



Veterans Review and  
Appeal Board Canada

Tribunal des anciens combattants  
(révision et appel) Canada

# Report on the Administration of the *Access to Information Act* 2021-2022

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as represented by the Minister of Veterans Affairs and Associate Minister of National Defence, 2022

Catalogue No. V96-2E-PDF

ISSN 2369-0631 [Print]

ISSN 2369-064X [Online]

This document is available on the Veterans Review and Appeal Board website at

<http://www.vrab-tacra.gc.ca>

This document is available in alternative formats upon request.

External links are valid as of date of publication.

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## *Message from the Chair*



On behalf of the Veterans Review and Appeal Board (VRAB or the Board), I am pleased to present the 2021-22 annual report to Parliament on the administration of the *Access to Information Act*.

This legislation gives Canadian citizens the right to access information in records held by the Government of Canada. It exists to protect the rights of individuals and to promote accountability and dialogue between citizens and their government.

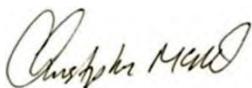
In 2021-22, the Board's Access to Information and Privacy (ATIP) Unit saw a substantial increase in the complexity of requests received as well as the volume of information retrieved.

Additionally, much work was done to ensure the Board's ATIP processes were updated and standardized, resulting in a more efficient process overall. This work included participation in Treasury Board of Canada Secretariat activities as well as in-depth analysis of our processes and how they align with the Board's own values.

I am proud of the Board's ATIP unit who completed this work while continuing to operate remotely due to the COVID-19 pandemic.

The principles of transparency, openness and accessibility continue to guide the Board's ATIP Unit. We remain committed to protecting individual rights and developing our capacity in matters of access to information and privacy.

Sincerely,

A handwritten signature in black ink, appearing to read "Christopher McNeil".

Christopher J. McNeil

Chairperson

## *Introduction*

The *Access to Information Act* gives Canadian citizens and individuals present in Canada a broad right of access to information contained in government records under control of the institution, subject to certain specific and limited exceptions. It maintains that government information should be available to the public and should complement and not replace existing procedures for access to government information.

Section 94 of the *Access to Information Act* requires that the head of every government institution prepare an Annual Report on the administration of the *Act* for submission to Parliament during each fiscal year.

## *Mandate*

The Veterans Review and Appeal Board has full and exclusive jurisdiction to hear, determine and deal with all applications for review and appeal that may be made to the Board under the *Pension Act*, the *Veterans Well-being Act - Part 3*, the *War Veterans Allowance Act* and other Acts of Parliament. The *Veterans Review and Appeal Board Act* authorizes all matters related to appeals under this legislation.

This Board also adjudicates duty-related pension applications under the authority of the *Royal Canadian Mounted Police Pension Continuation Act* and the *Royal Canadian Mounted Police Superannuation Act*.

## Organizational Structure

The Board's Access to Information and Privacy (ATIP) positions include a Deputy Coordinator, a Coordinator, and Senior ATIP Officer. The Board has full responsibility for the administration of the *Access to Information Act*. The ATIP unit is under the Director, Strategic and Corporate Services, who acts on behalf of the Chairperson of the Board to oversee the administration of the *Access to Information Act*.

Duties of the ATIP unit include:

- Process requests for information submitted under the *Access to Information Act* in accordance with the legislation, regulations, and Treasury Board of Canada Secretariat (TBS) policies, guidelines, and directives.
- Provide VRAB managers and staff with advice and guidance regarding the interpretation and application of the *Access to Information Act* and related TBS policies, guidelines, and directives.
- Develop policies, procedures, and guidelines for the administration of the *Act* and related TBS policies, guidelines, and directives.
- Coordinate the resolution of any complaints against the VRAB made to the Information Commissioner under the *Access to Information Act*.
- Respond to consultations from other government institutions on access to information requests.
- Promote awareness to ensure employees understand their roles and responsibilities and the Board fulfills its obligations under the *Act*.
- Respond to Parliamentary written questions on access to information.
- Support the VRAB's commitment to openness and transparency through proactive disclosures, informal releases of information and publishing the summaries of completed access to information requests to the Open Government portal.
- Review contracts with third parties using TBS guidance documents.
- Update the VRAB's Information about Programs and Information Holdings (formerly known as Info Source) chapter on the VRAB website in accordance with the TBS directive.
- Prepare the Annual report to Parliament and the Annual Statistical Report on the Administration of the *Access to Information Act*.

## *Delegation Order*

In September 2021, the Chair of the Veterans Review and Appeal Board delegated his authority for the purposes of the Act. [Annex 1](#) is a copy of the signed delegation instrument that took effect September 1, 2021.

