



Canada Revenue
Agency

Agence du revenu
du Canada

2021–2022 ANNUAL REPORT TO PARLIAMENT

On the Administration of the Access
to Information Act

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Introduction

In keeping with section 94 of the Access to Information Act and section 20 of the Service Fees Act, each year the head of every federal government institution prepares and submits an annual report to Parliament on how their institution has administered the Access to Information Act.

The following report is tabled in Parliament under the direction of the Minister of National Revenue. The report describes how the Canada Revenue Agency (CRA) administered and fulfilled its obligations under the Access to Information Act between April 1, 2021 and March 31, 2022. It also discusses emerging trends, program delivery, and areas of focus for the year ahead.

Access to Information Act

The Access to Information Act came into force on July 1, 1983, and was significantly amended on June 21, 2019, with the coming into force of Bill C-58, An Act to amend the Access to Information Act and the Privacy Act and to make consequential amendments to other Acts.

The Act extends the present laws of Canada that provide access to information under the control of the Government of Canada and provide for the proactive publication of certain information.

The purpose of the Act is to enhance the accountability and transparency of federal institutions in order to promote an open and democratic society, as well as enable public debate on the conduct of those institutions.

The Access to Information Act is based on three main principles:

- government information should be available to the public
- exceptions to the right of access should be limited and specific
- decisions about disclosures should be reviewed independently of government

The Access to Information Act's formal processes do not replace other ways of getting federal government information. The CRA actively encourages individuals and their representatives to get information informally through its online self-service channels, such as **My Account** and **Represent a Client**. The CRA encourages individuals, businesses and other groups to consider getting information online at canada.ca/en or through the CRA's automated and toll-free phone lines. The CRA continually updates these portals to provide access to more information, which reduces the burden on Canadians to make Privacy Act requests. Also, the CRA actively promotes other informal channels, such as requesting information directly from the CRA through its automated and toll-free phone lines, as alternatives.

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About the Canada Revenue Agency

The Canada Revenue Agency (CRA) promotes and ensures compliance with Canada's tax legislation and regulations and plays an important role in the economic and social well-being of Canadians. The CRA does this by administering tax programs for the Government of Canada and for most provinces and territories. It also administers various social and economic benefit and incentive programs delivered through the tax system. In addition, the CRA has the authority to partner with the provinces, territories, and other government bodies to share information, and for a fee, can administer enhanced services at the request of provinces and territories.

The **minister of national revenue** is accountable to Parliament for all the CRA's activities, including administering and enforcing the Income Tax Act and the Excise Tax Act.

The **Board of Management**, which was established by the Canada Revenue Agency Act, is made up of 15 directors appointed by the Governor in Council. Each province nominates one director, and the territories take turns nominating one director. The other four directors include the chair, the commissioner and chief executive officer of the CRA, and two directors nominated by the Government of Canada. The board oversees the administration and management of the CRA, including the development of the corporate business plan and management of policies related to resources, services, property, and personnel. In fulfilling this role, the board brings a forward-looking strategic perspective to the CRA's administration, fosters sound management practices, and commits to delivering efficient and effective service.

As the CRA's chief executive officer, the **commissioner** is responsible for the day-to-day administration and enforcement of the program legislation that falls under the minister of national revenue's delegated authority. They ensure that operations are guided by the CRA's vision to be trusted, fair, and helpful by putting people first. As well, they are accountable to the board for the management of the CRA, which includes supervising employees, implementing policies, and managing budgets. They also assist and advise the minister about legislated authorities, duties, functions, and Cabinet responsibilities.

The CRA is made up of 12 functional branches and four regional offices across the country:

Branches

- Appeals
- Assessment, Benefit, and Service
- Audit, Evaluation, and Risk
- Collections and Verification
- Compliance Programs
- Finance and Administration
- Human Resources
- Information Technology
- Legal Services
- Legislative Policy and Regulatory Affairs
- Public Affairs
- Service, Innovation and Integration

Regions

- Atlantic
- Ontario
- Quebec
- Western

Access to Information and Privacy Directorate

The Access to Information and Privacy (ATIP) Directorate helps the CRA meet its requirements under the Access to Information Act and the Privacy Act. To fulfill this mandate, the ATIP Directorate:

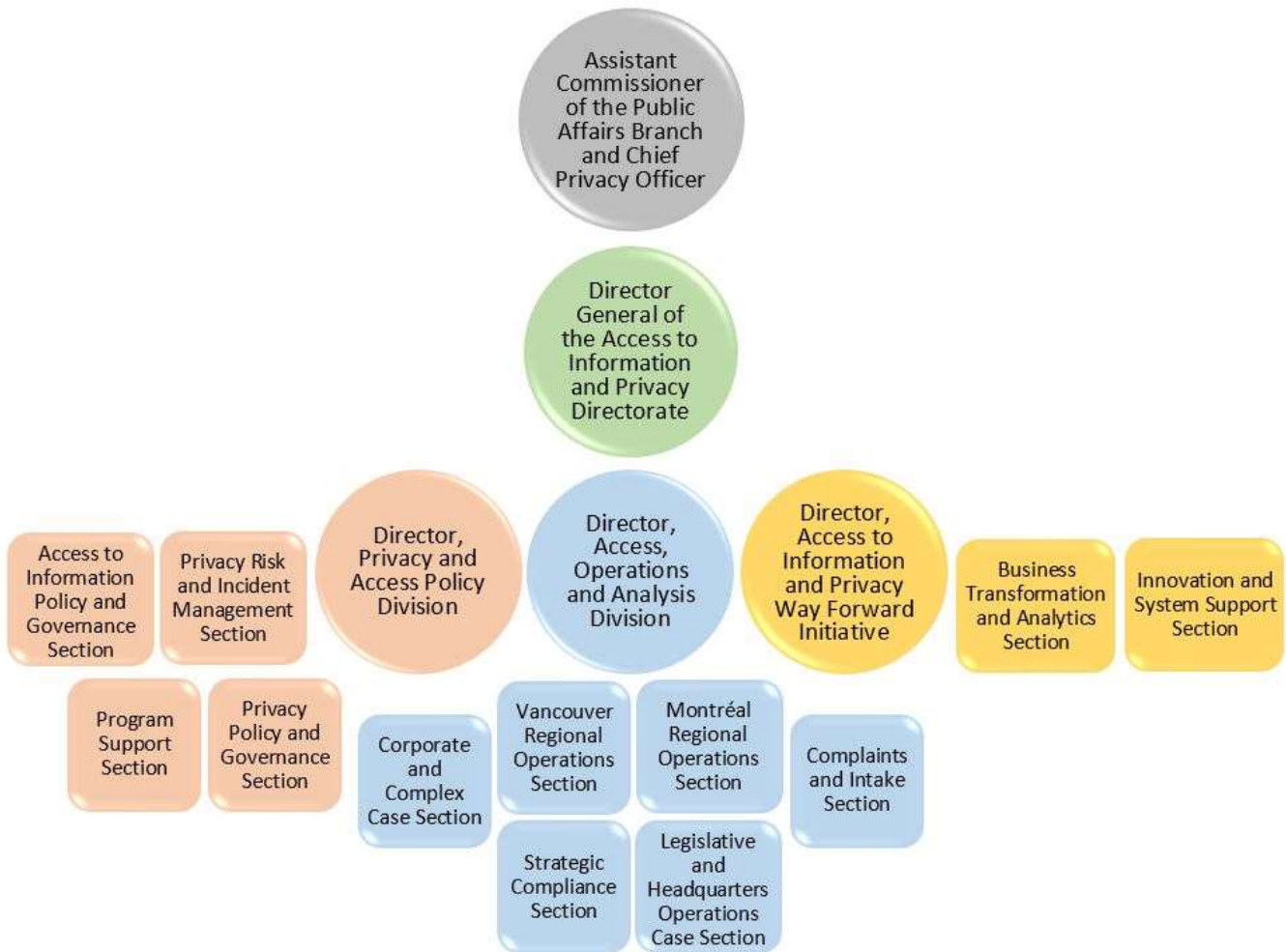
- responds to requests and questions under the Access to Information Act and the Privacy Act
- responds to consultations, complaints, and informal disclosure requests
- offers advice and guidance to CRA employees on how to properly manage and protect personal information under the CRA's control
- reviews and, if applicable, publishes information to be proactively disclosed, including briefing note titles and committee material
- gives ATIP training and awareness sessions
- coordinates the privacy assessment process within the CRA, including giving expert advice to CRA employees on privacy implications and how to avoid or reduce risks
- responds to and manages privacy breaches, enquiries, and complaints
- communicates with the Treasury Board of Canada Secretariat and the offices of the information and privacy commissioners of Canada about policy and legislative requirements, complaints, and investigations
- fulfills corporate planning and reporting obligations, such as the CRA's annual reports to Parliament on administering the Access to Information Act and the Privacy Act

