



ESTIMATES

Offices of the Information and Privacy Commissioners

**2000-2001
Estimates**

Part III – Report on Plans and Priorities

Canada

The Estimates Documents

Each year, the government prepares Estimates in support of its request to Parliament for authority to spend public monies. This request is formalized through the tabling of appropriation bills in Parliament. The Estimates, which are tabled in the House of Commons by the President of the Treasury Board, consist of three parts:

Part I – The Government Expenditure Plan provides an overview of federal spending and summarizes both the relationship of the key elements of the Main Estimates to the Expenditure Plan (as set out in the Budget).

Part II – The Main Estimates directly support the *Appropriation Act*. The Main Estimates identify the spending authorities (votes) and amounts to be included in subsequent appropriation bills. Parliament will be asked to approve these votes to enable the government to proceed with its spending plans. Parts I and II of the Estimates are tabled concurrently on or before 1 March.

Part III – Departmental Expenditure Plans which is divided into two components:

- (1) **Reports on Plans and Priorities (RPPs)** are individual expenditure plans for each department and agency (excluding Crown corporations). These reports provide increased levels of detail on a business line basis and contain information on objectives, initiatives and planned results, including links to related resource requirements over a three-year period. The RPPs also provide details on human resource requirements, major capital projects, grants and contributions, and net program costs. They are tabled in Parliament by the President of the Treasury Board on behalf of the ministers who preside over the departments and agencies identified in Schedules I, I.1 and II of the *Financial Administration Act*. These documents are to be tabled on or before 31 March and referred to committees, which then report back to the House of Commons pursuant to Standing Order 81(4).
- (2) **Departmental Performance Reports (DPRs)** are individual department and agency accounts of accomplishments achieved against planned performance expectations as set out in respective RPPs. These Performance Reports, which cover the most recently completed fiscal year, are tabled in Parliament in the fall by the President of the Treasury Board on behalf of the ministers who preside over the departments and agencies identified in Schedules I, I.1 and II of the *Financial Administration Act*.

The Estimates, along with the Minister of Finance's Budget, reflect the government's annual budget planning and resource allocation priorities. In combination with the subsequent reporting of financial results in the Public Accounts and of accomplishments achieved in Departmental Performance Reports, this material helps Parliament hold the government to account for the allocation and management of public funds.

© Her Majesty the Queen in Right of Canada, represented by the Minister of Public Works and Government Services, 2000

Available in Canada through your local bookseller or by mail from Canadian Government Publishing (PWGSC)
Ottawa, Canada K1A 0S9

Telephone: 1-800-635-7943
Internet site: <http://publications.pwgsc.gc.ca>

Catalogue No. BT31-2/2001-III-76

ISBN 0-660-61199-6

OFFICES OF THE INFORMATION AND PRIVACY COMMISSIONERS

2000-2001 ESTIMATES

A Report on Plans and Priorities

Approved: _____
The Honourable A. Anne McLellan, PC, MP
Minister of Justice and
Attorney General of Canada

Date: _____

TABLE OF CONTENTS

I	Office of the Information Commissioner	
	Commissioner's Message	4
	Mandate and Objectives	4
	Operating Environment	7
	Key Plans, Results and Related Activities	8
	Planned Spending	11
	Management Representation Statement	12
II	Office of the Privacy Commissioner	
	Commissioner's Message	14
	Mandate and Objectives	14
	Operating Environment	17
	Key Plans, Results and Related Activities	17
	Planned Spending	21
	Management Representation Statement	22
III	Corporate Services	
	Objectives	23
	Operating Environment	23
	Key Plans, Results and Related Activities	23
	Planned Spending	24
IV	Supplementary Information	
	Table 1: Spending Authorities (Ministry Summary Table in the Main Estimates – Part II)	25
	Table 2: Organization Structure	25
	Table 3: Planned Spending by Business Line	26
	Table 4: Planned Full Time Equivalents (FTEs) by Business Line	26
	Table 5: Summary of Standard Objects of Expenditure	27
	Table 6: Program Resources by Business Line for 2000-2001	27
	Table 7: Net Cost of the Program for 2000-2001	28
	Table 8: Legislation Administered by the Commissioners	28
	Table 9: Statutory Annual Reports and Other Publications	29
	Contact for Further Information	29

**OFFICE OF THE INFORMATION COMMISSIONER'S
REPORT ON PLANS AND PRIORITIES**

I am pleased to submit my Report on Plans and Priorities for the fiscal period April 1, 2000 to March 31, 2001.

Approved: _____
The Honourable John Reid
Information Commissioner of Canada

Date: _____

SECTION I - OFFICE OF THE INFORMATION COMMISSIONER

Commissioner's Message

During the coming year, the Office will fulfill its statutory mandate of ensuring fairness, thoroughness and timeliness to all parties in the investigation of complaints under the access to information law; encourage a culture of openness in government so that, over time, the number of complaints will diminish; and assist Parliament in modernizing and strengthening the access law. Additionally, the Office will make every reasonable effort to deal with an increasing workload of complaints, inquiries and issues in the context of an inadequate resource base.

This report provides the reader with a look at the Office's plans for 2000-01, the factors that will influence change and how the Commissioner will administer his program.

Mandate and Objectives

The Office of the Information Commissioner of Canada was created under the Access to Information Act which came into force on July 1, 1983. The Commissioner is an independent officer of Parliament appointed by the Governor-in-Council following approval of his nomination by resolution of the Senate and the House of Commons. The Office of the Commissioner is designated by Order-in-Council as a department for purposes of the Financial Administration Act. The Commissioner is accountable for, and reports directly to Parliament through the Speakers of the House and Senate on, the results achieved with the resources and authorities provided.

