPS	ATIP / PM-05 CRCI	ATIP / PM-04 OPS	ATIP / PM-04 CRCI	ATIP / PM-03 OPS	ATIP / PM-03 CRCI
Transfer of requests	6(1)	•	•	•	•	•	•
Search and preparation fees	7(2)	•	•				
Production and programming fees	7(3)	•	•				
Examination of records	8	•	•	•	•	•	•
Limitations in respect of format	8.1						

Legend

ATIP / PM-05 OPS

Senior ATIP Administrators, ATIP Operations (OPS)

ATIP / PM-05 CRCI

Senior ATIP Administrators, Corporate Records, Complaints and Informals (CRCI)

ATIP / PM-04 OPS

ATIP Administrators, ATIP Operations (OPS)

ATIP / PM-04 CRCI

ATIP Administrators, Corporate Records, Complaints and Informals (CRCI)

ATIP / PM-03 OPS

ATIP Officers, ATIP Operations (OPS)

ATIP / PM-03 CRCI

ATIP Officers, Corporate Records, Complaints and Informals (CRCI)

Annex C: Validated Statistical Report on the Administration of the *Access to Information Act* and Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

Statistical Report on the *Access to Information Act*

Name of institution: Immigration, Refugees and Citizenship Canada

Reporting period: 2022-04-01 to 2023-03-31

Section 1: Requests under the *Access to Information Act*

1.1 Number of requests

		Number of requests
Received during reporting period		184,587
Outstanding from previous reporting period		19,631
• Outstanding from previous reporting period	48,197	
• Outstanding from more than one reporting period	1,195	
Total		233,979
Closed during reporting period		161,067
Carried over to next reporting period		72,918
• Carried over within legislated timeline	12,511	
• Carried over beyond legislated timeline	60,407	

1.2 Sources of requests

Source	Number of requests
Media	374
Academia	6,874
Business (private sector)	78,332
Organization	7,046
Public	71,465
Decline to identify	20,496
Total	184,587

1.3 Channels of requests

Source	Number of requests
Online	182,848
E-mail	344
Mail	1,375
In person	0
Phone	0
Fax	0
Total	184,567

Section 2: Informal requests

2.1 Number of informal requests

		Number of requests
Received during reporting period		3,158
Outstanding from previous reporting period		642
• Outstanding from previous reporting period	642	
• Outstanding from more than one reporting period	0	
Total		3,800
Closed during reporting period		3,744
Carried over to next reporting period		56

2.2 Channels of informal requests

Source	Number of requests
Online	3,158
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	3,158

2.3 Completion time of informal requests

Completion time							
1-15 days	16-30 days	31-60 days	61-120 days	121-180 days	181-365 days	More than 365 days	Total
85	200	282	1,398	850	928	1	3,744

2.4 Pages released informally

Less than 100 pages released		101-500 pages released		501-1,000 pages released		1,001-5,000 pages released		More than 5,000 pages released	
Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released
0	0	0	0	0	0	0	0	0	0

2.5 Pages re-released informally

Less than 100 pages released		101-500 pages released		501-1,000 pages released		1,001-5,000 pages released		More than 5,000 pages released	
Number of requests	Pages re-released	Number of requests	Pages re-released	Number of requests	Pages re-released	Number of requests	Pages re-released	Number of requests	Pages re-released
2,521	61,210	807	181,288	178	122,636	146	262,637	92	953,185

Section 3: Applications to the Information Commissioner on declining to act on requests

	Number of requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests closed during the reporting period

4.1 Disposition and completion time

Disposition of requests	Completion time							Total
	1-15 days	16-30 days	31-60 days	61-120 days	121-180 days	181-365 days	More than 365 days	
All disclosed	227	9,762	17,500	21,767	4,359	2,274	1,374	57,263
Disclosed in part	317	13,798	26,864	21,723	7,420	8,220	11,027	
All exempted	1	3	3	3	1	0	1	12
All excluded	2	0	0	2	0	1	0	5
No records exist	59	98	139	216	83	110	50	755
Request transferred	16	0	0	0	0	0	2	18
Request abandoned	301	2,626	1,510	2,853	902	2,367	1,338	11,897
Neither confirmed nor denied	47	0	16	410	427	812	36	1,748
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	970	26,287	46,032	46,974	13,192	13,784	13,828	161,067

