



Veterans Review and
Appeal Board Canada

Tribunal des anciens combattants
(révision et appel) Canada

Annual Report

Administration of the *Access to Information Act* 2024-2025



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Catalogue No. V96-1E-PDF

ISSN 2369-0674

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.

Table of Contents

Message from the Chair	6
Introduction	7
About the Veterans Review and Appeal Board.....	7
Organizational structure	8
Delegation order.....	9
Performance for 2024-25	9
Formal access to information requests.....	9
Informal access to information requests.....	11
Summary of key issues and actions taken on complaints	11
Extensions.....	11
Consultations	12
Training and awareness	12
Onboarding of new staff.....	12
Privacy breach refresher training.....	13
Policies, guidelines, and procedures	13
Proactive publication under Part 2 of the <i>Access to Information Act</i>	13
Initiatives and projects to improve access to information	17
Digitization of hearing recordings	17
Service Health Record Search Tool (SHRST).....	18
Modernization of hearing recording process.....	18
ATIPXpress.....	18
Monitoring and compliance	19
Annex A: 2024 Delegation Order on the <i>Access to Information Act</i> and <i>Privacy Act</i>	20
Annex B: Statistical reports on the <i>Access to Information Act</i>	21
1. Requests under the <i>Access to Information Act</i>	21
1.1. Number of requests	21
1.2. Sources of requests	21
1.3. Channels of requests	22
2. Informal requests	22
2.1. Number of informal requests.....	22
2.2. Channels of informal requests	22

2.3.	Completion time of informal requests.....	22
2.4.	Pages released informally.....	23
2.5.	Pages re-released informally	23
3.	Applications to the Information Commissioner on Declining to Act on Requests ...	23
4.	Requests Closed During the Reporting Period	24
4.1.	Disposition and completion time	24
4.2.	Exemptions	25
4.3.	Exclusions.....	27
4.4.	Format of information released	27
4.5.	Complexity	27
4.5.1.	Relevant pages processed and disclosed for paper, e-records and dataset formats	27
4.5.2.	Relevant pages processed per request disposition for paper, e-records and dataset formats by size of requests	28
4.5.3.	Relevant minutes processed and disclosed for audio formats.....	29
4.5.4.	Relevant minutes processed per request disposition for audio formats by size of requests.....	29
4.5.5.	Relevant minutes processed and disclosed video formats	29
4.5.6.	Relevant minutes processed per request disposition for video formats by size of requests.....	30
4.5.7.	Other Complexities	30
4.6.	Closed Requests.....	31
4.6.1.	Requests closed within legislated timelines.....	31
4.7.	Deemed Refusals	31
4.7.1.	Reasons for not meeting legislated timelines	31
4.7.2.	Requests closed beyond legislated timelines (including any extensions taken)	31
4.8.	Requests for translation	31
5.	Extensions	32
5.1.	Reasons for extensions and disposition of requests	32
5.2.	Length of Extensions	32
6.	Fees.....	32
7.	Consultations Received from Other Institutions and Organizations	33

7.1.	Consultations received from other Government of Canada institutions and organizations	33
7.2.	Recommendations and completion time for consultations received from other Government of Canada institutions.....	33
7.3.	Recommendations and completion time for consultations received from other organization outside the Government of Canada	34
8.	Completion Time of Consultations on Cabinet Confidences	35
8.1.	Requests with Legal Services	35
8.2.	Requests with the Privy Council Office	36
9.	Investigations and Reports of finding	36
9.1.	Investigations	36
9.2.	Investigations and Reports of finding	37
10.	Court Action	37
10.1.	Courts actions on complaints	37
10.2.	Court actions on third party notifications under paragraph 28(1)(b)	37
11.	Resources Related to the <i>Access to Information Act</i>	37
11.1.	Allocated Costs	37
11.2.	Human Resources.....	38
Annex C: Supplemental statistical report on the <i>Access to information Act</i> and <i>Privacy Act</i>		39
1.	Requests Carried Over and Active Complaints Under the <i>Access to Information Act</i>	39
1.1.	Request carried over to next reporting period, broken down by reporting period received	39
1.2.	Active complaints with the Information Commissioner of Canada, broken down by reporting period received	40
2.	Requests Carried Over and Active Complaints under the <i>Privacy Act</i>	40
2.1.	Requests carried over to next reporting period, broken down by reporting period received	40
2.2.	Active complaints with the Privacy Commissioner of Canada, broken down by reporting period received	41
3.	Social Insurance Number.....	41
4.	Universal Access under the <i>Privacy Act</i>	41

Message from the Chair

On behalf of the Veterans Review and Appeal Board (VRAB, the Board), I am pleased to present the 2024-2025 annual report to Parliament on the administration of the *Access to Information Act*.