The director general of the ATIP Directorate has the full delegated authority of the minister of national revenue under the Access to Information Act and the Privacy Act. As well, the director general:

- manages and coordinates the ATIP program
- leads strategic planning and development initiatives, and
- supports the assistant commissioner of the Public Affairs Branch and chief privacy officer of the CRA in the role of ATIP governance

The ATIP Directorate supports two main functions: processing and program support, which includes privacy management. Directorate employees are located in Ottawa, Montréal, and Vancouver. In the 2021–2022 fiscal year, an equivalent of 194 full-time employees administered the Access to Information Act and the Privacy Act.

The following chart shows the structure of the ATIP Directorate.



Delegating responsibilities under the Access to Information Act

As head of the CRA, the minister of national revenue is responsible for how the CRA administers and complies with the Access to Information Act, the Access to Information Regulations and related Treasury Board of Canada Secretariat policies. Subsection 95(1) of the Act gives the minister the authority to designate one or more CRA officials to perform all or part of the minister's powers, duties, and functions under the Act.

The Honourable Diane Lebovillier, Minister of National Revenue, signed the CRA's current delegation order for the Access to Information Act on May 15, 2020. The order identifies specific provisions of the Access to Information Act and its regulations that the Minister delegated to various positions within the CRA.

The ATIP Directorate's director general, directors, assistant directors, and managers of the units approve responses to requests under the Access to Information Act. Delegations are also extended to the commissioner, the deputy commissioner and the assistant commissioner of the Public Affairs Branch and chief privacy officer.

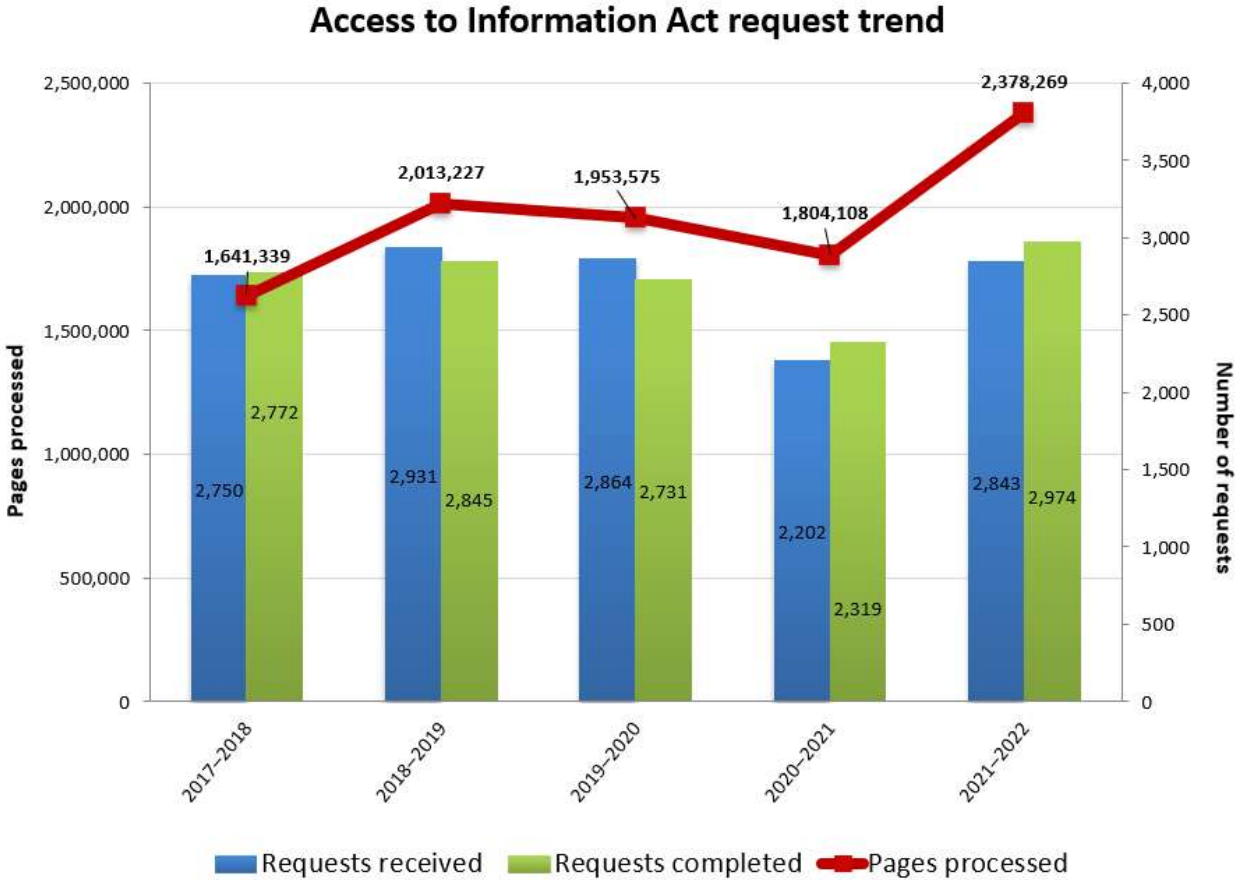
For the delegation order and schedule, see Appendix C – Delegation order.

Operational environment including the impact of the COVID-19 pandemic

The ATIP Directorate processes among the largest volume of requests and pages of any federal institution. According to the latest statistics from the Treasury Board of Canada Secretariat, in 2020–2021 the CRA processed the second largest volume of pages of any federal institution to respond to Access to Information Act requests and closed the fourth largest number of requests.

The number of requests the CRA received under the Access to Information Act in 2021–2022 (2,843) was 29% higher than in 2020–2021 (2,202). The number of requests completed (2,974) was 28% higher than in 2020–2021 (2,319). Beyond large page and request volumes, the CRA continues to respond to very complex requests, including many COVID-19-related requests. Complaints and consultations also represent a significant workload for the ATIP Directorate.

The following chart shows the trend of requests received under the Access to information Act over the past five years.



One of the impacts of the COVID-19 pandemic on the access to information program included demonstrations that blocked employees from working onsite to open and send mail for five weeks. The CRA's innovative efforts at the beginning of the pandemic to put solutions in place to send requests electronically lessened this impact. Instead, it leveraged Canada Post's Connect service. For more information about the impact of COVID-19 on operations, see Appendix B.

ATIP Way Forward Modernization Initiative

The ATIP Way Forward Initiative is a project designed to modernize processes and technology to improve productivity and efficiency in the ATIP Directorate. The goal of the initiative is to standardize and re-engineer business processes that support the directorate and make it more efficient. It did this by developing a project management office and governance structure, and by staffing a Lean Centre of Expertise and a Business Intelligence and Reporting Centre.

In 2021–2022, key changes made to enhance productivity and efficiency in the ATIP Directorate included implementing the following initiatives:

Backlog elimination plan

The ATIP Directorate has been working diligently to eliminate its backlog inventory while balancing the requirement to respond on time to a steadily increasing workload of requests received under the Access to Information Act and the Privacy Act, as well as other related inventory such as consultation files and complaints. In the fall of 2021, the ATIP Directorate put a backlog elimination plan in place to address the backlog. The first phase involves closing by September 30, 2022, all requests that the CRA received before March 31, 2019 (186 requests). At the end of the reporting period, 43 requests remained. Phase 2 will focus on closing requests received between April 2019 and March 2020. Responding to requesters in a timely manner and eliminating the backlog remains an ongoing focus of our work.

