Ontario's Fiscal Cycle
Ontario's Economy
Ontario's Tax System
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2011-12 Results-based Plan

Ministry of Revenue
Results-based Plan Briefing Book 2011-2012
Bulletin
Information Notice
Tax Tip
Published:
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ISSN:
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Published Results-based Plan 2011-12

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Ministry Overview

The Ministry of Revenue (MOR) directly supports the government's priorities on Strengthening the Economy and Open for Business by enhancing Ontario's business climate. The ministry also contributes to the priority of Serving the Public Interest by supporting modern, efficient public services. It achieves both by efficiently administering tax and benefit programs, offering education and outreach to encourage voluntary compliance following an integrated approach to customer service, and providing support to low-income Ontarians.

Vision and Mission

The vision of the Ministry of Revenue is excellence through innovation, collaboration and service.

The mission of the ministry is to deliver revenue and benefit programs in support of a better future for Ontarians.

Mandate

The ministry delivers revenue, benefit and tax credit programs in support of a better future for Ontarians. Revenues provide the fiscal foundation on which many of government's programs are based, while various tax credit and benefit programs help support a strong social, economic, and investment climate for Ontario. Taxpayer education and an independent review of objections are used to encourage compliance, while enforcement activities help to discourage non-compliance. The engagement of our employees is critical to the success of this mandate.

Program Overview

The Ministry of Revenue is comprised of the following key programs:

Ministry Administration

Ministry Administration provides overall leadership, governance and communications for the ministry. The program includes the Offices of the Minister, Parliamentary Assistant, Deputy Minister, Strategic Communications Unit and Central Agencies Information and Information Technology Cluster.

Compliance Programs

The Compliance Programs Division plays a key role in promoting public confidence in the fairness and integrity of Ontario's tax system. The division is responsible for the audit, inspection and investigative functions for the ministry to ensure compliance with Ontario's tax statutes.

This program:

- directs and executes excellence in the audit function using risk based techniques, modern technology and best practices;
- provides high quality, effective investigations and inspections; and
- partners with other ministries, agencies and the broader public sector to provide technical services, including forensic data recovery and forensic accounting.

Operations

The Operations Division focuses on operational and service delivery, benefits administration, revenue collection and the implementation of current transformational projects (i.e., ONT-TAXS Project Office and Benefits Transformation Project Office) to support the ministry's commitment to continuous improvement and modernization.

This program:

- supports the administration of tax statutes as well as a number of tax incentive and benefit programs;
- encourages compliance through taxpayer services;
- provides remittance, data and image capture and revenue accounting operations services;
- maintains data integrity in sustaining an efficient tax administration system and collections function for all MOR-administered tax statutes; and
- provides support to fiscal policy formation in determining tax incentives and benefit programs.

Tax Administration Policy and Partnerships

The Tax Administration Policy and Partnerships Division is responsible for strategic management services, relationship management and business development, tax advisory services and tax appeals.

This program:

- oversees the ministry's strategic management services;

- develops proactive and effective tax administration policy that supports the government's competitive business environment and Open for Business priorities;
- manages inter-jurisdictional relationships and joint initiatives and monitors the related service providers;
- explores new opportunities for transforming tax and program delivery; and
- provides service excellence in the tax advisory and tax appeals functions

Ministry Activities

Key activities in which the Ministry of Revenue is currently involved are described below:

Reforming Ontario's sales tax

In addition to MOR's key role in successfully implementing the federally administered Harmonized Sales Tax (HST) on July 1, 2010, the ministry is responsible for winding down the Retail Sales Tax (RST) program.

Key responsibilities include the management of post-implementation issues and ongoing communication to Ontario's businesses and consumers as well as working with the Canada Revenue Agency (CRA) to issue Ontario Sales Tax Transition Benefit and Ontario Sales Tax Credit payments on behalf of the MOR.

Over the next year, the ministry will focus on transitioning the second and final wave of Ontario employees to the CRA and subsequently transforming the MOR's business and technical environments to meet the ministry's needs after the RST wind-down phase.