This legislation enhances government transparency by allowing Canadian citizens to access information held by the Government of Canada. It promotes openness, accountability, and dialogue between citizens and their government.

The Board is focused on digital innovation and ensuring we have an effective information management system so that Canadians can exercise their right of access and receive high-quality information without delay.

During the reporting period, the Board advanced the implementation of ATIPXpress, a new system designed to modernize how access to information and privacy requests are handled. With setup, testing, and staff training nearly complete, we hope to see a significant improvement in the efficiency and accuracy of processing requests.

In the 2024-2025 fiscal year, the Board's Access to Information and Privacy (ATIP) unit handled 120,689 pages in response to ATIP requests, a workload increase of 79%, up from 67,459 pages in 2023-2024. We met our legislated timelines 100% of the time.

I encourage you to read through and learn more.

Sincerely,



Christopher J. McNeil



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.

The Annual Report is prepared and tabled in Parliament in accordance with section 20 of the *Service Fees Act*.

About the Veterans Review and Appeal Board

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. All matters related to appeals under this legislation are authorized under the *Veterans Review and Appeal Board Act*.

The Board also adjudicates applications for review and appeal of duty-related disability pension decisions under the authority of the *Royal Canadian Mounted Police Pension Continuation Act* and the *Royal Canadian Mounted Police Superannuation Act*.

The Board follows the open court principle. This means that hearings and decisions are open to the public.

All of the Board's published decisions are available on the [Canadian Legal Information Institute \(CanLII\) website](#). CanLII is a well-known legal resource that organizes decisions by year and is searchable by key word.

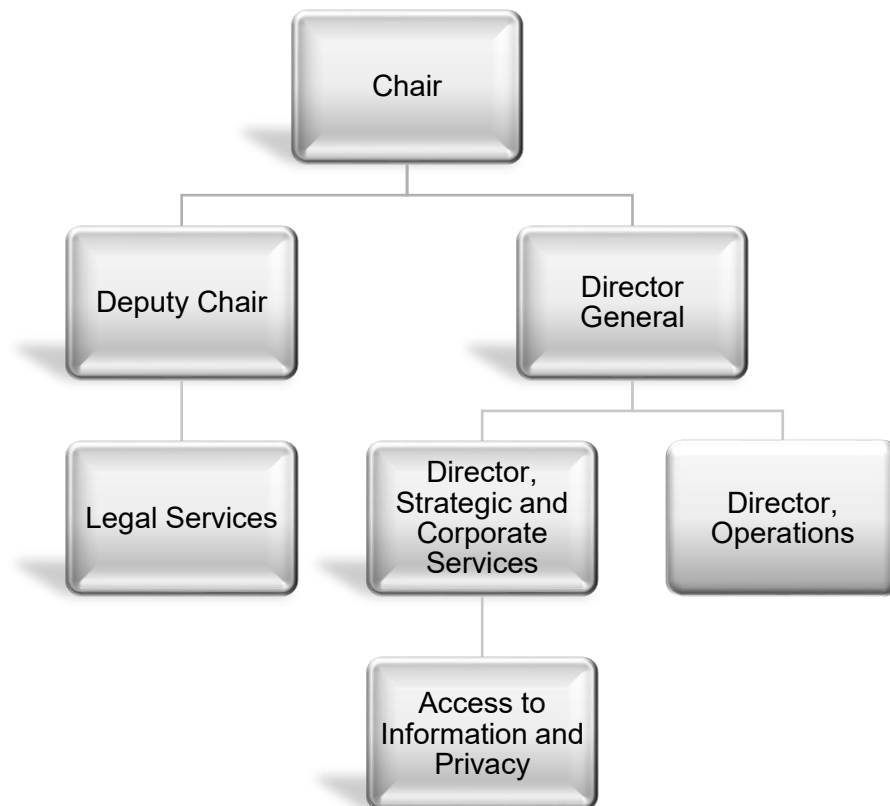
To balance openness in decision-making with applicants' privacy, the Board removes personal information that is not relevant to the reasons for the decision. This includes names of the applicant or appellant and non-expert witnesses, as well as other information that could identify the individual (e.g. file numbers or home address). A published decision may contain some information that is relevant to the decision, such as:

- the relationship between the applicant/appellant and a family member or witness at the hearing;
- medical conditions;
- occupational information;
- personal characteristics that are relevant to the disability application; and
- excerpts of medical opinions and doctors' reports.