## *Performance 2021-2022*

### Formal Access Requests

The Statistical Report supports oversight, accountability, and transparency by providing data on the performance of the Government of Canada’s Access to Information program. The following section provides a summary of the highlights of the Statistical Report [Annex 2](#) on the Administration of the *Access to Information Act* for the period of April 1, 2021, to March 31, 2022.

The VRAB ATIP unit (“the unit”) had the full ability to receive Access to Information (ATI) requests through the online portal, by email, by facsimile, or by mail. The unit received five requests through the ATIP online portal.

The number of Formal ATI requests has decreased 50% from twelve requests in 2020-21 to six requests in 2021-22.

The following chart shows the trends over the past four years of the number of access requests completed by fiscal year.

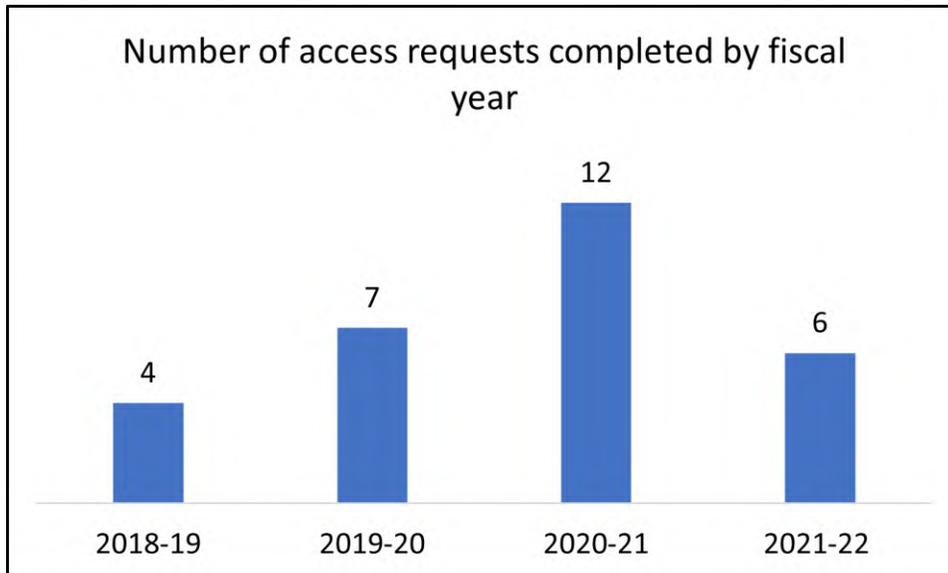


Figure 1 – Chart of Number of ATI Requests over the past four fiscal years

Fiscal Year	Number of Access Requests
2018-19	4
2019-20	7
2020-21	12
2021-22	6

Table 1 – Number of ATI Requests over the past four fiscal years

Four of the six requests (67%) were closed within the legislated time. One of the requests was “a deemed refusal” due to lack of resources. The position of Senior ATIP Officer was vacant for one month during the fiscal year. The second request in deemed refusal was due to a larger than estimated number of records retrieved by the institution. As a result, the length of extension in the category of 181-365 days was not sufficient.

2021-2022 was an exceptional year for the Board’s ATIP Unit. A combination of volume of information, complexity, and resources were key factors in the time taken to provide responses to requests. The number of pages processed increased from 1,823 in 2020-21 to 82,862 in 2021-22. This represents an increase of 4,445%. The number of pages disclosed increased from 1,822 in 2020-21 to 14,830 in 2021-22. This represents an increase of 714%.

The following charts provide information on the number of requests, the number of pages processed, and the number of pages disclosed in the past 4 fiscal years.

Figure 2 - Chart of the number of pages disclosed and processed during the past four fiscal years

