



# Immigration and Refugee Board of Canada 2023 to 2024 Annual report on the Access to Information Act

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This publication is also available in HTML format on the IRB website: [2023 to 2024 Annual report on the Access to Information Act](#)

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## Introduction and purpose of the *Access to information Act*

The *Access to Information Act* (the Act) provides Canadian citizens, permanent residents or any person or corporation present in Canada with a general right of access to information in records under the control of federal government institutions, subject to specific and limited exceptions.

Section 94 of the Act requires deputy heads of all government institutions to table an annual report on the administration of the Act within their respective institutions during each financial year.

This annual report provides a summary of the management and administration of the Act within the Immigration and Refugee Board of Canada (IRB) during the 2023–2024 reporting period. It is intended for use by the general public, members of Parliament, and IRB personnel.

## Immigration and Refugee Board of Canada

The IRB is Canada's largest independent administrative tribunal. It is responsible for resolving immigration and refugee cases efficiently, fairly and in accordance with the law.

The IRB is composed of four divisions:

- The Refugee Protection Division (RPD), which decides:
  - claims for refugee protection made within Canada;
  - applications for vacation of refugee protection; and
  - applications for cessation of refugee protection.
- The Immigration Division (ID), which conducts:
  - admissibility hearings for foreign nationals or permanent residents who seek entry into Canada, or who are already in Canada and are alleged to be inadmissible; and
  - detention reviews for foreign nationals or permanent residents who are detained for immigration reasons.
- The Immigration Appeal Division (IAD), which hears:
  - appeals of family sponsorship applications refused by Immigration, Refugees and Citizenship Canada (IRCC);
  - appeals from certain removal orders made against permanent residents, Convention refugees and other protected persons, and holders of permanent resident visas;
  - appeals by permanent residents against whom an IRCC officer outside of Canada has decided that they have not fulfilled their residency obligation; and
  - appeals by the Minister of Public Safety of ID decisions at admissibility hearings.
- The Refugee Appeal Division (RAD), which hears:
  - appeals from decisions of the RPD allowing or rejecting claims for refugee protection;
  - appeals from decisions of the RPD rejecting applications by the Minister for a determination that refugee protection has ceased; and
  - appeals from decisions of the RPD rejecting applications by the Minister to vacate a decision to allow a claim for refugee protection.

The Chairperson of the IRB reports to Parliament through the Minister of Immigration, Refugees and Citizenship Canada.

The institution did not have any non-operational (“paper”) subsidiaries during this reporting period.

## Communications and Access to Information Directorate

The Communications and Access to Information Directorate ensures that the IRB meets its statutory obligations under the *Access to Information Act* and the *Privacy Act* by:

- processing access and privacy requests made to the IRB;
- responding to consultation requests submitted by other federal institutions;
- providing advice and guidance to IRB personnel regarding the interpretation of both acts as well as related Treasury Board of Canada Secretariat (TBS) policies and guidelines;
- liaising on behalf of the IRB with the TBS, the offices of the Information Commissioner and the Privacy Commissioner and other government departments and agencies on a wide variety of ATIP-related issues ranging from legislative interpretation to details of process and procedures;
- providing input into the development of IRB policies and procedures to ensure that they comply with the provisions of both acts;
- coordinating the preparation of the IRB's *Info Source* chapter;
- preparing the annual reports to Parliament on the administration of each act; and
- participating in ATIP forums such as the TBS-led ATIP Community meetings and working groups.

The Access to Information and Privacy (ATIP) Unit, which is within the Communications and Access to Information Directorate, is part of the Strategic Directions and Corporate Affairs Branch and includes the following positions: a manager/coordinator, a supervisor, four ATIP officers and two clerks. At year end, six consultants were also hired on a temporary basis to expedite processing of voluminous requests.

Although section 96 of the *Access to Information Act* allows institutions reporting to the same Minister to enter into agreements with each other for the purpose of sharing ATIP resources and capacity, the IRB did not have any such service agreement for the reporting period.

## Delegation of Authority

Pursuant to section 95(1) of the *Access to Information Act*, the deputy head of a government institution may by order designate one or more officers or employees of the institution to exercise or perform any of the powers, duties or functions of the deputy head of the institution.

Authority to exercise the powers and perform the duties and functions of the Chairperson (deputy head) of the IRB for the purposes of the Act has been delegated to the Executive Director, the Director General of the Strategic Directions and Corporate Affairs Branch, Director of the Communications and Access to Information Directorate and the ATIP Manager/Coordinator.

A copy of the delegation order is enclosed at [Appendix A](#).

## Statistical Report on the *Access to Information Act* – Interpretation

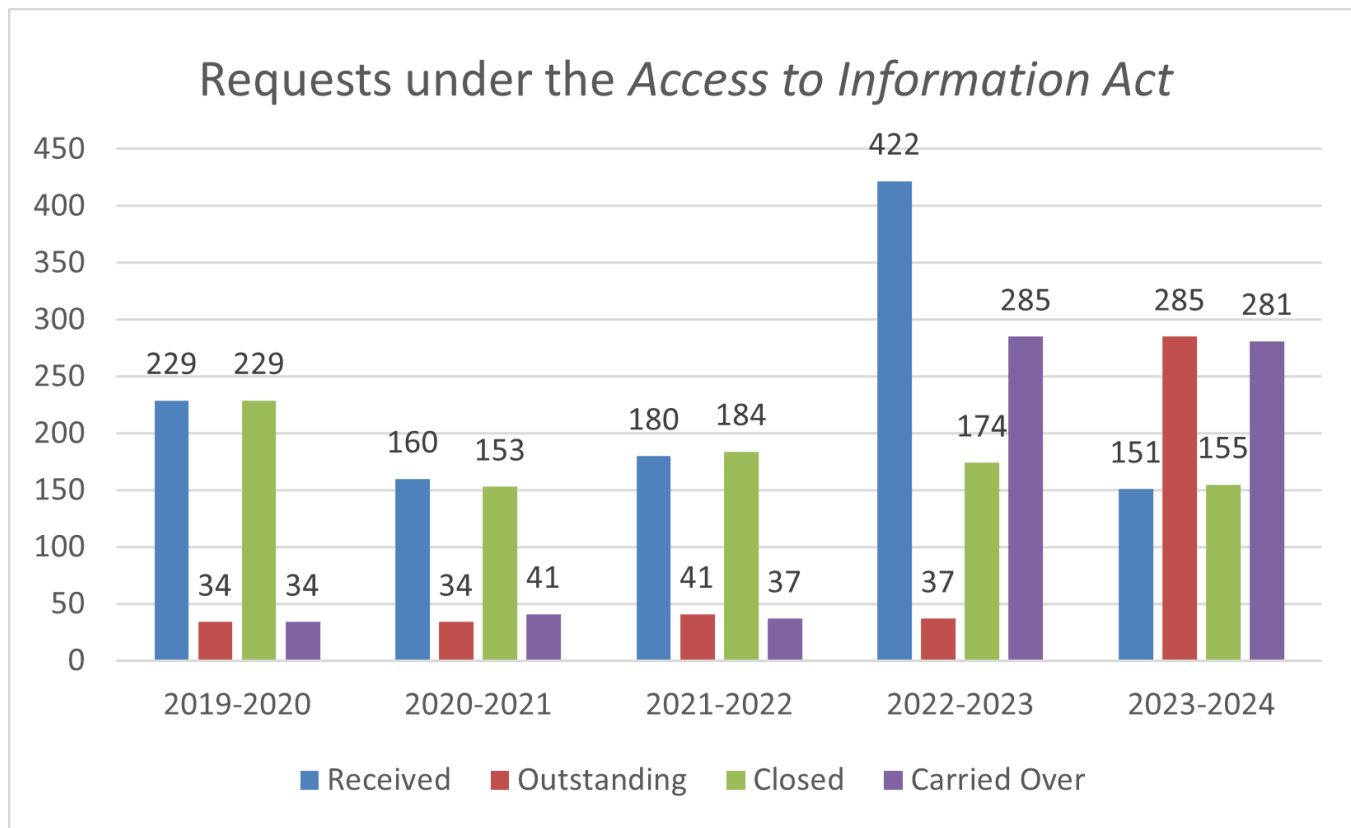
The following provides an overview of the statistical information contained in [Appendix B](#) of this report.

