

*Ontario Ministry of Revenue's
Annual Public Report*

*Service Standards
and
Commitments*

April 1, 2009 to March 31, 2010



Message from the Deputy Minister, Ministry of Revenue

The Ministry of Revenue recognizes that the need to improve customer service is ongoing, which is why we continue to find ways to make services more convenient and accessible for our customers – you. To determine priority areas of improvement, we rely on your feedback to help us identify how well we are doing.

Each year, we measure our progress against seven service commitments and 18 service standards. Survey results are shared with Ministry of Revenue employees so that together, we can identify key improvement areas.

I am pleased to present the Ministry of Revenue's seventh annual report on customer service. The Ministry of Revenue has gone through a significant transformation over the past year with the transition to the harmonized sales tax. Despite the changes the ministry continues to experience, our results show that although there has been a decline in some service standards, excellent progress has been made in many areas and we look forward to building on that service excellence over the next year.

Ministry of Revenue employees are committed to treating the taxpayers of Ontario with respect, applying tax laws with fairness and courtesy, and providing easy access to clear, accurate and reliable information. Your feedback helps us make changes to improve and increase your overall satisfaction with our services. Please take a few moments to tell us how we are doing by completing our online [Quality Service Questionnaire](#), available at ontario.ca/revenue.

Steve Orsini
Deputy Minister
Ministry of Revenue

Ensuring Accountability

As Chief Administrative Officer for the Ministry of Finance and Ministry of Revenue, I was accountable for conducting a third party review of the data in the 2009/2010 Service Standards and Commitments report.

This year's analysis involved a review conducted by Ontario Internal Audit to assess the adequacy of the controls, systems and procedures for reporting and the accuracy of the results. Based on the review, quality controls were found to be adequate and the results were accurately reported. These results were determined to be reliable for the Ministry of Revenue.

Based on my knowledge, this report presents accurately and fairly, in all respects, the status of results for the fiscal year April 1, 2009 to March 31, 2010.

Helmut Zisser
Chief Administrative Officer
Ministry of Finance and Ministry of Revenue

Results - Commitments - April 1, 2009 to March 31, 2010

Service Commitment	2009/2010 Annual Results	2008/2009 Annual Results	Change (Percentage Points)
	Satisfied or Very Satisfied	Satisfied or Very Satisfied	
1. Impartial and Professional Service. We will provide impartial, professional and courteous service and provide a means for you to hold us accountable for the services we provide. We will be pleased to deal with you or your authorized representative.	94%	94%	-
2. Privacy and Confidentiality. We will keep your tax returns and other information secure and confidential.	94%	95%	-1%
3. Accessible Information. We will offer clear, understandable and current tax information and will make this information available to you through various media.	91%	90%	+1%
4. Assistance. We will provide timely, accurate responses to questions and requests for tax information. We will explain to you the tax implications of your current tax situation and if you seek to learn more about your liability and how it is determined, offer you the option of meeting with us.	94%	94%	-
5. Reliable Written Information. We will provide written information that you can rely on.	93%	93%	-
6. Education. We will provide education and information programs on specific tax issues.	100%	100%	-
7. Voluntary Disclosure. We will allow you to voluntarily disclose your tax situation without incurring a penalty or being prosecuted for tax violations under certain conditions.	100%	100%	-

Results - Standards - April 1, 2009 to March 31, 2010

Service	Service Standard	2009/2010 Annual Results	2008/2009 Annual Results	Change (Percentage Points)
General Standards				
Ensure information explaining significant change in tax policy or legislation is available.	By the next working day following the change.	100%	95%	+5%
Invite new Retail Sales Tax vendors to attend a PST-GST seminar.	Within 15 working days of being registered.	92% ¹	90%	+2%
Conduct Retail Sales Tax industry and/or topic specific seminars.	Schedule within 60 working days of request.	100%	100%	-
Government Common Service Standards				
Correspondence by fax, mail or electronic mail.	Respond within 15 working days or send acknowledgment within 5 working days.	82% ²	91%	-9%
Telephone General Enquiries	a) Pick up by third ring	100%	100%	-
	b) Call back within 1 working day.	58%	66%	-8%
Walk-in Enquiries	Post expected waiting times.	100%	100%	-
Customer Feedback/ Complaint Resolution	Document and acknowledge complaints within 2 working days; with each contact, provide opportunity for feedback on service.	96%	74%	+22%
Core Business Service Standards				
Registrations	Walk-in, mail-in and telephone - 1 working day. Through Ontario Business Connects - 15 working days. Other registration - 15 working days.	86%	80%	+6%
Refunds (once we receive all required info and documentation)	All refunds to be processed within 40 working days.	92%	57%	+35%
Account Adjustments	30 working days.	97%	97%	-
Tax Roll Updates	Walk-in and telephone - 2 working days. Mail - 15 working days	96%	96%	-

1. Seminar results are for the period April 1, 2009 to December 31, 2009.

2. Some correspondence required additional time to complete due to the increased complexity of the enquiries.

Service Standards and Commitments : Report

Service	Service Standard	2009/2010 Annual Results	2008/2009 Annual Results	Change (Percentage Points)
Audit Standards				
Notice of Audit	Arrange mutually agreeable date for the commencement of the audit, generally with 15 working days notice	98%	98%	-
Audit – taxpayer to respond to the proposed adjustments	Given up to 30 working days to respond	95%	96%	-1%
Objections Standards				
Objections – contact by appeals officer	Within 3 months of the objection being assigned	99%	98%	+1%
Objections (complex objections) – Allow for response by objector to Opinion Letter	Within 30 working days from date of letter	100%	99%	+1%
Objections – resolution of objections dealing with interest and penalties	Within 3 months from date of receipt of Notice of Objection	65% ¹	97%	-32%
Objections	Resolve 80% of objections within 2 years from date of receipt of Notice of Objection	100%	100%	-
Collections Standard				
Collections – time before legal action may be started	Allow 30 working days after original assessment (other than exceptional circumstances)	100%	100%	-

1. There was a significant increase in Employer Health Tax interest and penalty assessments resulting from an information sharing agreement with the Canada Revenue Agency. This led to a 79 per cent increase in the number of objections in the 2009/10 fiscal year. The volume had an impact on resolution times for this fiscal year.

Next Steps

In 2009-2010, the Ministry of Revenue exceeded its goal of achieving a score of at least 80 per cent in customer satisfaction for 16 of its 18 service standards. These results are encouraging and the Ministry will continue to make every effort to improve service delivery.

Last year, we committed to improving customer service in the areas of general telephone enquiries, complaint resolution, and refund timelines. Our efforts resulted in improvements in two of the three areas:

- complaint resolution improved by 22 percentage points
- refund timelines improved by 35 percentage points

In 2010-2011, the ministry will build on these results by:

- continuing to highlight the importance of the service commitments and standards to staff with a focus on general telephone enquiries and complaint resolution
- striving to improve objection resolution timelines
- encouraging taxpayers to complete the Quality Service and Audit Quality Service Questionnaires to help us improve our ability to deliver services

The Ministry of Revenue will continue to evaluate customer satisfaction and our performance to improve the level of service provided to taxpayers. Please comment on our services by completing our online [Quality Service Questionnaire](#) or by completing the Audit Quality Service Questionnaire, which is sent by mail after the completion of an audit.

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