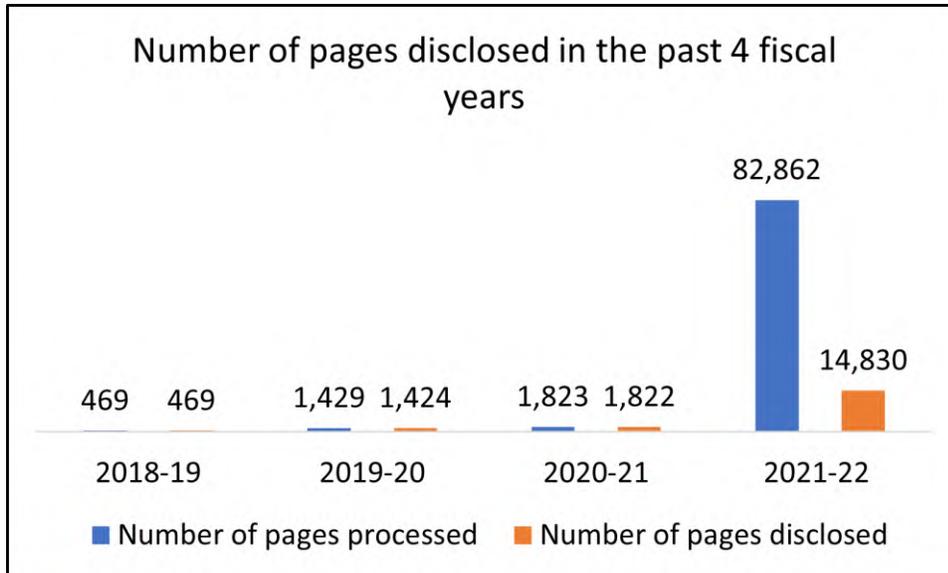


Table 2 - Number of pages disclosed and processed during the past four fiscal years

Fiscal Year	Number of Pages Processed	Number of Pages Disclosed
2018-19	469	469
2019-20	1,429	1,424
2020-21	1,823	1,822
2021-22	82,862	14,830

In 2021-22, VRAB ATIP received five requests. One request was carried over from 2020-21. A total of six requests were closed. No request was carried over to the next reporting period.

The following chart depicts an overview of ATI requests for the last five years.

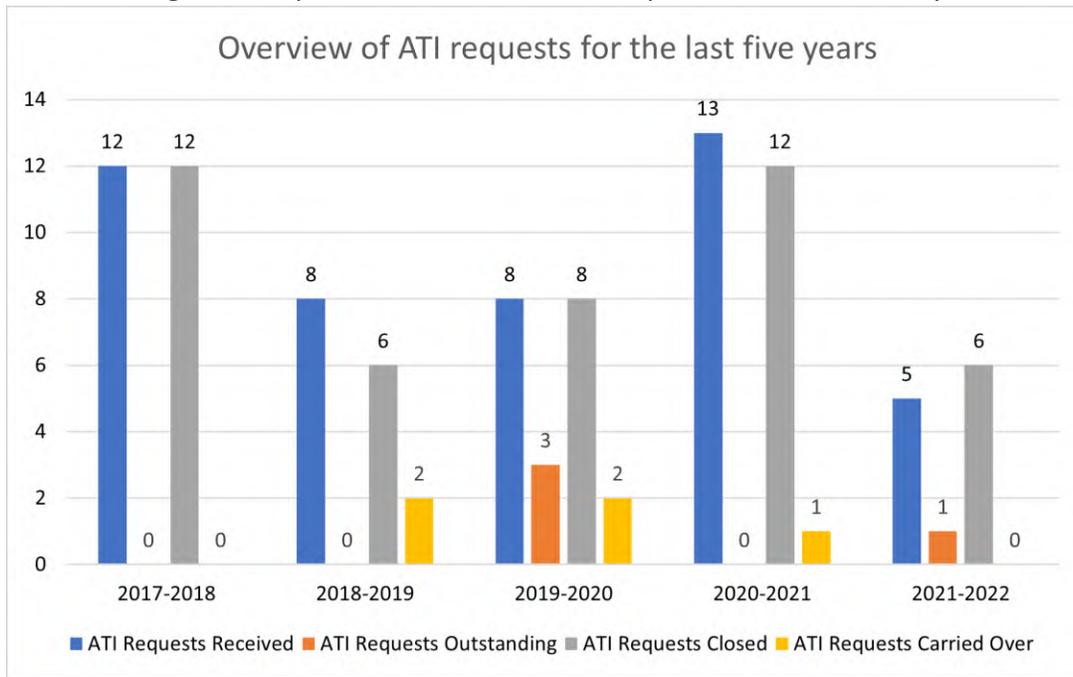


Figure 3 - Chart of number of ATI requests for the last five fiscal years

Fiscal Year	ATI Requests Received	ATI Requests Outstanding	ATI Requests Closed	ATI Requests Carried Over
2017-18	12	0	12	0
2018-19	8	0	6	2
2019-20	8	3	8	2
2020-21	13	0	12	1
2021-22	5	1	6	0

Table 3 - Number of ATI requests for the last five fiscal years

Three ATI requests were disclosed in part which indicates that severing was applied to some of the documents retrieved. Each of these were completed in 16 to 30 days, 121-180 days, and 181 to 365 days. One request was transferred in 1-15 days and two requests were abandoned in 1 to 15 days.

The below chart summarizes the information on completion time of requests by disposition type.