### Section 1A: Requests Under the *Access to Information Act*

#### 1.1 Number of requests

The IRB received 151 formal *Access to Information* requests in 2023–24, representing a 64 percent **decrease** in volume from fiscal year 2022–23, during which 422 formal requests were submitted.

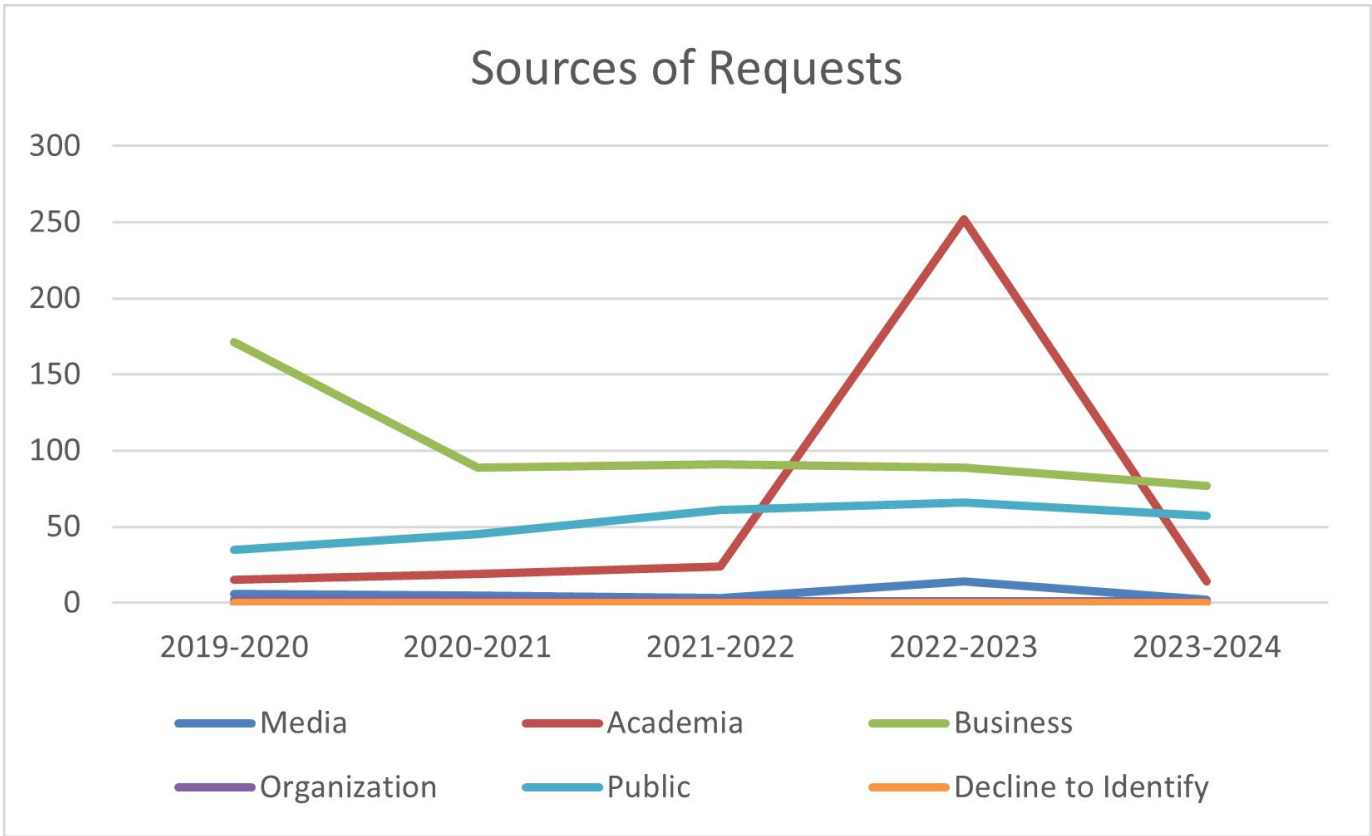
The principal highlights for the last five reporting periods are set out in the chart below:



Over the last five years, the number of requests received and completed by the IRB has fluctuated from year to year. On average, 228 requests were received, and 179 requests were completed annually.

#### 1.2 Sources of requests

In the 2023-24 reporting period, there was a significant decrease in the number of requests received from academia compared to the previous year. Business is the most common source of requests in this reporting period, which is a return to historic trends. The chart below shows the sources of requests for the last five reporting periods.

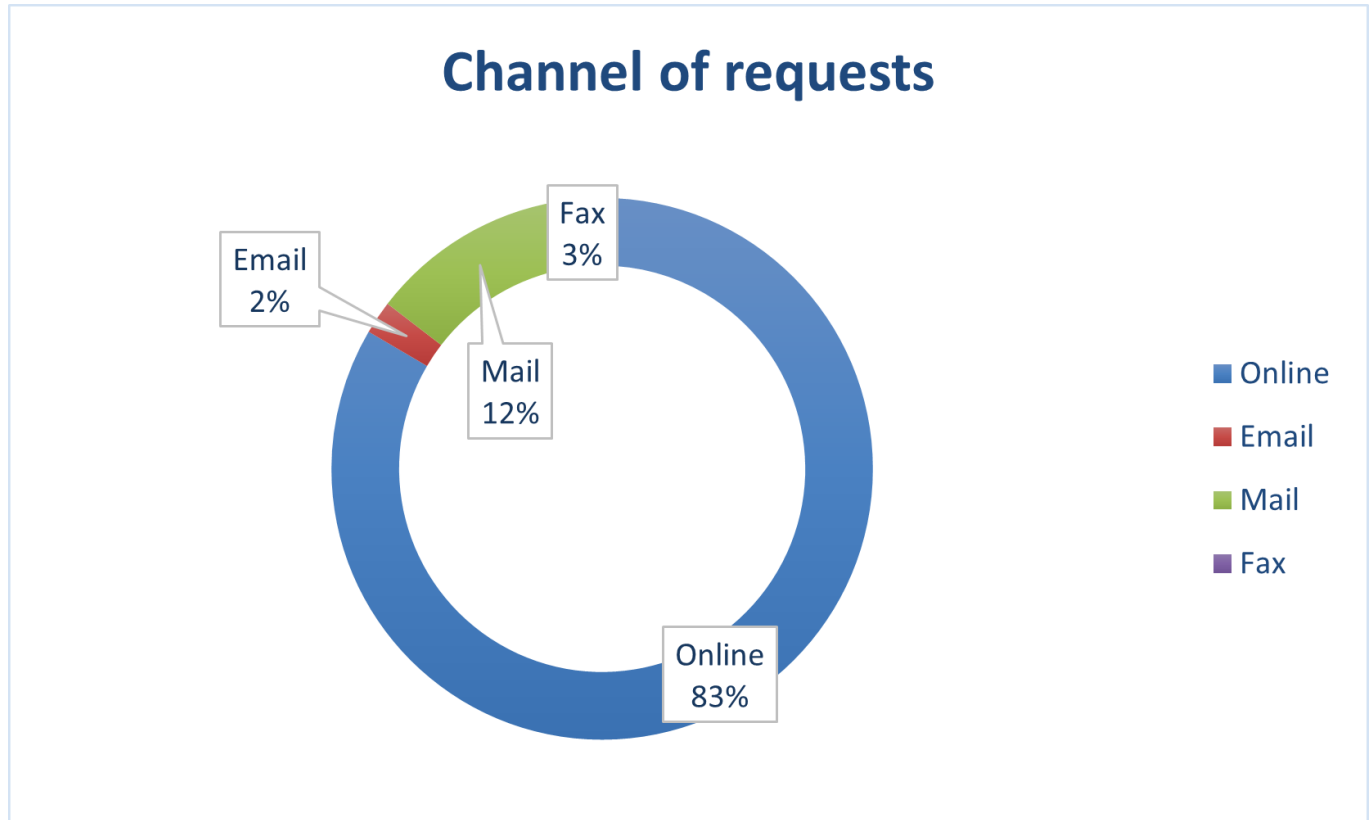




### 1.3 Channels of requests

During 2023–24, 126 requests (83%) were received online, 18 requests (12%) were received by mail, 4 requests were received by fax (3%), and 3 requests were received by email (2%).