This approach is consistent with the principles found in the "**Use of Personal Information in Judgments and Recommended Protocol**" approved by the Canadian Judicial Council.

Organizational structure

The Board has full responsibility for the administration of the *Access to Information Act* and the *Privacy Act*. The ATIP unit is under the Director, Strategic and Corporate Services, who acts on behalf of the Chair of the Board to oversee the administration of the *Access to Information Act* and the *Privacy Act*.



Duties of the ATIP unit include:

- Process requests for information submitted under the *Access to Information Act* and the *Privacy 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 the *Privacy 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* and the *Privacy Act*.
- Respond to consultations from other government institutions on Access and Privacy requests.
- Promote awareness to ensure employees understand their roles and responsibilities and the Board fulfills its obligations under the *Acts*.
- Respond to Parliamentary written questions on access to information and privacy breaches.
- 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 regarding the Info Source chapter on the VRAB website in accordance with the TBS directive.
- Monitor and report on the Board's proactive disclosures.
- Prepare the Annual reports to Parliament and the Annual Statistical Report on the Administration of the *Access to Information Act* and the *Privacy Act*.

Delegation order

In September 2024, the Chair of the Veterans Review and Appeal Board delegated his authority for the purposes of the Act. Annex A is a copy of the signed delegation instrument that took effect September 1, 2024.

Performance for 2024-25

In the 2024-25 fiscal year, the Board's performance in responding to requests for information under the *Access to Information Act* has been marked by notable efficiency and transparency. The period saw a significant increase in the volume of pages processed.

Formal access to information requests

The statistical reports support 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 B) regarding the Administration of the *Access to Information Act* for the period of April 1, 2024, to March 31, 2025.

In the 2024-25 fiscal year, the Board responded to three ATI requests, and always (100%) within legislated timelines – a key measure of the Board’s performance.

Table 1. Number of Access to Information requests by fiscal year

2020-21	2021-22	2022-23	2023-24	2024-25
12	6	3	4	3

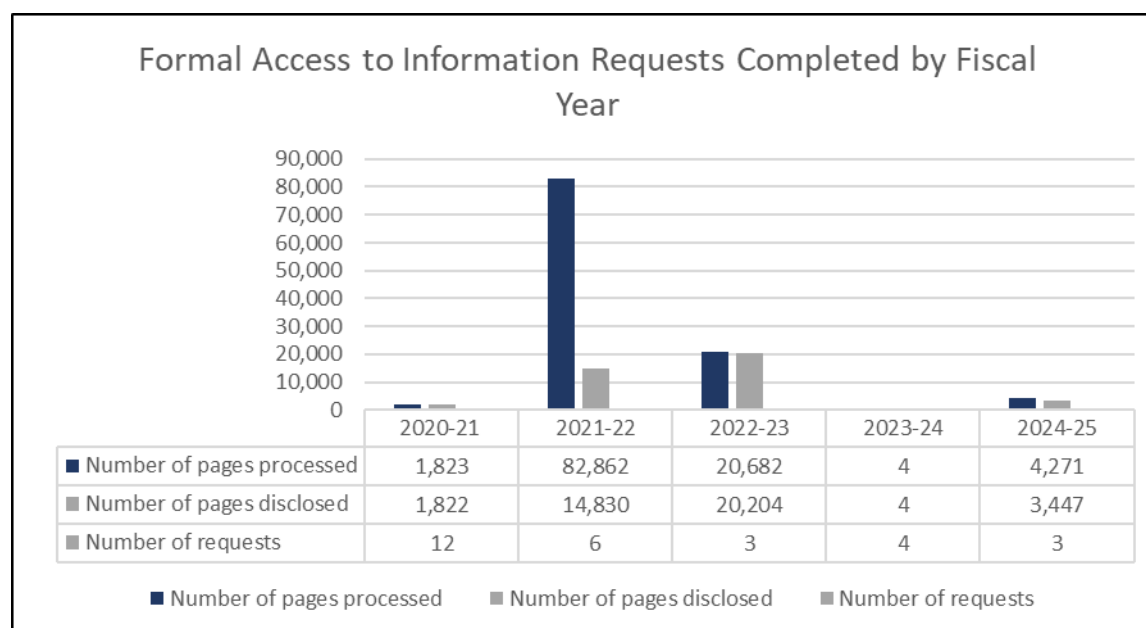
Information was disclosed in part in response to two requests. No records were found for one request.