The high degree of independence from government given to the Commissioner is in recognition of his mandate to investigate complaints against government institutions made by individuals who believe that their access to information rights have not been respected. The Access to Information Act gives Canadians (and any person present in Canada) the broad legal right to information recorded in any form and controlled by most federal institutions. The Act also sets deadlines for responding to access requests and sets out certain specific and limited circumstances in which secrecy is justifiable. The Commissioner has extensive powers of investigation but he is only given the power to recommend disclosure of records which he feels have been unlawfully withheld from a requester. He is authorized to ask the Federal Court to order disclosure.

Since the Commissioner may not order a complaint resolved in a particular way, he relies on techniques of persuasion to solve disputes, asking for a Federal Court review only if a negotiated solution has proved impossible.

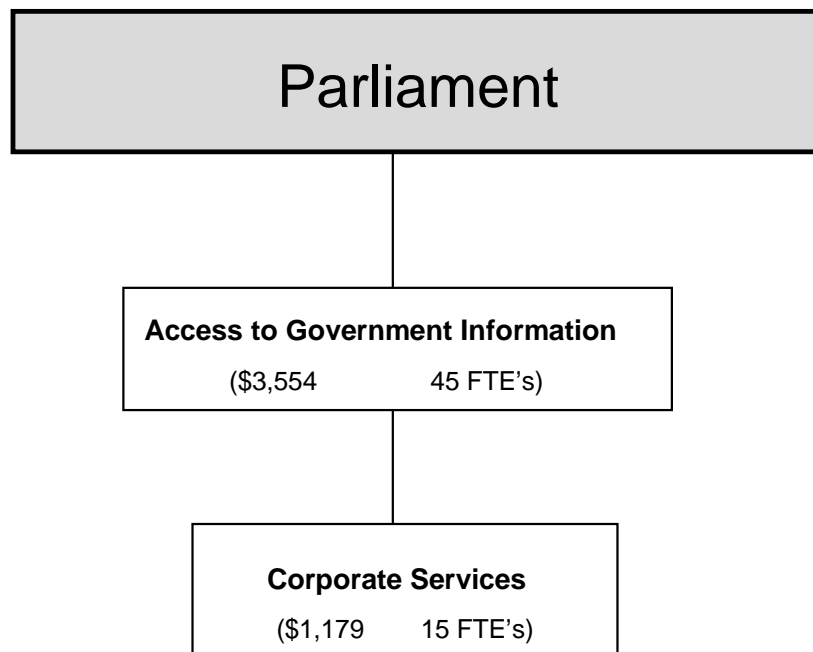
The **Access to Information Act** is the legislative authority for the activities of the Information Commissioner and his office. The objectives of the program are:

- to deliver timely, thorough and fair investigations of complaints made against government by individuals;
- to encourage a culture of openness within the federal public service;
- to persuade federal government institutions to adopt information practices in keeping with the Access to Information Act;
- to bring appropriate issues of interpretation of the Access to Information Act before the Federal Court; and
- to ensure that Parliament is informed of the activities of the Commissioner's office, the general state of health of the right of access and any matter dealt with in the access law requiring reform.

The clients of the program are the users of the Act (including all Canadian citizens, permanent residents and persons or corporations present in Canada), the some 155 government institutions subject to the Act and Members of Parliament and Senators.

The Office of the Information Commissioner of Canada has one business line, see Figure 1 on page 6, which contributes to program objectives (**access to government information**) and one internal business line (corporate services).

Figure 1: Accountability for Business Line Results Achieved with the 2000-01 Resources (\$000's) and Authorities Provided



Access to Government Information: The objective of this business line is the investigation of complaints, reviewing proposals for legislative change affecting access to information, responding to written and telephone inquiries, conducting reviews of the extent of non-compliance with the Act, the resolution of complaints and pursuit of court resolution of unsolved complaints and encouragement of open government policies throughout the federal system.

Corporate Services: The objective of this internal business line is to ensure that administrative policies, practices and systems are in place to support access to information and privacy program management decisions and accountability.

Operating Environment

The Commissioner has no discretion to refuse to investigate complaints which fall within his jurisdiction. Thus, the Commissioner has very little control over the magnitude of his office's workload. The Commissioner also has no control over the level of resources with which he must deal with the workload.

The Commissioner remains committed to ensuring that Canadians' rights and obligations under the Access to Information Act are respected. Inadequate resource levels and increasing workload are, however, having a substantial impact on the Office's service levels to clients.

Since the Access law's passage in 1983, there have been significant changes in information technology and government organization environments. As early as 1986, the Justice Committee reviewed the operations of the Access law and unanimously recommended changes to strengthen and keep it current with technological changes. Few significant reforms to the Act have been made since this review. One of this Commissioner's top priorities is to seek a comprehensive public review and reform of the Access to Information Act.

One such issue that needs to be addressed is the independence of the Information Commissioner. At present, the Cabinet Minister in whose portfolio the Commissioner resides is the Minister of Justice. The Office is concerned about this unfortunate organizational relationship because it results in a situation of actual and apparent conflict of interest. The Minister of Justice is the adversary in all litigation undertaken by the Information Commissioner, yet has advance knowledge of and control over submissions made to Treasury Board for resources for litigation.

Other issues which should be addressed in strengthening the Act include additional powers, a public education mandate and the coverage of additional institutions, all of which would result in a greater burden of work for the Commissioner's office.

One significant change recently made to the Access to Information Act now makes it an indictable offence to destroy, alter, falsify or conceal a record, including a transitory record, in order to prevent access to the information requested under the Act or to direct anyone to do so. The passage of these amendments has sent a powerful message to public officials on the importance of Canadians' right to access.

One of the most troubling features of the environment which affects the office's work, is the poor state of records management across government. This phenomenon has increased the number of complaints about missing records and has also made investigations more costly and time-consuming.