4.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	2,978	16(2)	423	18(a)	1	20.1	0
13(1)(b)	55	16(2)(a)	0	18(b)	1	20.2	0
13(1)(c)	73	16(2)(b)	1	18(c)	0	20.4	0
13(1)(d)	5	16(2)(c)	222	18(d)	1	21(1)(a)	292
13(1)(e)	1	16(3)	0	18.1(1)(a)	0	21(1)(b)	381
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	46
14(a)	123	16.1(1)(b)	2	18.1(1)(c)	0	21(1)(d)	63
14(b)	30	16.1(1)(c)	17	18.1(1)(d)	0	22	32
15(1)	25,853	16.1(1)(d)	0	19(1)	58,429	22.1(1)	3
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	241
15(1) -Def.*	0	16.3	0	20(1)(b)	79	23.1	0
15(1) -S.A.*	0	16.31	0	20(1)(b.1)	1	24(1)	0
16(1)(a)(i)	1	16.4(1)(a)	0	20(1)(c)	248	26	28
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	7		
16(1)(a)(iii)	1	16.5	0				
16(1)(b)	271	16.6	1				
16(1)(c)	18,173	17	0				
16(1)(d)	0						

* I.A. : International Affairs

* Def.: Defense of Canada

* S.A.: Subversive Activities

4.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	1	69(1)	1	69(1)(g) re (a)	24
68(b)	0	69(1)(a)	3	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	1	69(1)(g) re (c)	4
68.1	0	69(1)(c)	1	69(1)(g) re (d)	9
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	5
68.2(b)	0	69(1)(e)	3	69(1)(g) re (f)	1
		69(1)(f)	0	69.1(1)	0

4.4 Format of information released

Electronic					
Paper	E-record	Data set	Video	Audio	Other
0	146,632	6	0	1	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of pages processed	Number of pages disclosed	Number of requests
6,540,483	6,204,630	160,294

4.5.2 Relevant pages processed per requests disposition for paper and e-record formats by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1,000 pages processed		1,001-5,000 pages processed		More than 5,000 pages processed	
	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed
All disclosed	55,935	1,396,912	1280	221,178	24	16162	15	35,963	9	229,609
Disclosed in part	81,417	2,882,864	7587	1,334,723	282	189,534	81	133,492	2	19,708
All exempted	10	285	2	281	0	0	0	0	0	0
All excluded	5	138	0	0	0	0	0	0	0	0
Request abandoned	11,716	30,004	172	31,728	6	4,356	2	2,331	1	11,215
Neither confirmed nor denied	1,748	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	150,831	4,310,203	9,041	1,587,910	312	210,052	98	171,786	12	260,532

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of minutes processed	Number of minutes disclosed	Number of requests
0	0	0

4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less than 60 minutes processed		60-120 minutes processed		More than 120 minutes processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.5 Relevant minutes processed and disclosed for video formats

Number of minutes processed	Numbers of minutes disclosed	Number of requests
0	0	0

4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less than 60 minutes processed		60-120 minutes processed		More than 120 minutes processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation required	Legal advice sought	Other	Total
All disclosed	13	0	0	13
Disclosed in part	136	28	0	164
All exempted	0	0	0	0
All excluded	19	0	0	19
Request abandoned	0	1	0	1
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	168	29	0	197

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	33,963
Percentage of requests closed within legislated timelines (%)	21.086

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal reason			
	Interference with operations/workload	External consultation	Internal consultation	Other
127,104	127,104	0	0	0

4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1-15 days	28,901	597	29,498
16-30 days	12,171	144	12,315
31-60 days	30,482	176	30,658
61-120 days	22,940	259	23,199
121-180 days	7,951	152	8,103
181-365 days	11,577	499	12,076
More than 365 days	10,702	553	11,255
Total	124,724	2,380	127,104

4.8 Requests for translation

Translation requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third-party notice
		Section 69	Other	
All disclosed	11	1	1,179	0
Disclosed in part	88	15	2,193	7
All exempted	0	0	1	0
All excluded	0	0	1	0
Request abandoned	13	0	104	0
No records exist	3	0	112	0
Declined to act with the approval of the Information Commissioner	1	0	1	0
Total	116	16	3,591	7

5.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third-party notice
		Section 69	Other	
30 days or less	17	3	170	0
31-60 days	28	9	1,853	5
61-120 days	40	2	266	2
121-180 days	26	1	24	0
181-365 days	5	1	1,278	0
365 days or more	0	0	0	0
Total	116	16	3,591	7

Section 6: Fees

Fee type	Fee collected		Fee waived		Fee refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	183,751	\$918,755	725	\$3,625	0	\$0
Other fees	0	\$0	0	\$0	0	\$0
Total	183,751	\$918,755	725	\$3,625	0	\$0