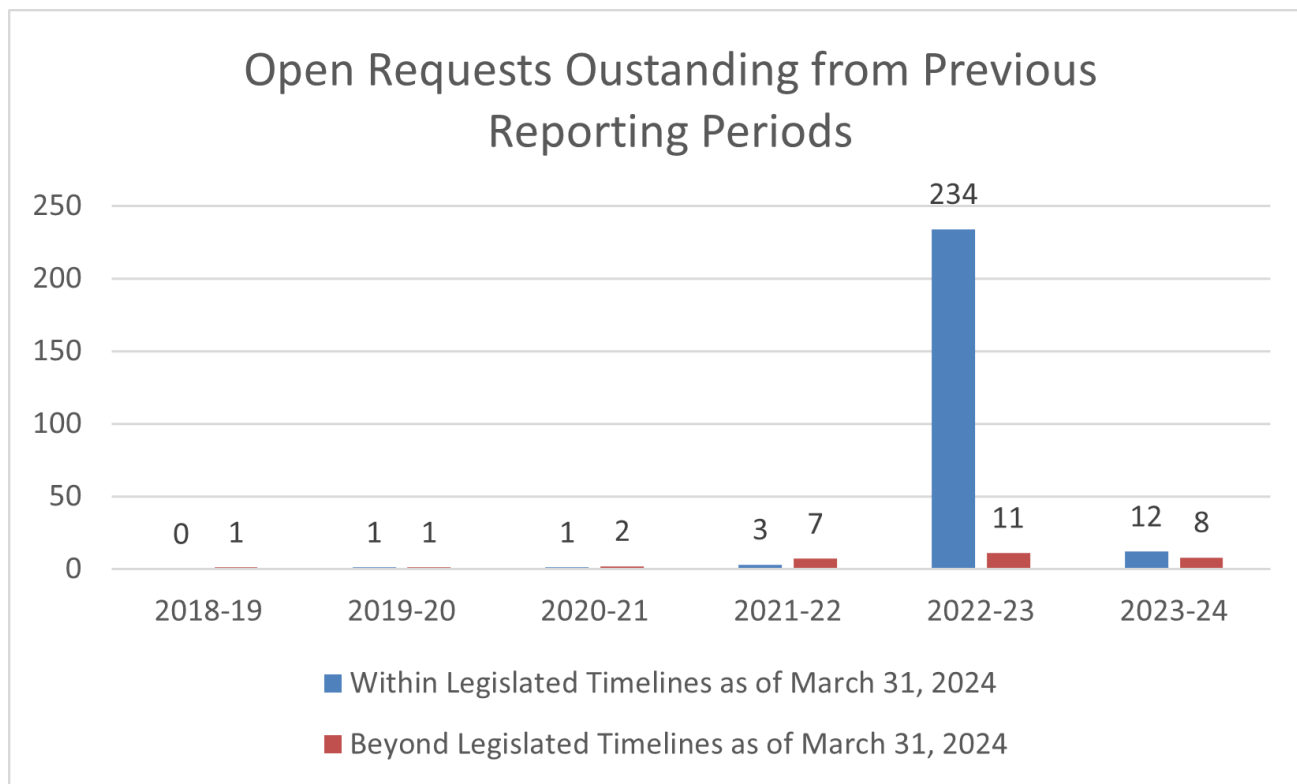
No request was received in person or by phone.



## Section 1B: Active requests under the *Access to Information Act*

### 1.4 Number of requests broken down by fiscal year received

At the end of the reporting period, 281 requests were carried over to fiscal year 2024–25. As of March 31, 2024, 251 of these requests were processed within the legislated timelines and 30 requests were beyond the legislated timelines.



## Section 2: Informal requests

### 2.1 Number of informal requests

The IRB processed a total of 94 informal access to information requests during the reporting period. From these requests, 93 requests were received during this reporting period and 1 request was outstanding from the previous reporting period (2022–23). A total of 94 requests were closed during 2023–24.

### 2.2 Channels of informal requests

All the informal requests (93) were received by email.

### 2.3 Completion time of informal requests

All the 94 requests processed were closed during the reporting period. Of these 94 requests, 80 were processed within 15 days, 11 within 16-30 days, and 3 within 31-60 days.

### 2.4 Pages released informally

A total of 12 pages were released informally.

## 2.5 Pages re-released informally

An additional 84,125 pages were also re-released in 2023–24.

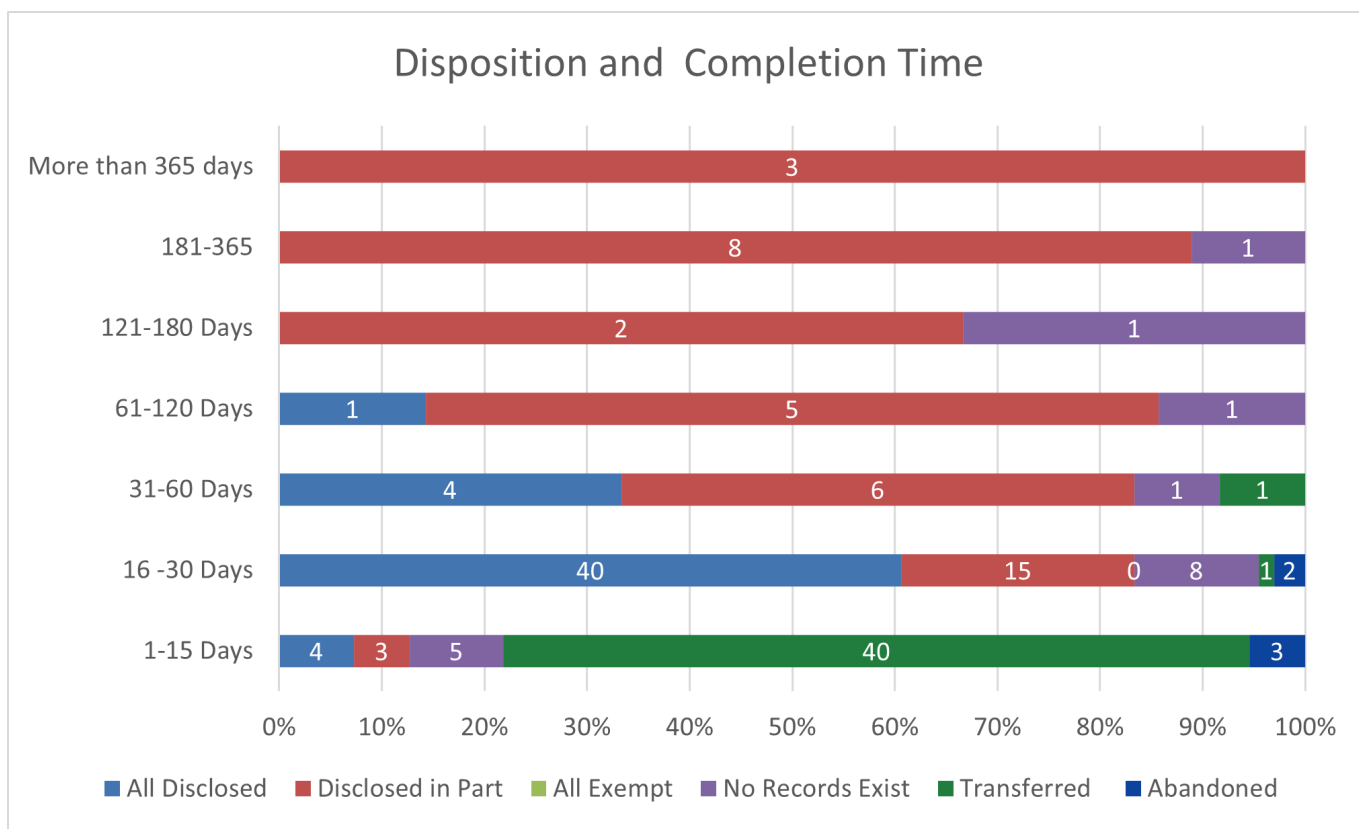
## Section 3: Applications to the Information Commissioner on Declining to Act on Requests

The IRB has not submitted any applications to the Information Commissioner on declining to act on requests.