Key Plans, Results and Related Activities

The Commissioner's priorities are to convince government to release information without resorting to the formalities of the access law or the rigors of the Federal Court; to resolve complaints in a fair, equitable and expeditious manner; to ensure that response deadlines are consistently respected across government; to ensure that exemptions to the right of access are not abused; to modernize the access law and improve information management across government.

A comprehensive, public process for reform of the access law is overdue. As noted, one of this commissioner's top priorities is to convince Parliament and the government to commence a public review of the Access to Information Act by a parliamentary committee. The Office of the Information Commissioner is ready to assist in any non-partisan way with the reform process.

Open access to government information held by federal institutions is the key performance expectation of the access to information business line. This expectation is of benefit to both individual clients and Canadians by making government more accountable. To attain this expectation, consultations and discussions will continue with the Office's client community to:

- improve the public's awareness of their access rights;
- improve public officials' awareness of their access obligations;
- seek to settle disputes through negotiation rather than recourse to the Federal Court; and
- continue to refine service standards that will enhance program effectiveness and accountability.

In the late 1980s, Treasury Board issued its policy on the management of government information holdings. The principle purpose of this policy, was to ensure that the government's records are retained and indexed in a manner which would facilitate the right of access. In the intervening years, the records management function in most government institutions has been seriously degraded. Departments are no longer able to determine with any reliability whether or not they hold records on particular topics and, if they do, where to locate them and how to retrieve them.

Recently, the Treasury Board Secretariat launched a Records, Document and Information Management Systems (RDIMS) initiative which will help address this long-standing problem. The Commissioner will use his office to promote widespread adoption of this project by departments in the hope that it will make the access to information process more efficient and effective.

Figure 2: Linkages Between OIC's Key Results Reporting and Related Activities

Key Results/Outcomes	Planned Results	Related Activities	Accountability
Effective and efficient access to information held by federal institutions.	<ul style="list-style-type: none"> • Improved knowledge of rights of access to information in federal institutions. • Access to information without legal formalities. • Greater transparency of information held by federal institutions. • Innovative and cost-effective complaint resolutions. 	<ul style="list-style-type: none"> • Investigating complaints. • Reviewing proposals for legislative change. • Responding to inquiries. • Conducting reviews. • Resolving complaints. 	Information Commissioner

A professional working relationship with government institutions is key to the business line's effectiveness and, thus, the public's success. Equally, the Office's effectiveness is measured by a high proportion of resolved complaints and by persuading government to release information informally, without formal application under the Act. The Commissioner's findings and recommendations, made to heads of government institutions, serve to ensure that the rights of complainants are respected and to encourage the growth of more open government.

Figure 3 shows the number of complaints the Information Commissioner has opened, completed (investigated and rendered a decision on) from 1996-97 to 1998-99, and a forecast of workload expectations for 1999-00 and 2000-01.

Figure 4 displays the actual number of complaints opened over the past 10 years (1989-90 to 1998-99). It should be noted that for the first six years (1989-90 to 1994-95) the average intake was 716 complaints compared with a 1542 intake over the last four years (1995-96 to 1998-99).

Figure 3: Complaints Opened, Completed and Pending

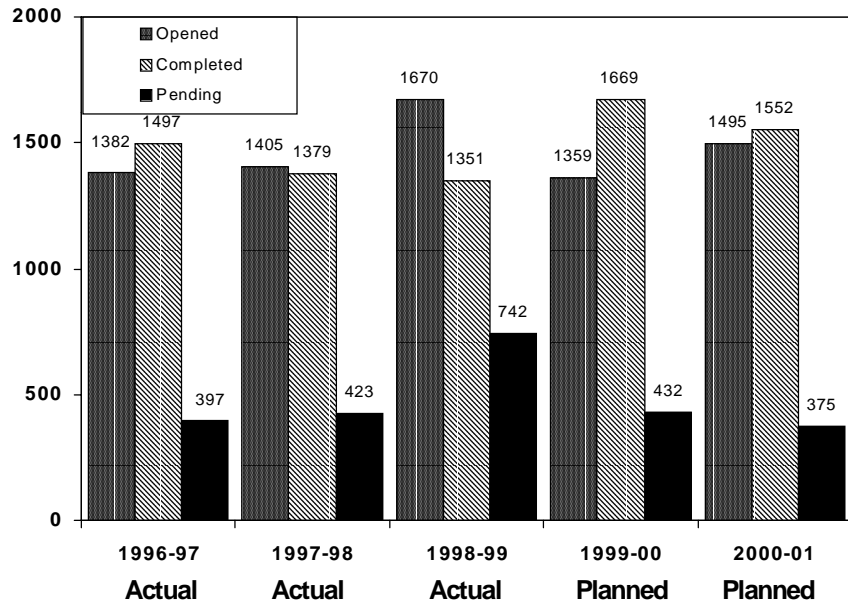
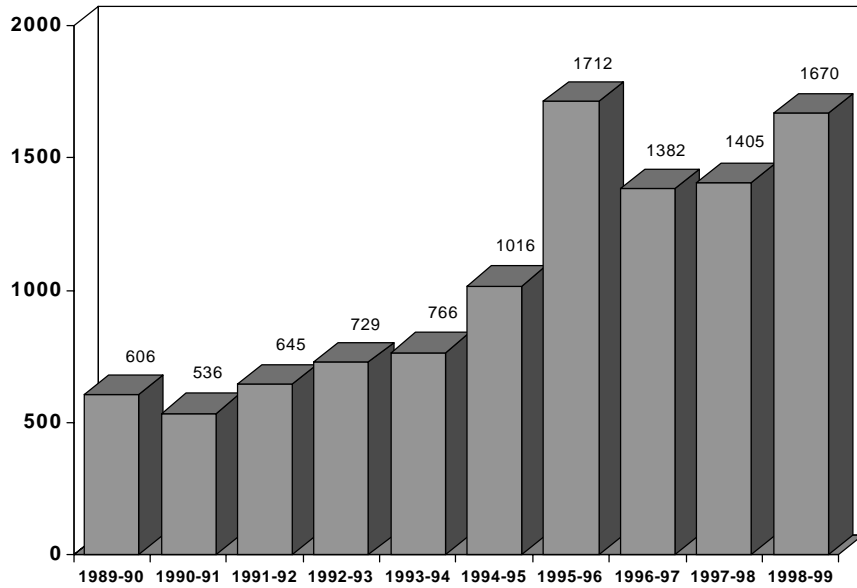


