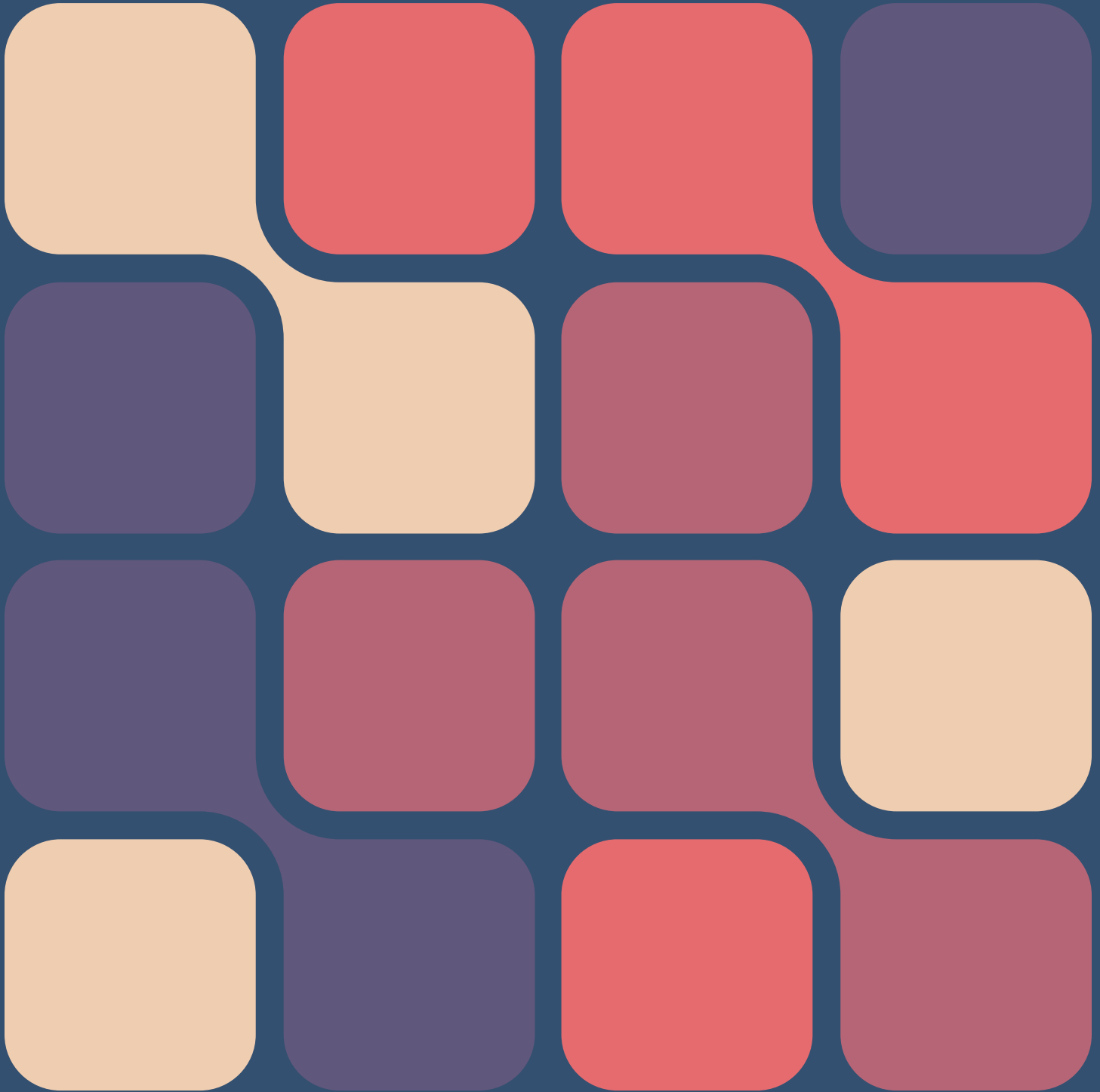


# ANNUAL REPORT ON THE ACCESS TO INFORMATION ACT

2023  
- 2024



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](http://www.canada.ca/ircc-publications).

Available in alternative formats upon request.

Également disponible en français sous le titre : Rapport annuel 2023-2024 sur la *Loi sur l'accès à l'information*

Visit us online

Website: [ircc.canada.ca](http://ircc.canada.ca)

X (formerly known as Twitter): [@citimmcanada](https://twitter.com/citimmcanada)

Facebook: [@citcanada](https://facebook.com/citcanada)

Instagram: [@citimmcanada](https://instagram.com/citimmcanada)

YouTube: [Citizenship and Immigration Canada](https://youtube.com/Citizenship and Immigration Canada)

LinkedIn: [Immigration, Refugees and Citizenship Canada](https://linkedin.com/Immigration, Refugees and Citizenship Canada)

© His Majesty the King in Right of Canada, as represented by the Minister of Citizenship and Immigration, 2024.

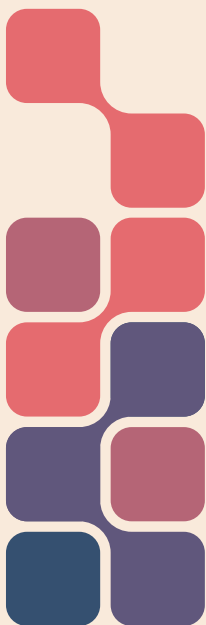
Cat. no. Ci4-24E-PDF

ISSN 2371-2724

IRCC – 3936-08-2024

# Contents

<b>Introduction</b> .....	<b>1</b>
<b>I. Overview of IRCC's ATIP Program</b> .....	<b>2</b>
Organizational structure .....	2
Delegation order .....	3
<b>II. Performance</b> .....	<b>3</b>
Compliance and completion times .....	4
Active requests from previous reporting periods .....	4
Active complaints from previous reporting periods .....	4
Reasons for extensions .....	5
Consultations received from other government departments and organizations .....	5
Disposition of completed requests .....	6
<b>III. Initiatives to promote awareness, training, and improvements to the ATIP Program</b> .....	<b>6</b>
Training and awareness .....	6
Policies, guidelines, procedures and initiatives .....	8
Proactive publication under Part 2 of the ATIA .....	9
Modernization initiatives to improve access to information .....	17
Summary of key issues and actions taken on complaints .....	19
Reporting on ATI fees for the purposes of the <i>Service Fees Act</i> .....	20
Monitoring compliance .....	20
<b>Moving forward</b> .....	<b>22</b>
<b>Annex A:</b> <b>Copy of the signed delegation order in effect March 31, 2024</b> .....	<b>23</b>
<b>Annex B:</b> <b>Copy of the Delegation of Authority under the <i>Access to Information Act</i> and <i>Regulations</i> in effect March 31, 2024</b> .....	<b>24</b>
<b>Annex C:</b> <b>Statistical Report on the Administration of the <i>Access to Information Act</i></b> .....	<b>28</b>
<b>Annex D:</b> <b>Supplemental Statistical Report on the <i>Access to Information Act</i> and the <i>Privacy Act</i></b> .....	<b>41</b>



# 2023-2024 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 purpose of the ATIA, as described in its section 2, is to enhance the accountability and transparency of federal institutions by providing Canadians with a right of access to information in records under the control of a government institution. The ATIA establishes 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.

This report is tabled in Parliament in accordance with section 94 of the ATIA and section 20 of the [Service Fees Act](#). It outlines how IRCC administered its obligations under the ATIA during the reporting period beginning on April 1, 2023, and ending on March 31, 2024. This report is intended to fulfill reporting requirements for IRCC only as the Department does not have any non-operational (“paper”) subsidiaries.