## Section 4: Requests Closed During the Reporting Period

### 4.1 Disposition and completion time

The chart below summarizes the length of time required to process the 155 requests completed in 2023–24.



This means that the IRB responded to a total of:

- 55 requests within 15 days (35.4%),
- 66 requests within 16-30 days (42.6%),
- 12 requests within 31-60 days (7.7%),
- 7 requests within in 61-120 days (4.5%),
- 3 requests within 121-180 days (2.0%),
- 9 requests within 181-365 days (5.8%); and
- 3 requests in more than 365 days (2.0%).

Furthermore, and regarding the disposition:

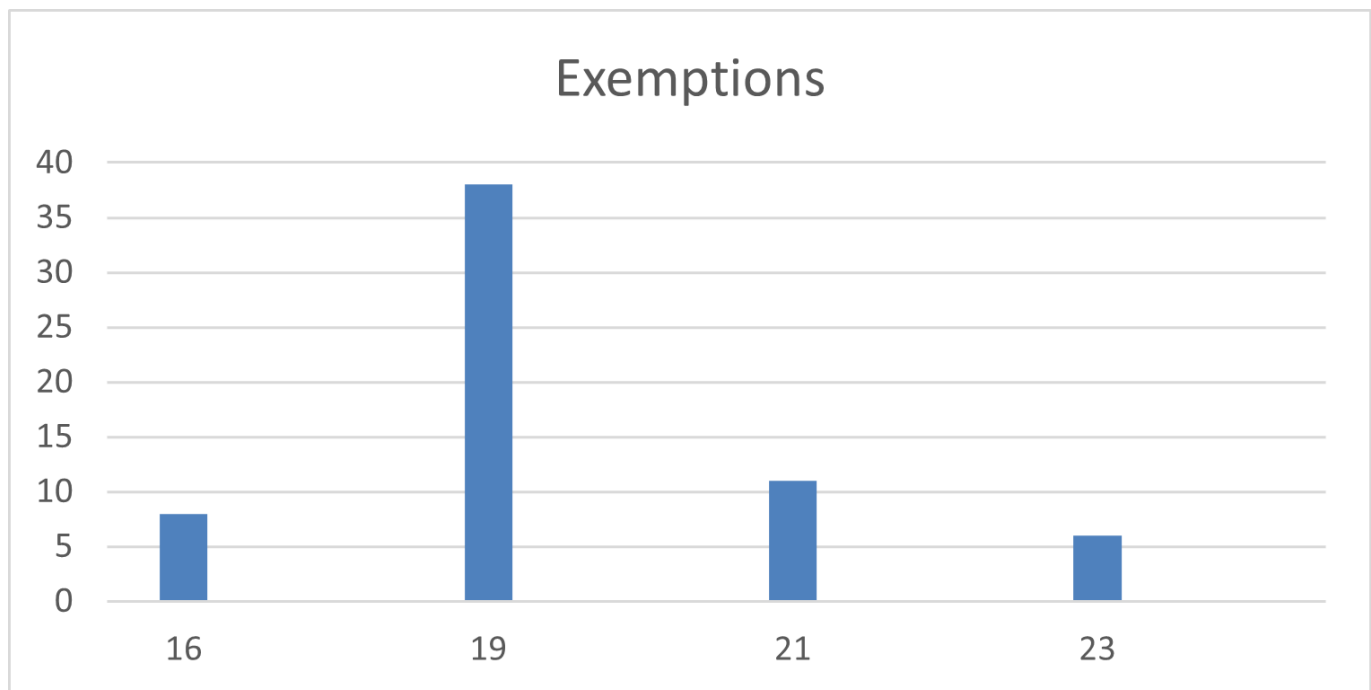
- 32% of requests were closed as all disclosed,
- 27% of requests were closed as disclosed in part,
- 10% of requests were closed as no records exist,
- 27% of requests were closed as transferred,
- 3% of requests were closed as abandoned; and
- 1% of requests were closed as all excluded.

Cases in which no access to records was provided are attributable to situations beyond the control of the IRB. A total of 42 requests were transferred to other government institutions. An additional 16 requests could not be processed as no relevant records existed under the control of the IRB. Finally, 5 requests were deemed abandoned as the applicants either did not provide the application fee or the clarification needed to process the request.

## 4.2 Exemptions

Section 4.2 of the statistical report outlines the exemptions that were applied in accordance with the Act. In 2023–24, the IRB relied primarily on the exemptions provided for in the following provision of the Act:

- Section 16 dealing with law enforcement and investigations and security;
- Section 19 dealing with personal information;
- Section 21 dealing with operations of Government, and;
- Section 23 dealing with solicitor-client privilege.



It should be noted that if an exemption was applied several times within the same request, it is reported only once in the enclosed statistical report.

### 4.3 Exclusions

During the 2023–24 reporting period, one exclusion pursuant to section 68(1), one exclusion pursuant to section 69(1)(e) and one exclusion pursuant to section 69(1)(g) re (e) of the Act were applied by the IRB.

### 4.4 Format of information released

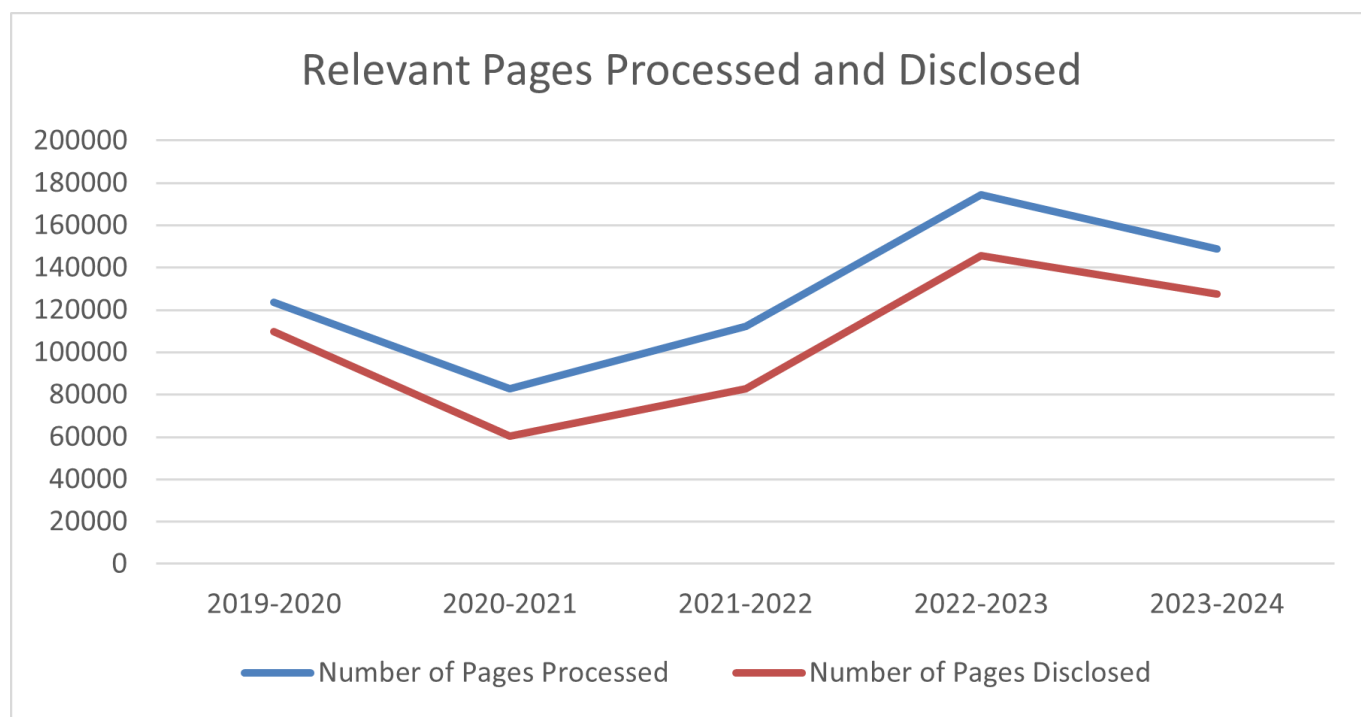
In 2023–24, and consistent with the previous reporting period, most records were released in electronic format (91 requests). The other formats of information released were audio (5 requests), and data set (5 requests).