Figure 4: Actual Complaints Opened Between 1989-90 and 1998-99



Planned Spending

In their review of the Office's 1997-98 business plan, Treasury Board Ministers recommended an A-base review of the Office's resource base, information technology needs and accommodation requirements. Of the resources recommended by the A-base review consultant, KPMG, the Office received approval (TB 827286) for only 48% (\$709,000 in 1999-2000).

The Office is currently assessing how best to employ these limited, additional resources to combat workload increases and carry out the Commissioner's mandate while maintaining essential services. Additional funds will be sought by the Office.

The planned resource levels for the Office are:

(\$ thousands)	Forecast Spending 1999-2000	Planned Spending 2000-2001	Planned Spending 2001-2002	Planned Spending 2002-2003
Salaries and Wages	2,354	2,466	2,466	2,466
Employee Benefit Plans	388	479	479	479
Other Operating	1,112	609	609	609
Total	3,854	3,554	3,554	3,554

Management Representation Statement

MANAGEMENT REPRESENTATION Report on Plans and Priorities 2000-2001

I submit, for tabling in Parliament, the 2000-2001 Report on Plans and Priorities (RPP) for the Office of the Information Commissioner of Canada.

To the best of my knowledge the information:

- ◆ accurately portrays the mandate, priorities, strategies and planned results of the organization;
- ◆ is consistent with the disclosure principles contained in the Guidelines for Preparing a Report on Plans and Priorities;
- ◆ is comprehensive and accurate; and
- ◆ is based on sound underlying departmental information and management systems.

I am satisfied as to the quality assurance processes and procedures used for the RPP's production.

The Planning and Reporting Accountability Structure (PRAS) on which this document is based has been approved by Treasury Board Ministers and is the basis for accountability for the results achieved with the resources and authorities provided.

Date: _____

The Honourable John Reid
Information Commissioner of Canada

**OFFICE OF THE PRIVACY COMMISSIONER'S
REPORT ON PLANS AND PRIORITIES**

I am pleased to submit my Report on Plans and Priorities for the fiscal period April 1, 2000 to March 31, 2001.

Approved: _____
Bruce Phillips
Privacy Commissioner of Canada

Date: _____

SECTION II - OFFICE OF THE PRIVACY COMMISSIONER

Commissioner's Message

The Office of the Privacy Commissioner has been able to achieve its operational objectives within the parameters of its quality service standards, as a result of receiving additional funds and implementing several initiatives to overcome budgetary and workload pressures. These initiatives include streamlining the complaint investigation/review process and other measures specifically aimed at reducing the backlog of outstanding investigations.

The Office is now in an ideal position to take on an expanded role, expected during 1999-00, as a result of the Government's plan to extend privacy protection to cover the private sector (Bill C-6, the ***Personal Information Protection and Electronic Documents Act***). The objective of Part 1 of the Bill is to protect personal information collected, used or disclosed in the course of commercial activities. This protection is also extended to employees of a federal work, undertaking or business.

During 2000-01, the Office's statutory mandate under the ***Privacy Act*** will require it to: deal with an increasing workload generated by new complaints, inquiries and privacy issues; respond to possible changes to legislation; and, implement important enhancements to complaint investigation processes.

This report is an overview of the Office's plans for 2000-01, including the factors that will influence change and how the Commissioner will administer the program.

Mandate and Objectives

The Office of the Privacy Commissioner of Canada was created under the ***Privacy Act*** which came into force on July 1, 1983. The Commissioner is an independent officer of Parliament appointed by the Governor-in-Council following approval of his nomination by resolution of the Senate and the House of Commons. The Office of the Commissioner is designated by Order-in-Council as a department for purposes of the ***Financial Administration Act***. The Commissioner is accountable for, and reports directly to Parliament on, the results achieved with the resources and authorities provided.

The Office of the Privacy Commissioner of Canada is mandated by the ***Privacy Act*** to investigate complaints alleging that a federal government institution has denied an individual access to personal information requested under the Act, or is collecting, using, disclosing or disposing of personal information in a manner that breaches the Act.

The Privacy Commissioner is a special ombudsman who reports directly to the Speakers of the Senate and House of Commons. As an ombudsman, the Commissioner cannot order an institution to comply with his recommendations. If he finds that a government agency has improperly denied a complainant access to personal information and cannot negotiate a satisfactory resolution to the complaint, he may ask for a Federal Court review. He may also report directly to Parliament on matters he considers important or urgent.

