



ACCESS TO INFORMATION ACT

ANNUAL REPORT TO PARLIAMENT **2021-2022**



Indigenous Services
Canada

Services aux
Autochtones Canada

Canada

For information regarding reproduction rights, please contact: communicationspublications@sac-isc.gc.ca

www.canada.ca/indigenous-services-canada

1-800-567-9604

TTY only 1-866-553-0554

Catalogue: R119-3E-PDF

ISSN: 2818-8527

© His Majesty the King in Right of Canada, as represented by the Minister of Indigenous Services Canada, 2022.

This publication is also available in French under the title: Loi sur l'accès à l'information - Rapport annuel au parlement 2021-2022

Contents

INTRODUCTION.....	1
I. Introduction	1
II. Organization.....	1
III. Delegation Order.....	3
STATISTICS.....	4
IV. Interpretation of the Statistical Report	4
1. Requests under the <i>Access to Information Act</i>	4
2. Informal Requests	5
3. Applications to the Information Commissioner on Declining to Act on Requests	7
4. Requests closed during the reporting period	7
5. Extensions	12
6. Fees	13
7. Consultations Received from other Institutions and Organizations.....	13
8. Completion time of Consultations on Cabinet Confidences.....	15
9. Complaints and Investigations.....	16
10. Court Action	17
11. Resources related to the <i>Access to Information Act</i>	17
HIGHLIGHTS.....	18
V. 2021-2022 Points of Interest	18
APPENDIX A.....	i
Order of Delegation of the <i>Access to Information Act</i> dated November 6, 2020	i
Delegation of Authority Schedule / Annexe de délégation de pouvoirs	ii
APPENDIX B.....	vi

INTRODUCTION

I. Introduction

The purpose of the *Access to Information Act* (ATIA) is to provide Canadians with access to records under the control of federal institutions, except for records subject to limited and specific exemptions and exclusions.

This report reflects the access to information activities of Indigenous Services Canada (ISC) with respect to the stated legislation, for the period of April 1, 2021 to March 31, 2022.

The annual report is tabled in Parliament pursuant to section 94 of the ATIA and in accordance to section 20 of the *Service Fees Act*. The report describes the activities of ISC that support compliance with access to information legislation. In addition, it provides details on the activities and accomplishments of the Access to Information and Privacy (ATIP) Directorate, including highlights such as:

- Limiting the break in service during Covid-19;
- Continued training initiatives to increase departmental ATIA capacity and awareness; and
- Further development of ATIP in a shared service.

Creation and Growth of the New Departments

In June 2019, the Department of *Crown-Indigenous Relations and Northern Affairs Act* and the *Department of Indigenous Services Act* received royal ascent. This formalized the creation of the two new departments. The ATIP Directorate provides shared services support for ISC and CIRNAC through a Memorandum of Understanding (MOU) between the departments' enabling legislation.

Delegation on ministerial responsibilities for the *Access to Information Act* (ATIA) remains institutionally specific.

Indigenous Services Canada's Mandate

The primary mandate of Indigenous Services Canada is improving the quality of services delivered to First Nations, Inuit, and Métis Peoples. The Department will work to close socio-economic gaps and ultimately ensure that Indigenous Peoples have control over their services and programs. The

Department of Indigenous Services Canada will focus, in partnership with Indigenous peoples, on the following five interconnected priority areas: health, education, children and families, infrastructure, and a new fiscal relationship.

Indigenous Services Canada works collaboratively with partners to improve access to high quality services for First Nations, Inuit and Métis Peoples.

Our vision is to support and empower Indigenous peoples to independently deliver services and address the socio-economic conditions in their communities.

ISC has been given the responsibility to identify the best models for delivering improved services to Indigenous Peoples and improve accountability to Indigenous Peoples for the quality of services delivered by the Department.

As Canada moves towards greater Indigenous self-government, ISC will oversee the provision of existing services to Indigenous Peoples, and particularly First Nations under the *Indian Act*, including the provision of community infrastructure, emergency management, water, education, moneys and trusts, and registration.

The Department works in collaboration with its partners to create systemic change in how the federal government delivers health services to Indigenous Peoples.

II. Organization

Access to Information Directorate at Indigenous Services Canada

The Access to Information and Privacy Directorate is responsible for the administration of requests made under the *ATIA* and the *Privacy Act* (PA). It was established within the Corporate Secretariat and reports to the Corporate Secretary, who is directly accountable to the Deputy Head and is a member of the ISC Senior Management Committee. The Directorate also coordinates and implements policies, guidelines and procedures to ensure departmental compliance with the ATIA and PA.

Workshop presentations, training courses and awareness sessions designed to increase access to information and privacy capacity across the Department are also provided by the ATIP Directorate.

Under a shared service MOU, all ATIP analysts processed requests for both ISC and CIRNAC. Requests are varied in volume and complexity based on their classification level.

The ATIP Directorate provides advice and guidance to the Department on a number of topics:

- i. The application of the ATIA and PA;
- ii. The release of sensitive or protected information to the public;
- iii. Education and awareness of access to information and privacy issues throughout the Department; and
- iv. Proactive publications.

The Intake Team triages and coordinates the receipt of requests for information under the control of the Department made pursuant to the *Access to Information Act* (ATIA) and the *Privacy Act* (PA).

The Operations Team ensures that a response is provided within the legislated timeframe (30 days). All requests are monitored using the tracking system Access Pro Case Management.

ATIP analysts work closely with the relevant program areas in order to ensure that all responsive documents are provided and to ensure that the information contained within those documents is treated in accordance with the Acts to allow for government records to be safely disclosed to the Canadian public.

The Privacy/Policy team is available to provide expert advice, maintain and monitor privacy risks as well as support ISC with the creation of privacy policy training.

In addition to the ATIP Directorate, within each of the sectors and regional offices of ISC are located ATIP Liaison Officers (ALOs) who receive requests for records from the ATIP Directorate and subsequently task the requests, as appropriate, to areas within their sector. The ALOs play a crucial role in ensuring the appropriate records, impact statements and approvals are obtained and communicated to ATIP Directorate officials within the designated time allowances.

Director's Office

The Director (EX-01), as institutional ATIP Coordinator, holds full delegated authority under the ATIA. The Director is supported in day-to-day administrative tasks by the Deputy Director Operations (PM-06), Deputy Director Privacy/Policy (PM-06), an Administrative Assistant (AS-01) and in reporting by the Systems Administrator (AS-04)

Privacy Policy Unit

The Privacy/Policy Team is led by two Team Leaders (PM-05), who are responsible for the overview of request processing by their team, including the review of privacy/policy requests. The Privacy/Policy Team consists of Analysts at the PM-04, PM-03 and PM-02 levels who respond to Privacy Policy matters (such as privacy breaches, formal/informal and court ordered disclosure requests, Privacy Assessments), provides training and Privacy advice, supported by an intake Clerk (CR-04).

Operations Team

The Operations Team is led by three Team Leaders (PM-05), who are responsible for the overview of request processing by their team, including the review of completed requests. The Operations Team consists of analysts at the PM-04, PM-03, and PM-02 levels who process access and privacy requests of varying volume and complexity, as well as provide training.

Intake Team

The Intake Team is led by one Team Lead (PM-5) and is comprised of various Intake Officers (PM-04, PM-01 and CR-04's), who enter all applications into the electronic case management system, acknowledge receipt of requests, perform imaging services, interact with and respond to inquiries from the public.

III. Delegation Order

Under section 95 of the ATIA, the Minister's authority may be delegated to departmental officials in order to administer the ATIA within ISC.

During the reporting period, the delegation order signed by Minister Marc Miller on November 6, 2020, was in effect ([Appendix A](#)). Under section 95 of the ATIA, the order delegates full authority and responsibility for the ATIA to the following positions:

- Deputy Minister
- Associate Deputy Minister
- Corporate Secretary
- ATIP Coordinator
- ATIP Deputy Directors

STATISTICS

IV. Interpretation of the Statistical Report

ISC's Statistical Report and Supplemental Report were submitted to the Treasury Board Secretariat (TBS) on August 2, 2022 ([Appendix B](#)). The Report details various aspects of the requests ISC received and processed during the period of April 1, 2021 to March 31, 2022.