### 4.5 Complexity

#### 4.5.1 Relevant pages processed and disclosed for paper and e-records formats

A total of 148,927 pages were processed and 127,405 were released in 2023-24. To compare, approximately 25,570 fewer pages were processed, and 18,086 fewer pages were released in 2023–24 than in the previous fiscal year.

The chart below summarizes the number of pages processed and released in the last five reporting periods.



#### 4.5.2 Relevant pages processed by request disposition for paper and e-records formats by size of requests

In 2023-24, a total of 38 requests had fewer than 100 pages processed. Furthermore, 30 requests had between 100-500 pages processed, 4 had between 501-1,000 pages processed, 20 had between 1,001-5,000 pages processed, and 5 had more than 5,000 pages processed.

#### 4.5.3 Relevant minutes processed and disclosed for audio formats

Overall, 5 requests for audio were received during 2023-24, which represents a total of 1,254 minutes that were processed and disclosed.

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

With regard to the relevant minutes processed by size of those 5 requests, we can confirm the following:

- in 1 case, between 60 and 120 minutes were processed (total of 110 minutes), and
- in 4 cases, more than 120 minutes were processed (total of 1,144 minutes).

#### **4.5.5 Relevant minutes processed and disclosed for video formats**

No request for video was received last fiscal year.

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

No request for video was received last fiscal year.

#### **4.5.7 Other complexities**

Last fiscal year, 34 requests had complexities; they either required consultation (7) or legal advice (12), or some other complexities (15).

### **4.6 Closed requests**

#### **4.6.1 Requests closed within legislated timelines**

During 2023–24, 138 requests were closed within the legislated timeframe, which represents 89.03% of requests.

### **4.7 Deemed refusals**

#### **4.7.1 Reasons for not meeting legislated timelines**

During the 2023–24 reporting period, a total of 17 requests were closed past the legislated timelines. In all 17 cases, the reason for closing past the legislated timelines was that meeting the original time limit would have unreasonably interfered with the operations of the IRB.

#### **4.7.2 Request closed beyond legislated timelines (including any extension taken)**

Of these 17 requests, 4 were processed within 15 days past legislated timelines, 3 were processed within 31-60 days past legislated timelines, 2 were processed within 61-120 days past legislated timelines and 8 were processed within 181-365 days past legislated timelines.

### **4.8 Requests for translations**

There were no requests for the translation of records from one official language to the other during the reporting period.

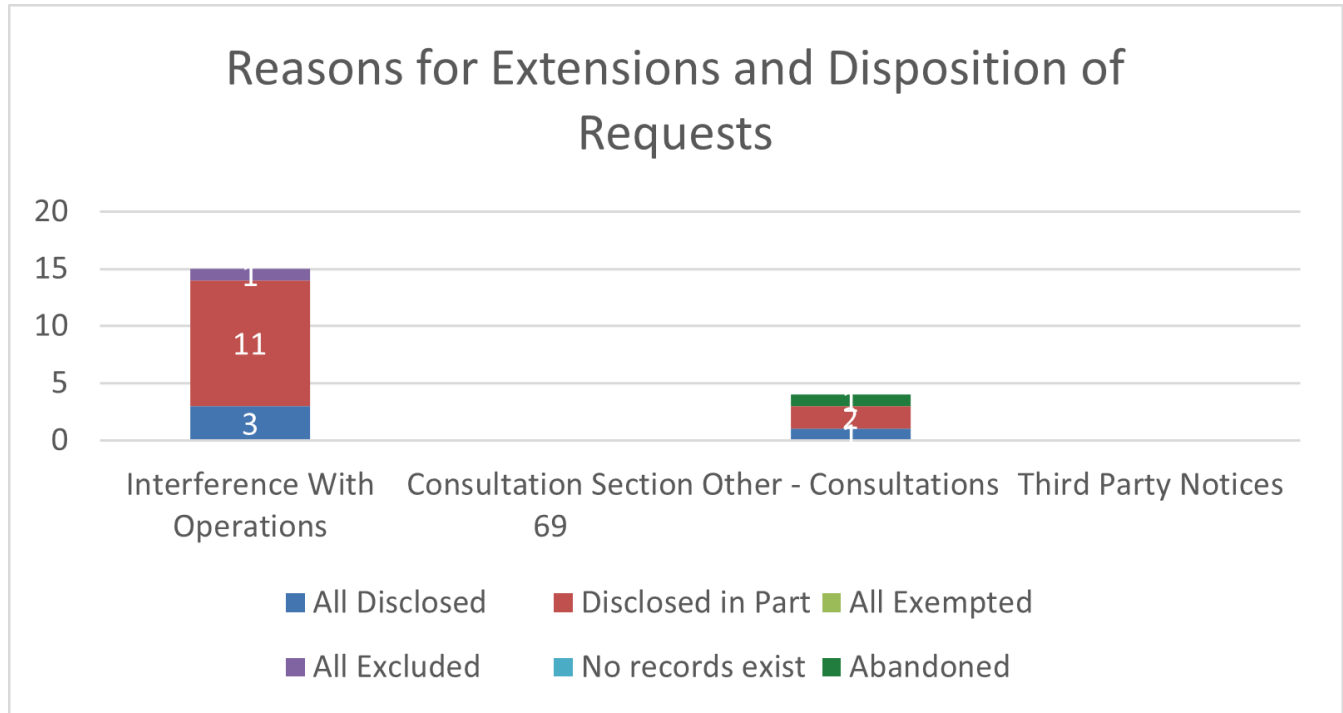
## **Section 5: Extensions**

### **5.1 Reasons for extensions and disposition of requests**

Section 9 of the Act allows government institutions to extend the statutory 30-day time limit for processing a request.

During the 2023–24 reporting period, a total of 19 extensions were taken by the IRB. In 15 cases, the statutory deadline was extended as the requests were for a large number of records or necessitated a

search through a large number of records and meeting the original time limit would have unreasonably interfered with the operations of the IRB.



In 4 other cases, a consultation with other governmental institutions was necessary which could not reasonably be completed within the original time limit.

### 5.2 Length of extensions

Of these 19 extensions taken, 7 were for within 30 days, 3 for 31-60 days, 4 for 61-120 days, 1 for 121-180 days, 2 for 181-365 days, and 2 for more than 365 days.

### Section 6: Fees

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 section 20 of the *Service Fees Act*.

- Enabling authority: *Access to Information Act*
- Fee amount: \$5, the only fee charged for an access to information request
- Total revenue: \$745
- Fees waived: In accordance with the changes to the *Access to Information Act* that came into force on June 21, 2019, the IRB may only charge an application fee of \$5, as set out in paragraph 7(1)(a) of the *Regulations*. Pursuant to section 11 of the *Access to Information Act*, institutions can waive this application fee as deemed appropriate. The IRB waived 2 application fees for a total of \$10. More precisely, this refers to two requests received by the IRB for which the fees were never paid, and they were therefore deemed abandoned and closed.

## **Section 7: Consultations Received from Other Institutions and Organizations**

### **7.1 Consultations received from other Government of Canada institutions and other organizations**

The IRB responded to 13 consultation requests made by other government institutions or organizations in 2023–24. Of these, 10 were received during the fiscal year and 3 were outstanding from the previous reporting period. A total of 592 pages were reviewed in response to these consultations.