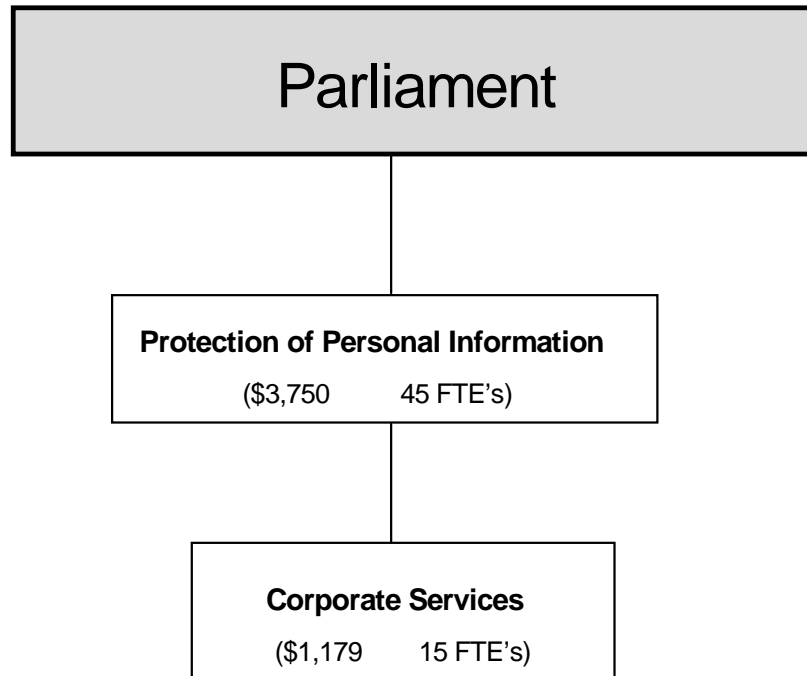
The **Privacy Act** is the legislative authority for the activities of the Commissioner and his Office. The strategic objectives of the program are:

- to ensure that the rights of complainants under the Act are respected and that the privacy of individuals with respect to personal information about themselves, held by a federal government institution, is protected; and
- to encourage the growth of fair information practices by government institutions.

The program's clients include Canadian citizens and any other person legally present in Canada who believe that their rights under the **Privacy Act** have been violated, and anyone seeking information about the Act and privacy issues generally.

The Office of the Privacy Commissioner of Canada has one business line, see Figure 5 on page 16, which contributes to program objectives (protection of personal information) and one internal business line (corporate services).

Figure 5: Accountability for Business Line Results Achieved with the 2000-01 Resources (\$000's) and Authorities Provided



Protection of Personal Information: The objective of this business line is investigating complaints, reviewing and auditing departmental privacy performance, responding to written and telephone inquiries, assessing the impact on privacy of new technologies implemented or being considered for implementation by government agencies, monitoring legislation, advising Parliament as well as federal departments and agencies, and investigating issues which will have an impact on the privacy of Canadians.

Corporate Services: The objective of this internal business line is to ensure that administrative policies, practices and systems are in place to support access to information and privacy program management decisions and accountability.

Operating Environment

With the proliferation of new and more powerful technologies, Canadians have been turning increasingly to the Commissioner's Office for recourse and reassurance that their privacy is not threatened. Canadians are demonstrating growing awareness of privacy threats, increased sophistication in framing complaints and a greater demand for respect for their privacy rights.

The federal government's call for a leaner and more efficient public service has encouraged every federal institution to use computer technology to streamline operations and eliminate inefficiencies. This has prompted federal agencies to link or integrate information systems and deliver services on-line, often in concert with other governments or the private sector. The growing danger is that these initiatives by Government, in conjunction with similar activities in a largely unregulated private sector, will subject Canadians to increased information surveillance in the name of safety and efficiency.

Cabinet approval was obtained to draft a new law for the private sector. Bill C-6, the ***Personal Information Protection and Electronic Documents Act***, was introduced in Parliament in October 1999. Extending the Commissioner's mandate to all federally regulated institutions (for example, banks, telecommunication companies, airlines) and the Canadian private sector presents an immediate resource problem for the Office.

Key Plans, Results and Related Activities

The Commissioner's priorities are to encourage the growth of fair information practices by government institutions, to be pro-active and service oriented, and to pre-empt problems through consultation and assistance to government staff, with less emphasis on formal compliance reviews.

The Office has revised its structure to help meet an increasing public demand for its services--duties required of it by law. Equally, the organization continues to refine the framework for enhancing program effectiveness and accountability. In addition to Figure 6 on page 18, the Office will undertake selected evaluation studies of identified changes in institutional practices and attitudes towards the protection of personal information.

Protection of personal information held by federal institutions is the key performance expectation of the Office's business line. This performance expectation benefits both individual clients and Canadians by making government more accountable. To attain this expectation, the Commissioner's Office intends to continue its efforts to:

- improve the public's awareness of their privacy rights;
- improve public officials' awareness of their privacy obligations; and
- seek to settle disputes through negotiation rather than recourse to the Federal Court.

Figure 6: Linkages Between OPC's Key Results Reporting and Related Activities

Key Results/Outcomes	Planned Results	Related Activities	Accountability
Protection of personal information held by federal institutions.	<ul style="list-style-type: none"> • Investigating and resolving complaints to ensure individuals are accorded their Privacy Act rights. • Reviewing and auditing federal departmental privacy performance to ensure that they comply with established fair information management practices. • Responding to inquiries, aimed at improving awareness of personal information rights. • Advising parliamentarians and federal departments on the adequacy of legislative initiatives in furthering privacy protection for Canadians. 	<ul style="list-style-type: none"> • Investigating complaints. • Reviewing departmental privacy performance. • Responding to inquiries. • Assessing the impact of new technology on privacy. 	Privacy Commissioner

Equally, investigators adhere to established quality service standards (turn around times aimed at reducing the time and effort required to investigate complaints) and spend more time on consultation and assistance to government staff and less on formal audits and follow-ups. Pre-empting problems is the priority.

The Commissioner's findings and recommendations, made to heads of government institutions, serve to ensure that the rights of complainants are respected and to encourage the growth of fair information practices by government institutions.