1. Requests under the *Access to Information Act*

1.1 Number of requests

In 2021-2022, ISC received 444 requests, representing an increase of approximately 24% compared to the 358 received in 2020-2021 (Table 1.1). With the addition of the 377 requests that were carried over from the previous year, this reflected a total of 821 requests to be processed in course of the reporting period. The ATIP Directorate completed 484 requests, 9% more than received, and carried 337 requests, a decrease of 10.13%, into the next reporting period 2022-2023.

The listing of ISC's completed access to information requests can be found on the [Open Canada's website](#).

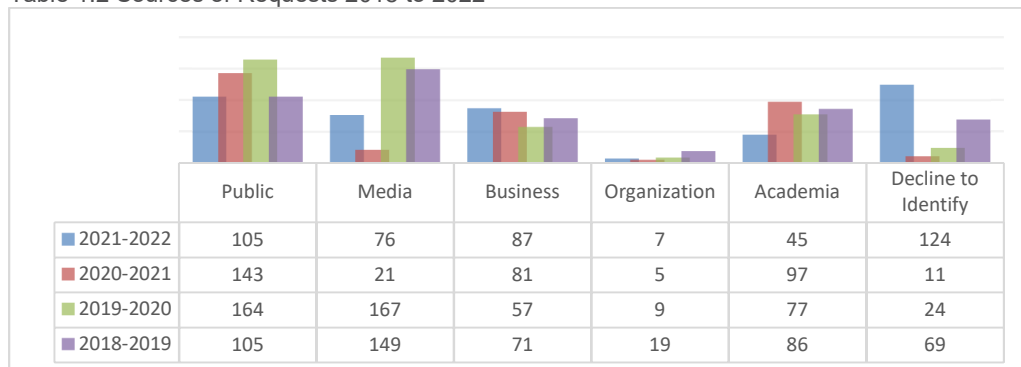
Table 1.1 Number of requests 2018-2022

Number of Requests	2018-2019	2019-2020	2020-2021	2021-2022
Received during reporting period	499	498	358	444
Outstanding from previous reporting period	50	154	359	377
Total	549	652	717	821
Closed during reporting period	395	302	342	484
Carried over to next reporting period	154	350	375	337

1.2 Sources of requests

Of the 444 requests received during the reporting period, 124 (28%) had declined to identify, followed by 105 (24%) from the Public, and 87 (20%) from businesses (Table 1.2). ISC has seen a significant increase from individuals declining to identify compared to other years where requests were predominantly from the public and the media.

Table 1.2 Sources of Requests 2018 to 2022



1.3 Channels of requests

The channels of requests serve to identify mechanism used by the Canadian public to request records under the *Access to Information Act*: Government of Canada Online Portal, e-mail, mail, phone or fax. This is a new reporting requirement. In the course the past reporting period, the majority of requests were received through the Government of Canada Online Portal.

Table 1.3 Channels of requests

Source	Number of Requests
Online	415
E-mail	23
Mail	6
In person	0
Phone	0
Fax	0
Total	444

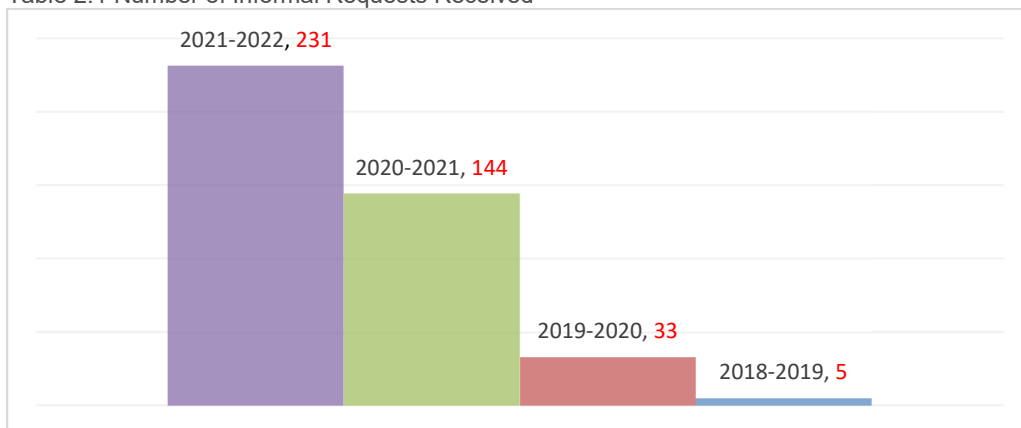
2. Informal Requests

An informal request is defined as a request for copies of previously released access to information requests. As per Treasury Board of Canada (TBS) policies, institutions are required to publicly post summaries of completed requests. The government departments do not charge any application fees for the informal requests and there are no timelines for responding to the requesters. In addition, the requesters have no statutory right of complaint to the Office of the Information Commissioner of Canada (OIC).

2.1 Number of informal requests

During the 2021-2022 reporting period, ISC received 231 informal requests, an increase of 60% compared to the 144 requests received in 2020-2021. With the addition of the three (3) requests that were carried over from the previous year, this reflected a total of 234 informal requests to be processed. The Department completed 223 informal requests and carried 11 requests into the next reporting period 2022-2023.

Table 2.1 Number of Informal Requests Received



2.2 Channels of informal requests

The channels of requests serve to identify the number and mechanism used by the Canadian public for informal requests: Government of Canada Online Portal, e-mail, mail, phone or fax. The channels of requests are a new reporting requirement. The majority of informal requests this reporting fiscal year were received through the Government of Canada Online Portal.

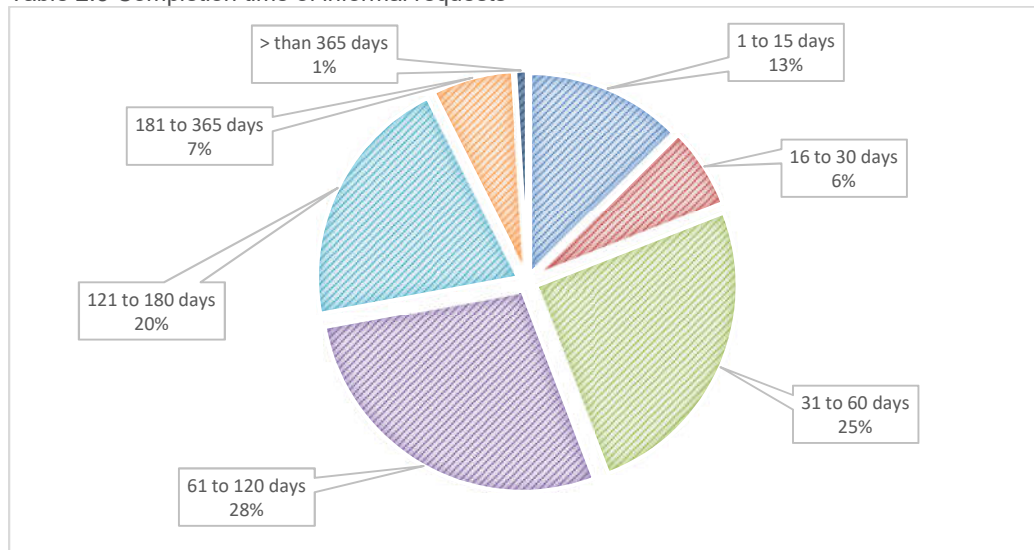
Table 2.2 Channels of requests

Source	Number of Requests
Online	226
E-mail	5
Mail	0
In person	0
Phone	0
Fax	0
Total	231

2.3 Completion time of informal requests

The following, table 2.3, reports the number of informal requests received and completion time for closed requests during the 2021-2022 reporting period. The table demonstrates the percentage of informal requests closed during the reporting period according to the number of days it took to process and close them.