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

During 2023-24, 13 consultations were received and 12 were completed. Of these 12 completed consultations, 11 were disclosed entirely. Of these, 5 were completed within 16 to 30 days, 2 were completed within 31 to 60 days, 1 was completed within 61 and 120 days, 2 were completed within 121 to 180 days and 1 was completed within 181 to 365 days. There was 1 consultation request that was disclosed in part, and it was completed within 31 to 60 days.

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

There was no consultation request received from other organizations outside the Government of Canada.

## **Section 8: Completion Time of Consultations on Cabinet Confidences**

### **8.1 Requests with Legal Services**

There was one consultation request on Cabinet Confidence with Legal Services which was completed within 15 days.

### **8.2 Requests with Privy Council Office**

There was no consultation request on Cabinet Confidence with the Privy Council Office.

## **Section 9: Investigations and Reports of finding**

### **9.1 Investigations**

In fiscal year 2023–24, the IRB processed 6 complaints in total: 8 new complaints were filed with the Office of the Information Commissioner of Canada against the IRB. Of these 8 complaints, 3 were resolved and closed by end of fiscal year and 5 were ongoing at year end and have been carried over into 2024–25.

In addition, 3 complaints which had been received in the previous reporting period (1 in 2018-19, 1 in 2020-21, 1 in 2022-23) were closed last fiscal year. In addition to these complaints, 10 complaints (6 from 2022-23, 3 from 2021-22, 1 from 2020-21) were ongoing at year end and have been carried over into 2024–25.

These 8 new complaints represent 5.3% of all requests received during 2023-24, including those outstanding from previous reporting periods.



Actions that were taken by the IRB during the reporting period to resolve access to information complaints included performing additional reviews of the records to confirm if further information could be disclosed, and conducting new searches to validate if any records existed that had not been provided when initially processing the requests.

## 9.2 Investigations and Reports of finding

The IRB received one (1) section 37(2) initial report during 2023–24.

## Section 10: Court Action

### 10.1 Court actions on complaints

The IRB has no court actions on complaints.

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

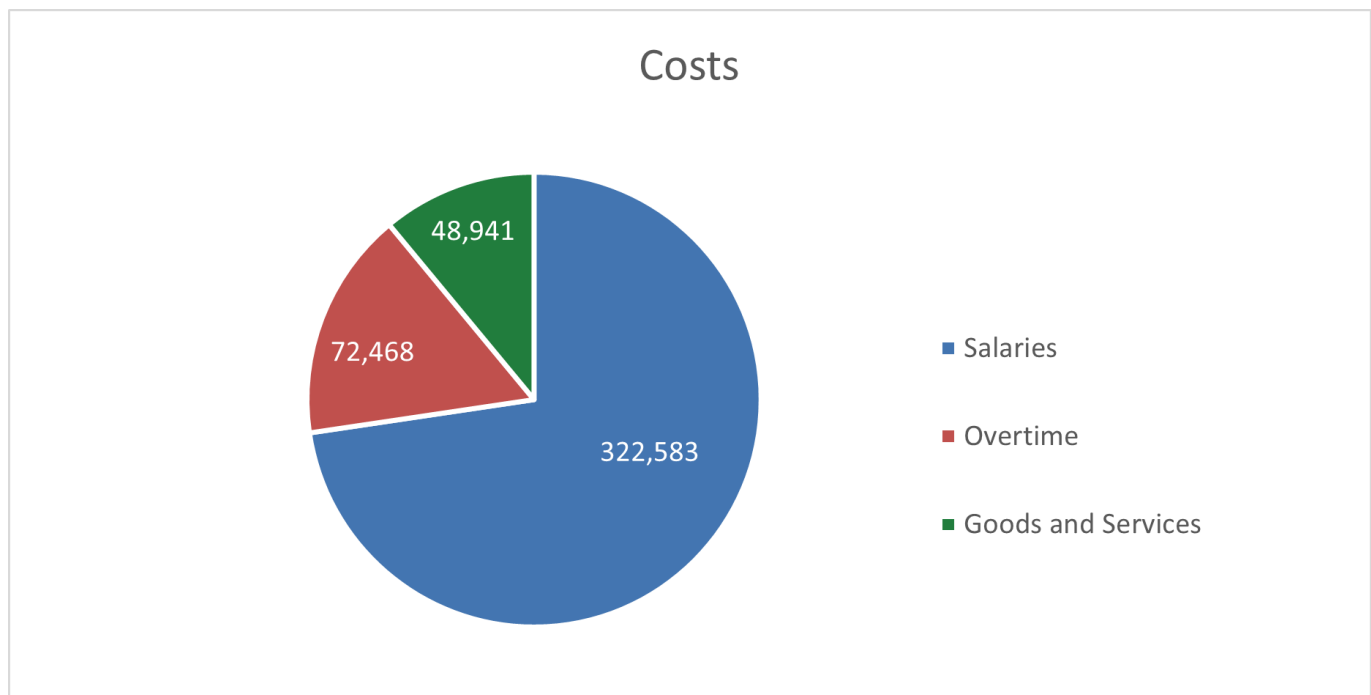
The IRB has no court actions on third party notifications under paragraph (28)(1)(b).

## Section 11: Resources Related to the *Access to Information Act*

### 11.1 Allocated Costs

In 2023–24, the total costs incurred by the Communications and Access to Information Directorate for the administration of the Act is estimated to be \$443,965, which are distributed as follows: \$322,583 in salaries, \$72,468 in overtime and \$48,914 in goods and services.

The chart below shows the expenditure breakdown for 2023–24:



### 11.2 Human Resources

The human resources used for this reporting period are estimated at three (3) FTEs.

## Proactive disclosure

Proactive disclosure is a well-established practice at the IRB. At the Board, different branches contribute to publishing information online, consistent with their respective responsibilities, to ensure all the Board's proactive disclosure accountabilities are met. The legislative requirement for government institutions, the links where the information is published as well as the percentages of publication for each requirement can be found in the table below.

Legislative Requirement	Section	Publication Timeline	Institutional Requirement	Compliance Rate	Links to Publication
<i>All Government Institutions as defined in section 3 of the Access to Information Act</i>					
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Yes	100%	<a href="#">Open Canada</a>
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Yes	100%	<a href="#">Open Canada</a>
Reports tabled in Parliament	84	Within 30 days after tabling	Yes	100%	<a href="#">ATIP Annual Reports</a> <a href="#">All Other Reports</a>
<i>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</i>					
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Yes	90%	<a href="#">Open Canada</a>
Grants and Contributions over \$25,000	87	Within 30 days after the quarter	Yes	N/A	N/A
Packages of briefing materials prepared for new	88(a)	Within 120 days after appointment	Yes	100%	<a href="#">IRB Website</a>

Legislative Requirement	Section	Publication Timeline	Institutional Requirement	Compliance Rate	Links to Publication
or incoming deputy heads or equivalent					
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	Yes	100%	<a href="#">Open Canada</a>
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	Yes	100%	<a href="#">IRB Website</a>
Government institutions that are departments named in Schedule I to the <i>Financial Administration Act</i> 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	Yes	78%	<a href="#">Open Canada</a>
<b>Ministers</b>					
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	Yes	100%	<a href="#">IRB Website</a>
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	Yes	100%	<a href="#">Open Canada</a>

Legislative Requirement	Section	Publication Timeline	Institutional Requirement	Compliance Rate	Links to Publication
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	Yes	N/A	N/A
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	Yes	N/A	N/A
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	Yes	N/A	N/A
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	Yes	N/A	N/A
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Yes	90%	<a href="#">Open Canada</a>
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	Yes	100%	<a href="#">Open Canada</a>

The IRB has established clear leads and accountabilities for proactive disclosure to ensure its responsibilities are fully met.

The Finance and Administration Branch (FAB) is responsible for extracting data from the Board's information systems, validating the information for accuracy and completeness, securing approvals for disclosures, and submitting the data for disclosure through the open government registry for:

- Sections 77 and 86 on contracts over \$10,000
- Sections 75, 76, 82 and 83 on travel and hospitality

The Human Resources Branch (HRB) is responsible for proactive disclosures relating to Section 85 on reclassification of positions and has integrated this responsibility into its standard operating procedures for reclassifications. When processing any reclassification action, the HRB enters the information in the open government registry and the PeopleSoft system at the same time, ensuring timely, accurate disclosures without duplication of effort.