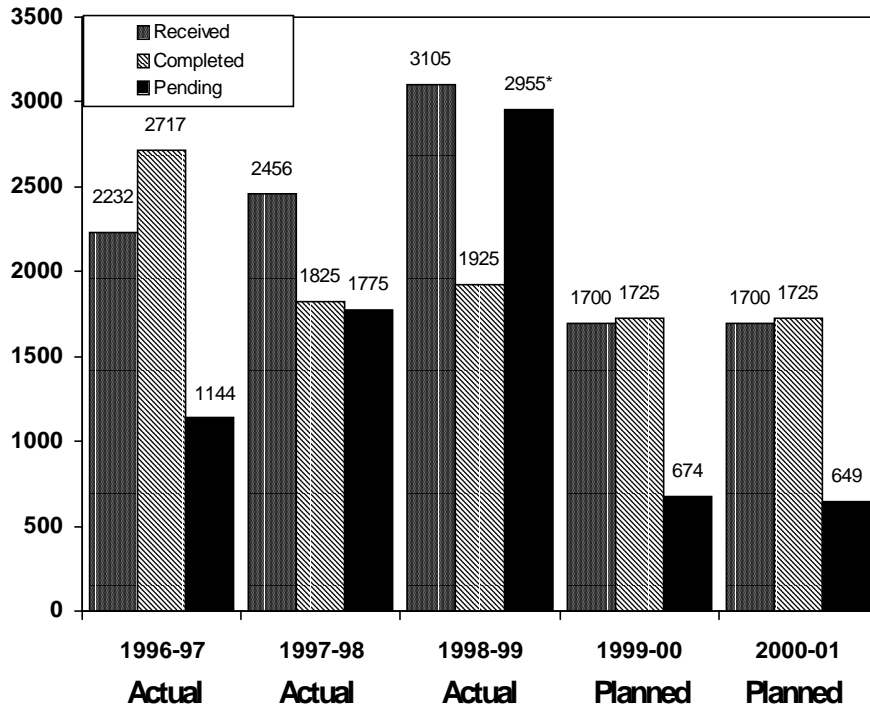
In addition to ongoing activities (complaint investigation, auditing of departmental privacy performance, inquiry resolution and issue research), the Office will continue to use its business practices and service standards to provide clients with a better and more timely service, and produce annual and special reports in-house.

Incoming complaints jumped past the 3000 mark for the first time in the office's history--new complaints reached 3105 for the 1998-99 fiscal year. Two factors contribute to the heavy intake, one of these is complaints about government matching of returning travellers' customs declarations with employment insurance claims. The second factor was more than 225 complaints from Correctional Service Canada employees about delays in responding to their Privacy Act requests.

Figure 7 shows the number of Privacy Act complaints the Privacy Commissioner has received and completed (investigated and rendered a decision on) from 1996-97 to 1998-99, and a forecast of workload expectations for 1999-00 and 2000-01.

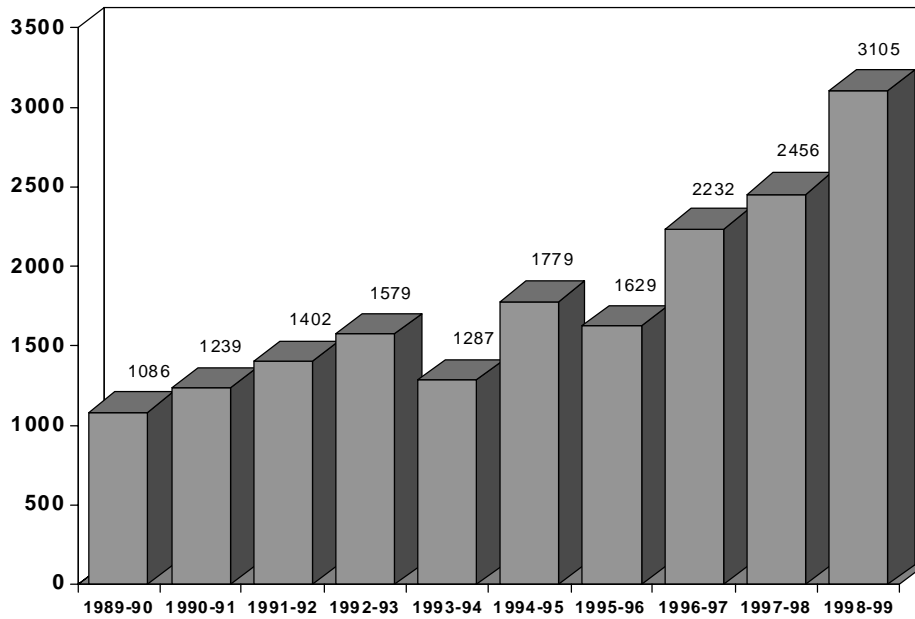
Figure 8 displays the actual number of complaints received over the past 10 years (1989-90 to 1998-99). It should be noted that for the first seven years (1989-90 to 1995-96) the average intake was 1430 complaints compared with a 2600 intake over the last three years (1996-97 to 1998-99).

Figure 7: Complaints Received, Completed and Pending



*Figure includes 2256 complaints pending a Federal Court of Appeal decision (refer page 19).

Figure 8: Actual Complaints Received Between 1989-90 and 1998-99



Planned Spending

Within the context of an ever increasing workload, the Commissioner will make every reasonable effort to resolve each complaint in a timely manner without resorting to the court system. The planned resource levels for the Office are:

(\$ thousands)	Forecast Spending 1999-2000	Planned Spending 2000-2001	Planned Spending 2001-2002	Planned Spending 2002-2003
Salaries and Wages	2,679	2,792	2,792	2,792
Employee Benefit Plans	453	544	544	544
Other Operating	1,507	414	414	414
Total	4,639	3,750	3,750	3,750

Management Representation Statement

**MANAGEMENT REPRESENTATION
Report on Plans and Priorities 2000-2001**

I submit, for tabling in Parliament, the 2000-2001 Report on Plans and Priorities (RPP) for the Office of the Privacy Commissioner of Canada.