IRCC was created to facilitate the entry of temporary residents, manage the selection, settlement 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](#). Effective July 2, 2013, the 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.

This report comprises of three sections:

- I. Overview of IRCC’s Access to Information and Privacy (ATIP) program, including organizational structure and delegation order
- II. Outline of IRCC’s overall performance on its administration of the ATIA
- III. Description of IRCC’s initiatives to promote training and awareness, improve its policies and processes, and to ensure monitoring and compliance of its obligations under the ATIA.



## I. Overview of IRCC's ATIP Program

The IRCC ATIP program continues to be one of the most solicited ATIP programs in the Government of Canada. During the reporting period, IRCC received 252,627 ATIP requests including 182,907 requests under the ATIA. The majority of IRCC's access to information (ATI) requests pertain to clients' immigration applications. The remaining requests are for corporate records pertaining to departmental policies, processes, and procedures.

This reporting year, the IRCC ATIP program implemented new strategies to address the large volume of incoming requests that resulted in marked increases in compliance. Considerable progress was achieved in processing and responding to requests within the legislated timelines and resolving old and new complaints filed by or on behalf of requesters. In parallel, the ATIP program continued to advance previous initiatives aimed at improving client experience and using technological improvements to enhance service delivery and increase processing efficiencies.

This year also marked IRCC's adoption of a new organizational structure that seeks to replace the previous functional framework with a dynamic and client-focused integrated business approach. As part of this notable change, new sectors and branches were created, and some existing programs and areas of responsibilities were moved under different lines of business. During the implementation phase, the ATIP program closely monitored its tasking sheets to ensure that all information pertaining to ATIP liaison officers and coordinators was updated and that all appropriate changes were accurately reflected in the ATIP case management software. Throughout the process, the IRCC ATIP program maintained contact with the Offices of Primary Interest (OPIs), upheld mandatory training for ATIP liaison officers, and continued to fulfill ongoing requests with minimal disruption.

### Organizational structure

The ATIP program is structured around its main lines of business. As shown in [Figure 1](#) below, the program is administered by three divisions: the ATIP Operations Division, the Innovation and Support Division, and the Privacy Program Management Division. The Director of the ATIP Operations Division also holds the title of ATIP Coordinator.

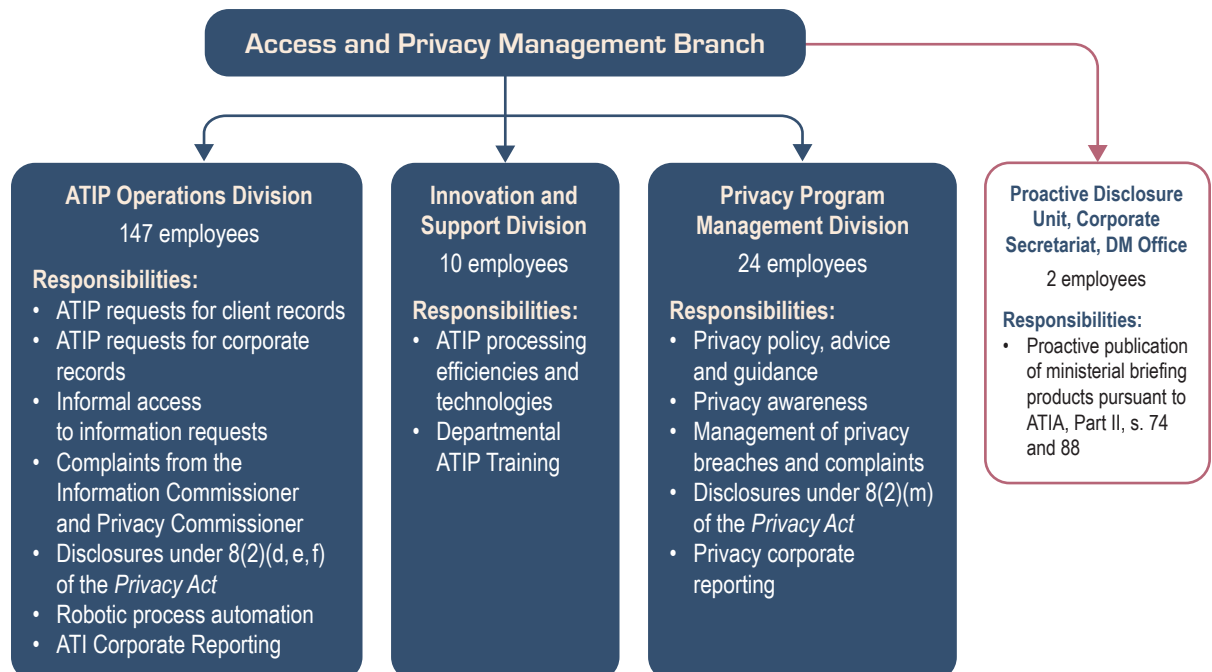


Figure 1: Structure of the ATIP Program

The three divisions report directly to the Director General Access and Privacy Management Branch and Chief Privacy Officer within the Corporate Services and Chief Human Resources Officer Sector.

At the end of the reporting period, the ATIP program comprised of 181 full-time employees. In addition to the employees who are responsible for applying the ATIP legislation, there are 268 ATIP liaison officers throughout the Department who support the ATIP program by gathering records and providing recommendations. While these officers are essential to the administration of the program, they are funded by other program areas.

The Proactive Disclosure Unit (PDU), which falls within the newly created Corporate Secretariat (CS) in the Deputy Minister's Office, is not part of the ATIP program's funding but supports the Government of Canada's commitment to open government and transparency. The PDU has 2 employees who are responsible for coordinating and tracking ministerial briefing material through various stages of proactive disclosure. Other units and sectors within IRCC also share responsibility for the proactive publication of information relating to their areas of responsibilities. For more on IRCC's proactive publications, refer to [Proactive publication under Part 2 of the ATIA](#).

During the reporting period, IRCC had no service agreements under section 96 of the *Access to Information Act*.

### Delegation order

The Minister of IRCC is responsible for administering requests made to the Department under the ATIA and the PA. In accordance with section 95(1) of the ATIA and section 73 of the PA, the Minister delegates authority to departmental senior management, including the ATIP Coordinator, 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, 2024](#) and [Annex B: Copy of the Delegation of Authority under the Access to Information Act and Regulations in effect March 31, 2024](#).

## II. Performance

IRCC received 182,907 requests under the ATIA in 2023-2024, a small decrease of less than 1% from the previous year. As [Table 1](#) shows, the vast majority of requests come from the private sector (43%), primarily immigration lawyers and consultants, followed by the public (39%).

Source	Number of requests	Percentage
Media	348	0.2%
Academia	7,770	4.2%
Business (private sector)	79,927	43.7%
Organization	6,466	3.5%
Public	72,381	39.6%
Declined to Identify	16,015	8.8%
<b>Total</b>	<b>182,907</b>	<b>100%</b>

**Table 1:** Sources of Requests

## Compliance and completion times

In response to increasing demands for its services, the IRCC ATIP program realigned its structure and implemented new strategies for processing requests. In addition, the program continued to leverage technological improvements, as well as train and retain human resources in a highly competitive environment.

This approach resulted in marked increases in compliance. Although the volume of ATIP requests received remained high, the IRCC ATIP program still closed 204,762 access to information requests compared to 161,067 in 2022-2023. In total, 5.9M pages of records were processed this reporting period.

The compliance rate (percentage of all requests responded to within legislated timelines) for ATIA requests was 77%. This rate represents a significant increase from the 21.09% obtained in 2022-2023. As illustrated in [Table 2](#), more than 70% of IRCC's ATIA requests were processed and completed within 30 days.