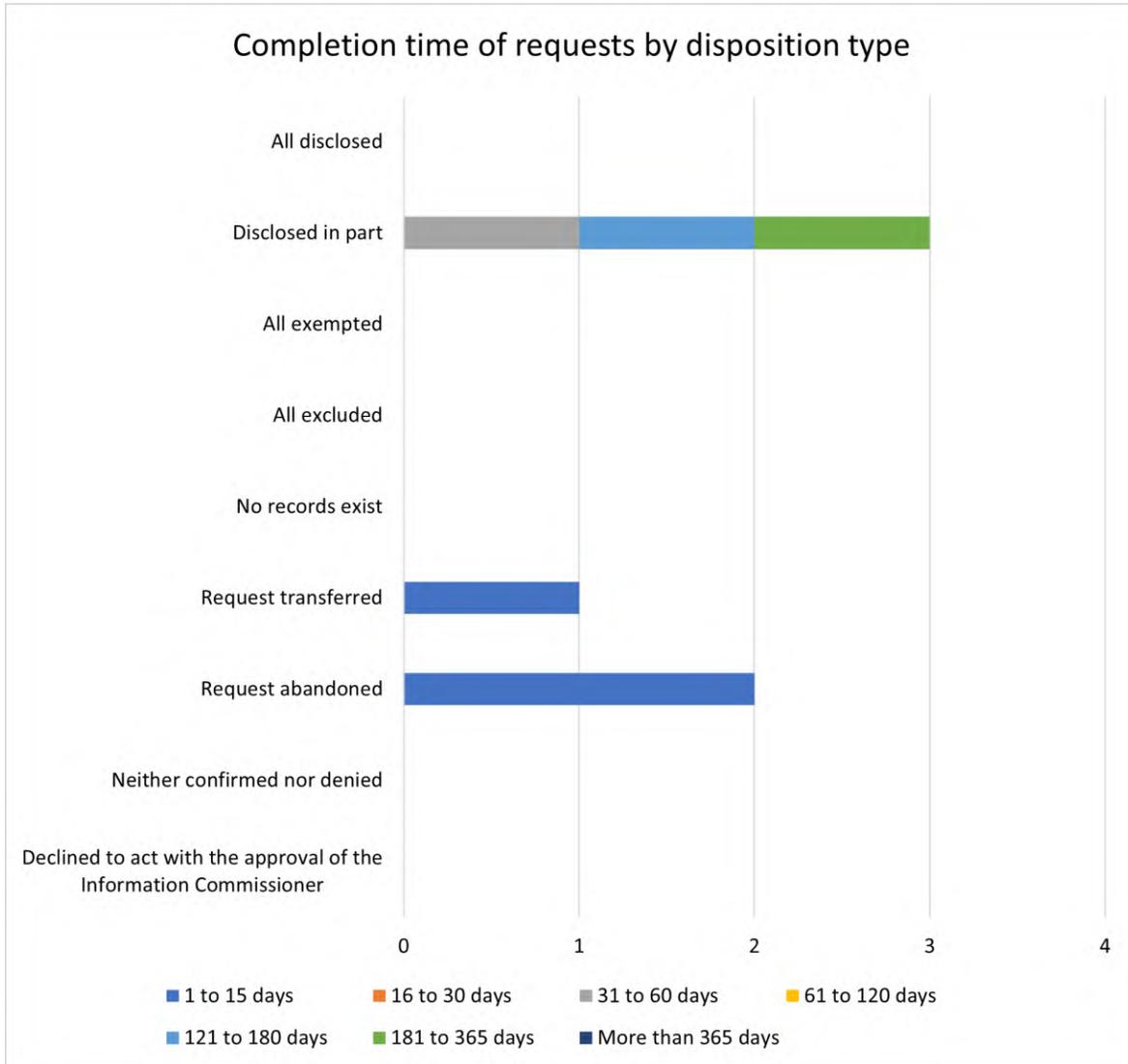


Figure 4 – Chart of completion time of requests by disposition type

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	0	0	0	0	0	0	0
Disclosed in part	0	0	1	0	1	1	0	3
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request transferred	1	0	0	0	0	0	0	1
Request abandoned	2	0	0	0	0	0	0	2
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>6</b>

Table 4 - Completion time of requests by disposition type

## Informal Access to Information Request

The *Access to Information Act (ATIA)* requires that all Government of Canada institutions post summaries of ATI requests they process. Individuals can make an informal request for information previously released under the *ATIA*. Informal requests do not fall directly under the *ATIA* and there is no charge or a required timeline.

VRAB ATIP did not receive any Informal Access requests in 2021-22.