To the best of my knowledge the information:

- ◆ accurately portrays the mandate, priorities, strategies and planned results of the organization;
- ◆ is consistent with the disclosure principles contained in the Guidelines for Preparing a Report on Plans and Priorities;
- ◆ is comprehensive and accurate; and
- ◆ is based on sound underlying departmental information and management systems.

I am satisfied as to the quality assurance processes and procedures used for the RPP's production.

The Planning and Reporting Accountability Structure (PRAS) on which this document is based has been approved by Treasury Board Ministers and is the basis for accountability for the results achieved with the resources and authorities provided.

Date: _____

Bruce Phillips
Privacy Commissioner of Canada

SECTION III - CORPORATE SERVICES

Objectives

The Corporate Management Branch provides administrative support services to both the Information and Privacy Commissioners' offices. The services -- finance, personnel, information technology and general administration -- are centralized in the Branch to avoid duplication of effort and to save money for both government and the programs.

The objective of the Corporate Management Branch and its business line is to ensure that internal overhead functions are in place to support Access to Information and Privacy program management decisions and accountability.

Operating Environment

The Commissioners continually pursue innovative approaches to deliver services without compromising business line objectives and program efficiency and effectiveness.

Key Plans, Results and Related Activities

Providing efficient, effective and expert service will remain the priority of the Branch during the three years covered by this plan. Items of particular interest include:

- by April 1, 2000, implementing processes and structures in line with the Government's Financial Information Strategy;
- converting to the Universal Classification Standard;
- implementing staffing reform and meeting the obligations of the new Employment Equity Act;
- implementing a records management system and associated information management processes, RDIMS, in support of the Government's vision for an electronic environment; and
- by April 1, 2001, implementing an integrated financial and materiel management system and continuing to review associated business processes;

Figure 9 illustrates the linkages between the organization's business line, key results reporting and related activities.

Figure 9: Linkages between CMB's Key Results Reporting and Related Activities

Key Results/Outcomes	Planned Results	Related Activities	Accountability
Cost-effective administrative support services that meet the operational requirements of the program.	<ul style="list-style-type: none"> Service quality within published standards. Assessment of client satisfaction with service levels. 	<ul style="list-style-type: none"> Provision of financial, personnel, information technology and general administration services. 	Director General, Corporate Management

Planned Spending

(\$ thousands)	Forecast Spending 1999-2000	Planned Spending 2000-2001	Planned Spending 2001-2002	Planned Spending 2002-2003
Salaries and Wages	693	690	690	690
Employee Benefit Plans	133	135	135	135
Other Operating	453	354	354	354
Total	1,279	1,179	1,179	1,179

SECTION IV - SUPPLEMENTARY INFORMATION

Table 1: Spending Authorities (Extract from the Ministry Summary Table in the Main Estimates – Part II)

Vote (thousands of dollars)	2000-2001 Main Estimates	1999-2000 Main Estimates
Offices of the Information and Privacy Commissioners of Canada		
40 Program Expenditures	7,325	5,428
(S) Contributions to employee benefit plans	1,158	974
Total Agency	8,483	6,402

Note: The increase in funding is a direct result of A-Base Reviews (one each for the Information and Privacy Commissioners Offices) approved by the Treasury Board.