Completion time	Number of requests closed	Percentage of requests closed
1 to 30 Days	146,457	71.5%
31 to 60 Days	17,316	8.5%
61 to 120 Days	5,192	2.5%
121 to 180 days	6,904	3.4%
181 to 365 days	13,549	6.6%
More than 365 days	15,344	7.5%
<b>Total</b>	<b>204,762</b>	<b>100%</b>

**Table 2:** Completion Times for Closed ATIA Requests

## Active requests from previous reporting periods

As shown in [Table 3](#), at the end of the reporting period, IRCC had 29,459 open requests from previous reporting periods. Most of the outstanding requests (97.3%) were received within the last two years.

Fiscal year open ATIA 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
2023-2024	42	9,506	<b>9,548</b>
2022-2023	0	19,146	<b>19,146</b>
2021-2022	0	802	<b>802</b>
2020-2021	0	5	<b>5</b>
<b>Total</b>	<b>42</b>	<b>29,459</b>	<b>29,501</b>

**Table 3:** Active Requests from Previous Reporting Periods

## Active complaints from previous reporting periods

Despite the high volume of open and active requests under the ATIA, the number of active complaints significantly decreased during the reporting period. As [Table 4](#) demonstrates, at the end of 2023-2024, IRCC carried 180 active ATIA complaints from previous reporting periods. This number represents a decrease of 68% compared to 2022-2023.

Reporting period	Number of complaints
2023-2024	146
2022-2023	21
2021-2022	7
2020-2021	3
2019-2020	0
2018-2019	2
2017-2018 or earlier	1
<b>Total</b>	<b>180</b>

**Table 4:** Active Complaints from Previous Reporting Periods

### Reasons for extensions

During the reporting period, IRCC invoked section 9 of the ATIA a total of 2,989 times. Section 9 of the ATIA permits the statutory time limits to be extended if 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, or if consultations are necessary in order to complete the processing of a request.

When necessary, IRCC undertakes consultations, particularly for (but not limited to) requests that may involve litigation, investigations, or security concerns. The details of extensions claimed by IRCC in accordance with section 9 are as follows:

- 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: 195 times
- 9(1)(b) to undertake consultations: 2,791 times
- 9(1)(c) to conduct consultations with third parties: 3 times

### Consultations received from other government departments and organizations

Other government departments and organizations consulted IRCC 112 times under the ATIA. [Table 5](#) provides the number of days IRCC took to complete these consultations. Overall, IRCC responded to 89 consultations (79%) within 60 days.

Completion times	Number of requests
1 to 15 Days	36
16 to 30 Days	23
31 to 60 Days	30
61 to 120 Days	16
121 to 180 Days	3
181 to 365 Days	4
More than 365 Days	0
<b>Total</b>	<b>112</b>

**Table 5:** Completion Times for Consultations Received



## Disposition of completed requests

As shown in [Table 6](#), IRCC released records in their entirety for 35% of completed ATIA requests. The Department claimed one or more exemptions for 115,731 requests (57% of the requests). Only 9 requests were completed with the disposition “All exempted” and 20 requests were closed with the disposition “All excluded.” The remaining requests 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	70,984	35%
Disclosed in part	115,731	57%
All exempted	9	0%
All excluded	20	0%
No records exist	939	0%
Transferred	5	0%
Abandoned	12,633	6%
Neither confirmed nor denied	4,441	2%
<b>Total</b>	<b>204,762</b>	<b>100%</b>

**Table 6:** Disposition of Completed Requests

The following exemptions were most frequently used by IRCC:

- Section 19(1) – personal Information (invoked 87,409 times)
- Section 15(1) – international affairs & defence (invoked 36,245 times)
- Section 16(1)(c) – injury to law enforcement or investigation (invoked 22,592 times)

### III. Initiatives to promote awareness, training, and improvements to the ATIP Program

IRCC continues to prioritize learning as a valuable tool for retaining and renewing its workforce and ensuring that the organization can fulfill its mandate while adapting to change. The specialized Training Project and ATIP Support Team within the Access and Privacy Management Branch (APMB) fosters a culture of continuous learning by offering a wide variety of training opportunities to both ATIP and non-ATIP officials.

#### Training and awareness

The ATIP training and awareness curriculum covers various aspects of the access to information and privacy regimes with an emphasis on security and best practices for handling sensitive information. The “Access to Information” trainings include modules dedicated to the proactive disclosure of information that emphasize the proactive publication responsibilities of the Department. More specific courses and modules focus on responsibilities for safeguarding and managing information, as well as collecting and using personal information.

## ATIP course catalogue and sessions given

As shown in [Table 7](#), the ATIP program delivered 133 training sessions to 4,705 employees (including 4,615 non-ATIP employees) via a combination of formal and informal, self-directed and instructor-led sessions. There was an increase in demand for customized trainings tailored for specific units, divisions and areas of responsibility this reporting year.

Course name	Platform	Access or privacy training	Number of sessions	Number of participants
Protecting and Giving Access to Information at IRCC (CC5540) <b>Mandatory for all new employees</b>	Online	Both	Self-paced	<b>2,521</b>
<b>Total</b>			<b>N/A</b>	
Formal training				
ATIP Privacy Breach (CC4540)	In person/virtual	Privacy	16	234
ATIP Training for Middle Managers and Executives (CC4440)		Both	8	101
Protect, Secure, and Manage Information (CC4416)		Privacy	21	514
Understanding and Managing ATIP Requests (CC4340)		Access	17	301
ATIP 101 (CC4425)		Both	14	236
Appropriate Access to and Use of Personal Information (CC4426)		Privacy	0	0
Privacy 101 (CC4427)		Privacy	5	148
Exemptions and Exclusions 101 (CC4429)		Access	7	174
Information Sharing (CC4430)		Privacy	0	0
Government of Canada Secret Infrastructure (CC4417)		Other	2	44
<b>Total</b>			<b>90</b>	<b>1,752</b>
Informal training				
One-on-One ATIP Liaison Training/CRCI Administrative Process	In person/virtual	Access	18	72
How to fill-out the Response to ATIP Request Form (RAR)		Access	0	0
Exemptions and Exclusions 102		Access	1	8
Refresher on "How to provide records to ATIP"		Access	3	12
Customized Training (other)		Both	21	340
<b>Total</b>			<b>43</b>	<b>432</b>
<b>Total formal and informal</b>			<b>133</b>	<b>2,184</b>
<b>Total participants trained</b>				<b>4,705</b>

**Table 7:** Formal and Informal ATIP Training Sessions and Participants

## Security awareness

The IRCC Protect, Secure, and Manage Information (CC4416) course is comprised of three modules (IT Security, Information Management and ATIP) that are intertwined and complement each other. This training was dispensed jointly by the ATIP program, Information Management and Security experts at IRCC. It highlights various aspects of the risks and responsibilities in managing information of business value as well as client and government information.

Additionally, all ATIP staff requiring access to classified information while performing their duties were mandated to complete the Government of Canada Secret Infrastructure course (CC4417) developed by the IT Operations Branch prior to being granted access to the secure network. The Training Project and ATIP Support Team coordinated and facilitated the successful delivery of this training to ATIP employees.

## Policies, guidelines, procedures and initiatives

In May 2021, the Information Commissioner published the results of a systemic investigation into IRCC's processing of ATIP request which contained five key recommendations. In response, IRCC devised a [Management Action Plan](#) (MAP) to address the Commissioner's recommendations. IRCC has worked on delivering the actions items, most of which have been completed. The ATIP Program continues to collaborate with other IRCC branches to advance and complete the remaining action items on the MAP.