Level 1 request initiative

The ATIP Directorate routinely receives requests for tax information that does not require redactions (level 1 files). Although each of these requests are not labour intensive, together they represent a significant volume for the ATIP Directorate. Using Lean methodology and working with local tax service offices, the ATIP Directorate was able to significantly reduce the workload associated with these types of files.

During the reporting period, the ATIP Directorate reduced the average processing time for these requests from 26 days to 11 days. It did this by removing 10 of the 16 steps from the process. This represents a savings of over 1,800 working hours annually.

The ATIP Directorate also communicated with specific frequent requesters and directed them to other more efficient channels, such as My Account and Represent a Client, to get their information.

Audio redaction software

In the past, the CRA had to transcribe any audio recordings before redacting and releasing the transcript. The new audio redaction software implemented during the reporting period, allows the CRA to redact the information and release it in the original format.

PDF conversion tool

Rather than manually converting records into a PDF so it can process them, the ATIP Directorate created a program to help offices of primary interest prepare the documents for processing by automatically converting the records to PDF. The ATIP Directorate continues to look into enhancements to this software.

Upgraded server supporting the ATIP tracking system

The ATIP Directorate upgraded from one server in each of its three offices to one centralized server. This server is more stable, is easier to upgrade, and has more available space than the individual servers.

Lean Centre of Expertise

The ATIP Directorate implemented a centre of expertise that teaches and promotes Lean principles within the directorate. All employees have obtained their Lean white belt certifications, and the directorate sends out videos regularly to reinforce Lean concepts. It also conducts Lean workshops to identify and plan how to implement improvements to its business processes.

Of note, in the Information Commissioner of Canada's 2021–2022 annual report to Parliament on the access to information program in Canada, she credited the CRA for the innovative work it has done to put long-term continuous improvement solutions in place to improve access to information in Canada, including reducing the backlog of requests.

Access to Information and Privacy Strategic Plan 2021–2024

The Access to Information and Privacy Strategic Plan 2021–2024 was implemented during the reporting period. The plan outlines the ATIP Directorate's vision and purpose, strategic priorities, and initiatives. The plan supports service excellence and flows from the Public Affairs Branch's and the CRA's strategic plans. The plan focuses on two key priorities: transforming business and information technology and creating a culture of privacy and accountability. It outlines the initiatives planned over the next three years that will help develop plans, projects, and activities to move the ATIP Directorate forward, including working in a paperless environment.

Human resources

In 2021–2022, the ATIP Directorate launched eight selection processes ranging from SP-03¹ and SP-09 levels and created pools of qualified candidates.

The ATIP Directorate is committed to promoting the one-office model by recruiting the best qualified people regardless of where they are physically located across Canada. It also fully supports creating a respectful, inclusive, and diverse workplace.

Training

The ATIP Directorate is committed to promoting and providing ATIP training to CRA employees. This training varies depending on the needs of the employees. For instance, employees who have little or no knowledge of the subject are encouraged to take the Canada School of Public Service's Fundamentals of Access to Information and Privacy course or the Access to Information in the Government of Canada course. Subject matter experts are advised to take more specific training, such as on how to provide complete recommendations in response to requests. Privacy management training is also delivered throughout the year.

¹ The abbreviation "SP" indicates the Services and Programs occupational group within the CRA. This group comprises positions that are mainly involved in planning, developing, assisting with, or delivering CRA policies, programs, services, or other activities directed to the public or to internal clients.

The CRA's Legal Services Branch also provides training related to the Access to Information Act and the Privacy Act.

In 2021–2022, the CRA continued to offer its suite of 10 web-based modules, which consist of specialized technical training, to ATIP Directorate ATIP employees.

In October 2021, as part of the ATIP Way Forward Initiative, directorate employees took part in mandatory Lean White Belt training. Employees who could not attend the training and new hires will participate in the training in 2022–2023.

In 2020–2021, the CRA established an agency-wide privacy and access to information training and awareness strategy. During the reporting period, activities took place toward implementing that strategy. These activities included agency-wide surveys and interviews to identify needs and gaps in existing privacy and access to information learning, and to shape new approaches to address them.

During the reporting period, the ATIP Directorate delivered technical training as well as information and awareness sessions to:

- ATIP Directorate employees:
 - Two-week training was delivered to seven new ATIP analysts
 - Half-day training on an Introduction to the Privacy Act and the Access to Information Act was delivered to the Intake Team
- other CRA employees:
 - 16 ATIP information sessions were delivered to 3,025 participants
 - Information gathering and gap analysis on the state of ATIP training were conducted agency-wide
- offices of primary interest and outreach programs:
 - Four teleconferences were delivered to 318 participants

In 2022–2023, the CRA will continue to implement the agency-wide privacy and access to information training and awareness strategy, including expanding training and awareness by offering monthly information sessions to all CRA employees.

Raising awareness

Every year, about 40 countries and 60 non-government organizations celebrate Right to Know Week in September to raise awareness of an individual's right to access government information, while promoting freedom of information as essential to both democracy and good governance.

In 2021–2022, the CRA promoted Right to Know Week for the 11th consecutive year with a theme of open government. The CRA also held a virtual presentation to celebrate Right to Know Week with a guest speaker, Canada's Information Commissioner, Caroline Maynard. The Commissioner noted in her 2021–2022 annual report to Parliament on the access to information program in Canada that this was the largest audience (more than 4,000) she had ever presented to. During her presentation she spoke about the importance of upholding the right of access to information and the importance of sound information management practices.

During the reporting period, the Commissioner also met with the Canada Revenue Agency's Commissioner-chaired Corporate Management Committee. During the meeting, she encouraged

the Committee members to set an example and communicate the importance of upholding the right of access to information, ensuring efficient management of information, as well as providing timely responses to all access requests. She also highlighted the need to take immediate and concrete action, rather than waiting for legislative change, and she stressed the importance of having the necessary resources, processes, and tools in place for institutions to meet their obligations under the Act.

As well, the ATIP Directorate obtained a short bilingual video about “Access to information and privacy” from the Canadian School of Public Service and featured it in the CRA’s intranet Agency News. The ATIP Directorate also added the awareness video to the ATIP landing page.

The CRA also raised awareness about access to information through multiple committee meetings and in regular communication with CRA employees and senior management.

Collaborating with oversight bodies and other organizations

The CRA continues to work closely with the Office of the Information Commissioner of Canada, the Treasury Board of Canada Secretariat, and other organizations to strengthen access to information at the CRA. Notably beyond many collaborations referenced earlier in this report, in 2021–2022, the CRA:

- communicated frequently with the Office of the Information Commissioner of Canada on various subjects, including the management of specific complaint files
- worked closely with the Treasury Board of Canada Secretariat on various items, including corporate policy instruments, ATIP request-processing software solutions, and COVID-19 benefit programs
- collaborated with the ATIP community by co-chairing the ATIP Coordinators Working Group. Through this group, departments that receive a large volume of requests share best practices
- co-chaired the ATIP Interdepartmental Modernization Committee. This group identifies and pilots modernization initiatives that impact the entire ATIP community and that other departments can use to improve their processes and modernization solutions
- hosted an innovations meeting with the ATIP team from the Royal Canadian Mounted Police. The primary goal of this meeting was to share best practices since each department is working on their own modernization initiatives
- continued to work with other departments on an ad hoc basis to share strategies and solutions with the aim of maximizing each department’s ability to process ATIP requests and promote privacy and transparency

Policies, guidelines, and procedures

The Access to Information and Privacy Directorate dedicated significant time in 2020–2021 to the review of CRA corporate documents, including policy instruments.

The CRA continues to provide feedback to the Treasury Board of Canada Secretariat on draft corporate policy instruments and promotes compliance with the instruments.

Updating Information about Programs and Information Holdings (formerly Info Source)

Information about Programs and Information Holdings provides information about the functions, programs, activities, and related information holdings of government institutions subject to the Access to Information Act and the Privacy Act. This resource also offers guidance to individuals on how they can access the information that government institutions so they can exercise their rights under these acts.

Each institution subject to the Access to Information Act and the Privacy Act must update its chapter annually by the due date set by the Treasury Board of Canada Secretariat, normally in June.