Responding to the Needs of Small Business

Small business in Ontario is a major contributor to job creation and economic growth. To encourage a vibrant small business community, the MOR assists taxpayers in understanding their tax obligations by offering tax information forums and seminars provincewide. The ministry also provides up-to-date information bulletins, notices, tax guides and details of the various tax programs on its website to make it easier for taxpayers to voluntarily comply with legislation administered by the ministry.

Providing Income Support to Low Income Seniors and Families with Children

The Guaranteed Annual Income System (GAINS) program ensures a guaranteed minimum income for Ontario senior citizens by providing monthly payments to those who qualify.

The MOR is also responsible for the Ontario Senior Homeowners' Property Tax Grant, which is intended to help offset the property taxes for seniors who own their own home and who have low or moderate incomes.

The Ontario Child Care Supplement for Working Families (OCCS) is a tax-free payment to help low- and middle-income families raising children under the age of seven years. The OCCS program is being phased out and replaced by the Ontario Child Benefit program that provides assistance to help low-income families with children under the age of 18; the latter is administered by the Ministry of Children and Youth Services.

In addition, the ministry is a service provider to the Ministry of Municipal Affairs and Housing in the delivery of the Rental Opportunity for Ontario Families program and the Short-Term Rent Support program.

Modern, Efficient Public Services

The MOR's integrated tax administration system (ONT-TAXS) provides:

- internet services for taxpayers with self-service options to manage their tax accounts; and
- one window access for MOR staff to provide efficient and accurate information to tax clients on all statutes.

ONT-TAXS is used to administer all functions of the tax programs administered by MOR (e.g., tax client enquiries, returns issuance, non-filer resolution, transaction processing, letters, reports, on-line services, collections, refunds and audit activities).

ONT-TAXS is expected to drive cost reductions through electronic filing and decreased requirements for production support and maintenance. More importantly, it helps to provide a more customer-focused delivery of services.

Ontario provides support through benefit programs that are designed to meet Ontarians' various needs and circumstances. This support helps a variety of people, from children to seniors, and takes on many forms, including payments and benefits.

The 2010 Ontario Budget included a commitment by the government to improve the current system of benefits administration. The plan included:

- using an automated income verification process for those programs whose eligibility criteria include income;
- creating a central web portal to access program information; and
- looking into opportunities for new and innovative ways to improve Ontario's benefits administration.

To support the MOR in delivering these objectives, a Benefits Transformation Project Office (BTPO) was established within the ministry. The BTPO is responsible for:

- developing a web portal to improve client service by centralizing access to information about Ontario's benefit programs;
- developing an automated income verification system; and
- supporting a broader review of benefits administration and seeking new and innovative ways to simplify client access while improving program delivery.

Tax Programs Project Office

The MOR established a project office in April 2010 to coordinate work within the ministry and with other ministries, Ontario First Nations and other partners to address contraband tobacco.

Highlights of 2010-11 Achievements

The Ministry of Revenue's major achievements in 2010-11 include:

- Implementing Ontario's Tax Plan – MOR was instrumental in implementing the HST in 2010. This included implementing personal and business tax cuts, credits and benefits in partnership with the Ministry of Revenue (MOF) and the CRA.
- Establishing a Benefits Transformation Project Office and consulting with key service delivery partners on new and innovative ways to simplify client access to benefit programs while improving program delivery.
- Implementing and administering new benefit and incentive programs such as the Northern Ontario Energy Credit (NOEC) and the Short-Term Rental Program on behalf of the Ministry of Municipal Affairs and Housing, processing applications for the Electric Vehicle Incentive Program on behalf of the Ministry of Transportation (MTO) and administering the Ontario Child Care Benefit Equivalent program on behalf of the Ministry of Children and Youth Services.
- Supporting other ministries in carrying out their audit and inspection requirements. The MOR is sharing its expertise by conducting audit and inspections on behalf of other ministries and by assisting them with developing a compliance framework using best practices