## Extensions

Section 9 of the *Access to Information Act* allows institutions to extend the original 30-day statutory time limit if the request is for a large number of records and meeting the original time limit would unreasonably interfere with the Board's operations, consultations are necessary, or third-party notification.

The Board invoked two extensions in 2021-22 with the reason of 9(1)(a) Interference with Operations due to the volume of pages retrieved for the requests.

One request carried over from the previous year. Due to the volume of information retrieved, a 121 to 180-day extension applied to this request. The unit responded three days past the legislated due date. The main factor for not meeting the timeline is that the position of Senior ATIP Officer was vacant for a period of one month.

## *Exemptions*

An exemption is a provision under the *Access to Information Act* that authorizes the head of the institution or delegate to refuse to disclose records in response to an access request. Exemptions should always have limited scope and be specific in nature.

The Board's ATIP Unit applied exemptions under the following sections of the *Act* (reference table in Annex 2):

- Subsection 19(1), which protects personal information of individuals, was applied in three requests
- Subsection 21(1), which protects limited and specific information concerning advice and recommendations, was applied in one request
- Subsection 23, which protect records that contain information that is subject to solicitor/client privilege, was applied in two requests

## *Exclusions*

Sections 68 and 69 of the *ATIA* and Sections 69 and 70 of the *Privacy Act* have exclusions. In accordance with these sections, the Acts do not apply to:

- published material or material available for purchase by the public
- library or museum material or material made or acquired and preserved solely for public reference or exhibition purposes
- material placed in the National Archives of Canada, the National Library, the National Gallery of Canada, the Canadian Museum of Civilization, the Canadian Museum of Nature or the National Museum of Science and Technology by or on behalf of persons or organizations other than government institutions

- confidences of the Queen’s Privy Council for Canada, including:
  - memoranda presenting proposals or recommendations to Council
  - policy options to Council for consideration in making decisions
  - agenda of Council; records reflecting communications or discussions between ministers of the Crown
  - briefing material for ministers concerning matters before, or proposed to be brought before Council, and
  - draft legislation.

During the reporting period, the Board did not invoke Section 68 or 69.

### *Format of information releases*

All responses to ATI requests in 2021-22 were provided in electronic format including CDs and USB sticks.

### *Consultations received from other Institutions and Organizations*

Consultations with other government institutions take place when records that originate from another institution are retrieved to in response to an ATIP request. Consultations are conducted if the disclosure of another institution’s information could cause an injury to that institution, the conduct of international affairs, an investigation, the defense of our country, or other factors.

In 2021-22, the VRAB received four consultations from another Government of Canada institution to which we responded to in all instances within the required timeframe.

### *Training and Awareness*

There are many changes taking place in Access to Information and Privacy across the Government of Canada. There are a number of initiatives underway relating to open government, data strategies, digital standards, and new technological solutions.

In 2021-22, training and awareness activities were paused in order to conduct a fulsome review of our materials in order to update and standardize the information according to developing TBS standards and guidelines to resume training and awareness during the upcoming fiscal year.

## *Policies, Guidelines, Procedures, and Initiatives*

In support of the Government of Canada's ongoing commitment to transparency, openness and accessibility, the Board continued to post summaries of completed ATI requests to [open.canada.ca](https://open.canada.ca)

The Board continues to review and update its ATI procedures on evolving TBS guidelines. We are committed to making improvements to the processing of requests supporting accountability, transparency, and the public's right to know.

## *Complaints, Audits, and Investigations*

An individual has the right to make a complaint to the Information Commissioner on grounds set out in the section 30 of the *Access to information Act* which reads:

***“Receipt and investigation of complaints***

***(1) Subject to this Part, the Information Commissioner shall receive and investigate complaints***

***(a) from persons who have been refused access to a record requested under this Part or a part thereof.***

***(b) from persons who have been required to pay an amount under section 11 that they consider unreasonable.***

***(c) from persons who have requested access to records in respect of which time limits have been extended pursuant to section 9 where they consider the extension unreasonable.***

***(d) from persons who have not been given access to a record or a part thereof in the official language requested by the person under subsection 12(2) or have not been given access in that language within a period that they consider appropriate.***

***(d.1) from persons who have not been given access to a record or a part thereof in an alternative format pursuant to a request made under subsection 12(3) or have not been given such access within a period that they consider appropriate.***

***(e) in respect of any publication or bulletin referred to in section 5; or***

***(f) in respect of any other matter relating to requesting or obtaining access to records under this Part.”***

During the reporting period 2021-2022, VRAB ATIP did not receive any complaints, nor did we take part in any audits or investigations with the Information Commissioner's office.