Table 2.3 Completion time of informal requests



2.4 Pages released informally

This section provides information on the number of informal requests closed in relation to pages released. Table 2.4 provides information on the number of informal requests that were closed during the 2021-2022 reporting period that fall under each range of pages released.

Table 2.4 Pages released informally

Pages Released	Number of Requests	Pages Released
< 100	126	3,612
100-500	67	13,342
501-1000	10	6,338
1001-5000	20	47,905
> 5000	0	0
Total	223	71,197

2.5 Pages re-released informally

This new reporting requirement seeks to capture the number of re-released informal requests. No requests were received in 2021-2022 that sought copies of previously released informal requests.

3. Applications to the Information Commissioner on Declining to Act on Requests

As per the Act, Departments may submit an application to the Information Commissioner of Canada to decline to act on a received request should a request be considered to be vexatious, made in bad faith or considered to be an abuse of rights. However, this application must be approved by the Information Commissioner of Canada (IC) pursuant to section 6 of the ATIA.

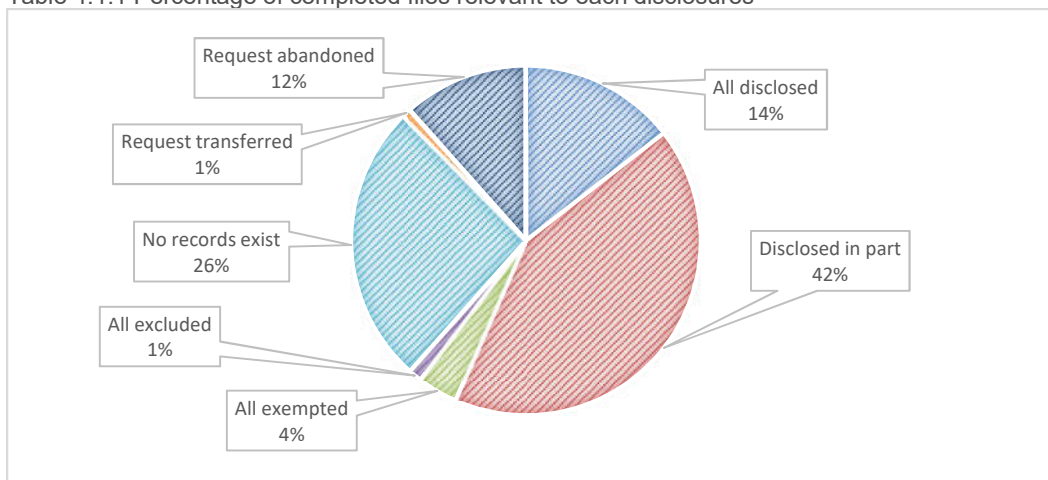
ISC has not submitted any application to decline to act pursuant to the section 6, as none met the set criteria's for such an application during the 2021-2022 reporting year.

4. Requests closed during the reporting period

4.1 Disposition and completion time

Of the 484 formal access to information requests closed during the reporting period, ISC was able to fully or partially disclose records in 274 cases (56% of the requests) (Table 4.1.1).

Table 4.1.1 Percentage of completed files relevant to each disclosures



About 13% percent of requests were abandoned or transferred to the appropriate government institution. In only 24 cases (5% of all requests) were the relevant records fully exempted under provisions of the Act. Finally, there were no records that existed in response to 126 cases or 26% of the requests (Table 4.1.2).

Table 4.1.2 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	> 365	
All disclosed	0	11	15	20	3	7	14	70
Disclosed in part	2	12	23	38	21	31	77	204
All exempted	0	1	1	6	0	4	6	18
All excluded	0	1	0	1	2	1	1	6
No records exist	8	55	28	14	1	9	11	126
Request transferred	1	1	1	1	0	0	0	4
Request abandoned	14	10	5	3	3	1	20	56
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	25	91	73	83	30	53	129	484

4.2 Exemptions

The most commonly used exemptions applied were under section 20(1) (third party) which was applied in 175 instances. The next most commonly applied exemption was section 19 (personal information which was applied 165 times. The third most applied exemption was section 21(1) (advice or deliberations) which was applied in 155 instances. In the total number of exemptions, a file can have more than one exemption applied. (Table 4.2)

Table 4.2 Number of requests closed where exemption provisions were invoked

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	0	16(2)	12	18(a)	0	20.1	19
13(1)(b)	0	16(2)(a)	0	18(b)	3	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	19	18(d)	2	21(1)(a)	57
13(1)(e)	5	16(3)	0	18.1(1)(a)	0	21(1)(b)	66
14	2	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	27
14(a)	5	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	5
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	1	22	0
15(1)	1	16.1(1)(d)	0	19(1)	165	22.1(1)	0
15(1) – I.A.*	0	16.2(1)	0	20(1)(a)	3	23	28
15(1) – Def.*	0	16.3	0	20(1)(b)	98	23.1	0
15(1) – S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	44	24(1)	3
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	15	26	1
16(1)(a)(ii)	0	16.5	0	20(1)(d)	15		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

4.3 Exclusions

In 2021-2022, the Department applied 38 mandatory exclusion provisions on requests completed. The most frequently applied was under section 68 for records publicly available (Table 4.3).

Table 4.3 Number of requests closed where exclusion provisions were applied

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	7	69(1)	0	69(1)(g) re (a)	1
68(b)	0	69(1)(a)	1	69(1)(g) re (b)	1
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	1
68.1	7	69(1)(c)	0	69(1)(g) re (d)	1
68.2(a)	7	69(1)(d)	1	69(1)(g) re (e)	1
68.2(b)	7	69(1)(e)	2	69(1)(g) re (f)	1
		69(1)(f)	0	69.1(1)	0

4.4 Format of information released

Over the course of this reporting period, the majority of responses were provided to the requesters electronically through E-post Connect or through e-mail. On seven (7) occasions, individuals who did not have access to retrieve records electronically were provided with paper copies through regular mail (Table 4.4).

Table 4.4 Format of information released

Paper	Electronic				Other
	E-Record	Data Set	Video	Audio	
7	267	0	0	0	0

4.5 Complexity

The following sections details several factors affecting the complexity of requests that were completed throughout 2021-2022.

4.5.1 Relevant pages processed and disclosed

Of the 484 requests closed, 354 requests generated a total of 218,173 pages processed. The total amount of pages disclosed was 48,543 during the reporting period (Table 4.5.1).

Table 4.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
218,173	48,543	354

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

Of the 354 requests, 205 requests (58%) required the processing of 100 pages or less. Also, a total of 36,589 pages required processing for 108 requests (31%). However, 41 requests (11%) had more than 1,001 pages to be reviewed. (Table 2.5.2).

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

Disposition	< 100 pages		101-500 pages		501-1000 pages		1001-5000 pages		> 5000 pages	
	Requests	Pages	Requests	Pages	Requests	Pages	Requests	Pages	Requests	Pages
All disclosed	52	1169	14	2553	1	628	3	4412	0	0
Disclosed in part	95	4016	64	15093	21	13873	22	43541	2	32007
All exempted	7	206	1	237	4	2603	2	3877	4	65233
All excluded	5	198	0	0	0	0	1	1396	0	0
Abandoned	46	124	1	221	2	1381	5	11864	2	13541
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	205	5713	80	18104	28	18485	33	65090	8	110781

4.5.3 Relevant minutes processed and disclosed for audio formats

No audio files were provided to the ISC ATIP office in response to an ATIA request.

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

No audio files were provided to the ISC ATIP office in response to an ATIA request.

4.5.5 Relevant minutes processed and disclosed for video formats

No video files were provided to the ISC ATIP office in response to an ATIA request.

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

No video files were provided to the ISC ATIP office in response to an ATIA request.

4.5.7 Other complexities

During the reporting period, the Department consulted other federal institutions 81 times. The most frequently consulted institutions included Health Canada and Department of Justice. More than one institution can be consulted per request (Table 4.5.7).