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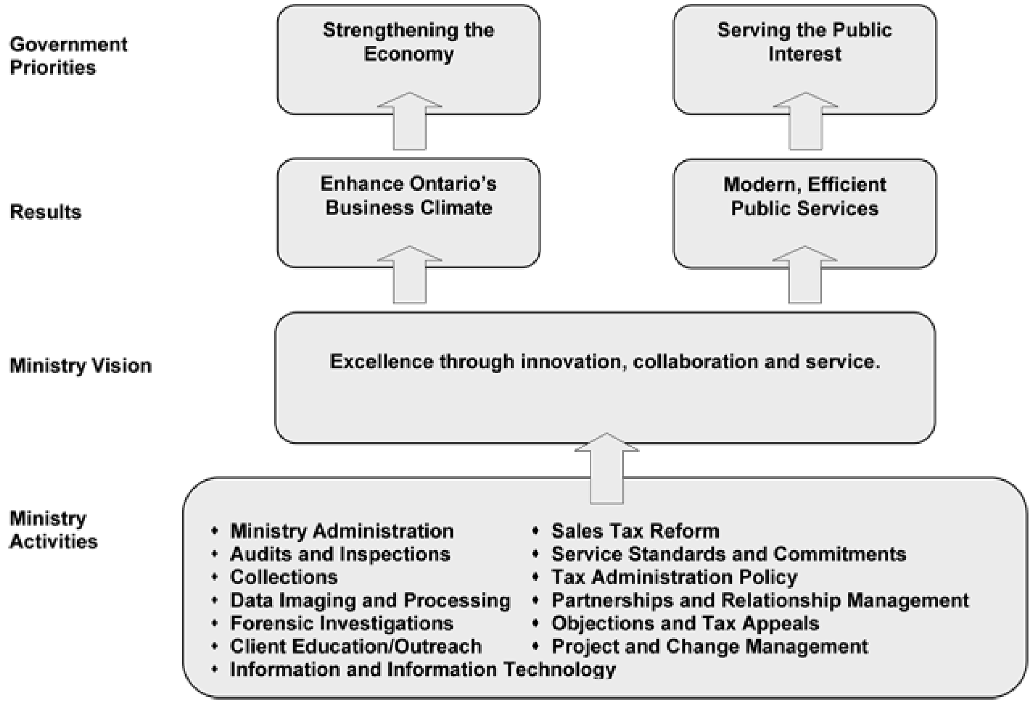
Ministry Contribution to Government's Key Priorities and Results



Performance Measures

The MOR currently monitors its performance for public reporting in two areas, both of which are specifically aligned with the government's agenda:

- The percentage of initial returns filed and payments remitted electronically; and
- The percentage of qualified applicants who received their Guaranteed Annual Income Supplement within 30 days.

(a) The Percent of Initial Returns Filed and Payments Remitted Electronically

The measure is intended to reflect the ministry's ability to administer taxes efficiently through various electronic service channels including ONT-TAXS. The measure includes performance related to both initial returns filed and payments (i.e. transactions) remitted. This is a new performance measure for 2011-12, although performance has been separately monitored for both elements in the past. Performance is reported annually.

Percentage of Initial Returns Filed and Payments Remitted Electronically

Results	Targets
• 2008-09: 43.6%	• 2010-11: 46.0%
• 2009-10: 44.3%	• 2011-12: 48.0%
	• 2012-13: 50.0%
	• 2013-14: 52.0%

The measure aligns with:

- Government Priority: Serving Public Interest
- Result: Modern, Efficient Public Services

(b) The Percentage of Qualified Applicants who Receive Their Guaranteed Annual Income Supplement within 30 days

This measure is intended to reflect the ministry's ability to ensure eligible recipients receive their benefit payment in a timely manner. As noted in the chart, very high performance is consistently achieved. Performance is reported quarterly.

Percentage of Eligible Applicants who Receive Their Guaranteed Annual Income Supplement Within 30 Days

Results	Targets
• 2008-09: 99.9%	• 2010-11: 99.0%
• 2009-10: 99.9%	• 2011-12: 99.0%
	• 2012-13: 99.0%
	• 2013-14: 99.0%

The measure aligns with:

- Government Priority: Serving Public Interest
- Result: Modern, Efficient Public Services

Looking Forward

The Ministry of Revenue is undergoing a major business transformation following implementation of the federally-administered Harmonized Sales Tax; this transformation affects almost half of the ministry's business, including the number of staff involved and amount of revenue administered.