These initiatives, which are described below, aim to anticipate stakeholder needs by providing access, via online platforms and tools, to information IRCC clients most often request through the ATIP system such as application status updates and officers' notes. Providing direct access to useful and efficient platforms is expected to reduce ATIP volumes and workloads and decrease processing times.

## Proactive Release of Officer Decision Notes (ODN)

The ODN project which is part of the IRCC's Operational Transparency initiative proactively provides officer decision notes to some refused applicants in the Temporary Resident Visa e-application caseload and 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 that targeted Temporary Resident Visas (TRVs) with the Centralized Network's Case Processing Centre in Ottawa showed a 57% reduction of ATIP requests received for files that had an ODN released to the client. A second validation exercise for Study Permits was launched this reporting year with support of the Global Network, and IRCC is currently analyzing the impact on ATIP requests.

As of March 31, 2024, IRCC is preparing to transition the ODN project to a steady state, starting with TRVs. Soon after, the project will continue to expand in phases to other lines of businesses to achieve the goals of the Operational Transparency initiative. The ODNs will initially be made available to clients digitally in the new Online Account that will be launched later this year as part of IRCC's Digital Platform Modernization (DPM) Program and subsequently be available as part of the refusal response package sent to clients.



## **Client Correspondence Project**

The Client Correspondence Project will review IRCC client-facing communications identified as problematic by clients.

The Client Correspondence Unit (CCU) was created as part of this project to draft clearer, more concise written correspondence that will better meet client needs. To date, four key pieces of client correspondence have been revised: Procedural Fairness, Request for Supplementary Information, Temporary Resident Refusal Letter and Study Permit Refusal Letter. The latest revisions based on usability testing with clients and officers were made to the Study Permit Refusal Letter and several Study Permit Refusal Grounds in collaboration with key stakeholders. The revised Letter will be launched later this year.

The CCU, as part of its future work objectives, plans to analyze end-to-end client communications throughout the client journey. The project will focus next on the revision of the Work Permit (WP) Refusal Letter along with the refusal grounds.

## **Client Experience Platform**

This project, which is also part of IRCC's DPM Program, focuses on implementing a modernized Client Experience Platform (CXP) that will support the delivery of seamless digital services across various channels and devices. It aims to equip support staff with a comprehensive client view, ensuring consistent and efficient assistance through all communication channels (omni-channel approach).

The primary goal is to enhance the overall client experience, emphasizing speed and efficiency. 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.

IRCC anticipates a decrease in ATIP requests due to improved client support and IRCC's enhanced accessibility, reducing pressure on the ATIP regime and streamlining client interactions. As of the end of the reporting period, IRCC continues to advance the procurement process for the new CXP.

## **Proactive publication under Part 2 of the ATIA**

The responsibility for implementing proactive publication requirements at IRCC falls to branches within the following areas and sectors: the Corporate Secretariat in the Deputy Minister's Office, the Communications Sector, the Chief Financial Officer, Finance Sector, the Settlement, Integration and Francophone Affairs Sector, the Strategic Policy Sector, and the Corporate Services and Chief Human Resources Officer Sector.

Through this structure, executives within each branch have the ability to integrate proactive disclosure requirements into their internal procedures, identify and publish information requiring disclosure as it is generated, and monitor their compliance. Non-ATIP officials are supported by the ATIP program with training and awareness activities held throughout the year that outline the importance of proactive publication under Part 2 of the ATIA.

The paragraphs below describe how IRCC sectors met their proactive publication obligations during the reporting year.



## Corporate Secretariat (CS)

The Proactive Disclosure Unit (PDU) is part of the Corporate Secretariat in the Deputy Minister's Office. PDU is responsible for coordinating and ensuring the proactive publication of briefing material, memoranda titles, Question Period (QP) Notes, committee appearances and transition binder notes. This reporting year, PDU met its proactive publication requirements at a compliance rate of 100%.

Legislative requirement	Section	Publication timeline	Links to published proactive publication	Compliance	Procedures and systems in place to meet proactive publication requirement
IRCC is a Department listed in Schedule I of the <i>Financial Administration Act</i> that is subject to the proactive publication requirements set out in section 88 of the ATIA					
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	<a href="#">Open Government website</a>	100%	Standard Operating Procedures 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	<a href="#">Open Government website</a>	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 Procedures 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.
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	<a href="#">Open Government website</a>	100%	Standard Operating Procedures 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.

Continued on page 11

Continued

Legislative requirement	Section	Publication timeline	Links to published proactive publication	Compliance	Procedures and systems in place to meet proactive publication requirement
IRCC is subject to the proactive publication requirements set out in section 74 of the ATIA					
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	<a href="#">Open Government website</a>	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	<a href="#">Open Government website</a>	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	<a href="#">Open Government website</a>	100%	Standard Operating Procedures 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.
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	<a href="#">Open Government website</a>	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.



## Communications Sector (COMMS)

The Parliamentary Affairs Unit (PAU) is now part of the Communications Sector (COMMS) following the implementation of IRCC's new organizational structure. COMMS provides strategic communications advice, messaging, and support to the Minister, the Deputy Ministers, the Department's senior leadership team, and other federal departments to inform Canadians and IRCC employees about departmental priorities, initiatives, and activities. PAU coordinates IRCC's obligations and accountabilities to Parliament and oversees the proactive publication of reports that have been tabled to Parliament. The compliance rate for PAU this reporting year was 100%.

Legislative requirement	Section	Publication timeline	Links to published proactive publication	Compliance	Procedures and systems in place to meet proactive publication requirement
IRCC is a Government Institution as defined in section 3 of the <i>Access to Information Act</i> (ATIA) and is subject to the proactive publication requirement set out in section 84 of the ATIA					
Reports tabled in Parliament	84	Within 30 days after tabling	<a href="#">IRCC page of Canada.ca</a> <a href="#">Publications and Manuals - Canada.ca</a>	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.

## Chief Financial Officer, Finance Sector (CFO)

The Financial Operations and Procurement Branch (FOPB) is a branch within the Chief Financial Officer, Finance Sector. CFO sector leads departmental financial management, ensuring responsible handling of public resources and facilitating sound decision-making for effective policy and program delivery. It ensures program compliance with legislative, regulatory, and financial authority requirements, spearheads integrated planning, and offers support for procurement, project oversight, and investment management. One of FOPB responsibility is to monitor and proactively publish contracts over \$10,000, as well as travel and hospitality expenses. FOPB met its proactive publication requirements at a compliance rate of 100%.

Legislative requirement	Section	Publication timeline	Links to published proactive publication	Compliance	Procedures and systems in place to meet proactive publication requirement
IRCC is a Government Institution as defined in section 3 of the <i>Access to Information Act</i> (ATIA) and is subject to the proactive publication requirement set out in sections 82 and 83 of the ATIA					
Travel expenses	82	Within 30 days after the end of the month of reimbursement	<a href="#">Open Government website</a>	100%	IRCC centralized travel to ensure increased compliance to the TBS <a href="#">Guide to the Proactive Publication of Travel and Hospitality Expenses, Special Travel Authorities, Directive on Travel, Hospitality, Conference and Event Expenditures</a> , and the <a href="#">National Joint Council Travel Directive</a> . 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 is 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.
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	<a href="#">Open Government website</a>	100%	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, the Branch 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.