Table 4.5.7 Other complexities

Disposition	Consultation required	Legal advice sought	Other	Total
All disclosed	6	0	0	6
Disclosed in part	57	0	0	57
All exempted	10	0	0	10
All excluded	0	0	0	0
Abandoned	8	0	0	8
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	81	0	0	81

4.6 Closed Requests

4.6.1 Number of requests closed within legislated timelines

The following section reports the number and percentage of requests closed within legislated timelines with or without extensions during the current reporting period. Overall, 292 representing 60%, of the 484 requests, were closed within the legislative timelines. This result is down from the 68% achieved in the previous fiscal year.

Table 4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	292
Percentage of requests closed within legislated timelines (%)	60.33

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

During the reporting period, ISC did not respond within the statutory timelines on 192 occasions. The majority of deemed refusals were a result of challenges of the Departments ability to retrieve records due to ongoing remote work requirements. Pressures also included external consultations with First Nation's communities and other institutions. All of these factors affected workload and overall performance for the Department.

Table 4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reasons			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
192	186	4	2	0

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

Requests closed beyond legislated timelines include any files where a request for extension was requested. During the current reporting period the total number of closed requests that were deemed refusals (late) is broken down by the number of days that elapsed past the legislated timelines. During this reporting period 67 requests had no requested extension taken on the file and were closed past the legislated timelines and 125 were closed past the timelines and an extension was taken on the file.

Table 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
1 to 15 days	4	2
16 to 30 days	8	4
31 to 60 days	6	2
61 to 120 days	5	16
121 to 180 days	2	10
181 to 365 days	15	22
> 365 days	27	69
Total	67	125

4.8 Requests for translation

During the reporting period, there were no instances where a requester asked for responsive records be translated to another official language.

Table 4.8 Request for translation

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

5. Extensions

5.1 Reasons for extensions and disposition of requests

With a workload of 821 formal access to information requests for 2021-2022, reflecting both received and carried over from previous fiscal year, a total of 365 extensions were applied pursuant to section 9(1) of the Act. The most prevalent reason for extending deadlines during this reporting period was for interference with operations which was applied 251 times, representing 69% of all extensions. In addition, 14% were taken due to necessary consultations with other departments and another 17% due to necessary consultations with third-parties including but not limited to First Nations.

In cases where extensions were applied pursuant to section 9(1)(a), due to volume/interference, it resulted in a full or partial disclosure in 195 files representing 78%. Where an extension was taken pursuant to either 9(1)(b) or 9(1)(c) due to necessary consultations, records were disclosed in full or in part in 67 out of 114 instances representing 59% (Table 5.1).

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a)	9(1)(b)		9(1)(c)	Total
	Interference Operations / Workload	Consultation		Third-Party Notice	
		Section 69	Other		
All disclosed	40	0	3	2	45
Disclosed in part	155	7	15	40	217
All exempted	18	0	21	13	52
All excluded	0	0	5	3	8
Request abandoned	20	0	1	3	24
No records exist	18	1	0	0	19
Declined to act with the approval of the Information Commissioner	0	0	0	0	0
Total	251	8	45	61	365

5.2 Length of extensions

The majority of extensions, more specifically 268 extensions or 73%, requested and applied during the reporting period were for a length of time of 120 days or less. (Table 5.2).

More than one type of extension may be taken for a single request. The number of extensions reported is not necessarily equal to the number of requests involved.

Table 5.2 Length of extensions

Length of extensions	9(1)(a)	9(1)(b)		9(1)(c)	Total
	Interference Operations / Workload	Consultation		Third party notice	
		Section 69	Other		
30 days or less	45	1	3	2	51
31 to 60 days	59	3	15	40	117
61 to 120 days	62	4	21	13	100
121 to 180 days	72	0	5	3	80
181 to 365 days	12	0	1	3	16
365 days or >	1	0	0	0	1
Total	251	8	45	61	365

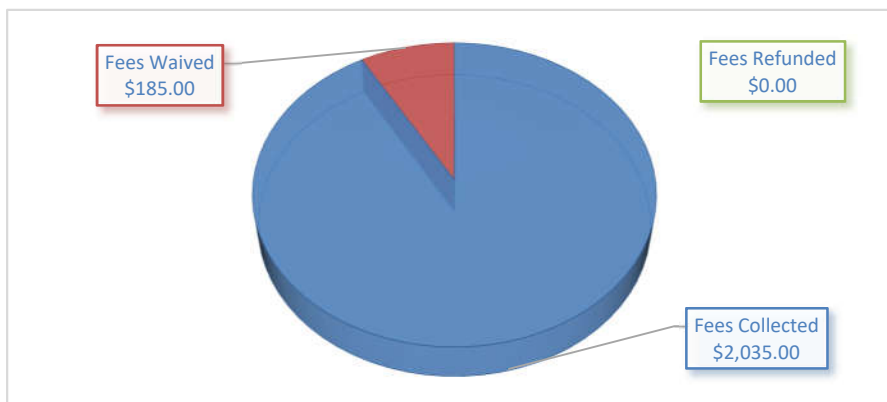
6. Fees

In accordance with the changes to the *Access to Information Act* that came into force on June 21, 2019, CIRNAC 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.

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*.

Under the authority of the ATIA, the Department collected a \$5 application fee for 407 requests, a total of \$2,035, over the course of the 2021-2022 reporting period (Table 5) and waived the applicable fee on 37 requests for a total of \$185. Fees were waived in support of openness and transparency and when requested by Indigenous partners.

Table 6. Fees collected and waived



7. Consultations Received from other Institutions and Organizations

The Access to Information and Privacy Directorates, communicates with the department to inquire on their service standards in order to ensure legislative timelines are met..

7.1 Consultations received from other Government of Canada institutions and organizations

The Department received 93 consultations for a total of 5,168 pages from other government institutions and 16 consultations from other organizations with another 514 pages to review. Sixteen files from the previous year were carried

over, for a total of 125 consultations in 2021-2022 (Table 7.1). A total of 110 consultations were completed, which included the review of 3,688 pages.

Consultation received from *Other Government of Canada institutions* are other government institutions subject to the Act and Other organizations includes provincial governments, territories, and municipalities in addition to consultations received from other countries.

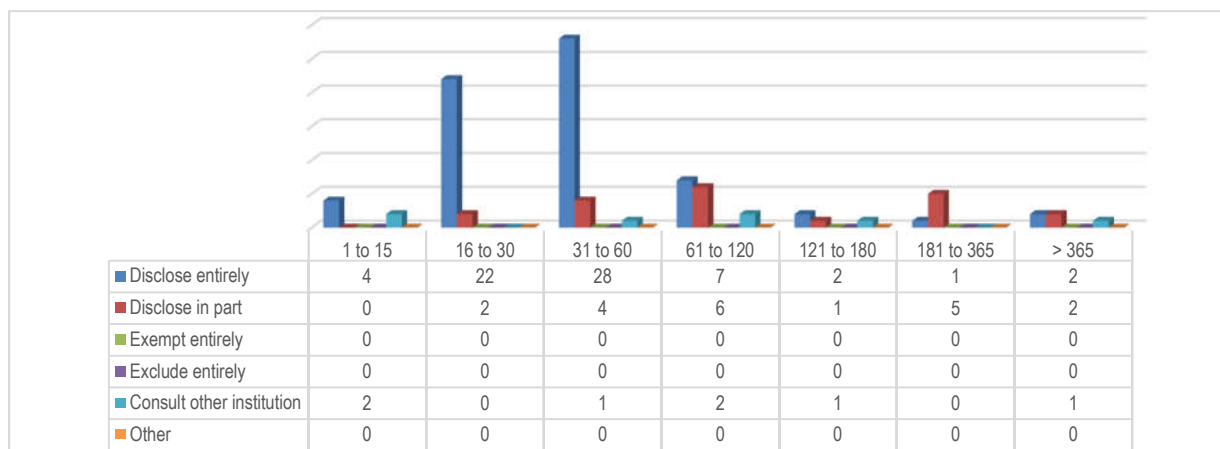
Table 7.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Pages to Review	Other Organizations	Pages to Review
Received during reporting period	93	5,168	16	514
Outstanding from the previous reporting period	14	973	2	35
Total	107	6,141	18	549
Closed during the reporting period	93	3,471	17	217
Carried over within negotiated timelines	7	393	1	332
Carried over beyond negotiated timelines	7	2,277	0	0

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

In 2021-2022, of the 93 consultations completed, 66 consultations or 71% were recommended by the Department for full disclosure (Table 7.2). Seventy-eight consultations or 84%, were completed within 120 days of their receipt. There were (15) occurrences (16%) where the Department required longer than 120 days to provide a response to their request.