This change presents a significant opportunity for the ministry to leverage the expanded range of competencies and partnerships developed through its successful delivery of key government priorities (e.g., Corporate Tax Administration Redesign, Modernizing Ontario's System for Tax Administration, Rental Opportunity for Ontario Families, and Sales Tax Reform/Harmonized Sales Tax) to further the modernization of the Ontario Public Service (OPS). It also provides an opportunity to re-engineer, as necessary, the ministry's processes to improve efficiency, quality, and time required to develop products and services.

The ministry's expertise – much of which is unique in the OPS – includes rigorous and effective change management, risk management and project management processes, including major IT projects, as well as knowledge, processes, systems, and tools across a range of services. This expertise could be used to further improve the quality and efficiency of products and services across the OPS and the broader public sector.

The 2011 Ontario Budget recognized the MOR's expertise in several key areas. For example, the Budget announced that:

- the government will be moving towards a more coordinated and centralized collections function within the Ministry of Revenue to help reduce costs and enhance efficiencies in the collections function;
- the Ministry of Revenue will provide a coordinating audit/inspection support function to ministries as well as forensic data recovery and forensic accounting services support function as required; and
- the Ministry of Revenue will work with ministries across the OPS to leverage its imaging and data capture services to improve and automate document-capture and transactional processing for their programs.

Ministry of Revenue's New Strategic Plan

The harmonization of the corporations and sales taxes and structural changes within the ministry have laid a foundation for change, providing an opportunity to set a new strategic direction for the ministry including a new vision, mission and strategic priorities.

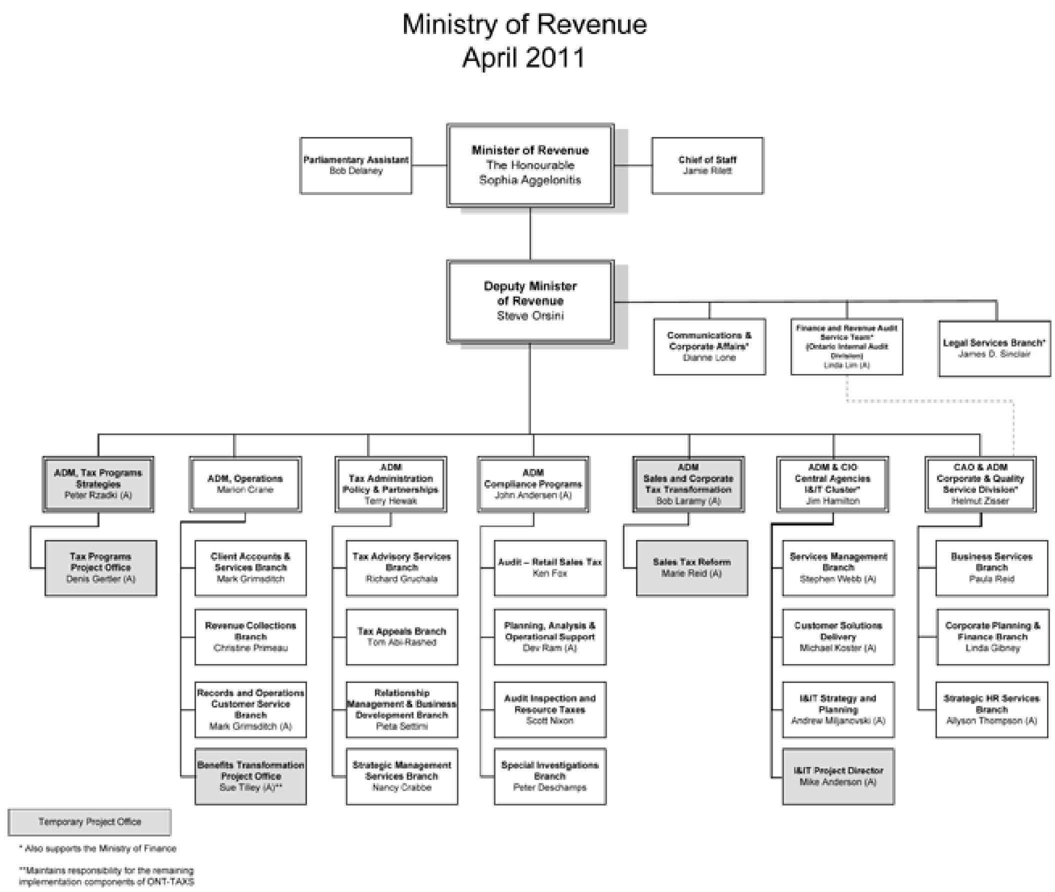
A Mission/Mandate Review was initiated in the spring of 2010 in order to determine how to optimally move forward as a ministry while aligning with government priorities. The result of the review, which included intensive planning sessions with senior leaders across the ministry, has led to the development of a new strategic plan for the ministry.

