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Service Standards and Commitments: Report for 2015-16

Ontario Ministry of Finance

Annual Public Report

Service Standards and Commitments

April 1, 2015 to March 31, 2016



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 analyzed and publicly reported to identify ongoing opportunities to improve service delivery to the people of Ontario.

In 2015-16, our performance was measured against seven service standards in four service categories: Client 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

Client 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

Client Service				
Program/Service	Service Standard	Target (%)	Actual (%)	Result ¹
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	93	Achieved
	We will resolve objections not dealing with interest and penalties within 18 months of receipt.	80	95	Achieved

Information and Permits, Licenses, Certificates and Registrations				
Program / Service	Service Standard	Target (%)	Actual (%)	Result ¹
All Ministry Programs – Account Administration	Registrations Receipt of registrations will be acknowledged and completed within the following timeframes: International Fuel Tax Agreement In person – same day. Mail – within 15 working days from date request is received. Motor Fuels and Tobacco Tax Within 15 working days of receiving application and required security. Other Programs Telephone – 1 working day. Mail – 1 working day. In person – 1 working day. Ontario Business Connects – contacted within 15 working days. Tax Roll Updates: When advised of changes in your personal or corporate information, we will make those changes promptly: In person and telephone – within 2 working days.	90	90	Achieved

	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.			
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Funding				
Program / Service	Service Standard	Target %)	Actual (%)	Result ¹
Benefits – Guaranteed Annual Income Supplement (GAINS)	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.

Cette publication est disponible en français sous le titre « Normes de service, ministère des Finances - Guide détaillé ». Vous pouvez en obtenir un exemplaire en appelant le 1 866 ONT-TAXS (1 866 668-8297) ou en visitant ontario.ca/finances.

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