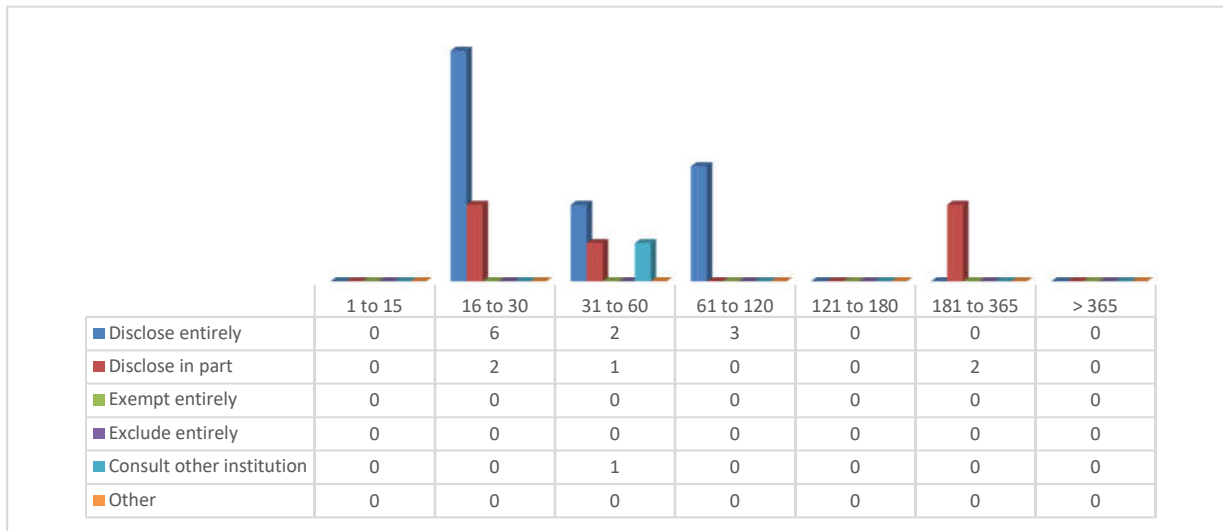
Table 7.2 Consultation and completion time for consultations received from other Government of Canada institutions



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

In 2021-2022, the Department received 16 new consultation requests from other organizations and a total of 17 consultations were closed in the course of the same period. Amongst the 17 responses, 11 were recommended for full disclosure and five (5) were recommended to be partially disclosed.

Table 7.3 Recommendations and completion time for consultations received from other organizations



8. Completion time of Consultations on Cabinet Confidences

In this section, the information provides detailed information on the number of completed consultations during the current reporting period in regards to the application of Section 69 (cabinet confidences) of the Act. In some instances, a file may have required more than one consultation concerning the application of Section 69. For this reason, the number of consultation may not necessarily reflect the total number of closed requests where consultations on Section 69 were completed.

8.1 Requests with Legal Services

In 2021-2022, six (6) consultations were sent for the application of Section 69 of the Act, to the Departmental Legal Services Unit, due to possible Cabinet Confidences (Table 8.1). A response was received within 60-days in three (3) instances, and three (3) took longer than 60 days to obtain a response. A total of 159 pages were recommended to be disclosed.

Table 8.1 Requests with Legal Services

Number of Days	< 100		100–500		501–1,000		1,001–5,000		> 5,000	
	Requests	Pages Disclosed	Requests	Pages Disclosed	Requests	Pages Disclosed	Requests	Pages Disclosed	Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	3	29	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	1	10	1	112	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	1	8	0	0	0	0	0	0	0	0
> 365	0	0	0	0	0	0	0	0	0	0
Total	5	47	1	112	0	0	0	0	0	0

8.2 Requests with Privy Council Office

In 2021-2022, ISC did not send any consultation requests to the Privy Council Office (Table 8.2).

Table 8.2 Requests with Privy Council Office

Number of Days	< 100		100–500		501–1,000		1,001–5,000		> 5,000	
	Requests	Pages Disclosed	Requests	Pages Disclosed	Requests	Pages Disclosed	Requests	Pages Disclosed	Requests	Pages Disclosed
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
> 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

9. Complaints and Investigations

The Access to Information and Privacy Directorate has assigned a Team Leader (PM-05) as the Complaint Coordinator. The Complaint Coordinator oversees the processing of complaints and briefs the Director and Deputy Director on the progress made on complaints in addition to any issues concerning specific files.

The Director, Deputy Director and the Complaint Coordinator, regularly meet with the OIC. During these meetings, they discuss the progress and status of complaint files and shifting priorities. These meetings have assisted CIRNAC to open the line of communication with the OIC and have also assisted with the closing of numerous complaints during the reporting period.

The annual statistical report requires institutions to identify sections of the Act under complaint (section 32, 30(5) 35 and 37).

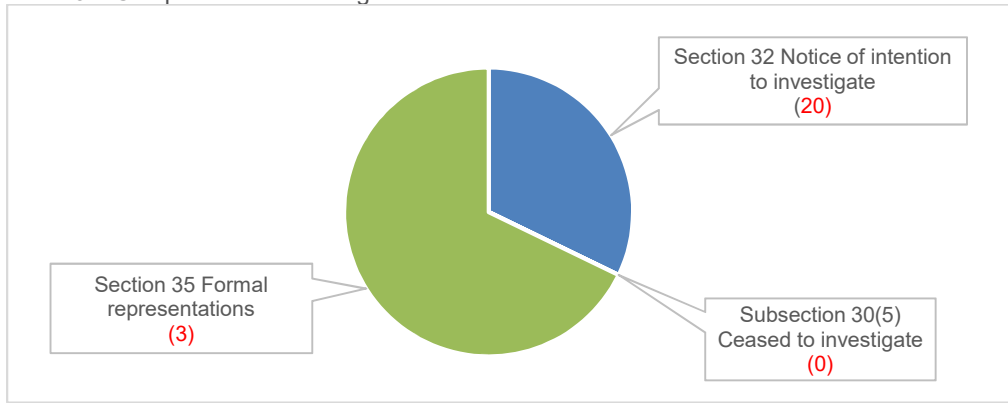
- Section 32 captures a new formal complaint from the OIC;
- Section 30(5) captures when a complaint is discontinued or abandoned;
- Section 35 requires the institution to make representations against a complaint to the OIC; and
- Section 37 is the formal finding of the OIC and closure of the complaint.

9.1 Investigations

During the 2021-2022 reporting period, 20 new complaints were registered with the OIC (Table 9.1), 12 are complaints concerning delays in the processing of the files and eight (8) are concerning exemptions or exclusions applied on the records. The Department has also received three (3) section 35 letters, where the OIC was seeking formal representations for files under complaint investigation. These sections are not cumulative.

During the reporting period, 20 delay complaints were closed, where a total 14,501 pages were reviewed and 1,667 pages were released. In addition, four (4) complaints were closed concerning exemptions or exclusions applied on the records, 348 pages were re-reviewed in response to these complaints. Ten (10) complaints were closed, addressing an incomplete search within the department as the complainants were in the view that some records were missed.

Table 9.1 Complaints and Investigation



9.2 Reports of findings

During the current reporting period, the Department has worked with the Office of the Information Commissioner (OIC) to successfully close 34 complaints.. Complaints closed were more than the 20 complaints received during this reporting period.