Continued on page 14





Continued

Legislative requirement	Section	Publication timeline	Links to published proactive publication	Compliance	Procedures and systems in place to meet proactive publication requirement
IRCC is a Department listed in Schedule I of the <i>Financial Administration Act</i> that is subject to the proactive publication requirements set out in section 86 of the ATIA					
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	<a href="#">Open Government</a> website, also posted on <a href="#">Canadabuys.Canada.ca</a> by IRCC and PSPC	100%	Data for contracts over \$10,000 is extracted from SAP on a quarterly basis. The Procurement Monitoring and Compliance team performs a quality assurance review which is then endorsed by the Director of Procurement and Contract Management and approved by the Senior Designated Official – Procurement (Director General of Financial Operations and Procurement Branch). The report and a briefing note (with Comms input) are then sent to the ADM for approval and the DM for information.
IRCC is subject to the proactive publication requirements set out sections 75, 76, and 77 of the ATIA					
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	<a href="#">Open Government</a> website	100%	See comments for sections 82-83.
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	<a href="#">Open Government</a> website	100%	
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	<a href="#">Open Government</a> website, also posted on <a href="#">Canadabuys.Canada.ca</a> by IRCC and PSPC	100%	Data for contracts over \$10,000 is extracted from SAP on a quarterly basis. The Procurement Monitoring and Compliance team performs a quality assurance review which is then endorsed by the Director of Procurement and Contract Management and approved by the Senior Designated Official – Procurement (Director General of Financial Operations and Procurement Branch). The report and a briefing note (with Comms input) are then sent to the ADM for approval and the DM for information.



## Settlement, Integration and Francophone Affairs Sector (SIS)

The Settlement Network (SN) is an operations branch within the Settlement, Integration and Francophone Affairs Sector. The Sector encompasses policy development and program operations for the Settlement Program and Resettlement Assistance Program, facilitating newcomers' integration and assisting Government-assisted refugees, as well as offering policy guidance on francophone immigration, settlement, and integration. SN proactively publishes grants and contributions over \$25,000 that relate to their core activities. The compliance rate for SN this reporting year was 100%.

Legislative requirement	Section	Publication timeline	Links to published proactive publication	Compliance	Procedures and systems in place to meet proactive publication requirement
IRCC is a Department listed in Schedule I of the <i>Financial Administration Act</i> that is subject to the proactive publication requirements set out in section 87 of the ATIA					
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	<a href="#">Open Government website</a>	100%	SN: 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. All information about Grants and Contributions over \$25,000 are posted publicly and can be accessed directly at: <a href="#">Grants and Contributions (canada.ca)</a> .					



## Strategic Policy Sector (SPP)

The Research and Data Branch (RDB) led by the Chief Data Officer is part of the Strategic Policy Sector. SPP oversees horizontal linkages and program policy integration through long-term strategic policy development and analysis. The Sector manages levels planning, provides evidence from strategic research, supports engagement with provinces and territories, oversees enterprise-wide governance and strategic data utilization, leads corporate planning and reporting, and serves as a focal point for cabinet and regulatory processes. RDB has responsibility for the proactive publication of grants and contributions over \$25,000. This reporting year, RDB did not identify any information requiring proactive publication.

Legislative requirement	Section	Publication timeline	Links to published proactive publication	Compliance	Procedures and systems in place to meet proactive publication requirement
IRCC is a Department listed in Schedule I of the <i>Financial Administration Act</i> that is subject to the proactive publication requirements set out in section 87 of the ATIA					
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	<a href="#">Open Government website</a>	N/A	All information about Grants and Contributions over \$25,000 are posted publicly and can be accessed directly at: <a href="#">Grants and Contributions (canada.ca)</a> .

## Corporate Services and Chief Human Resources Officer Sector (CSS)

The People Management Operations Branch (PMOB) is a branch within the Corporate Services Sector which is led by the Chief Human Resources Officer. CSS offers comprehensive support for people and workplace management, departmental culture, learning, and change management. The sector also ensures compliance with legislation and regulations and Treasury Board policies.

PMOB oversees the proactive publication of information relating to reclassification of positions at IRCC. PMOB's compliance rate this reporting year is seventy-five percent (75%), an increase from 25% for the last reporting period. This increase is the result of the identification of certain gaps and opportunities for improvement in the processes that lead to the implementation of new procedures. PMOB is expected to fully comply with its proactive publication obligations during the next reporting year.



Legislative requirement	Section	Publication timeline	Links to published proactive publication	Compliance	Procedures and systems in place to meet proactive publication requirement
-------------------------	---------	----------------------	--	------------	---

IRCC is a Department named in Schedule I of the *Financial Administration Act* that is subject to the proactive publication requirements set out in section 85 of the ATIA

Reclassification of positions	85	Within 30 days after the quarter	<a href="#">Open Government</a> website	75%	<p>The proactive publication responsibilities were transferred to the corporate section of the Organizational Design and Classification (OD&amp;C) Division. Adjustments to the process were made and the up-loads are managed by the Administrative Support team. Monthly extractions are performed, and “Pop-up” reminders are set up to ensure timely publication. An additional Open Government Registry account was requested to allow for monitoring and for back up purposes.</p> <p>Standard Operating Procedures were also created and shared within the OD&amp;C. All these measures helped improve the compliance rate this reporting year. The information released through the proactive publication process is:</p> <ul style="list-style-type: none"> <li>Position number</li> <li>Decision number</li> <li>Position title</li> <li>Previous group and level</li> <li>New group and level</li> <li>Effective date</li> <li>Processing date</li> </ul>
-------------------------------	----	----------------------------------	---	-----	--

IRCC is also subject to the proactive publication requirement of the Minister’s Office expenses set out in section 78 of the ATIA. In order to satisfy this requirement, a consolidated report is currently published by TBS on behalf of all institutions.

### Modernization initiatives to improve access to 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)**

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 reallocate 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.

As part of the RPA, the Department developed a “Bot” during the reporting period to expedite the processing of requests for previously released documents (Informal requests). The Bot monitors a specific email inbox dedicated to these requests and processes them as they are received. This initiative has improved customer service as often requesters will receive the material within minutes of making their requests.

## **TBS ATIP Online Request Service (ATIP Online)**

The Treasury Board Secretariat’s ATIP Online Request Service (ATIP Online) was launched in 2018 to streamline the procedure of submitting ATIP requests to, and obtaining responses from, the federal government. Onboarding to ATIP Online significantly enhances efficiency and accessibility in handling ATIP requests within the federal government.

This reporting year, IRCC ATIP has worked collaboratively with TBS Office of the Chief Information Officer to begin transitioning ATIP requests for corporate records to ATIP Online by April 2, 2024.

To ensure operational efficiency, efforts are underway to reduce ATIP request volumes prior to completing the onboarding of requests for client records to the TBS platform. Until the migration is complete, requesters will continue to submit ATIP requests to IRCC via the IRCC ATIP online request portal.

## **Replacement of the ATIP case management software**

IRCC is diligently advancing the replacement of its current ATIP case management software. Following a thorough assessment of the ATIP Division’s unique business needs and requirements, the Department has opted for the adoption of a TBS-approved modern platform with several upgrades and features.

The new software will interface directly with ATIP Online and it features advanced functionalities that will significantly increase efficiency by reducing the time necessary to complete the review and release of records. Along with improvements in request processing, the new software supports built-in artificial intelligence that can be trained to automate repetitive tasks and has modern business analytics capabilities to enable IRCC to create various reports more effectively. These improvements will mean faster, real-time decisions in response to emerging ATIP trends, faster workflow adjustment, and the development of more in-depth performance management tools.