Given the limited number of requests, it is impractical to present the information in a table or as a figure.

One request was completed within 0-15 days. Two requests were completed within 31 to 60 days.

There were no active requests as of the last day of the reporting period.

Figure 1. Number of pages processed vs the number of pages released by fiscal year



In 2024-25, VRAB processed 4,271 pages and disclosed 3,447, across three formal access to information requests. This reflects a high disclosure rate. Over 80% of the pages reviewed were released.

The number of requests received under the *Access to Information Act* does not follow a consistent trend, as demonstrated by the fluctuating data across fiscal years. For example, while 12 requests were received in 2020-2021, only six were received in 2021-2022, despite a dramatic increase in the number of pages processed. This

variability makes it difficult to draw conclusions regarding long-term patterns. Given this lack of predictability, the Board remains flexible in terms of its resource allocation to ensure that the organization can continue to meet its obligations under the *Access to Information Act*, regardless of fluctuations in volume or complexity.

Informal access to information requests

The *Access to Information Act* mandates that Canadian government institutions publish summaries of the Access to Information requests they handle. Individuals can make informal requests for information previously disclosed under this Act, without incurring charges or adhering to specific timelines.

In 2024-25, the Board received 19 informal access to information requests, resulting in the release of 26,577 pages. All 19 requests were completed within 0-15 days.

There were no active requests as of the last day of the reporting period.

Summary of key issues and actions taken on complaints

The *Access to Information Act* grants individuals the right to access information held by government institutions. It also allows individuals to file a complaint with the Information Commissioner regarding issues related to an access request made under the *Act*, such as:

- the institution's response to the request
- the institution's failure to respond to the request
- the manner in which the institution handled the request.

In 2024-25, the Board did not receive any complaints regarding Access to Information requests. No issues were raised by individuals concerning the handling of or response to their requests. The Board remains committed to maintaining transparency and ensuring that all access to information requests are managed efficiently and effectively.

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.
- third-party notification is required under subsection 27(1).

There were no extensions applied during the 2024-25 fiscal year.

Consultations

Consultations with other government institutions take place when records that originate from another institution are retrieved in response to an ATIP request. Consultations are conducted if the disclosure of another institution's information could cause an injury to that institution, compromise the conduct of international affairs, interfere with an investigation, affect national defence, or involve other factors.

In 2024-25, the Board received two consultation requests from another Government of Canada institution. A total of 32 pages were reviewed. In both cases, the Board recommended full disclosure of the information. Responses were provided within 15 days for each request.

Training and awareness

In 2024-25, ATIP and the Information Management (IM) unit at the Board worked together to strengthen ATIP training for VRAB staff and Members.

Onboarding of new staff

As part of their onboarding, 47 new VRAB hires benefited from a newly-developed ATIP training session which provides a comprehensive overview of personal information and information of business value, emphasizing the crucial role that Board employees play in managing information and complying with relevant legislation. The training also covered best practices for handling information of business value and strategies to prevent privacy breaches.

Similarly, 35 new VRAB hires attended IM training focusing on the efficient and effective management of records and information to support sound program delivery, decision-making, accountability, transparency, collaboration, and compliance with relevant legislation. Additionally, employees were reminded of their role in preserving and granting access to information for the benefit of current and future Canadians.

The IM unit also provided training to 11 new students working on a hearing recording digitization project. Topics covered included: proper handling and transportation of client records, the proper disposition protocols of physical media once digitized, and the handling of client information in electronic client systems.

Expanding training for new staff and students can positively impact the Access to Information and Privacy regime in several ways:

Awareness of IM Practices: Employees gain a better understanding of how good IM practices support effective record-keeping. This awareness contributes to an efficient ATIP system.

Efficient Record Handling: Proper training ensures that employees handle client records appropriately during digitization. This includes understanding how to manage

physical media once digitized, ensuring consistent and accurate information management.

