

Ministry of Finance

# Annual Public Report

Service Standards and Commitments

April 1, 2012 to March 31, 2013



## Performance summary

Delivering service to meet the needs of our clients is a top priority for the Ministry of Finance. On a monthly basis, we track our performance against a set of service commitments and publicly report our performance on an annual basis. This allows us to identify any areas where we should make improvements to our service delivery in terms of convenience, reliability, accessibility and timeliness of the services.

We review our service standards and monitor our targets regularly to ensure effective and efficient delivery of policies and programs and to continue to be accountable in the delivery of our services to clients.

Our performance in 2012-13 is measured against 9 service standards. Each standard includes a commitment to our clients and a targeted level of performance. Together, the standards and targets describe a “standard of service” that you can expect to receive from us. They also inform employees about the level of performance they should strive to achieve when working with our clients. Each year, results are shared with ministry staff to identify areas requiring improvement.

Results for 2012-13 are encouraging with the ministry exceeding its goal of achieving at least 90 per cent of its target in customer satisfaction for all service commitments.

The ministry will continue to make every effort to achieve the targets that have been set.

For 2013-14, service standards and targets are being reviewed to identify areas for improvement in order to better serve our client base. If you would like to provide input into this review or feedback on the delivery of our services, please do so through [ontario.ca/finance](http://ontario.ca/finance).

## Performance data

| Category                                                          | Number of Service Standards | Percentage of Standards that Achieved 90% or more of Target | Performance (by number of standards) |                  |                     |
|-------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|--------------------------------------|------------------|---------------------|
|                                                                   |                             |                                                             | 95% or more of Target                | 75-94% of Target | Below 75% of Target |
| Customer Service                                                  | 3                           | 100%                                                        | 3                                    | -                | -                   |
| Information and Permits, Licences, Certificates and Registrations | 1                           | 100%                                                        | 1                                    | -                | -                   |
| Approvals and Decisions                                           | 3                           | 100%                                                        | 2                                    | 1                | -                   |
| Funding                                                           | 2                           | 100%                                                        | 2                                    | -                | -                   |
| <b>TOTAL</b>                                                      | <b>9</b>                    | <b>100%</b>                                                 | <b>8</b>                             | <b>1</b>         | <b>-</b>            |

## Performance results by category, program and service standard

### Customer service

| Program/Service | Service Standard                                                                                                                                                                     | Target (%) | Actual (%) | Result <sup>1</sup> |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|---------------------|
| Audit Standards | To conduct a quality field audit in a timely manner, MOF will arrange with clients a mutually agreeable date for the start of the audit, generally within 15 working days of notice. | 80         | 97         | Achieved            |
|                 | Clients will be given 30 working days to respond to proposed adjustments if they wish to provide additional information/arguments before an audit is completed.                      | 80         | 94         | Achieved            |
| Collections     | When payment for all taxes, interest and penalties are received, we will release garnishments and warrants and discharge liens within 30 calendar days.                              | 100        | 95         | Achieved            |

<sup>1</sup> A service standard has achieved its target if actual results are within 5% of target, it has partially achieved its target if actual results are between 6% and 25% of target.

## Information and permits, licenses, certificates and registrations

| Program/Service       | Service Standard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Target (%) | Actual (%) | Result   |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|----------|
| All Ministry Programs | <p><b>Account Administration</b></p> <p>Receipt of complete and incomplete registrations will be acknowledged and completed within the following timeframes:</p> <p>International Fuel Tax Agreement</p> <ul style="list-style-type: none"> <li>• Walk-in – same day</li> <li>• Mail – within 15 working days from date request is received</li> </ul> <p>Motor Fuels and Tobacco Tax</p> <ul style="list-style-type: none"> <li>• Within 15 days of receiving application and required security</li> </ul> <p>Other programs</p> <ul style="list-style-type: none"> <li>• Telephone – 1 working day</li> <li>• Mail – 1 working day</li> <li>• Walk-in – 1 working day</li> <li>• Ontario Business Connects – within 15 working days</li> <li>• Client is contacted via phone; credentials and registration kit are sent via mail</li> </ul> <p>When advised of changes in your personal or corporate information we will make those changes promptly: walk-in and telephone – within 2 working days, mail-in and ONT-TAXS online (Internet) – within 15 working days of when the request is received.</p> <p>Account adjustments will be made within 30 working days of receipt of all necessary information.</p> <p>When entitled to a refund or rebate, requests will be processed within 40 working days of receipt of all required information and documentation.</p> | 90         | 95         | Achieved |

**Approvals and decisions**

| Program/Service        | Service Standard                                                                            | Target (%) | Actual (%) | Result             |
|------------------------|---------------------------------------------------------------------------------------------|------------|------------|--------------------|
| Objections and Appeals | We will acknowledge receipt of a Notice of Objection within 5 working days.                 | 100        | 100        | Achieved           |
|                        | We will resolve objections dealing with interest and penalties within 3 months of receipt.  | 100        | 92         | Partially Achieved |
|                        | We will resolve objections not dealing with interest penalties within 18 months of receipt. | 80         | 85         | Achieved           |

**Funding**

| Program/Service           | Service Standard                                                                                 | Target (%) | Actual (%) | Result   |
|---------------------------|--------------------------------------------------------------------------------------------------|------------|------------|----------|
| Benefit Specific Programs | We will confirm your entitlement within 60 calendar days of receipt of all required information. | 100        | 99         | Achieved |
|                           | Once you are determined eligible, we will send your first payment within 30 calendar days.       | 100        | 99         | Achieved |