The MOR's new strategic plan will provide a base for the ministry's business planning, fiscal management and performance management over the three-year planning timeframe.

This strategic plan will help align resources and funding with priorities, monitor ongoing progress against commitments and take timely corrective action by strategically reallocating resources, if necessary.

Organization Chart

Printer-friendly version of the organization chart [PDF - 18 KB]



Legislation

The following is a list of the legislation for which the Ministry of Revenue has primary legislative or administrative responsibility. Responsibility for this legislation is also shared with the Ministry of Revenue.

Vote 32: Ministry of Revenue

Alcohol and Gaming Regulation and Public Protection Act
Community Small Business Investment Funds Act
Corporations Tax Act (only specific provisions)
Electricity Act, 1998 (only specific provisions)
Employer Health Tax Act
Estate Administration Tax Act, 1998
Fuel Tax Act
Gasoline Tax Act
Highway Traffic Act (only specific provisions)
Income Tax Act
Land Transfer Tax Act
Mining Tax Act
Ministry of Revenue Act
Ontario Guaranteed Annual Income Act
Provincial Land Tax Act, 2006
Race Tracks Tax Act
Retail Sales Tax Act
Taxation Act, 2007
Tobacco Tax Act

Agencies, Boards and Commissions

The Ministry of Revenue has no Agencies, Boards, or Commissions.

Ministry Financial Information

Includes statutory appropriations.

Table 2
Operating and Capital Summary by Vote

Votes/Programs	Estimates 2011-12	Change from 2010-11 Estimates		Estimates 2010-11	Interim Actuals 2010-11	Actuals 2009-10
	$	$	%	$	$	$
OPERATING AND CAPITAL EXPENSE						
Tax Revenue	2,289,986,400	(1,774,327,200)	(43.7)	4,064,313,600	4,018,729,100	687,406,339
Total Operating and Capital Expense to be Voted	**2,289,986,400**	**(1,774,327,200)**	**(43.7)**	**4,064,313,600**	**4,018,729,100**	**687,406,339**
Statutory Appropriations						
Minister's Salary, the Executive Council Act	47,841	-		47,841	47,841	37,934
Parliamentary Assistant's Salary, the Executive Council Act	16,173	(16,173)	(50.0)	32,346	32,346	19,759
Bad Debt Expense, the Financial Administration Act	41,900,000	(94,850,000)	(69.4)	136,750,000	132,800,000	440,799,999
Amortization, the Financial Administration Act	3,036,700	408,100	15.5	2,628,600	1,448,1000	-
Ministry Total Operating and Capital Expense	**2,334,987,114**	**(1,868,785,273)**	**(44.5)**	**4,203,772,387**	**4,153,057,387**	**1,128,264,031**
OPERATING AND CAPITAL ASSETS						
Operating	3,801,000	576,000	17.9	3,225,000	3,225,000	3,870,030
Capital	2,318,800	(6,756,200)	(74.4)	9,075,000	4,894,700	21,715,748
Total Assets to be Voted	**6,119,800**	**(6,180,200)**	**(50.2)**	**12,300,000**	**8,119,700**	**25,585,778**
Statutory Appropriations						
Advances, the Education Act	22,000,000	1,000,000	4.8	21,000,000	21,000,000	21,864,982
Advances, the Northern Services Boards Act	5,000,000	1,000,000	25.0	4,000,000	4,000,000	4,570,563
Advances, the Local Roads Boards Act	3,500,000	(2,500,000)	(41.7)	6,000,000	6,000,000	3,061,653
Total Assets (Statutory)	**30,500,000**	**(500,000)**	**(1.6)**	**31,000,000**	**10,000,000**	**29,497,198**
Total Assets	**36,619,800**	**(6,680,200)**	**(15.4)**	**43,300,000**	**39,119,700**	**55,082,976**

Notes:

1. Notable changes in 2011-12 include: reduction in transition funding of $1.4 billion for the Sales Tax Transition Benefit, $400 million in Small Business Transition Support, and a $94.9 million

decrease in Bad Debt Expense related to the RST wind-down.

