

*Ontario Ministry of Finance
Annual Public Report*

Service Standards and Commitments

April 1, 2014 to March 31, 2015



Ministry of Finance

Performance Summary

As part of its role to administer Ontario's tax statutes and benefit programs, the Ministry of Finance is committed to measuring its performance against a set of service standards. Each year the results are publicly reported and analyzed to identify ongoing opportunities to improve service delivery to the people of Ontario.

In 2014-15, our performance was measured against seven service standards in four service categories, including: Customer Service; Approvals and Decisions; Information and Permits, Licenses, Certificates and Registrations; and Funding. The results show that the ministry achieved its targets for all seven service standards.

If you would like to provide feedback on your experiences with ministry services or input into the service standards review process, please contact the Ministry of Finance, by:

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Performance Data Overview

Category	Number of Service Standards	Number of Standards that achieved		
		95% or more of target	75-94% of target	Below 75% of target
Customer Service	1	1	-	-
Approvals and Decisions	3	3	-	-
Information and Permits, Licenses, Certificates and Registrations	1	1	-	-
Funding	2	2	-	-
TOTAL	7	7	-	-

Performance Results by Category, Program and Service Standard**Customer Service**

Program/ Service	Service Standard	Target (%)	Actual (%)	Result¹
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	99	Achieved

Approvals and Decisions

Program/ Service	Service Standard	Target (%)	Actual (%)	Result
Objections and Appeals	We will acknowledge receipt of a Notice of Objection within five working days.	100	100	Achieved
	We will resolve objections dealing with interest and penalties within two months of receipt.	90	86	Achieved
	We will resolve objections not dealing with interest and penalties within 18 months of receipt.	80	91	Exceeded

¹ 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 ¹
All Ministry Programs – Account Administration	Registrations: 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 working days of receiving application and required security. <u>Other Programs</u> Telephone – one working day. Mail – one working day. In person – one working day. Ontario Business Connects – within 15 working days. Client is contacted via phone; credentials and registration kit are sent via mail. Tax Roll Updates: When advised of changes in your personal or corporate information we will make those changes promptly: In person and telephone – within two working days. Mail-in and ONT-TAXS online (Internet) – within 15 working days of when the request is received Account Adjustments: Account adjustments will be made within 30 working days of receipt of all required information. Refunds: When entitled to a refund or rebate, requests will be processed within 40 working days of receipt of all required information.	90	87	Achieved

¹ 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.

Funding

Program/ Service	Service Standard	Target (%)	Actual (%)	Result¹
Benefit Specific Program	We will confirm your entitlement within 60 calendar days of receipt of all required information.	100	100	Achieved
	Once you are determined eligible, we will send your first payment within 30 calendar days.	100	100	Achieved

¹ 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.