Section 7: Consultations received from other institutions and organizations

7.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	193	7,407	0	0
Outstanding from the previous reporting period	7	1,050	0	0
Total	200	8,457	0	0
Closed during the reporting period	186	6,994	0	0
Carried over within negotiated timelines	2	19	0	0
Carried over beyond negotiated timelines	12	1,444	0	0

7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Number of days required to complete consultation requests								
Recommendation	1-15 days	16-30 days	31-60 days	61-120 days	121-180 days	181-365 days	More than 365 days	Total
Disclose entirely	29	35	15	6	0	0	0	85
Disclose in part	19	25	29	14	3	4	1	95
Exempt entirely	0	0	2	1	0	0	0	3
Exclude entirely	0	0	0	1	0	0	0	1
Consult other institution	0	0	0	0	0	0	0	0
Other	1	1	0	0	0	0	0	2
Total	49	61	46	22	3	4	1	186

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Number of days required to complete consultation requests								
Recommendation	1-15 days	16-30 days	31-60 days	61-120 days	121-180 days	181-365 days	More than 365 days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Section 8: Completion time of consultations on Cabinet confidences

8.1 Requests with Legal Services

Number of days	Fewer than 100 pages processed		100-500 pages processed		501-1,000 pages processed		1,001-5,000 pages processed		More than 5,000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1-15	7	60	0	0	0	0	0	0	0	0
16-30	5	52	1	245	0	0	0	0	0	0
31-60	4	13	0	0	0	0	0	0	0	0
61-120	0	0	0	0	0	0	0	0	0	0
121-180	0	0	0	0	0	0	0	0	0	0
181-365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	16	125	1	245	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of days	Fewer than 100 pages processed		100-500 pages processed		501-1,000 pages processed		1,001-5,000 pages processed		More than 5,000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1-15	0	0	0	0	0	0	0	0	0	0
16-30	0	0	0	0	0	0	0	0	0	0
31-60	0	0	0	0	0	0	0	0	0	0
61-120	0	0	0	0	0	0	0	0	0	0
121-180	0	0	0	0	0	0	0	0	0	0
181-365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 9: Investigation and reports of finding

9.1 Investigations

Section 32 notice of intention to investigate	Subsection 30(5) ceased to investigate	Section 35 formal representations
4,300	3,529	21

9.2 Investigation and Reports of finding

Section 37 reports of finding received			Section 37(2) final reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	0	0	0

Section 10: Court action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third party (3)	Privacy Commissioner (4)	Total
1	0	0	0	1

10.2 Court actions on third party notification under paragraph 28(1)(b)

Section 44 – Under paragraph 28(1)(b)
0

Section 11: Resources related to the *Access to Information Act*

11.1 Allocated cost

Expenditures		Amount
Salaries		\$8,783,103
Overtime		\$624,591
Goods and services		\$533,327
Professional services contracts	\$44,657	
Other	\$488,670	
Total		\$9,941,021

11.2 Human Resources

Resources	Person years dedicated to access to information activities
Full-time employees	73.130
Part-time and casual employees	58.240
Regional staff	0.000
Consultants and agency personnel	0.500
Students	0.000
Total	131.670

Name of institution: Immigration, Refugees and Citizenship Canada

Reporting period: 2022-04-01 to 2023-03-31

Section 1: Capacity to receive requests under the *Access to Information Act* and the *Privacy Act*

Number of weeks IRCC was able to receive ATIP requests through the different channels

	Number of weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

Section 2: Capacity to process records under the *Access to Information Act* and the *Privacy Act*

2.1 Number of weeks IRCC was able to process paper records in different classification levels

	No capacity	Partial capacity	Full capacity	Total
Unclassified paper records	0	0	52	52
Protected B paper records	0	0	52	52
Secret and Top Secret paper records	0	0	52	52

2.2 Number of weeks IRCC was able to process electronic records in different classification levels

	No capacity	Partial capacity	Full capacity	Total
Unclassified electronic records	0	0	52	52
Protected B electronic records	0	0	52	52
Secret and Top Secret electronic records	0	0	52	52

Section 3: Open requests and complaints under the *Access to Information Act*

3.1 Number of open requests that are outstanding from previous reporting periods

Fiscal year open requests were received	Open requests that are <i>within</i> legislated timelines as of March 31, 2023	Open requests that are <i>beyond</i> legislated timelines as of March 31, 2023	Total
Received in 2022-2023	12,254	51,510	63,764
Received in 2021-2022	254	8,598	8,852
Received in 2020-2021	3	299	302
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	12,511	60,407	72,918

3.2 Number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods

Fiscal year open complaints were received by institution	Number of open complaints
Received in 2022-2023	512
Received in 2021-2022	38
Received in 2020-2021	18
Received in 2019-2020	1
Received in 2018-2019	1
Received in 2017-2018	1
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	571