Enhanced Service: Well-trained employees can provide timely and consistent service to requesters. By following proper protocols, they contribute to a smoother ATIP process, benefiting both the public and government institutions.

Privacy breach refresher training

In 2024-25, the Board's ATIP unit provided training to newly-appointed team leads and managers in VRAB's Operations directorate. The sessions covered topics such as preventing privacy breaches and managing breach-related incidents, and provided instructions on how to complete the VRAB Privacy Event Form.

Policies, guidelines, and procedures

The Board's ATIP unit continued to support managers by providing ongoing advice and guidance on policies, guidelines, and procedures. This consistent support helped managers implement and follow established protocols, reinforcing a culture of compliance and informed decision-making.

Proactive publication under Part 2 of the *Access to Information Act*

Proactive publication under Part 2 of the *Access to Information Act* requires federal institutions to automatically publish certain types of information without waiting for specific requests. This includes materials like travel expenses, reclassification of positions, and contracts over \$10,000. The goal is to enhance transparency and accountability by making government information readily accessible to the public.

The table below outlines VRAB's proactive publication requirements and the percentage of time these requirements were met for 2024-2025.

Table 2. Proactive publications requirements table

Legislative Requirement	Section of ATIA	Publication Timeline	Does requirement apply to your institution? (Y/N)	Internal group(s) or positions(s) responsible for fulfilling requirement	% of proactive publication requirements published within legislated timelines*	Link to web page where published **
Applies to all Government Institutions as defined in section 3 of the Access to Information Act						
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Y	Administrative Services	71	Government Travel Expenses
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Y	Administrative Services	67	Hospitality Expenses
Reports tabled in Parliament	84	Within 30 days after tabling	Y	Strategic Planning and Corporate Services	100	Open Government Portal
Apply to government entities or Departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the Financial Administration Act						
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Y	Administrative Services	100	Search Government Contracts over \$10,000
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	Y	Administrative Services	0	Grants and Contributions

Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	Y	Communications Division	0	Open Government Portal
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	Y	Office of the Chair	100	Briefing Note Titles and Numbers
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	Y	Office of the Chair	0	Open Government Portal
Applies to government institutions that are departments named in Schedule I to the <i>Financial Administration Act</i> or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which Treasury Board is the employer)						
Reclassification of positions	85	Within 30 days after the quarter	Y	Administrative Services	100	Position Reclassification
Apply to Ministers' Offices (therefore apply to any institution that performs proactive publication on behalf of a Minister's Office)						
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	Y	Communications Division	100	Open Government Portal

Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	N	Office of the Chair	0	
Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Common in June and December	Y	Communications Division	0	Question Period Notes
Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	Y	Office of the Chair	0	Open Government Portal
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	N		0	
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	N		0	

Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N		0	
Ministers' Offices Expenses Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year	N		0	

As of the 2024–25 fiscal year, the Board has successfully implemented an effective process for proactive disclosure, supported by regular performance monitoring and monthly reporting to senior management and the Chair's office. This structured approach has strengthened the Board's ability to meet its legislative obligations. Moving forward, VRAB will continue to assess and refine these processes to ensure they remain responsive to evolving requirements and operational needs.

Initiatives and projects to improve access to information

In today's digital age, access to information is essential. The Board is working on key projects that use innovation to protect and manage information, improve access to justice, boost productivity, and foster an inclusive culture that empowers staff to support all Veterans.

The Board strives to be open and transparent, so that Veterans and Canadians can hold VRAB accountable for its actions and decisions.

Digitization of hearing recordings

The digitization of hearing recordings allows for enhanced access to historical hearing recordings. It ensures the preservation of the information and streamlines the record retrieval process by reducing the time and effort needed to access recordings.

The digitization of hearing recordings on cassette tapes began in March 2023 with 115,744 cassettes that needed to be digitized. From April 1, 2024 to March 31, 2025, 22 FSWEF students worked on the cassette digitization project. During this time, the team processed 47,131 cassettes.

Service Health Record Search Tool (SHRST)

The SHRST is used by the VRAB Pre-hearing team to facilitate the creation of the Statement of Case (SOC). The SOC is a compilation of relevant evidence and information from various sources, prepared by the Board for a Veteran's hearing. It includes documentation from Veterans Affairs Canada, the Department of National Defence, and previous hearings, and may be updated with new evidence presented during the hearing. This tool enables efficient searching through digital documents for relevant information in the official client repository, which can then be bundled to support clients' decisions.