## *Impact of COVID-19 related measures*

During 2021-22, the VRAB continued to equip employees and members for remote work. The Board had full capacity to receive ATI requests and retrieve relevant electronic information. Accessing the workplace by special request following strict COVID-19 protocols was possible to obtain paper documents and prepare packages for release and mailouts.

There was a brief period when working remotely caused processing delays due to the availability of high-quality internet. Information Technology services put in place a workaround for the issue.

There were no major changes required for the continuance of ATIP services.

## *Monitoring Compliance*

The VRAB ATIP unit records all requests for information in Access Pro Case Management (APCM) which is an automated case tracking reporting system. The Senior ATIP Officer monitors all requests received in the ATIP unit. They provide the coordinator a weekly status on:

- the number of requests received.
- the number of pages processed.
- the number of files closed.
- and if any requests require consultation.

Two new monthly reports, including new visual graphs, were prepared and are now provided to the Board's senior management at the beginning of each month. The first report is workload related to ATIP requests. The second report provides trends by Fiscal Year over a period of five years.

## *Access to Information Fees and Operating Costs*

The [Service Fees Act](#) requires a responsible authority to report annually to Parliament on the fees collected by the institution.

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

In accordance with the requirements of section 20 of the *Service Fees Act*, the fees recorded were:

- Service fees of \$5.00 for three requests, totalling \$15.00.
- Service fees of \$5.00 for two refunds, totalling \$10.00 made to requesters. Their intent was to make a request for personal information under the *Privacy Act*.

The [cost for resources](#) related to the *Access to Information Act* include salaries, goods and services, software for tracking and reporting on requests, and training for ATIP staff. The total of operating the program for 2021-22 is \$99,050.

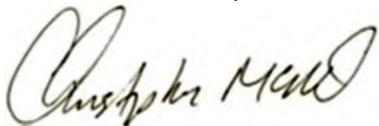
# Annex 1 - 2021 Delegation Order – Access to Information Act and Privacy Act

The Chairperson, Veterans Review and Appeal Board, pursuant to Section 73 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Chairperson as the head of the Veterans Review and Appeal Board, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

## Schedule

<b>Position</b>	<b><i>Access to Information Act</i> and Regulations</b>	<b><i>Privacy Act</i> and Regulations</b>
Director General	Full authority	Full authority
ATIP Coordinator	Full authority	Full authority
ATIP Deputy Coordinator	Full authority	Full authority
Senior ATIP Officer	Sections of the Act: 4(2.1), 7(a), 7(b), 8(1), 9, 11(2)(3)(4)(5)(6), 12(2)(b), 12(3)(b), 13, 16, 17, 19, 20, 21, 22, 22.1, 23, 24, 25, 26. Sections of the Regulations: 6(1), 7(2), 7(3)	Sections of the Act: 14(a), 14(b), 15, 17(2)(b), 17(3)(b), 18(2), 19, 22, 23, 24, 25, 26, 27, 28. Sections of the Regulations: 9, 11(2), 11(4)

Dated, at the City of Charlottetown, this first day of September, 2021.



Christopher J. McNeil

Chairperson, Veterans Review and Appeal Board

# Annex 2 - Statistical Report on the Access to Information Act

TBS/SCT 350-63

Name of institution:

Veterans Review and Appeal Board

Reporting period:

From: April 1, 2021

To: March 31, 2022

## 1. Requests under the Access to Information Act

### 1.1. Number of requests

		Number of requests
Received during reporting period		5
Outstanding from previous reporting period		1
• Outstanding from the previous reporting period	1	
• Outstanding for more than one reporting period	0	
<b>Total</b>		<b>6</b>
Closed during reporting period		6
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

### 1.2. Sources of requests

Source	Number of Requests
Media	0
Academia	0
Business (Private Sector)	0
Organization	0
Public	5
Decline to identify	0
<b>Total</b>	<b>5</b>

### 1.3. Channels of requests

Source	Number of Requests
Online	5
E-Mail	0
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>5</b>

## 2. Informal requests

### 2.1. Number of informal requests

		Number of requests
Received during reporting period		0
Outstanding from previous reporting period		0
Outstanding from the previous reporting period	0	
Outstanding for more than one reporting period	0	
<b>Total</b>		<b>0</b>
Closed during reporting period		0
Carried over to next reporting period		0

### 2.2. Sources of informal requests

Source	Number of Requests
Online	0
E-Mail	0
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>0</b>

### 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
0	0	0	0	0	0	0	0

### 2.4. Pages released informally

Less than 100 pages released		101 to 500 pages released		501 to 1000 pages released	
Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released
0	0	0	0	0	0