2. Actuals for 2009-10 are re-stated to reflect any changes in ministry organization and/or program structure. Interim Actuals reflect the numbers presented in the **2011 Ontario Budget**.

3. The Province's minor Tangible Capital Assets (mTCA) are capitalized on a prospective basis. Direct comparison between 2011-12, 2010-11 and 2009-10 may not be meaningful.

Appendix: Annual Report 2010-11 - Ministry of Revenue

The Ministry of Revenue (MOR) accomplished a number of major achievements in 2010-11.

Implementing Ontario's Tax Plan

To support Ontario's Tax Plan which was originally announced in the 2009 Ontario Budget, the province has successfully implemented and moved to a Harmonized Sales Tax (HST).

Ontario's Tax Plan includes personal and business tax cuts, credits and benefits as well as specific initiatives introduced to maintain current tax levels.

The ministry performed a significant amount of work in the 15 months between the 2009 Ontario Budget announcement and the implementation of the HST on July 1, 2010 and continued that momentum throughout the remainder of the fiscal year in completing the following:

- Successfully implemented business and system process changes for the HST and to enable the introduction of Ontario-specific initiatives including:
  - Retail Sales Tax for Insurance Premiums;
  - Retail Sales Tax for Private Sale of Specified Vehicles;
  - Beer and Wine Taxes; and
  - Tobacco Retail Dealer Registration.
- Collaborated with the Ministry of Revenue (MOF) to ensure the Ontario government met its obligation to be operationally ready to collect and remit the HST on July 1, 2010.
- Collaborated with the MOF and the Canada Revenue Agency (CRA) to negotiate a provincial point-of-sale exemption for the provincial portion of the HST for Status Indians, Indian bands and councils of an Indian band effective September 1, 2010.
- Implemented the appropriate business and system changes to support an interim measure, from July 1 to August 31, 2010, where Status Indians, Indian bands and councils of an Indian band claimed refunds by submitting receipts to the MOR.
- Successfully negotiated an amendment to the Human Resources Agreement (HRA) with the CRA to incorporate job offers for specific positions into the Institute of the Public Service of Canada (Audit, Financial and Scientific Group bargaining unit).
- As required by the HRA, issued job offers to impacted employees in June 2010 and in December 2010. More than 90 per cent of all CRA job offers were accepted.
- Continued implementation of the RST Wind-down Strategy.
- Implemented a multi-phase communications and education campaign to ensure all Ontarians received important and useful information about Ontario's Tax Plan. The campaign included online and radio ads; print ads available in 23 languages; a pocket reference guide delivered to 4.7 million Ontario households; and a bilingual direct mailing sent to approximately one million Ontario businesses. The ministry employed innovative and cost-effective tools such as implementing the first OPS social media campaign and developed the OPS' first mobile application. By early February 2011 the ministry's dedicated website **ontario.ca/taxchange** had received over 5.2 million unique page views since its launch in September 2009.
- A number of payments were issued to Ontarians in support of the Tax Plan including:
  - The MOR issued a one-time Small Business Transition Support payment to over 616,000 Ontario businesses;
  - Sales Tax Transition Benefit payments were issued by the CRA in June and December 2010 to approximately 6.6 million recipients; and
  - The CRA issued Ontario Sales Tax Credit payments in August and November 2010 and February 2011 to approximately 2.5 million low-income Ontarians.

Customer Service Initiatives

The MOR held 58 seminars provincewide educating Ontario businesses and taxpayers about the wind-down of the RST, and the important transition and ongoing application of the HST.

The ministry hosted six Tax Information Forums, in various locations across Ontario. These forums provided a significant opportunity for businesses and their representatives to access a wide variety of programs, services and information offered by the municipal, provincial and federal governments.

On July 1, 2010, fees previously levied by the Alcohol, Gaming Regulation and Public Protection Act (AGRPPA) and collected by the Alcohol and Gaming Commission of Ontario were legislatively changed to taxes administered by the MOR. One-on-one engagement sessions were offered to those tax clients who requested assistance with the new Beer and Wine taxes.