IRCC ATIP is also collaborating strategically with Shared Services Canada’s Digital Enablement Group to ensure the seamless deployment of the software within a cloud-based environment. This collaboration is part of the Government of Canada’s Application Platform as a Service initiative that aims to deliver common Government of Canada applications using a “Cloud Smart” approach. The Department aims to procure, test, and deploy the new software by late fall 2025.



## Summary of key issues and actions taken on complaints

This reporting year, the IRCC ATIP program took concrete measures to address the large volume of complaints filed under the ATIA. These measures, aimed at ensuring a better synergy between the request processing and complaint processing teams, improved file tracking and client service.

To ensure a more streamlined and consistent approach, the complaint process for client records and corporate records was merged to improve efficiency within the ATIP program. The new Complaints Team performed a comparative analysis and reconciliation of complaint files opened in IRCC's systems with complaints registered and deemed active by the Office of the Information Commissioner (OIC). Thereafter, working collaboratively with the OIC, the Complaints Team put in place a Complaints Triage and Early Resolution process where each complaint, regardless of the age of the file, was reviewed and all cases identified as having the potential to be resolved in a reasonably short period of time were processed. Delay complaints represent the vast majority of complaints IRCC receives.

In addition, the ATIP case management software was updated to better track complaint correspondence, file status, follow-ups and discussions held with Offices of Primary Interest and external stakeholders.

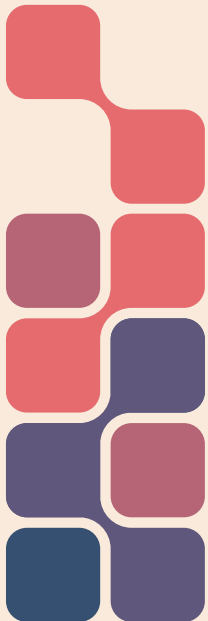
The IRCC ATIP program also allocated resources to create a dedicated Client Service Team in an effort to keep the lines of communication with requesters open, identify issues or needs that could be proactively addressed, and possibly limit future ATIP complaints being lodged against IRCC. Although the team does not yet have an official service standard in place, the vast majority of inquiries were responded to within 48 hours and the ATIP phone line voice messages were retrieved on a daily basis.

During the reporting period, IRCC received 747 notices of new complaints, an 82.6% decrease from the previous period. This volume represents 0.41% of access to information requests received compared to 2.3% for the last reporting period. Complaints regarding delays in processing represent 86% of all complaints received.

In total, IRCC responded to 1,382 complaint investigations. Of these, 94.5% were discontinued, not substantiated, or the investigation was ceased. Of the remaining 5.5% where an investigation was carried out:

- 43 were not well-founded
- 6 were resolved
- 24 were well-founded

Together, all the measures and initiatives described above contributed to the reduction in the number of complaints in inventory. At the end of the reporting period, 180 complaints remained outstanding. By comparison, at the end of 2022-2023, IRCC was carrying 571 active complaints under the ATIA.



## 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 ATIA, 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 2023-2024:** \$5.00 application fee is the only fee charged for an access to information request

**Total revenue:** IRCC collected \$910,260

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

**Cost of operating the program:** \$13,450,600

## 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 ATI requests

IRCC monitors the time taken to process ATIA requests by retrieving statistics from the ATIP case management software on a daily, weekly, biweekly and quarterly basis. These statistics provide information on ATIP request volumes received and processed, compliance rates, backlog volumes, and feed into various reports intended for various levels of officials: daily updates are shared with managers, weekly reports with directors and the APMB Director General & Chief Privacy Officer, biweekly reports with the Deputy Ministers.

The ATIP program also produced a quarterly report shared with all Assistant Deputy Ministers this reporting year, as well as a monthly report on sector and branch compliance for responding to ATIP taskings.

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.

### Inter-institutional consultations

Team leaders and managers within the ATIP program regularly monitor extensions taken, responses to internal tasking reports, and complaints as these identify areas in need of improvement, including consultations and any training needs on the application of the ATIA and proper exercise of discretion.

### Review of frequently requested information

The vast majority of IRCC's ATIP requests 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 the [Policies, guidelines, procedures and initiatives](#) section 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 APMB. Different sectors oversee different proactive publication requirements under the legislation, as outlined above under [Proactive publication under Part 2 of the ATIA](#).





## Moving forward

During the reporting period, IRCC continued to deliver ATIP program services through its three dedicated divisions. This year, the emphasis was on modernizing procedures and processes to improve ATIP request and complaint processing and implementing departmental and internal client services initiatives.

Moving forward, IRCC will continue to find ways to provide clients with better access to their own immigration information through other means than the ATIP program, advance the migration to the TBS ATIP Online platform, and complete the procurement of the ATIP case management software.

With significant improvements in key metrics this reporting year (e.g., increased compliance rates and significant decreased complaints), the Department will continue to actively seek opportunities to streamline its ATIP processes and further increase compliance with the ATIA.

IRCC is committed to respecting the right of access to information and continuing its efforts to contribute to initiatives aimed at promoting openness and transparency in government.

**[Annex A: Copy of the signed delegation order in effect March 31, 2024](#)**

**[Annex B: Copy of the Delegation of Authority under the \*Access to Information Act\* and \*Regulations\* in effect March 31, 2024](#)**

**[Annex C: Statistical Report on the Administration of the \*Access to Information Act\*](#)**

**[Annex D: Supplemental Statistical Report on the \*Access to Information Act\* and the \*Privacy Act\*](#)**



**Annex A:**

**Copy of the signed delegation order in effect March 31, 2024**

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.

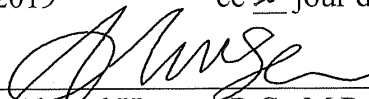
En ma qualité de ministre de l'Immigration, des Réfugiés et de la Citoyenneté et conformément à l'article 95 de la *Loi sur l'accès à l'information* et l'article 73 de la *Loi sur la protection des renseignements personnels*, j'autorise par la présente l'agent(e) et employé(e) du ministère de l'Immigration, 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, 2024

## 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"><li>• 41(2) – seek review of an order of the Information Commissioner by Federal Court</li><li>• Sections 82 to 88 concerning proactive publication of information</li></ul>
Director, ATIP Division	Full Authority, except the following sections of the <i>Access to Information Act</i> : <ul style="list-style-type: none"><li>• 41(2) – seek review of an order of the Information Commissioner by Federal Court</li><li>• Sections 82 to 88 concerning proactive publication of information</li></ul>
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"><li>• 6.1 – decline to act on a request</li><li>• 20(6) – disclose third party information in the public interest</li><li>• 41(2) – seek review of an order of the Information Commissioner by Federal Court</li><li>• Sections 82 to 88 concerning proactive publication of information</li><li>• 94 – responsibility to prepare an annual report to Parliament</li></ul>

## 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)						

Continued on page 26

Continued

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
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)						
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						

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
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:

# Statistical Report on the Administration of the *Access to Information Act*

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

**Name of institute:** Immigration, Refugees and Citizenship Canada

**Reporting period:** 2023-04-01 to 2024-03-31

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

#### 1.1 Number of requests

	Number of Requests
Received during reporting period	182,907
Outstanding from previous reporting periods	72,918
Outstanding from previous reporting periods	63,764
Outstanding from more than one reporting period	9,154
<b>Total</b>	<b>255,825*</b>
Closed during reporting period	204,762
Carried over to next reporting period	51,191
Carried over within legislated timeline	16,626
Carried over beyond legislated timeline	34,565

\* There is a difference of 128 files between the reported total (255,825) and the sum of requests closed during the reporting period (204,762) and requests carried over to the next reporting period (51,191). This discrepancy is the result of a small percentage of files from previous reporting periods being reopened. To mitigate this occurrence in the future, IRCC ATIP is strengthening its training to ensure analysts adhere to reporting guidelines.