Table 9.2 Reports of findings

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
0	0	0	34	34	0

10. Court Action

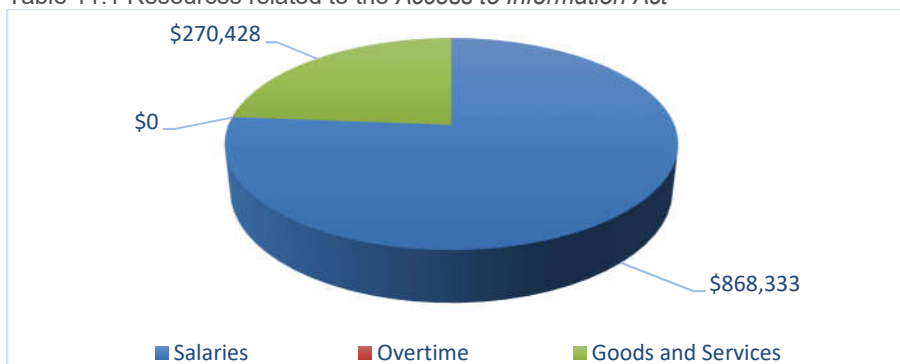
There was no federal court action during this reporting period.

11. Resources related to the Access to Information Act

11.1 Allocated Costs

In 2021-2022, ISC spent a total of \$1,138,761 on staffing and goods and services in support of the access to information regime. Of this total, \$270,428 spent for goods and services which included Professional service contracts and other related costs. These amounts reflect the level of effort in support of ISC’s responsibilities pursuant to the Act (Table 11.1)

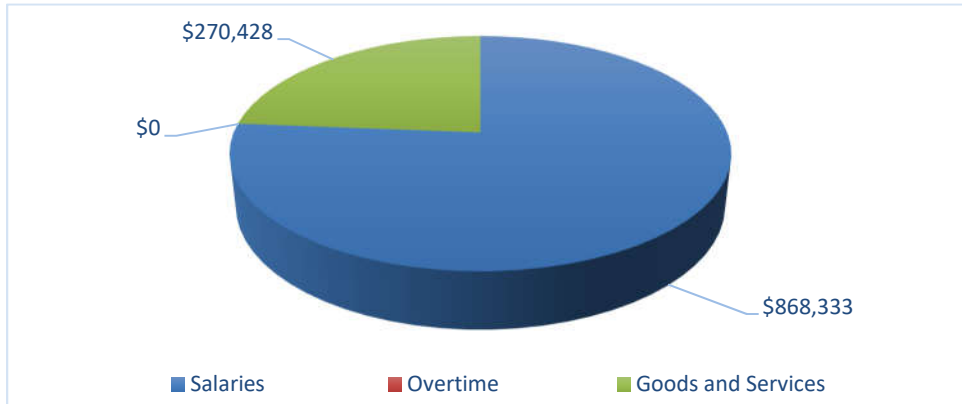
Table 11.1 Resources related to the Access to Information Act



11.2 Human Resources

In 2021-2022, ISC allocated a total 7.79 full time employees (FTE), including the services of one consultant, in the course of the reporting period (Table 11.2).

Table 11.2 Human resources



HIGHLIGHTS

V. 2021-2022 Points of Interest

The ATIP Directorate located under Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC), who administers the *Access to Information Act* on behalf of the Department of Indigenous Services Canada (ISC) through a Memorandum of Understanding (MOU) between the Departments. This past fiscal year (2021-2022) was the fourth full year of reporting for under the *Access to Information Act* and the *Privacy Act*.

The Department received 444 access to information requests and closed 484. It processed 218,173 pages of records under the legislation and carried over 337 files into the new fiscal year (2022-2023).

The Department achieved 60% compliance under the ATIA for meeting legislative timelines down from 68% achieved the previous fiscal year.

During this reporting period, there was a considerable increase in the number of requesters who declined to identify themselves (public, media, business etc.) which represents 28% of the requests received. Requests from the Public followed at 24% and then 20% from businesses.

In addition, 109 requests for consultation were received from other federal institutions and organizations with a total page count of 5,682 to be processed. This is an increase compared to the previous year, where 65 consultations required review of 2,940 pages.

Furthermore, 231 informal requests were received and processed in the course of the 2021-2022 reporting period. An increase from the previous fiscal year where 144 informal request were processed.

The majority of exemptions applied pursuant to the *Access to Information Act* was section 20 for third party information. The second most applied exemption was section 21(1) for advice or deliberations and the third most applied was section 19(1) for personal information.

The exclusion applied the most was under section 68 as the records already publicly available.

Extensions requested beyond 30 days, pursuant to the *Access to Information Act*, was applied under Section 9(1)(a) for interference with operations due to higher than normal workloads..

The Department received 20 complaints from the Office of the Information Commissioner, closed 34 and processed 14,849 pages under complaints.

During the fiscal year, the ATIP office provided recommendations to the sectors concerning the proactive disclosure of their documents. A total of 31 files were processed and 2,616 pages were reviewed.

ATIP Directorate also trained a total of 369 employees on the *Access to Information Act* and *Privacy Act* in 2021-2022.

The ATIP office continuously monitors progress on all access to information requests. Reports are sent weekly, monthly and quarterly to senior management and sectors on their performance. In addition, monthly and quarterly reports are also extracted and shared on the Department's performance in meeting legislative time frames.

In 2021-2022, ISC spent a total of \$1,138,761 on staffing and goods and services in support of the *Access to Information Act*. Of this total, \$270,428 spent for Goods and Services which included Professional service contracts and other related costs. These amounts reflect the level of effort in support of ISC's responsibilities pursuant to the Act.

A total 7.79 full time employees (FTE) were allocated, including the services of one consultant to address backlog files (Table 11.2).

In an effort to better serve Canadians, the Department has continued to provide responses to requesters electronically through the Open Government Portal, E-Post Connect and email.

The department continues to monitor for new internal procedures options to streamline processes and increase effectiveness. In addition, a consultant was also hired to help in reducing backlog files.

APPENDIX A

Order of Delegation of the *Access to Information Act* dated November 6, 2020

Ministre des Services
aux Autochtones



Minister of
Indigenous Services

Ottawa, Canada K1A 0H4

Delegation Order

L'ordonnance de 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, the Minister of Indigenous Services Canada, pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby delegate the persons holding the positions set out in the Delegation of Authority Schedule attached hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as head of Indigenous Services Canada, under the provisions of the *Act* and related regulations set out in the schedule opposite each position. This delegation supersedes all previous delegation orders.

En ma qualité de ministre de les Services aux Autochtones Canada et en vertu de l'article 95 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, je délègue par la présente aux titulaires des postes énoncés à l'annexe de délégation de pouvoirs ci-après, ou aux personnes occupant les dits postes à titre intérimaire, les attributions dont je suis investie, à titre de ministre de Services aux Autochtones Canada, aux termes des dispositions des lois et des règlements connexes mentionnés en regard de chaque poste. Le présent document remplace toute ordonnance de délégation de pouvoirs antérieure.

