

Ministry of Finance

Annual Public Report

Service Standards and Commitments

April 1, 2013 to March 31, 2014



Ministry of Finance

Performance Summary

Our goal is to be recognized by our clients as a highly professional organization that keeps pace with the expectations of Ontarians for high-quality and cost-effective public services.

On a monthly basis, we track our performance against a set of service commitments and publicly report our performance for the year. This practice helps us to identify areas to improve the convenience, reliability, accessibility and timeliness of our service delivery.

Our performance for 2013-14 is measured against nine service standards. Each standard includes a commitment to our clients and a targeted level of performance. Together, they describe a standard of service that you can expect from us. These standards are also an important resource for our employees who provide services to clients. Each year, these results are shared with ministry staff to help identify areas where we need to improve.

Results for 2013-14 are encouraging, with the ministry exceeding its goal of achieving at least 90 percent of its target in client satisfaction for all service commitments.

We are continuing to look at ways to achieve our set targets and are reviewing service standards and targets to identify areas for improvement in order to better service our clients next year. If you would like to provide input for this review or feedback on your experiences with our services, please do so through 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	1	100%	1	-	-
Information and Permits, Licences, Certificates and Registrations	1	100%	1	-	-
Approvals and Decisions	3	100%	3	-	-
Funding	2	100%	2	-	-
TOTAL	7	100%	7	-	-

Performance Results by Category, Program and Service Standard

Customer Service

Program/Service	Service Standard	Target (%)	Actual (%)	Result ⁱ
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	98	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 two months of receipt.	90	94	Achieved
	We will resolve objections not dealing with interest penalties within 18 months of receipt.	80	82	Achieved

ⁱ 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	Account Administration Receipt of complete and incomplete registrations will be acknowledged and completed within the following timeframes: <u>International Fuel Tax Agreement</u> In person – same day Mail – within 15 working days from date request is received <u>Motor Fuels and Tobacco Tax</u> Within 15 days of receiving application and required security <u>Other Programs</u> Telephone – 1 working day Mail – 1 working day In person – 1 working day Ontario Business Connects – within 15 working days Client is contacted via phone; credentials and registration kit are sent via mail When advised of changes in your personal or corporate information we will make those changes promptly: In person and telephone – within 2 working days Mail-in and ONT-TAXS online (Internet) – within 15 working days of when the request is received Account adjustments will be made within 30 working days of receipt of all necessary information When entitled to a refund or rebate, requests will be processed within 40 working days of receipt of all required information and documentation.	90	94	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	100	Achieved