



VETERANS AFFAIRS CANADA

ANNUAL FEES REPORT 2017 TO 2018



Veterans Affairs
Canada

Anciens Combattants
Canada

Canada

Cette publication est également disponible en français.

© Her Majesty the Queen in Right of Canada, as represented by the Minister of Veterans Affairs Canada, 2018.

Cat. No. V1-11E-PDF

ISSN 2562-1777

Table of Contents

Table of contents	i
Minister’s message	1
General fees information	3
General and financial information by fee category	3
Endnotes	5

This page was left intentionally blank.

Minister's message

On behalf of Veterans Affairs Canada, I am pleased to present the 2017 to 2018 Report on Fees.

On June 22, 2017, the [Service Fees Act](#) received royal assent, thereby repealing the [User Fees Act](#).

The Service Fees Act introduces a modern legislative framework that enables cost-effective delivery of services and, through enhanced reporting to Parliament, improved transparency and oversight.

The act provides for:

- a streamlined approach to consultation and the approval of new or modified fees
- a requirement for services to have service standards and reporting against these standards, along with a policy to remit fees to fee payers when standards are not met
- an automatic annual fee adjustment by the Consumer Price Index (CPI) to ensure that fees keep pace with inflation
- annual detailed reporting to Parliament in order to increase transparency

This 2017 to 2018 Fees Report is the first report to be prepared under the Service Fees Act. Additional fee information will be included starting next fiscal year, once Veterans Affairs Canada fully transitions to the Service Fees Act regime.

I welcome the increased transparency and oversight that the Service Fees Act's reporting regime embodies, and I am fully committed to transitioning my department to this modern framework.



Lawrence MacAulay, PC, MP

This page was left intentionally blank.

General fees information

The tables that follow provide information on each category of fees, including:

- the name of the fee category
- the date that the fee (or fee category) was introduced and last amended (if applicable)
- service standards
- performance results against these standards
- financial information regarding total costs, total revenues and remissions

General and financial information by fee category

General information

Fee category	Fees for processing requests filed under the Access to Information Act
Fee-setting authority	Access to Information Act
Year introduced	1983
Year last amended	2018
Service standard	A response is provided within 30 days following receipt of a request; the response time may be extended under section 9 of the Access to Information Act.
Performance results	<p>Seventy-five percent, or 272 of the 363 formal requests, were completed in 30 days or less.</p> <p>Of the 363 formal requests completed in 2017-2018, eighty-three percent (or 301 requests) were completed on-time. Requests completed on-time means they were completed within 30-days or within the legislated extension time.</p>
Other information	<p>In 2017-2018, Veterans Affairs Canada waived access to information fees totaling \$50. An example of when fees are waived would be when a request is complex and covers three different topics. In order to respond in a timely manner, the request is split into three different requests but the requester is only charged for one request; the fees for the other two requests are waived.</p> <p>The VAC ATIP Office not only manages formal requests submitted under the Access to Information Act, but also informal requests. An informal request is for information that is not made or processed under the Act. Fees are not charged, there are no deadlines for responding, and the requestor has no statutory right of complaint. The VAC ATIP</p>

2017 to 2018 Fees Report

	<p>Office completed 350 informal ATI requests in the 2017–2018 fiscal year. This represents a 119% increase in the number of informal requests completed compared to 2016-2017 when 160 informal requests were completed.</p> <p>The Veterans Affairs Canada annual reports on the administration of the Access to Information Act are available on Open Government.</p>
--	--

Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
1,870	1,595	610,158	Not applicable

* The amount includes direct and indirect costs, where such costs are identifiable and material.

† A remission is a partial or full return of a fee paid.

Fees under the department's authority

Fee amounts for 2017 to 2018, 2019 to 2020, and a future fiscal year, as applicable (dollars)

Name of fee	2017 to 2018 Fee Amount	2019 to 2020 Adjusted fee amount	Future fee amount and fiscal year
Not applicable	Not applicable	Not applicable	Not applicable

Endnotes

- i. Service Fees Act, <http://laws-lois.justice.gc.ca/eng/acts/S-8.4/index.html>
- ii. User Fees Act, <http://laws-lois.justice.gc.ca/eng/acts/U-3.7/20040331/P1TT3xt3.html>
- iii. Access to Information Act, <http://laws-lois.justice.gc.ca/eng/acts/A-1/index.html>
- iv. Veterans Affairs Canada Annual Report on the Administration of the Access to Information Act, <https://open.canada.ca/data/en/dataset/9046861b-0b14-4c02-b217-b3a87b9fc0ca>