The CRA's Info Source chapter can be found at canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/access-information-privacy-canada-revenue-agency/information-programs-information-holdings-sources-federal-government-employee-information.

Monitoring compliance

The ATIP Directorate produces multiple reports that capture key statistics about the CRA's inventory of ATIP requests. The reports show active and closed requests, the status of requests by branch and region, the carry-forward inventory, complaints, and deemed refusal volumes.

Management regularly uses the reports to monitor trends, measure the directorate's performance, and identify any process changes needed to improve performance. Management presents the reports monthly to senior management at the commissioner-chaired Corporate Management Committee.

During the reporting period, the ATIP Directorate:

- improved its ability to query the ATIP database by using Power Business Intelligence software
- developed automated reports directly linked to source data, which significantly reduced manual intervention and potential errors, and
- created new dynamic and interactive dashboards to provide stakeholders direct and real-time access to data and statistics

Interpretation and explanation of Appendix A – Statistical report

Appendix A provides a statistical report on the CRA's activities under the Access to Information Act for the period of April 1, 2021, to March 31, 2022. The following explains and interprets the statistical information and includes additional access to information statistics at the CRA.

Note

Some totals may be more than 100% due to rounding.

Part 1 – Requests under the Access to Information Act

During the reporting period, the CRA received 2,843 new requests under the Access to Information Act. This is an increase of 641 requests (29%) from last year's total of 2,202. Including the 1,203 requests carried forward from the 2020–2021 reporting period, the CRA had 4,046 active requests in its inventory.

The number of pages processed during the year was the highest on record. There was an increase of 574,161 (32%) pages processed compared to last year.

The following table shows the number of requests the CRA received and closed, as well as the number of pages processed over the past five fiscal years.

Fiscal year	Requests received	Requests closed	Pages processed
2017–2018	2,750	2,772	1,641,339
2018–2019	2,931	2,845	2,013,227
2019–2020	2,864	2,731	1,953,575
2020–2021	2,202	2,319	1,804,108
2021–2022	2,843	2,974	2,378,269

The following table shows the breakdown of the sources of the 2,843 requests received during the 2021–2022 reporting period.

Source	Number of requests	Percentage
Media	45	2%
Academia	78	3%
Business (private sector)	1,387	49%
Organization	49	2%
Public	1,128	40%
Decline to identify	156	6%

The following table shows the channels of the 2,843 requests received during the 2021–2022 reporting period.

Channel	Number of requests	Percentage
Online	1,918	67%
E-mail	161	6%
Mail	660	23%
In person	0	0%
Phone	0	0%
Fax	104	4%

Other requests and workload

Beyond the 2,843 requests received under the Access to Information Act, the CRA processed a high volume of other requests. The additional volume significantly affected operations, since resources had to be diverted to manage the workload.

The additional requests included external and internal consultations, general enquiries, and complaints. During the fiscal year, the Intake Team of the ATIP Directorate responded to 3,300 emails and 1,367 phone enquiries received through the general enquiries mailbox and toll-free phone line.

Part 2 – Informal requests

In 2021–2022, the ATIP Directorate received 376 informal requests for previously released information. Informal requests are those that are not processed under the Access to Information Act. During the same period 347 requests were closed. 84% of the requests were received online, while the remaining 16% were received by email or by mail.

For more details, see tables 2.1 to 2.5 of Appendix A.

Part 3 – Applications to the Information Commissioner on declining to act on requests

After the coming into force of Bill C-58, an act to amend the Access to Information Act and the Privacy Act and to make consequential amendments to other Acts, the Access to Information Act was amended to add section 6.1, which allows government institutions to decline to act on a request for information deemed to be vexatious, made in bad faith or otherwise an abuse of the right of access. To invoke section 6.1, institutions must first get the approval of the Information Commissioner of Canada through a prescribed application process.

In 2021–2022, the CRA submitted two decline-to-act applications to the Information Commissioner of Canada. One application was approved and the other declined.

Although frivolous, vexatious, or otherwise abusive requests are rare, dealing with them can place a strain on public resources, delay delivery of other services and have a negative impact on the rights of other requesters. Where warranted, the Access to Information and Privacy Directorate will exercise the ability to refuse to process a request where it clearly meets these grounds.

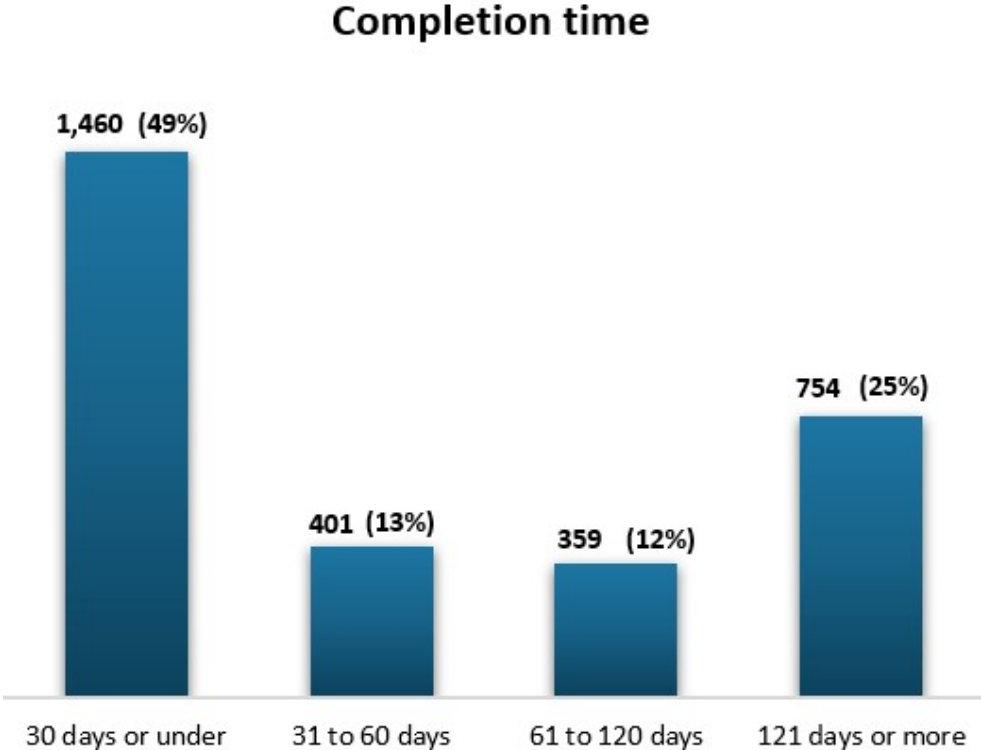
Part 4 – Requests closed during the reporting period

Disposition and completion time

The disposition of the 2,974 requests closed under the Access to Information Act is as follows:

- 661 were fully disclosed (22%)
- 1,190 were disclosed in part (40%)
- 11 were exempted in their entirety (0.4%)
- 3 were excluded in their entirety (0.1%)
- 159 resulted in no existing records (5%)
- 36 were transferred to another institution (1%)
- 913 were abandoned by requesters (31%)
- 1 was declined as per the approval of the decline to act request to the Information Commissioner of Canada (0.03%)

The following chart shows the completion time for the 2,974 requests closed in 2021–2022.



For more details, see table 4.1 of Appendix A.

Exemptions

The Access to Information Act allows an institution to refuse access to specific information when necessary. For example, the CRA can refuse to give a requester information about another individual if that individual has not given consent. For detailed information on each of the exemptions that may be applied, see section 13 of the Access to Information Act.

In 2021–2022, the CRA applied the following exemptions, in full or in part, to the 2,974 requests closed during the reporting period:

- section 13 – Information obtained in confidence (77 times)
- section 14 – Federal-provincial affairs (4 times)
- section 15 – International affairs and defence (19 times)
- section 16 – Law enforcement and investigation and security (1,009 times)
- section 17 – Safety of individuals (2 times)
- section 18 – Economic interests of Canada (7 times)
- section 19 – Personal information (804 times)
- section 20 – Third-party information (39 times)
- section 21 – Operations of government (280 times)
- section 22 – Testing procedures, tests and audits (9 times)
- section 23 – Solicitor-client privilege (175 times)
- section 24 – Statutory prohibitions (1,006 times)

Exclusions

The Access to Information Act does not apply to information that is publicly available, such as information in government publications, libraries, and museums. Also, the Act does not apply to Cabinet confidences. In 2021–2022, the CRA applied exclusions 46 times: 35 times for information that was publicly available and 11 times for Cabinet confidences.