During this fiscal year, the HRB implemented several procedures to improve efficiency and compliance with its proactive publication requirements. A PE-04 Senior HR Advisor position was created on May 9, 2023. Before the creation of this position, Classification did not have a dedicated resource responsible for functions such as classification disclosure requirements. This position is now responsible for the oversight of the disclosure, which are recorded in the Open Government Registry Portal by the Classification Assistant. Additionally, there was the creation of Standard Operating Procedures for Reclassifications, including proactive disclosure, which was included in our Standard Operating Procedures Handbook for Advisors. The HRB continues to explore opportunities to disclose this information at the same time it is entered in MyGCHR to ensure timeliness.

The Strategic Directions and Corporate Affairs Branch (SDCA) is responsible for proactive disclosures under Section 74 and 88 on titles and reference numbers of memoranda and packages of briefing materials. SDCA is responsible for assembling the documents for disclosure, having them reviewed by ATIP and Legal Services, having the final package approved for disclosure, and publishing on the IRB website.

## Training and Awareness

### Monitoring compliance

The manager, in cooperation with the supervisor and analysts, monitors the processing times for access to information requests, on a weekly basis. In addition, ATIP staff periodically perform diagnostic activities related to the processing of the various requests received. Trends in the requested information are monitored to identify if any frequently requested types of information can be made available via other means.

The ATIP Unit follows the [Access to Information Implementation Notice 2022-01: Inter-institutional Consultations](#) and only consults other institutions when more information is needed or when the institution wishes to disclose potentially sensitive information.

### Education and Training Activities

Three (3) awareness sessions were delivered to various management tables this year. Individual and informal training was also offered to IRB employees on request.

## Policies, Guidelines, Procedures, and Initiatives

### Privacy Implementation Notice

The IRB continues to implement the *Privacy Implementation Notice 2020-03: Protecting privacy when releasing information about a small number of individuals* during the 2023–24 reporting period, to prevent inadvertent identification of individuals from small data sets in highly sensitive contexts (e.g., refugee claims).

### Initiatives and Projects to Improve Access to Information

The ATIP Unit continues to work with the IM/IT team on the acquisition and implementation of the new Request Processing Software Solution (RPSS). Once the software is in place, it will increase the efficiency of the processing of requests and modernize the delivery of services.

The IRB publishes several statistics on a monthly basis to improve access to government information. This includes information about refugee protection, refugee appeals, detention reviews, immigration appeals, admissibility hearings and irregular border crossings. All of the statistics are made available on the IRB website and on Open Canada.

In the spirit of transparency, the Ombudsman office publishes information on complaints received against members in the IRB.

In addition to the 94 informal access to information requests previously mentioned at Section 2, the ATIP Unit received 153 internal requests for sanitization including immigration and refugee decisions that are made available to the public electronically through the website of the Canadian Legal Information Institute (CanLII). Of these 153 requests, 45 were closed with 4,911 pages processed and 4,877 pages released.

As the majority of RPD/RAD proceedings are held in private as required by Section 166 of the *Immigration and Refugee Protection Act*, any RPD/RAD decisions that will be made public must first be sanitized by the ATIP Unit prior to being made public, in order to maintain the confidentiality of the proceedings and the privacy of the refugee protection claimants.

ID and IAD proceedings are held in public unless the proceedings are ordered to be held, in whole or in part, in private. Where such an order is made, the decision is sanitized by the ATIP Unit if it is going to be made public.

## Appendix A: Delegation Orders (*Access to Information Act*)

The Chairperson of the Immigration and Refugee Board of Canada, pursuant to section 95(1) of the *Access to Information Act*\*, hereby designates the persons holding the positions set out in the schedule below, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Chairperson as the head of the Immigration and Refugee Board of Canada, under the provisions of the Act and related regulations set out in the Schedule opposite each position. This designation replaces all previous delegation orders.

Manon Brassard,  
Chairperson

Dated, at the City of Ottawa, this 23rd day of October 2023.

### Schedule

Position	Access to Information Act and Regulations
Chairperson	Full authority
Executive Director	Full Authority except: subsection 95(1) Regulations: Full Authority
Director General, Strategic Directions and Corporate Affairs Branch Director, Communications and Access to Information Directorate Manager, Access to Information and Privacy	Full Authority except: subsection 95(1) Regulations: Full Authority

Note:

\* R.S.C., 1985, c. A-1

## Appendix B - Statistical report on the *Access to information Act*

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

#### 1.1 Number of requests

-	Number of requests
Received during reporting period	151
Outstanding from previous reporting goals <ul style="list-style-type: none"> <li>• Outstanding from previous reporting period: 267</li> <li>• Outstanding from more than one reporting period: 18</li> </ul>	285
Total	463
Closed during reporting period	155
Carried over to next reporting period <ul style="list-style-type: none"> <li>• Carried over within legislated timeline: 251</li> <li>• Carried over beyond legislated timeline: 30</li> </ul>	281

#### 1.2 Sources of requests

Source	Number of requests
Media	2
Academia	14
Business (private sector)	77
Organization	1
Public	57



-	Number of requests
Decline to Identify	0
Total	151

### 1.3 Channels of requests

Source	Number of requests
Online	126
Email	3
Mail	18
In person	0
Phone	0
Fax	4
Total	151

## Section 2: Informal requests

### 2.1 Number of informal requests

-	Number of requests
Received during reporting period	93
Outstanding from previous reporting periods <ul style="list-style-type: none"> <li>• Outstanding from previous reporting period: 1</li> <li>• Outstanding from more than one reporting period: 0</li> </ul>	1
Total	94
Closed during reporting period	94
Carried over to next reporting period	0

### 2.2 Channels of informal requests

Source	Number of requests
Online	0
Email	93
Mail	0
In person	0
Phone	0
Fax	0
Total	93

## 2.3 Completion time of informal requests

1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
80	11	3	0	0	0	0	94

## 2.4 Pages released informally

Less than 100 pages released		100 to 500 pages released		501 to 1000 pages released		1001 to 5000 pages released		More than 5000 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
1	12	0	0	0	0	0	0	0	0

## 2.5 Pages re-released informally

Less than 100 pages re-released		100 to 500 pages re-released		501 to 1000 pages re-released		1001 to 5000 pages re-released		More than 5000 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	Number of requests	Pages re-released
45	683	27	6,278	0	0	15	32,824	6	44,340

### 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 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	4	40	4	1	0	0	0	49
Disclosed in part	3	15	6	5	2	8	3	42
All exempted	0	0	0	0	0	0	0	0

#### 4.1 Disposition and completion time

Disposition of requests	Completion time							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All excluded	0	0	0	0	0	1	0	1
No records exist	5	8	1	1	1	0	0	16
Request transferred	40	1	1	0	0	0	0	42
Request abandoned	3	2	0	0	0	0	1	5
Neither confirmed nor denied	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
<b>Total</b>	<b>55</b>	<b>66</b>	<b>12</b>	<b>7</b>	<b>3</b>	<b>9</b>	<b>3</b>	<b>155</b>

## 4.2 Exemptions

Section	Number of requests
13(1)(a)	0
13(1)(b)	0
13(1)(c)	1
13(1)(d)	0
13(1)(e)	0
14	0
14(a)	0
14(b)	0
15(1)	0
15(1) - International Affairs	0
15(1) - Defence of Canada	0
15(1) - Subversive activities	0
16(1)(a)(i)	0
16(1)(a)(ii)	0
16(1)(a)(iii)	0
16(1)(b)	0
16(1)(c)	4
16(1)(d)	0

Section	Number of requests
16(2)	2
16(2)(a)	0
16(2)(b)	0
16(2)(c)	0
16(3)	0
16.1(1)(a)	0
16.1(1)(b)	0
16.1(1)(c)	0
16.1(1)(d)	0
16.2(1)	0
16.3	0
16.4(1)(a)	0
16.4(1)(b)	0
16.5	0
16.6	0
17	0
18(a)	0
18(b)	0
18(c)	0