Table 2 : Organization Structure

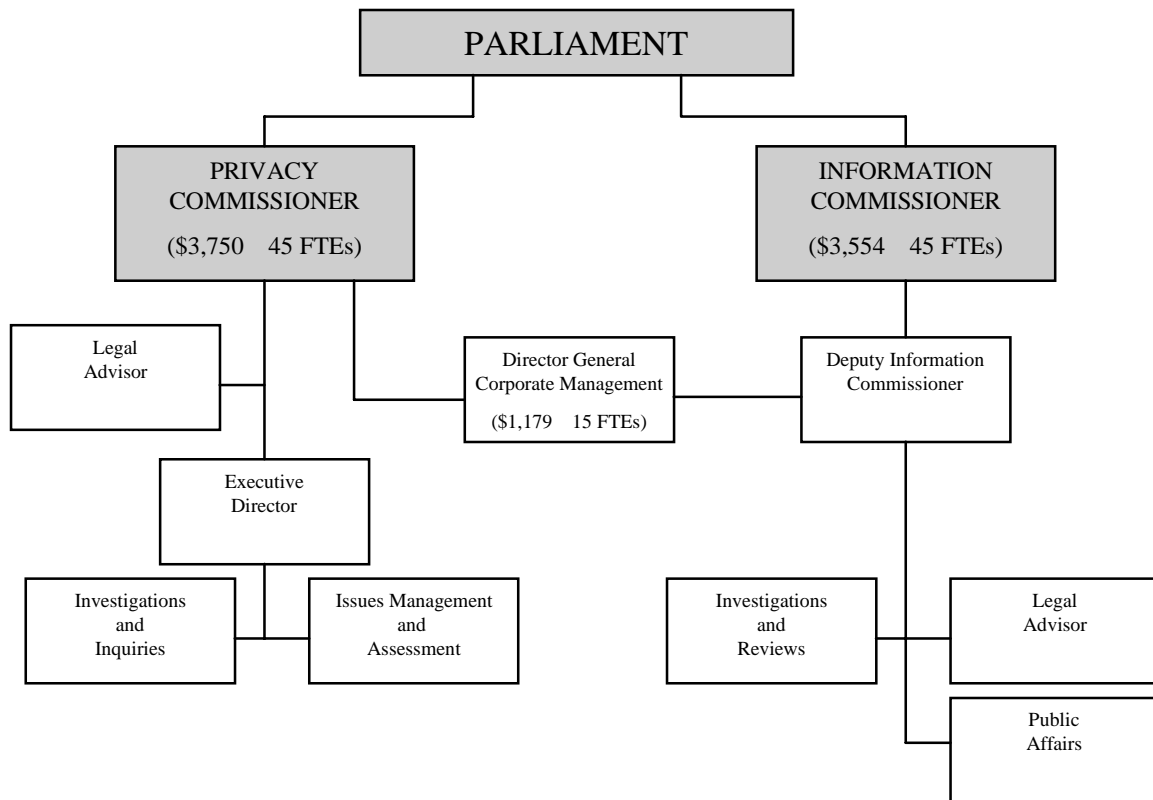


Table 3: Planned Spending (\$000's) by Business Line

(\$ thousands)	Forecast Spending 1999-2000	Planned Spending 2000-2001	Planned Spending 2001-2002	Planned Spending 2002-2003
Program Spending				
Access to Information	3,854	3,554	3,554	3,554
Privacy	4,639	3,750	3,750	3,750
Corporate Services	1,279	1,179	1,179	1,179
Total Program Spending	9,772	8,483	8,483	8,483
<i>Plus:</i> Cost of Services Provided by Other Departments	890	1,022	1,022	1,022
Total Program Costs	10,662	9,505	9,505	9,505

Table 4: Planned Full Time Equivalentents (FTEs) by Business Line

	Forecast 1999-2000	Planned 2000-2001	Planned 2001-2002	Planned 2002-2003
Access to Information	33	45	45	45
Privacy	39	45	45	45
Corporate Services	15	15	15	15
Total	87	105	105	105

Table 5 : Summary of Standard Objects of Expenditure

(\$ thousands)	Forecast Spending 1999-2000	Planned Spending 2000-2001	Planned Spending 2001-2002	Planned Spending 2002-2003
Personnel				
Salaries and Wages	5,726	5,948	5,948	5,948
Contributions to employee benefit plans	974	1,158	1,158	1,158
	6,700	7,106	7,106	7,106
Goods and Services				
Transportation and Communications	308	330	330	330
Information	118	130	130	130
Professional and Special Services	1,188	497	497	497
Rentals	24	40	40	40
Purchased Repair and Maintenance	31	20	20	20
Utilities, Materials and Supplies	97	200	200	200
Minor Capital	1,302	160	160	160
Other Subsidies and Payments	4	-	-	-
	3,072	1,377	1,377	1,377
Total Operating	9,772	8,483	8,483	8,483
Capital				
Controlled Capital	-	-	-	-
	-	-	-	-
Total Budgetary Expenditures	9,772	8,483	8,483	8,483

Table 6 : Program Resources by Business Line for 2000-2001 (\$000's)

Business Line	FTE's	Salaries and Wages	Employee Benefit Plans	Other Operating	Total
Access to Information	45	2,466	479	609	3,554
Privacy	45	2,792	544	414	3,750
Corporate Services	15	690	135	354	1,179
Total Program	105	5,948	1,158	1,377	8,483

Table 7 : Net Cost of the Program for 2000-2001

(thousands of dollars)	Main Estimates 2000-2001	Add Other Costs*	Estimated Total Program Costs	
			2000-2001	1999-2000
Offices of the Information and Privacy Commissioners of Canada	8,483	1,022	9,505	7,292

* Other costs of \$1,022,000 consist of:

	(\$000)
◆ accommodation provided by Public Works and Government Services Canada; and	689
◆ contributions covering employees' share of insurance premiums and expenditures paid by Treasury Board Secretariat.	333

Table 8: Legislation Administered by the Information and Privacy Commissioners of Canada

The Information and Privacy Commissioners have an oversight responsibility to Parliament for the following Acts:

Access to Information Act	R.S.C., 1985, ch. A-1, amended 1999, c. 31, ss. 2 & 3
Privacy Act	R.S.C. 1985, ch. P-21, amended 1997, c. 20, s. 55

Table 9: Statutory Annual Reports and Other Publications

The Commissioners' annual reports and position papers on access to information and privacy issues are available on the Commissioners' internet web sites.

- **Information Commissioner's 1998-99 Annual Report.** Ottawa: Minister of Public Works and Government Services Canada, 1999. Available from the Office of the Information Commissioner, Ottawa, Canada K1A 1H3; (613)995-2410.
- **Privacy Commissioner's 1998-99 Annual Report.** Ottawa: Minister of Public Works and Government Services Canada, 1999. Available on audio cassette, computer diskette and hardcopy from the Office of the Privacy Commissioner, Ottawa, Canada K1A 1H3; (613)995-2410 and on the Office's Internet home page.
- **Performance Report to Parliament, for the period ending March 31, 1998.** Ottawa: Minister of Public Works and Government Services Canada, 1998. Available through local booksellers or by mail from Public Works and Government Services - Publishing, Ottawa, Canada K1A 0S9.
- **1999-00 Estimates: A Report on Plans and Priorities.** Ottawa: Minister of Public Works and Government Services Canada, 1999. Available through local booksellers or by mail from Public Works and Government Services - Publishing, Ottawa, Canada K1A 0S9.
- Office of the Information Commissioner of Canada Internet home page:
<http://infoweb.magi.com/~accessca/>
- Office of the Privacy Commissioner of Canada Internet home page:
<http://privcom.gc.ca/>

Contact for Further Information

Brian Heaney
Director General, Corporate Services
Offices of the Information and Privacy Commissioners of Canada
112 Kent Street, Suite 430
Ottawa, ON K1A 1H3

Telephone: (613)995-0891
Facsimile: (613)995-1501