The protection of client privacy is a top priority at the Board. The SHRST restricts access to personal information, allowing access only to authorized personnel with a legitimate need. Additionally, the system provides comprehensive auditing capabilities to track access to client files within the SHRST. By enabling work completion within the system itself, the tool minimizes the risk of inadvertently sharing client information outside the secure environment, enhancing overall data security.

Modernization of hearing recording process

The Board has begun a multi-stage modernization initiative to replace a legacy hardware-based recording process with a modern, digital-first solution. Transitioning from Philips digital handheld recorders to MS Teams for hearing recordings offers significant advantages for the Board, Members, and Veterans. A digital-first, cloud-based solution streamlines access to recordings, eliminating the need to transfer files via email and reducing the risk of data loss or unauthorized access. Recordings are securely stored and easily retrievable, supporting timely responses to ATIP requests and improving overall information governance. This modern approach, set for implementation in 2025-26, will enhance transparency and efficiency, in turn improving service delivery to Veterans.

ATIPXpress

During the reporting period, VRAB began implementing ATIPXpress, a modern Request Processing Software Solution designed to improve the management of access to information and privacy requests. The first phase of implementation at the Board included system setup, customization, internal testing, and hands-on training for the ATIP team. Once fully operational, ATIPXpress will streamline processes by automating many manual tasks and enhancing access to released records.

The implementation is nearly complete, with a full launch anticipated in the next reporting cycle.

Monitoring and compliance

The Board's ATIP unit monitors all requests for information through Access Pro Case Management (APCM). APCM is a case management system designed to handle ATIP requests. The system allows for tracking requests, managing documents, and ensuring compliance with relevant legislation.

The ATIP unit prepares two reports to provide a monthly snapshot for senior managers and the Chair's Office. The first report is workload related on ATIP requests. It provides information on the number of requests, the number of pages processed, and the number of pages released for the fiscal year to date. The second report provides trends by fiscal year over a period of five years. Additional feedback is provided when trends present situations that need addressing such workload distribution, balancing priorities, and identifying the need for additional resources.

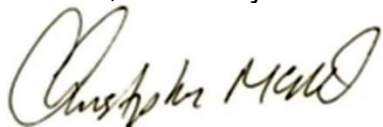
Annex A: 2024 Delegation Order on the *Access to Information Act* and *Privacy Act*

The Chair of the 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 Chair 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

Position	<i>Access to Information Act</i> and Regulations	<i>Privacy Act</i> and Regulations
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, 2024.



Christopher J. McNeil

Chair, Veterans Review and Appeal Board

Annex B: Statistical reports on the *Access to Information Act*

TBS/SCT 350-63

Name of institution:

Veterans Review and Appeal Board

Reporting period:

From: April 1, 2024

To: March 31, 2025

1. Requests under the *Access to Information Act*

1.1. Number of requests

		Number of requests
Received during reporting period		3
Outstanding from previous reporting period		0
• Outstanding from the previous reporting period	0	
• Outstanding for more than one reporting period	0	
Total		3
Closed during reporting period		3
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	3
Decline to identify	0
Total	3

1.3. Channels of requests

Source	Number of Requests
Online	3
E-Mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	3

2. Informal requests

2.1. Number of informal requests

		Number of requests
Received during reporting period		19
Outstanding from previous reporting period		0
Outstanding from the previous reporting period	0	
Outstanding for more than one reporting period	0	
Total		19
Closed during reporting period		19
Carried over to next reporting period		0

2.2. Channels of informal requests

Source	Number of Requests
Online	0
E-Mail	19
Mail	0
In person	0
Phone	0
Fax	0
Total	19

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
19	0	0	0	0	0	0	19

2.4. Pages released informally

Less than 100 pages released		100 to 500 pages released		501 to 1000 pages released	
Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released
11	14	3	455	0	0

1001 to 5000 pages released		More than 5000 pages released	
Number of requests	Pages released	Number of requests	Pages released
3	7838	2	18270

2.5. Pages re-released informally

Less than 100 pages re-released		100 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
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

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	2	0	0	0	0	2
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	1	0	0	0	0	0	0	1
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	1	0	2	0	0	0	0	3

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. ¹	0
15(1) - Def. ²	0
15(1) - S.A. ³	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
16.4(1)(a)	0
16.4(1)(b)	0
16.5	0
16.6	0
17	0