Section 4: Open requests and complaints under the *Privacy Act*

4.1 Number of open requests that are outstanding from previous reporting periods

Fiscal year open requests were received	Open requests that are <i>within</i> legislated timelines as of March 31, 2023	Open requests that are <i>beyond</i> legislated timelines as of March 31, 2023	Total
Received in 2022-2023	2,935	9,336	12,271
Received in 2021-2022	158	1,499	1,657
Received in 2020-2021	0	35	35
Received in 2019-2020	0	1	1
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	3,093	10,871	13,964

4.2 Number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods

Fiscal Year open complaints were received by institution	Number of open complaints
Received in 2022-2023	38
Received in 2021-2022	2
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	40

Section 5: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2022-2023?

No

Section 6: Universal access under the *Privacy Act*

How many requests were received from confirmed* foreign nationals outside of Canada in 2022-2023?

6,425

*Refers to clients who self-identify as foreign nationals outside of Canada on IRCC's Access to Information and Privacy (ATIP) online request portal.

Annex D: Proactive Publication Requirements Table

Legislative requirement	Section	Publication timeline	Group(s) responsible	Links to published proactive publication	Compliance	Procedures and systems in place to meet proactive publication requirement
All Government Institutions as defined in section 3 of the Access to Information Act						
Travel expenses	82	Within 30 days after the end of the month of reimbursement	Travel Centre of Expertise, FOPB/FSA	Open Government website	100%	IRCC centralized travel to ensure increased compliance to the TBS <u>Guide to the Proactive Publication of Travel and Hospitality Expenses, Special Travel Authorities, Directive on Travel, Hospitality, Conference and Event Expenditures</u> , and the <u>National Joint Council Travel Directive</u> .
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Travel Centre of Expertise, FOPB/FSAS	Open Government website	100%	Tools and approvals were developed (templates, internal procedures and orientation tools) to facilitate the process, including standardization and automation of some tasks involved with the proactive publication. This can include, but not limited to: using PowerPivot, pivot tables, VBA (Object orientated coding language used by Microsoft application), and formulas to summarize the findings in an organized manner. The report and briefing note (with input from the Communications [Comms] branch) are then sent to the ADM for approval and DM for information. Some of the notable lessons learned through the proactive publication are: tasks can be repetitive, some information pulled from reports is redundant, and human error requires mitigation. To address these lessons learned, we automated as many low risk tasks as possible, took a lean approach to reports, had frequent verification checks throughout the process and used formulas available in Excel to mitigate human error with calculations.
Reports tabled in Parliament	84	Within 30 days after tabling	Parliamentary Affairs Unit, Parliamentary Affairs and Briefings Division, ICB/ CSS	IRCC page of Canada.ca Publications and Manuals - Canada.ca	100%	Once a draft report has been developed by the responsible sector and approved by the respective DG, it is received by the Parliamentary Affairs Unit (PAU) to manage its routing through further approvals from relevant ADMs, the DM, the Minister, and Communications, flagging that the report will need to be published publicly upon tabling. Proactive publication is included in the Critical Path for tabling of a report. Once the report is tabled in Parliament, PAU sends a confirmation to Communications, DMO 20, DMO 21, and the drafting sector and branch. This confirmation is an indication to the Communications branch to publish the report on the Government of Canada website.

Legislative requirement	Section	Publication timeline	Group(s) responsible	Links to published proactive publication	Compliance	Procedures and systems in place to meet proactive publication requirement
Government entities or Departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the Financial Administration Act						
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Procurement Compliance and Monitoring, FOPB/FSA	Open Government website, also posted on Canadabuys , Canada.ca by IRCC and PSPC	100%	Data over contracts over \$10k is pulled from SAP on a quarterly basis, and is validated for accuracy by the Procurement Monitoring and Compliance Team and the Procurement and Contracting Services Team. Once the translation is verified, the Proactive Disclosure report is reviewed and approved by the Director of Procurement and Contract Management. The report and briefing note (with Comms input) are then sent to the ADM for approval and the DM for information. Note: PCM is piloting weekly review of data to see if validation time can be reduced.
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	Integrated Planning, Reporting and Systems Division, SNB/SIS Data Delivery Team, Data Development & Reporting Division, CDOB/SPP	Open Government website	100%	Since 2015, IRCC's Grants and Contributions System (GCS) has allowed Settlement Network to easily pull a report on every grant and contribution agreement that the Department signed in a given quarter. Settlement Network pulls the report for the previous quarter at the beginning of each quarter to have ample time to send it for translation and still meet the publication deadline. Settlement Network has developed standardized language for the Program Purpose and Expected Results fields* that can be used for all contribution agreements that are providing similar services (e.g. "Clients improve official language skills", "Clients increase knowledge of life in Canada"). *These fields appear when clicking on an organization's name on the Open Government website.
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	Proactive Disclosure Unit, ICB/CSS	Open Government website	100%	Standard Operating Procedure were created for the processing and proactive publication of briefing materials prepared for new or incoming deputy heads. As well, templates of tasking emails were created to facilitate the tasking process within the Department.
Titles and reference numbers of memoranda prepared for a deputy head or equivalent	88(b)	Within 30 days after the end of the month received	Proactive Disclosure Unit, ICB/CSS	Open Government website	100%	An automated WebCIMS generated report is sent on the first day of every month to the PDU team. This report lists all the BN and memo titles provided to the Deputy Head for the previous month and helps streamline the publication process of this requirement. Standard Operating Procedure were created and followed for the processing of BN and memo titles and proactive publication of this requirement on the Open Government Website. As well, templates of tasking emails were created to facilitate the tasking process within the Department