#### 1.2 Sources of requests

	Number of Requests
Media	348
Academia	7,770
Business (private sector)	79,927
Organization	6,466
Public	72,381
Decline to Identify	16,015
<b>Total</b>	<b>182,907</b>

#### 1.3 Channels of requests

	Number of Requests
Online	180,972
E-mail	984
Mail	951
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>182,907</b>

## Section 2: Informal Requests

### 2.1 Number of informal requests

	Number of Requests
Received during reporting period	4,813
Outstanding from previous reporting periods	56
Outstanding from previous reporting periods	56
Outstanding from more than one reporting period	0
<b>Total</b>	<b>4,869</b>
Closed during reporting period	4,869
Carried over to next reporting period	0

### 2.2 Channels of informal requests

	Number of Requests
Online	4,624
E-mail	189
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>4,813</b>

### 2.3 Completion time of informal requests

Completion Time (Days)							Total
1 to 15	16 to 30	31 to 60	61 to 120	121 to 180	181 to 365	More than 365	
4,436	206	93	82	50	2	0	<b>4,869</b>

### 2.4 Pages released informally

	Number of Requests	Pages Released
Less than 100 pages released	0	0
100 to 500 pages released	0	0
501 to 1,000 pages released	0	0
1,001 to 5,000 pages released	0	0
More than 5,000 pages released	0	0



## 2.5 Pages re-released informally

	Number of Requests	Pages Re-released
Less than 100 pages re-released	3,180	81,502
100 to 500 pages re-released	1,212	266,942
501 to 1,000 pages re-released	117	81,769
1,001 to 5,000 pages re-released	225	507,537
More than 5,000 pages re-released	135	2,889,996

## 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
<b>Total</b>	<b>0</b>
Approved by Information Commissioner during reporting period	0
Declined by 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 (Days)							Total
	1 to 15	16 to 30	31 to 60	61 to 120	121 to 180	181 to 365	More than 365	
All disclosed	6,599	46,342	5,753	1,729	3,043	6,133	1,385	<b>70,984</b>
Disclosed in part	9,191	75,909	11,143	2,736	3,065	6,216	7,471	<b>115,731</b>
All exempted	2	2	1	0	2	2	0	<b>9</b>
All excluded	6	1	4	2	2	2	3	<b>20</b>
No records exist	190	339	136	88	50	62	74	<b>939</b>
Request transferred	5	0	0	0	0	0	0	<b>5</b>
Request abandoned	5,094	1,238	119	283	183	249	5,467	<b>12,633</b>
Neither confirmed nor denied	1,019	520	160	354	559	885	944	<b>4,441</b>
Declined to act within the approval of the Information Commissioner	0	0	0	0	0	0	0	<b>0</b>
<b>Total</b>	<b>22,106</b>	<b>124,351</b>	<b>17,316</b>	<b>5,192</b>	<b>6,904</b>	<b>13,549</b>	<b>15,344</b>	<b>204,762</b>

## 4.2 Exemptions

Section 13	Number of Requests
13(1)(a)	4,285
13(1)(b)	38
13(1)(c)	26
13(1)(d)	4
13(1)(e)	0

Section 14	Number of Requests
14	12
14(a)	141
14(b)	17

Section 15	Number of Requests
15(1)	36,245
15(1) – International Affairs	393
15(1) – Defense of Canada	15
15(1) – Subversive Activities	23

Section 16	Number of Requests
16(1)(a)(i)	2
16(1)(a)(ii)	2
16(1)(a)(iii)	0
16(1)(b)	288
16(1)(c)	22,592
16(1)(d)	1
16(2)	487
16(2)(a)	6
16(2)(b)	1
16(2)(c)	239
16(3)	0
16.1(1)(a)	10
16.1(1)(b)	4
16.1(1)(c)	14
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

Section 17	Number of Requests
17	1,409

Section 18	Number of Requests
18(a)	0
18(b)	0
18(c)	0
18(d)	2
18.1(1)(a)	0
18.1(1)(b)	0
18.1(1)(c)	0
18.1(1)(d)	2

Section 19	Number of Requests
19(1)	87,409

Section 20	Number of Requests
20(1)(a)	2
20(1)(b)	56
20(1)(b.1)	0
20(1)(c)	200
20(1)(d)	8
20.1	0
20.2	0
20.4	0

Section 21	Number of Requests
21(1)(a)	463
21(1)(b)	552
21(1)(c)	92
21(1)(d)	69

Sections 22	Number of Requests
22	47
22.1(1)	3

Sections 23	Number of Requests
23	319
23.1	1

Sections 24	Number of Requests
24(1)	3

Sections 26	Number of Requests
26	211

## 4.3 Exclusions

Section 68	Number of Requests
68(a)	3
68(b)	0
68(c)	0
68.1	0
68.2(a)	0
68.2(b)	0

Section 69	Number of Requests
69(1)	0
69(1)(a)	2
69(1)(b)	3
69(1)(c)	1
69(1)(d)	1
69(1)(e)	0
69(1)(f)	0
69(1)(g) re (a)	36
69(1)(g) re (b)	0
69(1)(g) re (c)	0
69(1)(g) re (d)	7
69(1)(g) re (e)	8
69(1)(g) re (f)	0
69.1(1)	0

## 4.4 Format of information released

Format	Number of Requests
Paper	0
Electronic	
E-record	186,715
Data set	9
Video	0
Audio	0
Other	0

## 4.5 Complexity

### 4.5.1 Relevant pages processed and disclosed for **paper**, **e-record**, and **dataset** formats

Number of pages processed	5,948,942
Number of pages disclosed	5,052,059
Number of requests	203,818

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

Disposition of Requests	Pages Released									
	Less than 100		100 to 500		501 to 1,000		1,001 to 5,000		More than 5,000	
	No. of Requests	Pages Processed	No. of Requests	Pages Processed	No. of Requests	Pages Processed	No. of Requests	Pages Processed	No. of Requests	Pages Processed
All disclosed	70,282	1,035,863	650	106,170	18	12,202	18	39,478	16	283,249
Disclosed in part	107,255	2,598,602	8,045	1,355,742	333	224,000	92	155,357	6	60,267
All exempted	8	125	0	0	0	0	0	0	1	15,873
All excluded	20	359	0	0	0	0	0	0	0	0
Request abandoned	12,555	38,690	64	12,785	11	6,625	3	3,555	0	0
Neither confirmed nor denied	4,441	0	0	0	0	0	0	0	0	0
Declined to act within the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>194,561</b>	<b>3,673,639</b>	<b>8,759</b>	<b>1,474,697</b>	<b>362</b>	<b>242,827</b>	<b>113</b>	<b>198,390</b>	<b>23</b>	<b>359,389</b>

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

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

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

Disposition of Requests	Minutes Processed					
	Less than 60		60 to 120		More than 120	
	No. of Requests	Minutes Processed	No. of Requests	Minutes Processed	No. 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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

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

Disposition of Requests	Minutes Processed					
	Less than 60		60 to 120		More than 120	
	No. of Requests	Minutes Processed	No. of Requests	Minutes Processed	No. 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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 4.5.7 Other complexities

Disposition of Requests	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	17	0	0	17
Disclosed in part	191	0	0	191
All exempted	0	0	0	0
All excluded	3	0	0	3
Request abandoned	10	0	0	10
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>211</b>	<b>0</b>	<b>0</b>	<b>221</b>

