

*Ontario Ministry of Revenue
Annual Public Report*

Service Standards and Commitments

April 1, 2010 to March 31, 2011



Message from the Deputy Minister

Delivering service excellence is a top priority for the Ministry of Revenue. We recognize that the need to improve customer service is ongoing, which is why we continue to find ways to make services more convenient, reliable and accessible for you, our customers. Your feedback is critical to help us measure how well we are doing.

Our progress in 2010-11 is measured against eight commitments and 18 service standards. These standards and commitments describe a “standard of service” that you can expect to receive and inform employees about the level of performance they should strive to achieve. Each year, results from our service questionnaire are shared with ministry staff so that, together, we can identify key improvement areas. This year, three new categories have been added to continue to meet the level of service identified by our customers: customer service accessibility, acknowledgement of benefit eligibility, and payment of benefits within 30 calendar days.

I am pleased to present the Ministry of Revenue’s eighth annual report on customer service. While the ministry continues to experience significant change as an organization, our results show excellent performance in many areas and we look forward to building on that service excellence over the next year.

We are proud of the work we do and are committed to providing you with quality service that is courteous, fair and accessible. Please take a few moments to tell us how we are doing by completing our online [Quality Service Questionnaire](http://ontario.ca/revenue), available at ontario.ca/revenue.

Stephen 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 2010-11 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 the reporting and accuracy of the results. Based on this review, quality controls were found to be adequate and the results were accurately reported.

Based on my knowledge, this report presents accurately and fairly, in all respects, the status of results for the fiscal year April 1, 2010 to March 31, 2011.

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

Results – Commitments – April 1, 2010 to March 31, 2011

Service Commitment	2010-11 Annual Results	2009-10 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.	93%	94%	-1%
2. Privacy and Confidentiality. We will keep your tax returns and other information secure and confidential.	95%	94%	+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%	91%	-
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.	92%	93%	-1%
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%	-
8. Customer Service Accessibility. We will ensure policies are consistent with the principles of independence, dignity, integration and equality of opportunity	91%	-	-

Results – Standards – April 1, 2010 to March 31, 2011

Service	Service Standard	2010-11 Annual Results	2009-10 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%	100%	-
Government Common Service Standards				
Correspondence by fax, mail or electronic mail.	Respond within 15 working days or Send acknowledgment within 5 working days.	84%	82%	+2%
Telephone General Enquiries	a) Pick up by third ring	100%	100%	-
	b) Call back within 1 working day.	61%	58%	+3%
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.	100%	96%	+4%
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.	88%	86%	+2%
Refunds (once we receive all required info and documentation)	All refunds to be processed within 40 working days.	94%	92%	+2%
Account Adjustments	30 working days.	95%	97%	-2%
Tax Roll Updates	Walk-in and telephone - 2 working days. Mail - 15 working days	94%	96%	-2%
Benefit Specific ¹				
Acknowledgment of Eligibility	Acknowledgment of Eligibility ▪ Within 60 calendar days of receipt	100%	-	-
Benefit Payments	Benefit Payments ▪ Within 30 calendar days	100%	-	-

1. In 2010-11, the ministry expanded its service standards and commitments to better reflect the range of services provided. In doing so, the ministry created two new benefit-specific standards, which encompass all benefit-related services and programs offered by the ministry.

Service Standards and Commitments: Report

Service	Service Standard	2010-11 Annual Results	2009-10 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%	95%	-
Objections Standards				
Objections – contact by appeals officer	Within 3 months of the objection being assigned	97%	99%	-2%
Objections (complex objections) – Allow for response by objector to Opinion Letter	Within 30 working days from date of letter	100%	100%	-
Objections – resolution of objections dealing with interest and penalties	Within 3 months from date of receipt of Notice of Objection	50% ¹	65%	-15%
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. A joint compliance initiative between the Canada Revenue Agency and the Ministry of Revenue resulted in a significant increase in Employer Health Tax interest and penalty assessments for the 2009-10 fiscal year. This led to a backlog in objections for that year which has since been cleared. The ministry expects its historical levels of performance, between 95 and 99 per cent, to be reported for the 2011-12 period.

Next Steps

In 2010-11, the Ministry of Revenue exceeded its goal of achieving at least 80 per cent in customer satisfaction for 24 of its 26 service standards and commitments, including scores of 100 per cent in 11 categories. 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 through greater staff awareness of service standards and continued focus in the areas of general telephone enquiries, complaint resolution and objection resolution timelines. Our efforts resulted in the following improvements:

- complaint resolution improved by 4 per cent to a score of 100 per cent
- telephone call back within one working day improved by 3 per cent
- response times to fax, mail or e-mail correspondence improved by 2 per cent

In 2011-12, the ministry will build on these results by:

- continuing to highlight to staff the importance of providing courteous, efficient, quality service and timely, accurate information
- striving to improve objection resolution timelines
- continuing to improve telephone call back within one working day

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. Your valuable feedback helps us continue to evaluate our performance and improve on the delivery of our services.

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