

### CASE LOAD

In FY 1991-92, the Department received 490 requests under the Access Act, and 83 Privacy requests, or a total case load of 573 formal requests for information. This was an unprecedented increase of almost 60 per cent over the past year. The Coordinator also processed 354 consultations from other government departments and 142 requests for personal information under Section 8(2)(e) of the Privacy Act.

### COMPLAINTS

There were 28 complaints investigations by the respective Commissioner's Offices in 1991-92. Ten complaints are still under investigation. Of the completed investigations, 10 were found to be without justification. The eight "well-founded" complaints were for late or delayed responses.

### OTHER RESPONSIBILITIES

In addition to the management of Access and Privacy requests, the Coordinator's Office provides advice and guidance to departmental units on compliance with the legislation. The briefing program on Access to Information and Privacy was continued with specific direction towards new Heads of Mission, new directors at headquarters, personnel assignment officers and immigration and consular program officers, as well as training programs and units seeking such guidance. Close liaison is maintained with the Media Relations Office to ensure release of information is in compliance with the legislation.

The Coordinator is represented on the Steering Committees for the development and implementation of INFONNEL, a comprehensive integrated personnel database, and on the Interdepartmental Committee for Management of Government Information Holdings (MGIH), the government-wide program to integrate information collection and use functions. The Coordinator is the departmental point of contact for the Registration of Information Collection and Public Opinion Research, (although the function is carried out in the Communications Branch).