### 4.6 Closed requests

#### 4.6.1 Requests closed within legislated timelines

	Number of Requests	Percentage of Requests
Closed within legislated timelines	157,752	77.042

## 4.7 Deemed refusals

### 4.7.1 Reasons for not meeting legislated timelines

	Number of Requests
Requests closed past the legislated timelines	47,010
Principal reason	
Interference with operations/workload	47,010
External consultation	0
Internal consultation	0
Other	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		Total
	No Extension Taken	Extension Taken	
1 to 15	5,474	167	5,641
16 to 30	1,290	55	1,345
31 to 60	1,957	44	2,001
61 to 120	6,051	116	6,167
121 to 180	5,926	168	6,094
181 to 365	11,734	239	11,973
More than 365	12,552	1,237	13,789
<b>Total</b>	<b>44,984</b>	<b>2,026</b>	<b>47,010</b>

## 4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 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/Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	20	13	340	0
Disclosed in part	159	35	1,684	2
All exempted	2	0	0	0
All excluded	0	0	4	0
Request abandoned	9	1	654	0
No records exist	5	3	57	1
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>195</b>	<b>52</b>	<b>2,739</b>	<b>3</b>

### 5.2 Length of extensions

Length of Extensions (Days)	9(1)(a) Interference with Operations/Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 or less	13	0	117	1
31 to 60	92	52	1,678	1
61 to 120	56	0	387	1
121 to 180	28	0	16	0
181 to 365	6	0	541	0
365 or more	0	0	0	0
<b>Total</b>	<b>195</b>	<b>52</b>	<b>2,739</b>	<b>3</b>

## Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	No. of Requests	Amount	No. of Requests	Amount	No. of Requests	Amount
Application	182,052	\$910,260	790	\$3,950	0	\$0
Other fees	0	\$0	0	\$0	0	\$0
<b>Total</b>	<b>182,052</b>	<b>\$910,260</b>	<b>790</b>	<b>\$3,950</b>	<b>0</b>	<b>\$0</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	98	3,435	2	56
Outstanding from the previous reporting period	14	1,463	0	0
<b>Total</b>	<b>112</b>	<b>4,898</b>	<b>2</b>	<b>56</b>
Carried during the reporting period	112	4,898	2	56
Carried over within negotiated timelines	0	0	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	Completion Time (Days)							Total
	1 to 15	16 to 30	31 to 60	61 to 120	121 to 180	181 to 365	More than 365	
Disclosed entirely	18	12	11	3	1	0	0	45
Disclosed in part	16	10	19	12	2	4	0	63
Exempted entirely	0	1	0	1	0	0	0	2
Excluded entirely	0	0	0	0	0	0	0	0
Consult other institutions	0	0	0	0	0	0	0	0
Other	2	0	0	0	0	0	0	2
<b>Total</b>	<b>36</b>	<b>23</b>	<b>30</b>	<b>16</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>112</b>

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

Recommendation	Completion Time (Days)							Total
	1 to 15	16 to 30	31 to 60	61 to 120	121 to 180	181 to 365	More than 365	
Disclosed entirely	0	0	0	1	0	0	0	1
Disclosed in part	0	1	0	0	0	0	0	1
Exempted entirely	0	0	0	0	0	0	0	0
Excluded entirely	0	0	0	0	0	0	0	0
Consult other institutions	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>



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

### 8.1 Requests with Legal Services

Number of Days	Pages Processed										
	Less than 100		100 to 500		501 to 1,000		1,001 to 5,000		More than 5,000		
	No. of Requests	Pages Disclosed	No. of Requests	Pages Disclosed	No. of Requests	Pages Disclosed	No. of Requests	Pages Disclosed	No. of Requests	Pages Disclosed	
1 to 15	7	0	0	0	0	0	0	0	0	0	0
16 to 30	6	0	1	0	0	0	0	0	0	0	0
31 to 60	3	0	3	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>16</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 8.2 Requests with Privy Council Office

Number of Days	Pages Processed										
	Less than 100		100 to 500		501 to 1,000		1,001 to 5,000		More than 5,000		
	No. of Requests	Pages Disclosed	No. of Requests	Pages Disclosed	No. of Requests	Pages Disclosed	No. of Requests	Pages Disclosed	No. of Requests	Pages Disclosed	
1 to 15	0	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 9: Investigations and Reports of Finding

### 9.1 Investigations

	Number
Section 32 notice of intention to investigate	747
Subsection 30(5) ceased to investigate	848
Section 35 formal representations	1

### 9.2 Investigations and Reports of finding

	Number
<b>Section 37(1) Initial Reports</b>	
Received	6
Containing recommendations issued by the Information Commissioner	0
Containing an intent to issue an order by the Information Commissioner	0
<b>Section 37(2) Final Reports</b>	
Received	0
Containing recommendations issued by the Information Commissioner	0
Containing orders issued by the Information Commissioner	0

## Section 10: Court Action

### 10.1 Court actions on complaints

	Number
<b>Section 41</b>	
Complainant (1)	0
Institution (2)	0
Third Party (3)	0
Privacy Commissioner (4)	0
<b>Total</b>	<b>0</b>

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

	Number
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	\$12,514,659
Overtime	\$748,380
Goods and Services	\$187,561
Professional services contracts	\$0
Other	\$187,561
<b>Total</b>	<b>\$13,450,600</b>

### 11.2 Human resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	84.845
Part-time and casual employees	72.187
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	<b>157.032</b>

## Annex D: Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

### Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

**Name of institute:** Immigration, Refugees and Citizenship Canada

**Reporting period:** 2023-04-01 to 2024-03-31

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

##### 1.1 Number of open requests that are outstanding from previous reporting periods

Fiscal Year Received	Within Legislated Timelines as of March 31, 2024	Beyond Legislated Timelines as of March 31, 2024	Total
2023-2024	42	9,506	9,548
2022-2023	0	19,146	19,146
2021-2022	0	802	802
2020-2021	0	5	5
2019-2020	0	0	0
2018-2019	0	0	0
2017-2018	0	0	0
2016-2017	0	0	0
2015-2016	0	0	0
2014-2015 or earlier	0	0	0
<b>Total</b>	<b>42</b>	<b>29,459</b>	<b>29,501</b>

##### 1.2 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
2023-2024	146
2022-2023	21
2021-2022	7
2020-2021	3
2019-2020	0
2018-2019	2
2017-2018	1
2016-2017	0
2015-2016	0
2014-2015 or earlier	0
<b>Total</b>	<b>180</b>

## Section 2: Open Requests and Complaints under the *Privacy Act*

### 2.1 Number of open requests that are outstanding from previous reporting periods

Fiscal Year Received	Within Legislated Timelines as of March 31, 2024	Beyond Legislated Timelines as of March 31, 2024	Total
2023-2024	8,029	3,201	11,230
2022-2023	0	5,193	5,193
2021-2022	0	96	96
2020-2021	0	1	1
2019-2020	0	0	0
2018-2019	0	0	0
2017-2018	0	0	0
2016-2017	0	0	0
2015-2016	0	0	0
2014-2015 or earlier	0	0	0
<b>Total</b>	<b>8,029</b>	<b>8,491</b>	<b>16,520</b>

### 2.2 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
2023-2024	22
2022-2023	24
2021-2022	1
2020-2021	0
2019-2020	0
2018-2019	0
2017-2018	0
2016-2017	0
2015-2016	0
2014-2015 or earlier	0
<b>Total</b>	<b>47</b>

## Section 3: Social Insurance Number

**Has your institution begun a new collection or a new consistent use of the Social Insurance Number in 2023-2024?**

No

## Section 4: Universal Access under the *Privacy Act*

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

41,565

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