As transfers of land under fractional ownership are taxable, the ministry provided advice and guidance to resort associations offering fractional ownership and their members.

New benefit and incentive programs

The MOR implemented and delivered a number of benefit and incentive programs on behalf of other ministries:

- The Short-Term Rent Support Program is delivered on behalf of the Ministry of Municipal Affairs and Housing. This is a monthly housing assistance program intended to help address the affordability issues of households in need provincewide and support the Long-Term Affordable Housing Strategy's objectives of local community planning and their regional needs.
- Applications for the Electric Vehicle Incentive Program were processed on behalf of the Ministry of Transportation. This program supports the government's climate change plan by providing a financial incentive to support the purchase or lease of qualified new plug-in vehicles.
- The Ontario Child Benefit Equivalent program is administered on behalf of the Ministry of Children and Youth Services. This program assists qualified children and youth in the care of an agency by providing for the payment of a benefit equivalent to the Ontario Child Benefit. The monthly benefit is paid to help these children and youth achieve improved social, recreational, educational and financial outcomes.
- The Northern Ontario Energy Credit (NOEC) helped 250,000 mid- to low-income families in northern Ontario with their energy costs. The program provided up to $130 for single people and $200 for families including single parents and was delivered in two instalments: November 2010 and February 2011.

Benefits Transformation Project

The 2010 Ontario Budget announced the government will continue to improve the delivery of benefit programs to simplify access.

In 2010-11 the ministry has:

- completed a preliminary review of other jurisdictions' models of coordinated and integrated benefits administration;
- commenced preliminary consultations with key service delivery partners on new and innovative ways to further simplify client access to benefit programs while improving program fairness and integrity; and
- implemented a new benefit programs web portal for Ontarians **ontario.ca/benefitsdirectory** and online tax credit calculator **ontario.ca/taxcredits**.

Supporting Other Ministries and the Broader Public Sector

MOR achieved significant progress on a number of business partnerships with other ministries and the broader public sector. Examples of working together are listed below:

Ministry of Community Safety and Correctional Services

The Ministry of Community Safety and Correctional Services (MCSCS) requested the assistance of the MOR in providing inspection services to enforce the Private Security and Investigative Services Act, 2005 on a one year pilot basis. MOR staff prepared a compliance strategy and undertook inspections of licensed security guards and private investigation agencies on behalf of MCSCS.

Ministry of Health and Long-Term Care

The MOR conducted a pilot audit project on behalf of the Ministry of Health and Long-Term Care. This pilot involved MOR auditors providing audit verification services on the use of Professional Allowances, which are monies received by pharmacies dispensing prescription drug products under the Ontario Drug Benefits program.

Ministry of Labour – Underground Economy Compliance Project

To support the government's commitment to target underground economy activity in Ontario's construction sector, and consistent with the recommendations made in the 2010 report by the Expert Advisory Panel on Occupational Health and Safety, the Ministry of Labour (MOL), Workplace Safety and Insurance Board (WSIB), Ministry of Training, Colleges, and Universities (MTCU), Infrastructure Health and Safety Association, and the MOR have collaborated to establish a shared risk based targeted enforcement strategy that is based on a comprehensive, enterprise-wide compliance framework in support of modernizing Ontario's regulatory compliance services. This partnership continues to evolve, increasing audit revenue and reducing the burden on compliant taxpayers.

Ministry of Northern Development, Mines, and Forestry

Under a service agreement with the Ministry of Northern Development, Mines, and Forestry, the MOR is responsible for the assurance and review function of Ontario Diamond Royalty returns filed by operators under Part VIII of the Mining Act. The MOR has commenced auditing Diamond Royalty returns filed by Ontario operators under the Mining Act.

In April 2010, the first Ontario source diamonds were mined, cut and polished in Ontario and were available for sale at a major jewellery store chain in Toronto.

Ontario Hospital Association

As part of the wind-down of the RST program, the ministry engaged the Ontario Hospital Association and offered to prepare RST overpayment claims for any interested hospitals. This partnership has helped to ensure that any RST overpayments stay within the healthcare system.