Legislative requirement	Section	Publication timeline	Group(s) responsible	Links to published proactive publication	Compliance	Procedures and systems in place to meet proactive publication requirement
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	Proactive Disclosure Unit, ICB/CSS	Open Government website	100%	Standard Operating Procedure were created and followed for the processing and proactive publication of briefing materials prepared for a deputy head's appearance before a committee of Parliament. As well, templates of tasking emails were created to facilitate the tasking process within the Department.
Government institutions that are departments named in Schedule I to the Financial Administration Act or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which Treasury Board is the employer)						
Reclassification of positions	85	Within 30 days after the quarter	Classification Division, PMO/CSS	Open Government website	25%	This function will be moved to the Corporate Classification team and it will be added to a list of recurring tasks that need to take place quarterly in an effort to ensure we meet the proactive disclosure requirements of this item going forward.
Ministers						
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	Proactive Disclosure Unit, ICB/CSS	Open Government website	100%	Standard Operating Procedures were created and followed for processing and proactively disclosing briefing materials prepared for new or incoming ministers. As well, templates of tasking emails were created to facilitate the tasking process within the Department.
Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	Proactive Disclosure Unit, ICB/CSS	Open Government website	100%	An automated WebCIMS generated report is sent on the first day of every month to the PDU team. This report lists all the BN and memo titles provided to the Minister for the previous month and helps streamline the processing of this requirement. Standard Operating Procedures were created and followed for processing and proactively disclosing BN and memo titles on the Open Government website. Templates of tasking emails were created to facilitate the tasking process within the Department.
Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Commons in June and December	Proactive Disclosure Unit, ICB/CSS	Open Government website	100%	Standard Operating Procedure created and followed for processing and proactively disclosing packages of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December. Templates of tasking emails were created to facilitate the tasking process within the Department.

Legislative requirement	Section	Publication timeline	Group(s) responsible	Links to published proactive publication	Compliance	Procedures and systems in place to meet proactive publication requirement
Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	Proactive Disclosure Unit, ICB/CSS	Open Government website	100%	Standard Operating Procedures were created and followed for processing and proactively disclosing briefing materials prepared for a minister's appearance before a committee of Parliament. Templates of tasking emails were created to facilitate the tasking process within the Department.
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	Travel Centre of Expertise, FOPB/FSA	Open Government website	100%	See comments for sections 82-83
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	Travel Centre of Expertise, FOPB/FSA	Open Government website	100%	
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Procurement Compliance and Monitoring Division, FOPB/FSA	Open Government website , also posted on Canadabuys , Canada.ca by IRCC and PSPC	100%	Data over contracts over \$10k is pulled from SAP on a quarterly basis and validated for accuracy by the Procurement Monitoring and Compliance Team and the Procurement and Contracting Services Team. Once translation is verified, the Proactive Disclosure report is reviewed and approved by the Director of Procurement and Contract Management. The report and briefing note (with Comms input) are then sent to the ADM for approval and DM for information Note: PCM is piloting weekly review of data to see if validation time can be reduced.
Ministers' Offices Expenses *Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year	N/A		100%	

Branch/Sector Abbreviations:

CDO/SPP

Chief Data Officer Branch—Strategic Program Policy Sector

ICB/CSS

Integrated Corporate Business Branch—Corporate Services Sector

PMO/CSS

People Management Operations Branch—Corporate Services Sector

SN/SIS

Settlement Network Branch—Settlement and Integration Sector

FOBP/FSA

Financial Operations and Procurement Branch—Chief Financial Officer / Finance, Security and Administration Sector