Minister of Indigenous Services Canada
Ministre de les Services aux Autochtones Canada

6 November 2020

Date

Canada

Delegation of Authority Schedule / Annexe de délégation de pouvoirs

Access to Information Act Loi sur l'accès à l'information

Provision / Disposition	Description	DM / SM	ASDM / SoMD	Corp Sec / Sec Min	Dir ATIP / Dir,	Deputy Dir, ATIP / Dir adj, AIPP
	All powers, duties and functions under the <i>Access to Information Act</i> , R.S.C. 1985, c. A-1 (prior to and following February 11, 2020) and related regulations (prior to and following February 11, 2020) / Tous les pouvoirs, tâches et fonctions en vertu de la Loi sur l'accès à l'information, R.S.C. 1985, ch. A-1 (avant et après le 11 février, 2020) et réglementations associées (avant et après le 11 février, 2020)	Full authority unless identified below/ Autorité absolue sauf indication contraire ci-dessous				
4(2.1)	Responsibility of government institutions / Responsable de l'institution fédérale	•	•	•	•	•
6.1(1)	Reasons for declining to act on request / Motifs pour ne pas donner suite à la demande	•	•	•	•	•
6.1(1.3), (1.4), (2)	Notice – suspension, end of suspension/ Avis – de la suspension, de la fin de la suspension	•	•	•	•	•
7	Notice when access requested / Notification	•	•	•	•	•
8(1)	Transfer of request / Transmission de la demande	•	•	•	•	•
9 (1)	Extension of time limits / Prorogation du délai	•	•	•	•	•
9(2)	Notice of extension to Information Commissioner / Avis de prolongation au Commissaire à l'information	•	•	•	•	•
10	Where access is refused / Refus de communication	•	•	•	•	•
11(2)	Application Fee Waiver / Dispense de versement des droits	•	•	•	•	•
12(2)(b)	Language of access / Version de la communication	•	•	•	•	•
12(3)(b)	Access to record in alternative format / Communication sur support de substitution	•	•	•	•	•
Exemption Provisions of the Access to Information Act / Dispositions d'exception de la Loi sur l'accès à l'information						
13	Information obtained in confidence / Renseignements obtenus à titre confidentiel	•	•	•	•	•
14	Federal-provincial affairs / Affaires fédéro-provinciales	•	•	•	•	•
15	International affairs and defence / Affaires internationales et défense	•	•	•	•	•
16	Law enforcement and investigations / Enquêtes	•	•	•	•	•
16.5	<i>Public Servants Disclosure Protection Act / Loi sur la protection des fonctionnaires divulgateurs d'actes répréhensibles</i>	•	•	•	•	•
17	Safety of individuals / Sécurité des individus	•	•	•	•	•
18	Economic interests of Canada / Intérêts économiques du Canada	•	•	•	•	•
18.1	Economic interest of certain government institutions / Intérêts économiques de certaines institutions fédérales	•	•	•	•	•
19	Personal information / Renseignements personnels	•	•	•	•	•
20	Third party information / Renseignements de tiers	•	•	•	•	•
21	Advice, etc. / Avis, etc.	•	•	•	•	•
22	Testing procedures, tests and audits / Examens et vérifications	•	•	•	•	•
22.1	Internal Audits / Vérifications internes	•	•	•	•	•
23	Protected information – solicitors, advocates and notaries / Renseignements protégés : avocats et notaires	•	•	•	•	•
23.1	Protected information – patents and trade-marks / Renseignements protégés : brevets et marques de commerce	•	•	•	•	•
24	Statutory prohibitions against disclosure / Interdictions fondées sur d'autres lois	•	•	•	•	•
Other Provisions of the Access to Information Act / Autres dispositions de la Loi sur l'accès à l'information						
25	Severability / Prélèvements	•	•	•	•	•
26	Refusal of access if information to be published / Refus de communication en cas de publication	•	•	•	•	•

Provision / Disposition	Description	DM / SM	AsDM / SoMD	Corp Sec / Sec Min	Dir- ATIP / Dir,	Deputy Dir, ATIP / Dir-adj, AIPP
27(1), (4)	Notice to third parties / Avis aux tiers	•	•	•	•	•
28(1)(b), (2), (4)	Representations of third party and decision / Observations des tiers et décision	•	•	•	•	•
33	Notice to Information Commissioner of notices to third parties / Avis au Commissaire à l'information des avis aux tiers	•	•	•	•	
35(2)(b)	Right to make representations / Droit de présenter des observations	•	•	•	•	
37(1)(c)	Notice of actions to implement recommendations of Commissioner / Avis des mesures pour la mise en œuvre des recommandations du Commissaire	•	•	•	•	
37(4)	Access to be given to complainant / Communication accordée au plaignant	•	•	•	•	
41(2)	Review by Federal Court – government institution / Révision par la Cour fédérale : institution fédérale	•	•	•	•	
43(2)	Service or notice of application to Federal Court for review / Signification et avis de demande à la Cour fédérale pour révision	•	•	•	•	
44(2)	Notice to person who requested record / Avis à la personne qui a fait la demande	•	•	•	•	
52(2)(b), 52(3)	Special rules for hearings / Règles spéciales pour les auditions	•	•	•	•	
94	Annual report – government institutions / Rapport annuel des institutions fédérales	•	•			
96(3)	Notice of Provision of services related to access to information / Avis de fourniture de services liés à l'accès à l'information	•	•			
96(5)	Spending authority / Dépense des recettes	•	•			
Access to Information Act – Regulations / Règlement sur l'accès à l'information						
6(1)	Transfer of request / Transmission de la demande	•	•	•	•	•
8	Method of access / Méthode d'accès	•	•	•	•	•
8.1	Limitations in respect of format / Restrictions applicables au support	•	•	•	•	•

Privacy Act
Loi sur la protection des renseignements personnels

Provision / Disposition	Description	DM / SM	AsDM / SoMD	Corp Sec / Sec Min	Dir ATIP / Dir, AIPP	Deputy Dir, ATIP / Dir adj, AIPP
	All powers, duties and functions under the Act and Regulations	Full authority unless identified below/ Autorité absolue sauf indication contraire ci-dessous				
8(2)(j)	Disclosure for research or statistical purposes / Communication pour des travaux de recherche ou de statistique	•	•	•	•	•
8(2)(m)	Disclosure in the public interest or in the interest of the individual / Communication dans l'intérêt public ou de l'individu	•	•	•	•	•
8(4)	Copies of requests under paragraph 8(2)(e) / Copies des demandes faites en vertu de l'alinéa 8(2)e	•	•	•	•	•
8(5)	Notice of disclosure under paragraph 8(2)(m) / Avis de communication dans le cas de l'alinéa 8(2)m	•	•	•	•	•
9(1)	Record of disclosures to be retained / Relevé des cas d'usage	•	•	•	•	•
9(4)	Consistent uses / Usages compatibles	•	•	•	•	•
10	Personal information to be included in personal information banks / Renseignements personnels versés dans les fichiers de renseignements personnels	•	•	•	•	•
14(a)	Notice where access requested / Notification de l'auteur de la demande	•	•	•	•	•
14(b)	Giving access to the record / Communication du document	•	•	•	•	•
15	Extension of time limits / Prorogation du délai	•	•	•	•	•
16	Where access is refused / Refus de communication	•	•	•	•	•
17(2)(b)	Language of access / Version de la communication	•	•	•	•	•
17(3)(b)	Access in an alternative format / Communication sur support de substitution	•	•	•	•	•
Exemption Provisions of the Privacy Act / Dispositions d'exception de la Loi sur la protection des renseignements personnels						
18(2)	Exempt banks / Fichiers inconsultables	•	•	•	•	•
19	Information obtained in confidence / Renseignements obtenus à titre confidentiel	•	•	•	•	•
20	Federal-provincial affairs / Affaires fédéro-provinciales	•	•	•	•	•
21	International affairs and defence / Affaires internationales et défense	•	•	•	•	•
22	Law enforcement and investigations / Application de la loi et enquêtes	•	•	•	•	•
22.3	Public Servants Disclosure Protection Act / Loi sur la protection des fonctionnaires divulgateurs d'actes répréhensibles	•	•	•	•	•
23	Security clearances / Enquêtes de sécurité	•	•	•	•	•
24	Individuals sentenced for an offence / Individus condamnés pour une infraction ⁸¹ kil b	•	•	•	•	•
25	Safety of individuals / Sécurité des individus	•	•	•	•	•
26	Information about another individual / Renseignements concernant un autre individu	•	•	•	•	•
27	Protected information – solicitors, advocates and notaries / Renseignements protégés : avocats et notaires	•	•	•	•	•
27.1	Protected information – patents and trade-marks / Renseignements protégés : brevets et marques de commerce	•	•	•	•	•
28	Medical records / Dossiers médicaux	•	•	•	•	•
Other Provisions / Autres dispositions						
33(2)	Right to make representations / Droit de présenter des observations	•	•	•	•	•
35(1)(b)	Notice of actions to implement recommendations of Commissioner / Avis des mesures pour la mise en œuvre des recommandations du Commissaire	•	•	•	•	•
35(4)	Access to be given to complainant / Communication accordée au plaignant	•	•	•	•	•
36(3)(b)	Notice of actions to implement recommendations of Commissioner concerning exempt banks / Avis des mesures pour la mise en œuvre des recommandations du Commissaire au sujet des fichiers inconsultables	•	•	•	•	•