Format of information released

Requesters can choose to receive their response package on paper or electronically. Persons with disabilities may ask for information in alternative formats, such as braille, although the CRA did not receive any of these requests this fiscal year. Providing documents electronically is more efficient because it significantly reduces manual processes, and it is environmentally friendly and secure. There was a 6% increase in the volume of requests sent electronically in 2021–2022 compared to 2020–2021.

In 2021–2022, of the 1,853 requests for which information was disclosed in full or in part, 1,664 requests (90%) were released in electronic format.

Complexity

The Treasury Board of Canada Secretariat uses two criteria to define complexity: the number of pages to process and the nature and sensitivity of the subject matter. Based on these criteria, the CRA handles a large number of complex requests.

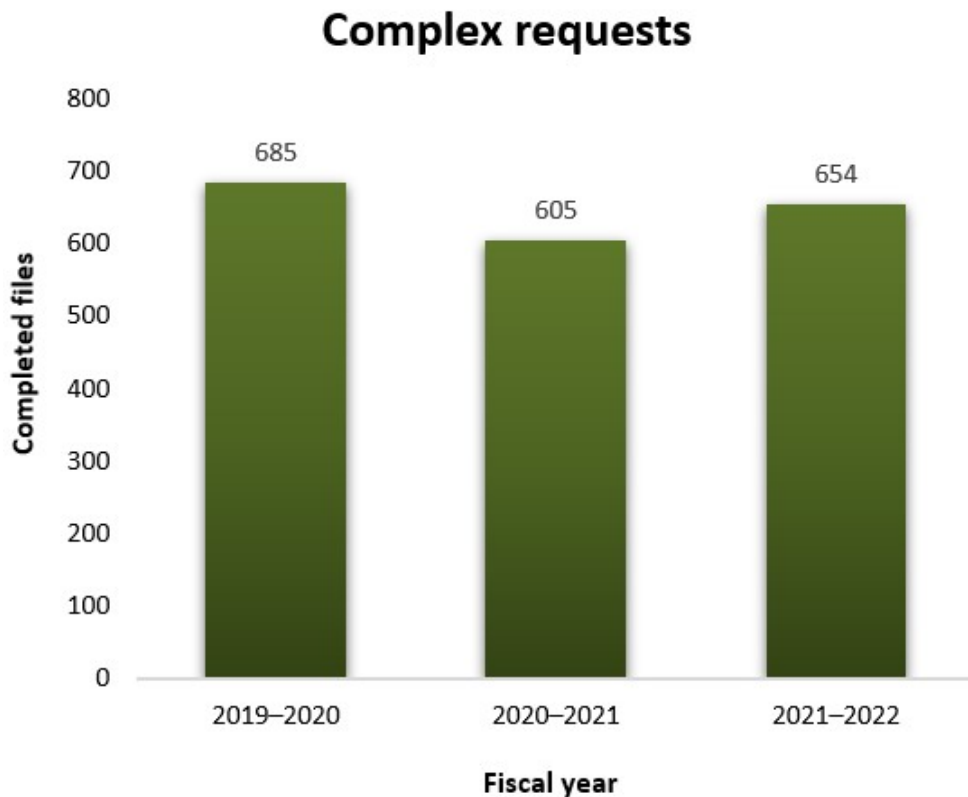
In 2021–2022, the ATIP Directorate processed an average of 1,015 pages per request.

For example, to respond to the 2,778 requests it closed in 2021–2022 (excluding the dispositions of no records exist, request transferred, and declined to act requests), the CRA processed 2,378,269 pages. A significant number of requests involved a large volume of pages: 938 (40%) requests required the processing of more than 100 pages. Of these requests, 70 involved the processing of more than 5,000 pages, and 9 involved processing more than 50,000 pages, 1 of which involved the processing of more than 150,000 pages.

In addition to paper records, the CRA processed three requests for records in audio format, for a total of 121 minutes processed. There were no requests for records in video format. In addition to requests with a large volume of pages, the CRA processed many sensitive requests, such as those involving tax litigation and consultation with third parties, including provincial, federal and international bodies. Other requests were considered complex because of the nature and sensitivity of the subject matter. For more details, see tables 4.5.2 to 4.5.7 of Appendix A.

In 2021–2022, the CRA processed 49 more complex requests compared to the previous reporting period. This represents an 8% increase.

The following chart shows the volume of complex files processed over the past three years.



Closed requests

The ATIP Directorate closed 2,095 (70%) requests within the timelines required by law. This means that it provided responses within 30 calendar days or within an extended deadline.

Deemed refusals

A deemed refusal is a request closed after the deadline of 30 calendar days, or after the extended deadline if a time extension was taken.

Of the 2,974 requests closed during the reporting period, 879 were closed after the deadline. This resulted in a deemed refusal rate of 30%.

Requests closed beyond legislated timelines (including any extension taken)

The Access to Information Act sets the timelines for responding to access to information requests and allows time extensions when there is a large volume of records to be processed or a need to complete consultations (for example, with a government institution or third party).

Of the 2,974 requests closed during the reporting period, 364 requests were closed past the legislated timeline when no extension was taken. A further 515 cases were closed after the legislated timeline when an extension was taken.

Requests for translation

Records are normally released in the language they exist in. However, the institution may translate records to an official language if requested, or if the institution considers a translation to be necessary so the individual can understand the information.

The CRA did not receive any requests to translate records in response to access to information requests in 2021–2022.

Part 5 – Extensions

The Access to Information Act sets required timelines for responding to access to information requests. The Act allows time extensions when there is a large volume of records to be processed or a need to complete consultations (for example, with a government institution or other third party).

Of the 2,974 requests closed in 2021–2022, the CRA applied extensions to 1,148 (39%) of them. It applied those extensions 94% of the time because of workload and because meeting the original 30-day time limit would have resulted in unreasonable interference with CRA operations. The CRA applied the remaining extensions because of the need for internal and external consultations.

Part 6 – Fees and the Service Fees Act

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

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

- Enabling authority: Access to Information Act.
- Fee payable: \$5.00 application fee is the only fee charged for an Access to Information Act request
- Total revenue: A total of \$12,010 in fees was collected during the reporting period.
- Fees waived: In accordance with the Interim Directive on the Administration of the Access to Information Act, issued on May 5, 2016, and the changes to the Access to Information Act that came into force on June 21, 2019, the CRA waives all fees prescribed by the Act and Regulations other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations. In the 2021–2022 fiscal period, the CRA waived a total of \$2,205 for 441 requests.
- Cost of operating the program: \$4,854,235.

Part 7 – Consultations received from other institutions and organizations

In 2021–2022, the ATIP Directorate received 80 consultation requests from other Government of Canada institutions and organizations and closed 93 requests (received in multiple years).

For more details, including disposition and completion times, see tables 7.1 to 7.3 of Appendix A.

The total number of external access consultation requests received in 2021–2022 decreased 8% since the last year.

Internal consultations

In 2021–2022, the ATIP Directorate received 10 internal consultation requests and completed 6. These requests are informal reviews and do not fall under the Access to Information Act.

Part 8 – Completion time of consultations on Cabinet confidences

Although Cabinet confidences are excluded from the application of the Access to Information Act (section 69), Treasury Board of Canada Secretariat policies require agencies and departments to consult with their legal services office to determine if they should exclude requested information. If any doubt exists or if the records contain discussion papers, legal counsel must consult the Office of the Counsel to the Clerk of the Privy Council Office.

In 2021–2022, the ATIP Directorate had to consult with the Legal Services Branch twice, regarding Cabinet confidence exclusions. The Privy Council Office did not need to be consulted.