¹ I.A.: International Affairs

² Def.: Defence of Canada

³ S.A.: Subversive Activities

Section	Number of Requests
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)	1
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)	0
21(1)(b)	0
21(1)(c)	0
21(1)(d)	0
22	0
22.1(1)	0
23	1
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	2	0	0	0	0

4.5. Complexity

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

Number of pages processed	Number of pages disclosed	Number of requests
4271	3447	2

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

Disposition	Less Than 100 Pages Processed		100 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	320	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	1	320	0	0

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	1	3951	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
Total	1	3951	0	0

4.5.3.Relevant minutes processed and disclosed for audio formats

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

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

Disposition	Less Than 60 Minutes Processed		60 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
Total	0	0	0	0	0	0

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
Total	0	0	0	0	0	0

4.5.7. Other Complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	0	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
Total	0	0	0	0

4.6. Closed Requests

4.6.1. Requests closed within legislated timelines

Number of requests closed within legislated timelines	3
Percentage of requests closed within legislated timelines (%)	100

4.7. Deemed Refusals

4.7.1. Reasons for not meeting legislated timelines

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

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

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

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

5. Extensions

5.1. Reasons for extensions and disposition of requests

Disposition of Requests where an Extension was taken	9(1)(a) Interference with operations / Workload	9(1)(b) Consultation		9(1)(c) Third Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	2	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
Total	0	0	2	0

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	0	0	2	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
Total	0	0	2	0

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	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	3	\$15.00	0	\$0.00	0	\$0.00

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	2	32	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	2	32	0	0
Closed during the reporting period	2	32	0	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	2	0	0	0	0	0	0	2
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
Total	2	0	0	0	0	0	0	2

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
Total	0	0	0	0	0	0	0	0

8. Completion Time of Consultations on Cabinet Confidences

8.1. Requests with Legal Services

Number of Days	Less Than 100 Pages Processed		100 to 500 Pages Processed		501 to 1000 Pages Processed	
	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
Total	0	0	0	0	0	0

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
Total	0	0	0	0

8.2. Requests with the Privy Council Office

Number of Days	Less Than 100 Pages Processed		100 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
Total	0	0	0	0	0	0

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
Total	0	0	0	0

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

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		\$54,196
Overtime		\$0
Goods and services		\$5,778
• Professional service contracts	\$0	
Outstanding for more than one reporting period	\$5,778	
Total		\$59,974

11.2. Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.599
Part-time casual employees	0
Regional staff	0
Consultants and agency personnel	0
Students	0
Total	0.599

Note: Enter values to three decimal places.

Annex C: Supplemental statistical report on the *Access to information Act* and *Privacy Act*

Name of institution:

Veterans Review and Appeal Board

Reporting period:

From: April 1, 2024

To: March 31, 2025

1. Requests Carried Over and Active Complaints Under the *Access to Information Act*

1.1. Request carried over to next reporting period, broken down by reporting period received

Reporting Period Requests Carried Over Were Received	Requests Carried Over that are Within Legislated Timelines as of March 31,2025	Requests Carried Over that are Beyond Legislated Timelines as of March 31, 2025	Total
Received in 2024- 2025	0	0	0
Received in 2023- 2024	0	0	0
Received in 2022- 2023	0	0	0
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
Total	0	0	0

1.2. Active complaints with the Information Commissioner of Canada, broken down by reporting period received

Reporting Period Active Complaints were Received by Institution	Number of Active Complaints
Received in 2024-25	0
Received in 2023-24	0
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16 or earlier	0
Total	0

2. Requests Carried Over and Active Complaints under the *Privacy Act*

2.1. Requests carried over to next reporting period, broken down by reporting period received

Reporting Period Requests Carried Over Were Received	Requests Carried Over that are Within Legislated Timelines as of March 31, 2025	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2025	Total
Received in 2024-25	2	0	2
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16 or earlier	0	0	0
Total	2	0	2

2.2. Active complaints with the Privacy Commissioner of Canada,
broken down by reporting period received

Reporting Period Active Complaints Were Received by Institution	Number of Open Complaints
Received in 2024-25	0
Received in 2023-24	0
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-2016 or earlier	0

3. Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2024-25?	No
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4. Universal Access under the *Privacy Act*

How many requests were received from confirmed foreign nationals outside of Canada in 2024-2025?	0
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