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## Service Standards and Commitments: Report for 2017-18

Ontario Ministry of Finance  
Annual Public Report - Service Standards

April 1, 2017 to March 31, 2018



### 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 2017-18, our performance was measured against ten service standards in four service categories: Client Service; Approvals and Decisions; Information and Permits, Licences, Certificates and Registrations; and Funding.

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:

#### Mail:

Ministry of Finance  
33 King Street West  
Oshawa, Ontario, Canada  
L1H 8H5

**Phone:** 1 866 ONT-TAXS (1 866 668-8297)  
**Fax:** 1 866 888-3850  
**TTY:** 1 800 263-7776

**Email:** [financecommunications.fin@ontario.ca](mailto:financecommunications.fin@ontario.ca)

#### Performance Results by Category, Program and Service Standard

| Client Service    |                                                                                                                                                         |            |            |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|
| Program / Service | Service Standard                                                                                                                                        | Target (%) | Actual (%) |
| Collections       | When payment for all taxes, interest and penalties are received, we will release garnishments and warrants and discharge liens within 20 calendar days. | 98         | 99         |

| Approvals and Decisions |                                                                                |            |            |
|-------------------------|--------------------------------------------------------------------------------|------------|------------|
| Program / Service       | Service Standard                                                               | Target (%) | Actual (%) |
| Objections and Appeals  | We will acknowledge receipt of a Notice of Objection within five working days. | 100        | 100        |

|                        |                                                                                                 |    |    |
|------------------------|-------------------------------------------------------------------------------------------------|----|----|
| Objections and Appeals | We will resolve objections dealing with interest and penalties within two months of receipt.    | 90 | 96 |
| Objections and Appeals | We will resolve objections not dealing with interest and penalties within 18 months of receipt. | 80 | 85 |

Information and Permits, Licences, Certificates and Registrations

| Program / Service                              | Service Standard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Target (%) | Actual (%) |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|
| All Ministry Programs - Account Administration | <b>Account Adjustments:</b><br><br>Account adjustments will be made within 30 working days of receipt of all required information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 90         | 97         |
| All Ministry Programs - Account Administration | <b>Registrations:</b><br><br>Receipt of registrations will be acknowledged and completed within the following timeframes: <ul style="list-style-type: none"><li><u>International Fuel Tax Agreement</u><ul style="list-style-type: none"><li>In person – same day.</li><li>Mail (including fax) – within 15 working days from date request is received.</li></ul></li><li><u>Motor Fuels and Tobacco Tax</u><ul style="list-style-type: none"><li>Within 15 working days of receiving application and required security.</li></ul></li><li><u>Other Programs</u><ul style="list-style-type: none"><li>Telephone – 1 working day.</li><li>Mail (including fax) – 15 working days.</li><li>In person – 1 working day.</li><li>Ontario Business Connects – within 15 working days.</li></ul></li></ul> | 90         | 89         |
| All Ministry Programs - Account Administration | <b>Refunds:</b><br><br>When entitled to a refund or rebate, requests will be processed within 40 working days of receipt of all required information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 90         | 97         |
| All Ministry Programs - Account Administration | <b>Tax Roll Updates:</b><br><br>When advised of changes in your personal or corporate information, we will make those changes: <ul style="list-style-type: none"><li>In person and telephone – within 2 working days.</li><li>Mail, fax and ONT-TAXS online (Internet) – within 15 working days of when the request is received.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 90         | 96         |

Funding

| Program / Service                                      | Service Standard                                                                                 | Target (%) | Actual (%) |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------|------------|------------|
| Benefits – Guaranteed Annual Income Supplement (GAINS) | We will confirm your entitlement within 50 calendar days of receipt of all required information. | 100        | 100        |
| Benefits – Guaranteed Annual Income Supplement (GAINS) | Once you are determined eligible, we will send your first payment within 30 calendar days.       | 100        | 100        |

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](https://ontario.ca/finances).