1001 to 5000 pages released		More than 5000 pages released	
Number of requests	Pages released	Number of requests	Pages released
0	0	0	0

### 2.5. Pages re-released informally

Less than 100 pages re-released		101 to 500 pages re-released		501 to 1000 pages re-released	
Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released
0	0	0	0	0	0

1001 to 5000 pages re-released		More than 5000 pages re-released	
Number of requests	Pages released	Number of requests	Pages released
0	0	0	0

### 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 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

### 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	0	0	0	0	0	0	0
Disclosed in part	0	0	1	0	1	1	0	3
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request transferred	1	0	0	0	0	0	0	1
Request abandoned	2	0	0	0	0	0	0	2
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>6</b>

## 4.2. Exemptions

Section	Number of Requests
13(1)(a)	0
13(1)(b)	0
13(1)(c)	0
13(1)(d)	0
13(1)(e)	0
14	0
14(a)	0
14(b)	0
15(1)	0
15(1) - I.A. <sup>1</sup>	0
15(1) - Def. <sup>2</sup>	0
15(1) - S.A. <sup>3</sup>	0
16(1)(a)(i)	0
16(1)(a)(ii)	0
16(1)(a)(iii)	0
16(1)(b)	0
16(1)(c)	0
16(1)(d)	0
16(2)	0
16(2)(a)	0
16(2)(b)	0
16(2)(c)	0
16(3)	0
16.1(1)(a)	0
16.1(1)(b)	0
16.1(1)(c)	0
16.1(1)(d)	0
16.2(1)	0
16.3	0
16.31	0

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<sup>1</sup> I.A.: International Affairs

<sup>2</sup> Def.: Defence of Canada

<sup>3</sup> S.A.: Subversive Activities

<b>Section</b>	<b>Number of Requests</b>
16.4(1)(a)	0
16.4(1)(b)	0
16.5	0
16.6	0
17	0
18(a)	0
18(b)	0
18(c)	0
18(d)	0
18.1(1)(a)	0
18.1(1)(b)	0
18.1(1)(c)	0
18.1(1)(d)	0
19(1)	3
20(1)(a)	0
20(1)(b)	0
20(1)(b)(1)	0
20(1)(c)	0
20(1)(d)	0
20.1	0
20.2	0
20.4	0
21(1)(a)	1
21(1)(b)	0
21(1)(c)	0
21(1)(d)	0
22	0
22.1(1)	0
23	2
23.1	0
24(1)	0
26	0

### 4.3. Exclusions

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

### 4.4. Format of information released

Paper	Electronic				Other
	E-Record	Data Set	Video	Audio	
0	6	0	0	0	0

### 4.5. Complexity

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

Number of pages processed	Number of pages disclosed	Number of requests
82,862	14,832	5

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		101 to 500 Pages Processed		501 to 1000 Pages Processed	
	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	1	191	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	2	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>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

Disposition	1001 to 5000 Pages Processed		More than 5000 Pages Processed	
	Number of requests	Pages processed	Number of requests	Pages processed
All disclosed	0	0	0	0
Disclosed in part	0	0	1	82,671
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
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>0</b>	<b>0</b>	<b>1</b>	<b>82,671</b>

#### 4.5.3. Relevant minutes processed and disclosed 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 to 120 Minutes Processed		More Than 120 Minutes Processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
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 video formats

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

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

Disposition	Less Than 60 Minutes Processed		60 to 120 Minutes Processed		More Than 120 Minutes Processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
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	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	0	<b>0</b>
Disclosed in part	1	2	0	<b>3</b>
All exempted	4	0	0	<b>4</b>
All excluded	0	0	0	<b>0</b>
Request abandoned	0	0	0	<b>0</b>
Neither confirmed nor denied	0	0	0	<b>0</b>
Declined to act with the approval of the Information Commissioner	0	0	0	<b>0</b>
<b>Total</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>7</b>

## 4.6. Closed Requests

### 4.6.1. Requests closed within legislated timelines

<b>Number of requests closed within legislated timelines</b>	4
<b>Percentage of requests closed within legislated timelines (%)</b>	66.66666667%

## 4.7. Deemed Refusals

### 4.7.1. Reasons for not meeting legislated timelines

<b>Number of requests closed past the legislated timelines</b>	<b>Principal Reason</b>			
	<b>Interference with operations / Workload</b>	<b>External consultation</b>	<b>Internal consultation</b>	<b>Other</b>
2	2	0	0	0

