



Service Standards and Commitments: Report for 2019-20

Ontario Ministry of Finance

Annual Public Report - Service Standards

April 1, 2019 to March 31, 2020



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 2019-20, 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:

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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	100

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.	93	95
Objections and Appeals	We will resolve objections not dealing with interest and penalties within 18 months of receipt.	85	92

Information and Permits, Licences, Certificates and Registrations

Program/ Service	Service Standard	Target (%)	Actual (%)
All Ministry Programs - Account Administration	Account Adjustments: Account adjustments will be made within 25 working days of receipt of all required information.	90	95
All Ministry Programs - Account Administration	Registrations: Receipt of registrations will be acknowledged and completed within the following timeframes: • <u>International Fuel Tax Agreement</u> ◦ In person – same day. ◦ Mail (including fax) – 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 – 1 working day. ◦ Mail (including fax) – 15 working days. ◦ In person – 1 working day. ◦ Ontario Business Connects – within 15 working days.	90	95
All Ministry Programs - Account Administration	Refunds: When entitled to a refund or rebate, requests will be processed within 40 working days of receipt of all required information.	90	93
All Ministry Programs - Account Administration	Tax Roll Updates: When advised of changes in your personal or corporate information, we will make those changes: • In person and telephone – within 2 working days. • Mail, fax, ONT-TAXS online (Internet) and email within 10 working days of when the request is received.	90	87

Funding

Program/ Service	Service Standard	Target (%)	Actual (%)
Benefits – Guaranteed Annual Income Supplement (GAINS)	We will confirm your entitlement within 45 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.

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