Part 9 – Investigations and reports of findings

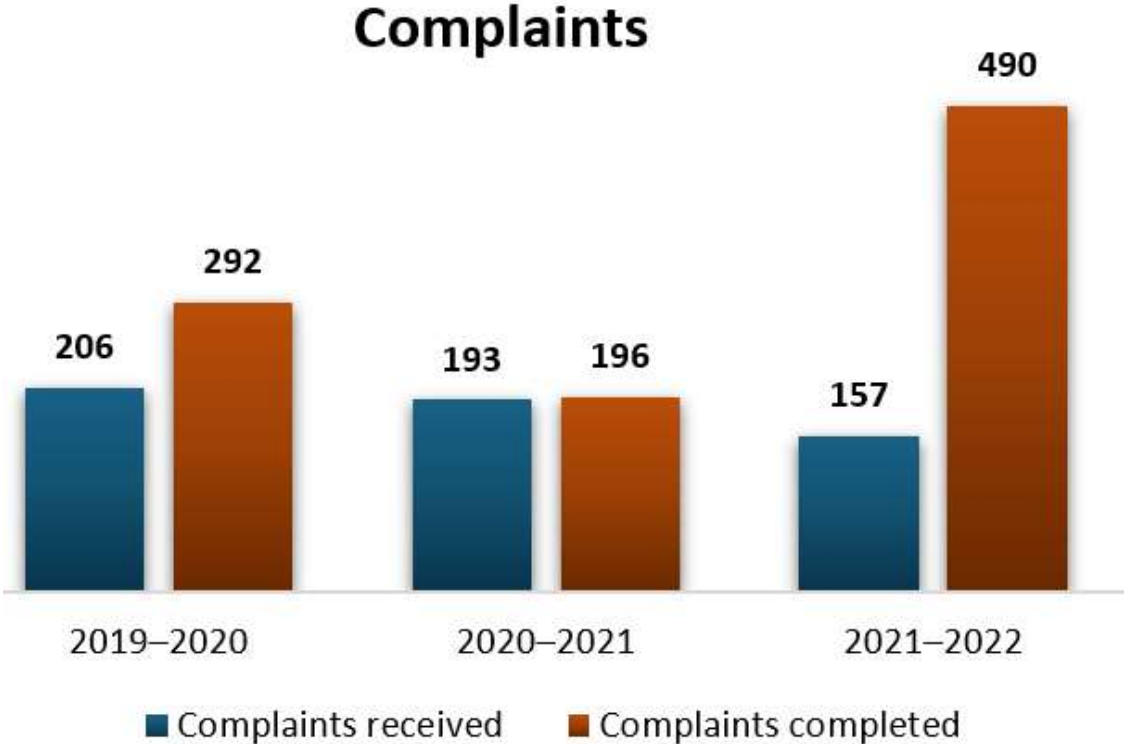
Investigations

In 2021–2022, the CRA received 157 complaints under the Access to Information Act, a 32% increase compared to the previous year. The complaints the CRA received related to the following issues:

- time delay (34)
- non-disclosure (36)
- refusal due to exemption (51)
- refusal due to general reasons (11)
- time extensions (25)

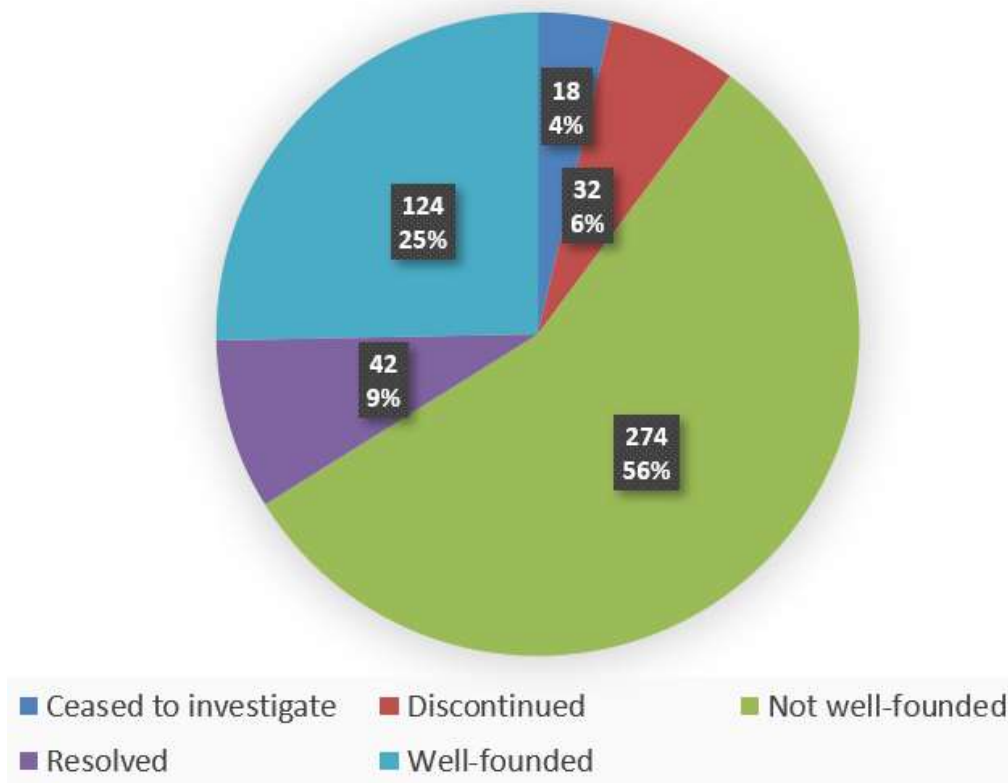
In 2021–2022, 490 complaints were closed and represent a 238% increase from 2020–2021. At the end of the fiscal year there were 221 active complaints.

The following chart shows the number of complaints received and closed since 2021–2022.



The following chart shows the disposition of the complaints closed during the fiscal year.

Complaints dispositions



For definitions of the complaint disposition categories, go to the [Information Commissioner of Canada Investigation Guidance](#) page.

Reports of findings

In 2021–2022, the CRA received one initial report under section 37(1) of the Access to Information Act containing orders issued by the Information Commissioner of Canada for the provision of records and one final report under section 37(2) containing the Information Commissioner's recommendations.

Part 10 – Court action

In 2021–2022, there were no complaints pursued to the Federal Court.

Part 11 – Resources related to the Access to Information Act

Costs

During the 2021–2022 fiscal year, the ATIP Directorate's direct cost to administer the Access to Information Act was \$4,854,235. This does not include significant support and resources from CRA branches and regions. For more details, see table 11.1 of Appendix A.

Human resources

In 2021–2022, the CRA dedicated an equivalent of 36 full-time employees, in addition to 16 consultants and agency personnel and 1 student, to administering the Access to Information Act. Many of these employees simultaneously administer the Privacy Act.

Interpretation and explanation of Appendix B – Supplemental statistical report on the Access to Information Act and the Privacy Act

The following is a brief overview of the tables included in Appendix B:

- **Table 1:** The CRA was able to receive requests by mail for 47 of the 52 weeks in 2021–2022. The CRA however had full capacity throughout the reporting period to process electronic records.
- **Table 2.1 and 2.2:** The CRA was able to process unclassified, Protected B, Secret, and Top - Secret paper records for 47 of the 52 weeks in 2021. The CRA however had full capacity throughout the reporting period to process electronic records.

Note: The CRA was unable to receive requests by mail or process paper records for a five-week period because of demonstrations that blocked employees from working onsite to open and send mail.

- **Table 3.1:** At the end of the fiscal year, the CRA had 1,072 Access to Information Act requests outstanding: 610 of these were within legislated timelines, while 462 were beyond legislated timelines. The CRA received 269 of these requests before 2021–2022, and it will address many of these through the CRA backlog elimination plan.
- **Table 3.2:** At the end of the fiscal year, the CRA had 222 open complaints with the Information Commissioner of Canada.
- **Table 4.1:** At the end of the fiscal year, the CRA had 1,169 Privacy Act requests outstanding: 904 of these were within legislated timelines, while 265 were beyond legislated timelines. The CRA received 85 of these requests before 2021–2022, and it will address many of these through the CRA backlog elimination plan.
- **Table 4.2:** At the end of the fiscal year, the CRA had 35 open complaints with the Privacy Commissioner of Canada.
- **Table 5:** The CRA has reported that it received the authority for a new collection of the social insurance number in 2021–2022.