### 4.7.2. Requests closed beyond legislated timelines (including any extensions taken)

<b>Number of days past legislated timelines</b>	<b>Number of days past legislated timelines where no extension was taken</b>	<b>Number of days past legislated timelines where an extension was taken</b>	<b>Total</b>
1 to 15 days	1	0	1
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	1	0	1
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>

## 4.8. Requests for translation

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

## 5. Extensions

### 5.1. Reasons for extension 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	0	0	0	0
Disclosed in part	2	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
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>2</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 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	1	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	1	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 6. Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	3	\$15.00	0	\$0.00	2	\$10.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>3</b>	<b>\$15.00</b>	<b>0</b>	<b>\$0.00</b>	<b>2</b>	<b>\$10.00</b>

## 7. Consultations Received from Other Institutions and Organizations

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

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	4	44	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	<b>4</b>	<b>44</b>	<b>0</b>	<b>0</b>
Closed during the reporting period	4	44		0
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	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	
Disclosed entirely	4	0	0	0	0	0	0	4
Disclosed in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>

7.3. Recommendations and completion time for consultations received from other organization 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	
Disclosed entirely	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<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>

## 8. Completion Time of Consultations on Cabinet Confidences

### 8.1. Requests with Legal Services

Number of Days	Less Than 100 Pages Processed		101 to 500 Pages Processed		501 to 1000 Pages Processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15 days	0	0	0	0	0	0
16 to 30 days	0	0	0	0	0	0
31 to 60 days	0	0	0	0	0	0
61 to 120 days	0	0	0	0	0	0
121 to 180 days	0	0	0	0	0	0
181 to 365 days	0	0	0	0	0	0
365 days or more	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>

Number of Days	1001 to 5000 Pages Processed		More than 5000 Pages Processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15 days	0	0	0	0
16 to 30 days	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 8.2. Requests to the Privy Council

Number of Days	Less Than 100 Pages Processed		101 to 500 Pages Processed		501 to 1000 Pages Processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15 days	0	0	0	0	0	0
16 to 30 days	0	0	0	0	0	0
31 to 60 days	0	0	0	0	0	0
61 to 120 days	0	0	0	0	0	0
121 to 180 days	0	0	0	0	0	0
181 to 365 days	0	0	0	0	0	0
365 days or more	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>

Number of Days	1001 to 5000 Pages Processed		More than 5000 Pages Processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15 days	0	0	0	0
16 to 30 days	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 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
0	0	0

## 9.2. Investigations and Reports of finding

Section 37(1) Initial Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0

## 9.2. Investigations and Reports of finding

Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0

## 10. Court Action

### 10.1. Courts actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner	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

## 11. Resources Related to the Access to Information Act

### 11.1. Allocated Costs

Expenditures		Amount
Salaries		\$96,838
Overtime		\$0
Goods and services		\$2,212
• Professional service contracts	\$0	
Outstanding for more than one reporting period	\$2,212	
<b>Total</b>		<b>\$99,050</b>

### 11.2. Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	1.116
Part-time casual employees	0
Regional staff	0
Consultants and agency personnel	0
Students	0
<b>Total</b>	<b>1.116</b>

**Note:** Enter values to three decimal places.

# Annex 3 - Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

Name of institution:

Veterans Review and Appeal Board

Reporting period:

From: April 1, 2021

To: March 31, 2022

## *1. Capacity to Receive Requests under the Access to Information Act and the Privacy Act*

Enter the number of weeks your institution was able to receive ATIP requests through the different channels

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

## *2. Capacity to Process Records under the Access to Information Act and the Privacy Act*

2.1. Enter the number of weeks your institution was able to process paper records in different classification levels

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	4	48	52
Protected B Paper Records	0	4	48	52
Secret and Top-Secret Paper Records	0	4	48	52

2.2. Enter the number of weeks your institution was able to process electronic records in different classification levels

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	4	48	52
Protected B Electronic Records	0	4	48	52
Secret and Top-Secret Electronic Records	0	4	48	52

### 3. Open Requests and Complaints under the Access to Information Act

3.1. Enter the number of open requests that are outstanding from the previous reporting periods

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

<b>Fiscal Year Open Complaints Were Received by Institution</b>	<b>Number of Open Complaints</b>
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
<b>Total</b>	<b>0</b>

#### *4. Open Requests and Complaints under the Privacy Act*

4.1. Enter the number of open requests that are outstanding from the previous reporting periods

<b>Fiscal Year Open Requests Were Received</b>	<b>Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022</b>	<b>Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022</b>	<b>Total</b>
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	2
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

<b>Fiscal Year Open Complaints Were Received by Institution</b>	<b>Number of Open Complaints</b>
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
<b>Total</b>	<b>0</b>

### *5. Social Insurance Number (SIN)*

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?	No
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