

Given the ever-increasing overall number of requests (see chart, covering fiscal years 1998-2003, on page 12), consultation requests and total number of pages reviewed (see chart on page 11), it has been a priority to increase the efficiency of the ATIP office. The new Procedures Manual has proved a useful tool, and has been updated regularly over the course of the year.

Requesters

During this fiscal year, requesters (see chart on page 13) were most frequently members of the media, followed by businesses, with a surge in demands this year. This reflects the interest of Canadians in the work of this Department, and its involvement in many key issues of concern to the public and the business community.

Report Card

Beginning in 1999, the Information Commissioner of Canada introduced a new approach to monitoring the work of federal departments. This Department, along with others, was chosen as a focus of scrutiny and has continued to be subject to this review annually. During the period April 1 - November 30, 2002, the Information Commissioner gave the Department an improved grade, recognizing the increase in requests completed on time.

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