Conclusion

The CRA is committed to improving the access to information regime in Canada.

In 2021–2022, the CRA continued to make significant progress in addressing backlog challenges and providing greater access to information by:

- processing ATIP requests using Lean methodology
- addressing the backlog through the backlog elimination plan
- developing a Quality Assurance Review Plan
- implementing the Privacy and Access to Information Training and Awareness Strategy
- implementing the Access to Information and Privacy Strategic Plan 2021–2024

In 2022–2023, the ATIP Directorate will focus on the priorities in its strategic plan, including leading the directorate's business transformation and technology modernization and continuing to create a culture of privacy, transparency, and accountability.

The directorate will also continue to implement the backlog elimination plan with a focus on completing Phase 1 by March 31, 2023, and starting Phase 2, which has a planned completion date of March 31, 2024. Another priority during the fiscal year will be to continue to develop and implement innovative solutions to address requests for taxpayer information that can be provided by more efficient channels, such as My Account, My Business Account, or Represent a Client than the Access to Information Act or the Privacy Act.

Appendix A – Statistical report

Statistical report on the Access to Information Act

Name of institution: Canada Revenue Agency

Reporting period: April 1, 2021 to March 31, 2022

Part 1 – Requests under the Access to Information Act

1.1 Number of requests

		Number of requests
Received during reporting period		2,843
Outstanding from previous reporting periods		1,203
Outstanding from previous reporting period	545	
Outstanding from more than one reporting period	658	
Total		4,046
Closed during reporting period		2,974
Carried over to next reporting period		1,072
Carried over within legislated timeline	610	
Carried beyond legislated timeline	462	

1.2 Sources of requests

Source	Number of requests
Media	45
Academia	78
Business (Private sector)	1,387
Organization	49
Public	1,128
Decline to identify	156
Total	2,843

1.3 Channels of requests

Channel	Number of requests
Online	1,918
E-mail	161
Mail	660
In person	0
Phone	0
Fax	104
Total	2,843

Part 2 – Informal Requests

2.1 Number of informal requests

		Number of requests
Received during reporting period		376
Outstanding from previous reporting periods		20
Outstanding from previous reporting period	20	
Outstanding from more than one reporting period	0	
Total		396
Closed during reporting period		347
Carried over to next reporting period		49

2.2 Channels of informal requests

Channel	Number of requests
Online	316
E-mail	57
Mail	3
In person	0
Phone	0
Fax	0
Total	376

2.3 Completion time of informal requests

Completion time (days)							
1 to 15	16 to 30	31 to 60	61 to 120	121 to 180	181 to 365	More than 365	Total
50	36	77	146	33	5	0	347

2.4 Pages released informally

Less than 100 pages		100-500 pages		501-1000 pages		1001-5000 pages		More than 5000 pages	
Number of requests	Number of pages released	Number of requests	Number of pages released	Number of requests	Number of pages released	Number of requests	Number of pages released	Number of requests	Number of pages released
7	111	3	662	2	1,355	1	4,780	1	8,128

2.5 Pages re-released informally

Less than 100 pages		100-500 pages		501-1000 pages		1001-5000 pages		More than 5000 pages	
Number of requests	Number of pages re-released	Number of requests	Number of pages re-released	Number of requests	Number of pages re-released	Number of requests	Number of pages re-released	Number of requests	Number of pages re-released
208	4,247	86	21,548	19	12,697	15	31,251	5	117,060

Part 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	2
Total	2
Approved by the Information Commissioner during reporting period	1
Declined by the Information Commissioner during reporting period	1
Withdrawn during reporting period	0
Carried over to next reporting period	0

Part 4 – Requests closed during the reporting period

4.1 Disposition and completion time

Disposition of requests	Completion time (days)							Total
	1 to 15	16 to 30	31 to 60	61 to 120	121 to 180	181 to 365	More than 365	
All disclosed	115	342	127	48	7	16	6	661
Disclosed in part	15	213	175	238	105	152	292	1,190
All exempted	0	1	3	3	0	2	2	11
All excluded	0	0	1	1	0	1	0	3
No records exist	12	48	34	42	9	8	6	159
Request transferred	24	6	6	0	0	0	0	36
Request abandoned	602	82	55	26	16	15	117	913
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	1	0	0	0	1
Total	768	692	401	359	137	194	423	2,974

4.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	30	16(2)	13	16.6	0	20(1)(d)	0
13(1)(b)	3	16(2)(a)	0	17	2	20.1	0
13(1)(c)	42	16(2)(b)	0	18(a)	0	20.2	0
13(1)(d)	2	16(2)(c)	159	18(b)	2	20.4	0
13(1)(e)	0	16(3)	0	18(c)	0	21(1)(a)	83
14	1	16.1(1)(a)	0	18(d)	5	21(1)(b)	189
14(a)	3	16.1(1)(b)	0	18.1(1)(a)	0	21(1)(c)	4
14(b)	0	16.1(1)(c)	1	18.1(1)(b)	0	21(1)(d)	4
15(1)	2	16.1(1)(d)	0	18.1(1)(c)	0	22	9
15(1) - I.A.*	16	16.2(1)	0	18.1(1)(d)	0	22.1(1)	0
15(1) - Def.*	0	16.3	0	19(1)	804	23	175
15(1) - S.A.*	1	16.31	0	20(1)(a)	0	23(1)	0
16(1)(a)(i)	1	16.4(1)(a)	0	20(1)(b)	20	24(1)	1,006
16(1)(a)(ii)	5	16.4(1)(b)	0	20(1)(b.1)	0	26	0
16(1)(a)(iii)	0	16.5	0	20(1)(c)	19		
16(1)(b)	285	* I.A.: International Affairs Def.: Defense of Canada S.A.: Subversive Activities					
16(1)(c)	545						
16(1)(d)	0						

4.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	34	69(1)(a)	0	69(1)(g) re (b)	0
68(b)	1	69(1)(b)	0	69(1)(g) re (c)	1
68(c)	0	69(1)(c)	0	69(1)(g) re (d)	0
68.1	0	69(1)(d)	0	69(1)(g) re (e)	1
68.2(a)	0	69(1)(e)	1	69(1)(g) re (f)	1
68.2(b)	0	69(1)(f)	0	69.1(1)	0
69(1)	4	69(1)(g) re (a)	3		

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
189	1,661	0	0	3	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
2,378,269	1,762,458	2,778

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

Disposition of requests	Less than 100 pages		101-500 pages		501-1000 pages		1001-5000 pages		More than 5000 pages	
	Number of requests	Number of pages disclosed	Number of requests	Number of pages disclosed	Number of requests	Number of pages disclosed	Number of requests	Number of pages disclosed	Number of requests	Number of pages disclosed
All disclosed	595	19,089	54	10,851	6	3,907	5	9,811	0	0
Disclosed in part	339	14,271	343	85,835	151	108,154	291	670,737	66	1,319,964
All exempted	8	27	2	620	0	0	0	0	1	6,648
All excluded	1	43	1	179	1	507	0	0	0	0
Request abandoned	896	155	5	1,579	2	1,652	7	12,364	3	111,876
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	1	0	0	0	0	0	0	0	0	0
Total	1,840	33,585	405	99,064	160	114,220	303	692,912	70	1,438,488

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of minutes processed	Number of minutes disclosed	Number of requests
121	121	3

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

Disposition of requests	Less than 60 minutes		60 – 120 minutes		More than 120 Minutes	
	Number of requests	Number of minutes processed	Number of requests	Number of minutes processed	Number of requests	Number of minutes processed
All disclosed	1	57	0	0	0	0
Disclosed in part	2	64	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	3	121	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 of requests	Less than 60 minutes		60 – 120 minutes		More than 120 Minutes	
	Number of requests	Number of minutes processed	Number of requests	Number of minutes processed	Number of requests	Number of 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 of requests	Consultation required	Legal advice sought	Other	Total
All disclosed	6	2	5	13
Disclosed in part	73	0	38	111
All exempted	0	0	1	1
All excluded	0	0	1	1
Request abandoned	4	0	62	66
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	83	2	107	192