Section	Number of requests
18(d)	0
18.1(1)(a)	0
18.1(1)(b)	0
18.1(1)(c)	0
18.1(1)(d)	0
19(1)	38
20(1)(a)	0
20(1)(b)	0
20(1)(b.1)	0
20(1)(c)	0
20(1)(d)	0
20.1	0
20.2	0
20.4	0
21(1)(a)	4
21(1)(b)	4
21(1)(c)	2
21(1)(d)	1
22	0



Section	Number of requests
22.1(1)	0
23	6
23.1	0
24(1)	0
26	0

### 4.3 Exclusions

Section	Number of requests
68(a)	1
68(b)	0
68(c)	0
68.1	0
68.2(a)	0
68.2(b)	0
69(1)	0
69(1)(a)	0
69(1)(b)	0
69(1)(c)	0
69(1)(d)	0
69(1)(e)	1

Section	Number of requests
69(1)(f)	0
69(1)(g) re (a)	0
69(1)(g) re (b)	0
69(1)(g) re (c)	0
69(1)(g) re (d)	0
69(1)(g) re (e)	1
69(1)(g) re (f)	0
69.1(1)	0

#### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	91	5	0	5	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
148,927	127,405	97

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

Disposition	Less than 100 pages processed		100 to 500 pages processed		501 to 1000 pages processed		1001 to 5000 pages processed		More than 5000 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	22	259	33	3,734	2	1,395	11	16,737	1	66,576
Disclosed in part	11	365	17	4,019	2	1,411	8	14,589	4	37,593
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	1	2,249	0	0
Request abandoned	5	0	0	0	0	0	0	0	0	0
Neither conformed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0

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

Disposition	Less than 100 pages processed		100 to 500 pages processed		501 to 1000 pages processed		1001 to 5000 pages processed		More than 5000 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
Total	38	624	30	7,753	4	2,806	20	33,575	5	104,169

**4.5.3 Relevant minutes processed and disclosed for audio formats**

Number of minutes processed	Number of minutes disclosed	Number of requests
1,254	1,254	5

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

Disposition	Less than 60 minutes processed		60 to 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	1	110	4	1,144
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

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

Disposition	Less than 60 minutes processed		60 to 120 minutes processed		More than 120 minutes processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
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	1	110	4	1,144

**4.5.5 Relevant minutes processed and disclosed for video formats**

Number of minutes processed	Number 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 to 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

Disposition	Less than 60 minutes processed		60 to 120 minutes processed		More than 120 minutes processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
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	1	0	3	4
Disclosed in part	5	11	11	27
All exempted	0	0	0	0
All excluded	1	1	1	3
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0

Disposition	Consultation required	Legal advice sought	Other	Total
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	7	12	15	34

## 4.6 Closed requests

### 4.6.1 Requests closed within the legislated timelines

Number of requests closed within legislated timelines	Percentage of requests closed within legislated timelines
138	89.03225806

## 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
17	17	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 to 15 days	4	0	4
16 to 30 days	0	0	0
31 to 60 days	3	0	3
61 to 120 days	2	0	2
121 to 180 days	0	0	0
181 to 365 days	6	2	8
More than 365 days	0	0	0
Total	15	2	17

**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)(1) Interference with operations/workload	9(1)(b) Consultation		9(1)(c) Third-party notice
		Section 69	Other	
All disclosed	3	0	1	0
Disclosed in part	11	0	2	0
All exempted	0	0	0	0
All excluded	1	0	0	0
Request abandoned	0	0	1	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>15</b>	<b>0</b>	<b>4</b>	<b>0</b>

## 5.2 Length of extensions

Disposition of requests where an extension was taken	9(1)(1) Interference with operations/workload	9(1)(b) Consultation		9(1)(c) Third-party notice
		Section 69	Other	
30 days or less	7	0	0	0
31 to 60 days	1	0	2	0
61 to 120 days	2	0	2	0
121 to 180 days	1	0	0	0
181 to 365 days	2	0	0	0
365 days or more	2	0	0	0
<b>Total</b>	<b>15</b>	<b>0</b>	<b>4</b>	<b>0</b>

## Section 6: Fees

Fee type	Fee collected		Fee waived		Fee refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	149	\$745.00	2	\$10.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>149</b>	<b>\$745.00</b>	<b>2</b>	<b>\$10.00</b>	<b>0</b>	<b>\$0.00</b>

## Section 7: Consultations received from other institutions and organizations

### 7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	10	310	0	0
Outstanding from the previous reporting period	3	282	0	0
Total	13	592	0	0
Closed during the reporting period	12	585	0	0
Carried over within negotiated timelines	1	7	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	0	5	2	1	2	1	0	11
Disclose in part	0	0	1	0	0	0	0	1
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
<b>Total</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>12</b>

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

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
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	Less than 100 pages processed		100 to 500 pages processed		501 to 1000 pages processed		1001 to 5000 pages processed		More than 5000 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 to 15	0	0	0	0	0	0	1	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 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	1	0	0	0

## 8.2 Requests with Privy Council Office

Number of days	Less than 100 pages processed		100 to 500 pages processed		501 to 1000 pages processed		1001 to 5000 pages processed		More than 5000 pages processed	
	Number of re-quests	Pages dis-closed	Number of re-quests	Pages dis-closed	Number of re-quests	Pages dis-closed	Number of re-quests	Pages dis-closed	Number of re-quests	Pages dis-closed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 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: Investigations and reporting of finding

### 9.1 Investigations

Section 32 notice of intention to investigate	Subsection 30(5) ceased to investigate	Section 35 formal representations
8	0	0

## 9.2 Investigations and reports of finding

Section 37(1) initial reports			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
1	0	1	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
0	0	0	0	0

### 10.2 Court actions on third party notifications 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 costs

Expenditures	Amount
Salaries	\$322,583
Overtime	\$72,468
Good and services <ul style="list-style-type: none"> <li>• Professional services contracts: \$48,914</li> <li>• Other: \$0</li> </ul>	\$48,914
Total	\$443,965

### 11.2 Human resources

Resources	Person years dedicated to access to information activities
Full-time employees	3.000
Part-time and casual employees	0.500
Regional staff	0.000
Consultants and agency personnel	0.250
Students	0.000
Total	3.750

## Appendix C - Supplemental Access to Information and Privacy statistical form

### Section 1: Open requests and complaints under the *Access to Information Act*

#### 1.1 Enter the number of open requests that are outstanding from previous reporting periods

Fiscal year open requests were received	Open requests that are within legislated timelines as of March 31, 2024	Open requests that are beyond legislated timelines as of March 31, 2024	Total
Received in 2023-2024	12	8	20
Received in 2022-2023	234	11	245
Received in 2021-2022	3	7	10
Received in 2020-2021	1	2	3
Received in 2019-2020	1	1	2
Received in 2018-2019	0	1	1
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 or earlier	0	0	0
<b>Total</b>	<b>251</b>	<b>30</b>	<b>281</b>

## 1.2 Enter the 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 2023-2024	5
Received in 2022-2023	6
Received in 2021-2022	3
Received in 2020-2021	1
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 or earlier	0
Total	15

## Section 2: Open requests and complaints under the *Privacy Act*

### 2.1 Enter the number of open requests that are outstanding from previous reporting periods

Fiscal year open requests were received	Open requests that are within legislated timelines as of March 31, 2024	Open requests that are beyond legislated timelines as of March 31, 2024	Total
Received in 2023-2024	71	15	86
Received in 2022-2023	1	3	4
Received in 2021-2022	0	4	4
Received in 2020-2021	0	3	3
Received in 2019-2020	0	2	2
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 or earlier	0	0	0
<b>Total</b>	<b>72</b>	<b>27</b>	<b>99</b>

## 2.2 Enter the 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 2023-2024	4
Received in 2022-2023	2
Received in 2021-2022	0
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 or earlier	0
Total	6

**Section 5: Social Insurance Number (SIN)**

Did your institution receive authority for a new collection or new consistent use of SIN in 2023-2024?	No
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**Section 6: Universal Access under the *Privacy Act***

How many requests were received from confirmed foreign nationals outside of Canada in 2023-2024?	54
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