Provision / Disposition	Description	DM / SM	AsDM / SoMD	Corp Sec / Sec Min	Dir ATIP / Dir, AIPP	Deputy Dir, ATIP / Dir adj, AIPP
51(2)(b),(3)	Special rules for hearings / Règles spéciales pour les auditions	•	•	•	•	
72	Annual report to Parliament / Rapport annuel au Parlement	•	•			
73.1(3)	Notice of Provision of services related to privacy / Avis de fourniture de services liés à la protection des renseignements personnels					
73.1(5)	Spending authority / Dépense des recettes					
Privacy Regulations / Règlement sur la protection des renseignements personnels						
7	Retention of personal information requested under paragraph 8(2)(e) / Conservation des renseignements personnels demandés en vertu de l'alinéa 8(2)e)	•	•	•	•	•
9	Examination of information / Consultation sur place	•	•	•	•	•
11(2),11(4)	Notification concerning corrections / Avis concernant les corrections	•	•	•	•	•
13(1)	Disclosure of personal information relating to physical or mental health / Communication des renseignements personnels concernant l'état physique ou mental	•	•	•	•	•
14	Examination in presence of medical practitioner or psychologist / Consultation en présence d'un médecin ou d'un psychologue	•	•	•	•	•

Legend

•	Delegated / Délégué
	No Delegation / Pas de délégation

Position Titles / Titres de poste

Deputy Minister / Sous-ministre	DM / SM
Associate Deputy Minister, / Sous-ministre délégué	AsDM / SoMD
Corporate Secretary / Secrétaire du Ministère	Corp Sec / Sec Min
Director (Coordinator), Access to Information and Privacy / Directrice (teur) (Coordinatrice (teur)), Accès à l'information et protection des renseignements personnels (AIPP)	Dir ATIP / Dir, AIPP
Deputy Director, ATIP / Directrice(teur) adjointe, Accès à l'information et de la protection des renseignements personnels	Deputy Dir / Dir adj, AIPP

APPENDIX B

Statistical Report on the Access to Information Act

Name of institution: Indigenous Services Canada

Reporting period: 4/1/2021 to 3/31/2022

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

		Number of Requests
Received during reporting period		444
Outstanding from previous reporting periods		377
• Outstanding from previous reporting period	183	
• Outstanding from more than one reporting period	194	
Total		821
Closed during reporting period		484
Carried over to next reporting period		337
• Carried over within legislated timeline	142	
• Carried over beyond legislated timeline	195	

1.2 Sources of requests

Source	Number of Requests
Media	76
Academia	45
Business (private sector)	87
Organization	7
Public	105
Decline to Identify	124
Total	444

1.3 Channels of requests

Source	Number of Requests
Online	415
E-mail	23
Mail	6
In person	0
Phone	0
Fax	0
Total	444

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		231
Outstanding from previous reporting periods		3
• Outstanding from previous reporting period	3	
• Outstanding from more than one reporting period	0	
Total		234
Closed during reporting period		223
Carried over to next reporting period		11

2.2 Channels of informal requests

Source	Number of Requests
Online	226
E-mail	5
Mail	0
In person	0
Phone	0
Fax	0
Total	231

2.3 Completion time of informal requests

Completion Time							
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
12	23	38	127	16	5	2	223

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 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
126	3612	67	13342	10	6338	20	47905	0	0

2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 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
0	0	0	0	0	0	0	0	0	0

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	0	11	15	20	3	7	14	70
Disclosed in part	2	12	23	38	21	31	77	204
All exempted	0	1	1	6	0	4	6	18
All excluded	0	1	0	1	2	1	1	6
No records exist	8	55	28	14	1	9	11	126
Request transferred	1	1	1	1	0	0	0	4
Request abandoned	14	10	5	3	3	1	20	56
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
Total	25	91	73	83	30	53	129	484

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	12	18(a)	0	20.1	19
13(1)(b)	0	16(2)(a)	0	18(b)	3	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	19	18(d)	2	21(1)(a)	57
13(1)(e)	5	16(3)	0	18.1(1)(a)	0	21(1)(b)	66
14	2	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	27
14(a)	5	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	5
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	1	22	0
15(1)	1	16.1(1)(d)	0	19(1)	165	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	3	23	28
15(1) - Def.*	0	16.3	0	20(1)(b)	98	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	44	24(1)	3
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	15	26	1
16(1)(a)(ii)	0	16.5	0	20(1)(d)	15		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	7	69(1)	0	69(1)(g) re (a)	1
68(b)	0	69(1)(a)	1	69(1)(g) re (b)	1
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	1
68.1	7	69(1)(c)	0	69(1)(g) re (d)	1
68.2(a)	7	69(1)(d)	1	69(1)(g) re (e)	1
68.2(b)	7	69(1)(e)	2	69(1)(g) re (f)	1
		69(1)(f)	0	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
7	267	0	0	0	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
218173	48543	354

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		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 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	52	1169	14	2553	1	628	3	4412	0	0
Disclosed in part	95	4016	64	15093	21	13873	22	43541	2	32007
All exempted	7	206	1	237	4	2603	2	3877	4	65233
All excluded	5	198	0	0	0	0	1	1396	0	0
Request abandoned	46	124	1	221	2	1381	5	11864	2	13541
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0		0	0	0	0	0	0	0
Total	205	5713	80	18104	28	18485	33	65090	8	110781

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

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

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

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	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 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	6	0	0	6
Disclosed in part	57	0	0	57
All exempted	10	0	0	10
All excluded	0	0	0	0
Request abandoned	8	0	0	8
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	81	0	0	81

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	292
Percentage of requests closed within legislated timelines (%)	60.33057851

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
192	186	4	2	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	2	6
16 to 30 days	8	4	12
31 to 60 days	6	2	8
61 to 120 days	5	16	21
121 to 180 days	2	10	12
181 to 365 days	15	22	37
More than 365 days	27	69	96
Total	67	125	192

4.8 Requests for translation

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

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	40	0	3	2
Disclosed in part	155	7	15	40
All exempted	18	0	21	13
All excluded	0	0	5	3
Request abandoned	20	0	1	3
No records exist	18	1	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	251	8	45	61

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	45	1	3	2
31 to 60 days	59	3	15	40
61 to 120 days	62	4	21	13
121 to 180 days	72	0	5	3
181 to 365 days	12	0	1	3
365 days or more	1	0	0	0
Total	251	8	45	61

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	407	\$2,035.00	37	\$185.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	407	\$2,035.00	37	\$185.00	0	\$0.00

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	93	5168	16	514
Outstanding from the previous reporting period	14	973	2	35
Total	107	6141	18	549
Closed during the reporting period	93	3471	17	217
Carried over within negotiated timelines	7	393	1	332
Carried over beyond negotiated timelines	7	2277	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	4	22	28	7	2	1	2	66
Disclose in part	0	2	4	6	1	5	2	20
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	2	0	1	2	1	0	1	7
Other	0	0	0	0	0	0	0	0
Total	6	24	33	15	4	6	5	93

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	6	2	3	0	0	0	11
Disclose in part	0	2	1	0	0	2	0	5
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	1	0	0	0	0	1
Other	0	0	0	0	0	0	0	0
Total	0	8	4	3	0	2	0	17

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 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	0	0	0	0
16 to 30	3	29	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	1	10	1	112	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	1	8	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	5	47	1	112	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 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	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 Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
20	0	3

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
	0	0		0	34

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		\$868,333
Overtime		
Goods and Services		\$270,428
• Professional services contracts	\$253,285	
• Other	\$17,143	
Total		\$1,138,761

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	6.790
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	1.000
Students	0.000
Total	7.790

Note: Enter values to three decimal places.