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	2,095
Percentage of requests closed within legislated timelines	70.44%

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past legislated timelines	Principal reason			
	Interference with operations / workload	External consultation	Internal consultation	Other
879	667	6	2	204

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	55	59	114
16 to 30	31	27	58
31 to 60	49	32	81
61 to 120	45	52	97
121 to 180	20	40	60
181 to 365	61	44	105
More than 365	103	261	364
Total	364	515	879

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

Part 5 - Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
All disclosed	143	0	2	1
Disclosed in part	761	0	45	4
All exempted	7	0	1	0
All excluded	3	0	1	0
Request abandoned	120	0	7	0
No records exist	47	0	5	0
Declined to act with the approval of the Information Commissioner	1	0	0	0
Total	1,082	0	61	5

5.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
30 days or less	314	0	10	2
31 to 60 days	226	0	17	1
61 to 120 days	318	0	31	1
121 to 180 days	117	0	3	1
181 to 365 days	73	0	0	0
365 days or more	34	0	0	0
Total	1,082	0	61	5

Part 6 - Fees

Fee type	Fee collected		Fee waived		Fee refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	2,402	\$12,010	441	\$2,205	0	\$0.00
Other fees	0	0	0	0	0	\$0.00
Total	2,402	\$12,010	441	\$2,205	0	\$0.00

Part 7 - Consultations received from 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	77	2,590	3	14
Outstanding from the previous reporting period	18	4,045	1	315
Total	95	6,635	4	329
Closed during the reporting period	90	6,444	3	14
Carried over within negotiated timelines	2	73	1	315
Carried over beyond negotiated timelines	3	118	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	16 to 30	31 to 60	61 to 120	121 to 180	181 to 365	More than 365	
Disclose entirely	17	22	16	1	0	0	2	58
Disclose in part	0	4	9	4	2	0	0	19
Exempt entirely	0	2	0	0	0	0	0	2
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	2	0	0	0	0	0	0	2
Other	5	1	1	0	1	1	0	9
Total	24	29	26	5	3	1	2	90

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

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15	16 to 30	31 to 60	61 to 120	121 to 180	181 to 365	More than 365	
Disclose entirely	1	1	1	0	0	0	0	3
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	1	1	1	0	0	0	0	3

Part 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		1001 to 5000 pages processed		More than 5000 pages processed	
	No. of requests	No. of pages disclosed	No. of requests	No. of pages disclosed	No. of requests	No. of pages disclosed	No. of requests	No. of pages disclosed	No. of requests	No. of pages disclosed
1 to 15	2	9	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	2	9	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of days	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	No. of requests	No. of pages disclosed	No. of requests	No. of pages disclosed	No. of requests	No. of pages disclosed	No. of requests	No. of pages disclosed	No. of requests	No. of 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

Part 9 – Investigations and reports of finding

9.1 Investigations

Section 32 – Notice of intention to investigate	Section 30(5) – Ceased to investigate	Section 35 – Formal representations
157	32	1

9.2 Investigations and reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
1	0	1	1	1	0

Part 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

Part 11 - Resources related to the Access to Information Act

11.1 Costs

Expenditures		Amount
Salaries		\$ 3,056,815
Overtime		\$ 133,951
Goods and Services		\$ 1,663,469
- Professional services contracts	\$ 1,499,325	
- Other	\$ 164,144	
Total		\$ 4,854,235

11.2 Human resources

Resources	Person years dedicated to access to information activities
Full-time employees	36
Part-time and casual employees	0
Regional staff	0
Consultants and agency personnel	16
Students	1
Total	53

Appendix B – Supplemental statistical report on the Access to Information Act and the Privacy Act

Table 1 – Capacity to receive requests

The following table reports the total number of weeks the CRA was able to receive ATIP requests through different channels.

	Number of weeks
Able to receive requests by mail	47
Able to receive requests by email	52
Able to receive requests through the digital request service	52

Table 2.1

The following table reports the total number of weeks the CRA was able to process paper records in different classification levels.

	No capacity	Partial capacity	Full capacity	Total
Unclassified paper records	5	0	47	52
Protected B paper records	5	0	47	52
Secret and top secret paper records	5	0	47	52

Table 2.2

The following table reports the total number of weeks the CRA was able to process electronic records in different classification levels.

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

Table 3.1

The following table reports the total number of open Access to Information Act requests that are outstanding from previous reporting periods.

Fiscal year open requests were received	Open requests that are within legislated timelines as of March 31, 2022	Open requests that are beyond legislated timelines as of March 31, 2022	Total
2021–2022	594	209	803
2020–2021	13	141	154
2019–2020	3	70	73
2018–2019	0	22	22
2017–2018	0	13	13
2016–2017	0	7	7
2015–2016 or earlier	0	0	0
Total	610	462	1,072

Table 3.2

The following table reports the total number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal year open requests were received	Number of open complaints
2021–2022	100
2020–2021	30
2019–2020	26
2018–2019	40
2017–2018	12
2016–2017	2
2015–2016 or earlier	12
Total	222

Table 4.1

The following table reports the total number of open Privacy Act requests that are outstanding from previous reporting periods.

Fiscal year open requests were received	Open requests that are within legislated timelines as of March 31, 2022	Open requests that are beyond legislated timelines as of March 31, 2022	Total
2021–2022	904	180	1,084
2020–2021	0	46	46
2019–2020	0	38	38
2018–2019	0	1	1
2017–2018	0	0	0
2016–2017	0	0	0
2015–2016 or earlier	0	0	0
Total	904	265	1,169

Table 4.2

The following table reports the total number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal year open requests were received	Number of open complaints
2021–2022	17
2020–2021	4
2019–2020	4
2018–2019	5
2017–2018	1
2016–2017	0
2015–2016 or earlier	4
Total	35

Table 5

The following table reports if there was authority received for a new collection of the social insurance number (SIN)

Authority received for a new collection of the social insurance number (SIN)	
Did your institution receive authority for a new collection or new consistent use of the SIN in 2021–2022?	Yes

Appendix C – Delegation order

Minister
of National Revenue



Ministre
du Revenu national

Ottawa, Canada K1A 0A6

Access to Information Act Delegation Order

Arrêté sur la délégation en vertu de la Loi sur l'accès à l'information

I, Diane Lebouthillier, Minister of National Revenue, do hereby designate, pursuant to section 95(1) of the *Access to Information Act*, the officers or employees of the Canada Revenue Agency who hold the positions set out in the attached Schedule to exercise or perform the powers, duties, or functions that have been given to me as head of a government institution under the provisions of the *Access to Information Act* as set out in the Schedule.

This designation replaces all previous delegation orders.

Je, Diane Lebouthillier, ministre du Revenu national, délègue par les présentes, en vertu de paragraphe 95(1) de la *Loi sur l'accès à l'information*, aux cadres ou employés de l'Agence du revenu du Canada détenteurs des postes mentionnés dans l'annexe ci-jointe les attributions dont je suis, en qualité de responsable d'une institution fédérale, investie par les dispositions de la *Loi sur l'accès à l'information* qui sont mentionnées dans l'annexe.

Le présent document remplace et annule tout arrêté antérieur.

La ministre du revenu national

A handwritten signature in black ink, appearing to read 'Diane Lebouthillier'.

Diane Lebouthillier
Minister of National
Revenue

Signed in Ottawa, Ontario, Canada this 15th day of May, 2020
Signé à Ottawa, Ontario, Canada le 15^e jour de mai 2020

The CRA positions that are authorized to perform the powers, duties, and functions given to the minister of national revenue under the provisions of the Access to Information Act and its regulations are:

Commissioner

- Full authority

Deputy Commissioner

- Full authority

Assistant Commissioner of the Public Affairs Branch and Chief Privacy Officer

- Full authority

Director General of the Access to Information and Privacy Directorate in the Public Affairs Branch

- Full authority

Directors in the Access to Information and Privacy Directorate of the Public Affairs Branch

- Full authority

Assistant directors, managers, technical reviewers/advisors in the Access to Information and Privacy Directorate of the Public Affairs Branch

- Full authority