Cornwall Regional Task Force

The formation of the Cornwall Regional Task Force (CRTF) was announced in April 2010. It is comprised of the Royal Canadian Mounted Police, Ontario Provincial Police, Cornwall Community Police Service, Canadian Border Services Agency and the Ministry of Revenue's Special Investigations Branch. The CRTF was formed to strengthen efforts to combat the illegal tobacco trade in the area.

Modernizing Ontario's Systems for Tax Administration (MOST)

The final phase of the MOST project incorporated gasoline, fuel, tobacco and land transfer tax into the ONT-TAXS system in April 2010. This included the ability for the gas, fuel and tobacco clients to file, pay, view and update their account information online, and establish a secure information channel for such clients and the MOR.

Central Agency I&IT Cluster

The Central Agencies Information and Information Technology Cluster (CAC), which delivers a full range of I&IT services accomplished the following in 2010-11:

- Enhanced the Lieutenant Governor's online birthday and anniversary greetings application to ensure the citizens of the province receive the correct greetings in a timely manner.
- Designed, developed and delivered an application to calculate and issue the first two instalments of the Northern Ontario Energy Credit.
- Developed a system with an integrated tracking process that consolidated eight systems into one to facilitate the Financial Services Commission of Ontario's compliance, investigations and legal activities and give the Superintendent's Office and Public Affairs access to real-time information about the status of cases.
- Enhanced an application that assists MOF's Broader Public Sector (BPS) Supply Chain Secretariat in assigning resources to oversee OntarioBuys projects, providing an audit trail for internal reviews and supporting various types of payments. The BPS Supply Chain Secretariat provides funding and advice to the Province's broader public sector partners, such as hospitals, school boards, colleges and universities on the adoption of supply chain and other back office leading practices.
- Facilitated the MOR's same-day receipt of electronic transfer payments from the federal government by providing Electronic Data Interchange translation services and data warehousing.
- Implemented changes to existing systems to improve scheduling and tracking for the Financial Services Commission of Ontario and allow claimants and insurers to resolve disputes outside the courtroom.
- Developed a business intelligence solution to assist the MOR in predicting behaviour for collection

accounts, effectively assigning resources where most needed and addressing accounts with the greatest potential for collection.

Ministry Interim Actual Expenditures 2010-11

	Ministry Interim Actual Expenditures 2010-11 ($M except Staff Strength)*
Operating	4,151.6
Capital	1.4
Strength as of March 31, 2011	2,432

* Interim actuals reflect the numbers presented in the **2011 Ontario Budget (page 227 and 228)**.

Glossary of Terms

AGRPPA: Alcohol, Gaming Regulation and Public Protection Act
BPS: Broader Public Sector
BTPO: Benefits Transformation Project Office
CAC: Central Agencies Information and Information Technology Cluster
CIO: Chief Information Officer
CRA: Canada Revenue Agency
CRTF: Cornwall Regional Task Force
CTAR: Corporate Tax Administration Redesign
GAINS: Guaranteed Annual Income System
HRA: Human Resources Agreement
HST: Harmonized Sales Tax
IFIS: Integrated Financial Information System
I&IT: Information and Information Technology
MCSCS: Ministry of Community Safety and Correctional Services
MMAH: Ministry of Municipal Affairs and Housing
MOF: Ministry of Revenue
MOL: Ministry of Labour
MOR: Ministry of Revenue
MOST: Modernizing Ontario's Systems for Tax Administration
MTO: Ministry of Transportation
NOEC: Northern Ontario Energy Credit
OCB: Ontario Child Benefit
OCCS: Ontario Child Care Supplement for Working Families
OEPTC: Ontario Energy and Property Tax Credit
OHA: Ontario Hospital Association
ONT-TAXS: Ontario's Tax Services
OPS: Ontario Public Service
RIM: Recorded Information Management
ROCSB: Records and Operations Customer Service Branch
RST: Retail Sales Tax
STR: Sales Tax Reform
WSIB: Workplace Safety and Insurance Board

Contact

If you have any questions about the programs and services of the Ontario Ministry of Revenue, we invite you to:

Visit www.ontario.ca/finance

- Email feedback.rev@ontario.ca

- Telephone (1-866-ONT-TAXS)
- Teletypewriter (TTY) 1-800-263-7776

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