

Collected over \$300 billion
—averaging \$1.18 billion
every working day

Agreement to collect on
behalf of the provinces,
territories, and First
Nations—representing
\$37 billion for 2002-2003

Over 25 million public
enquiries

Application of Fairness
Provisions—estimated
\$319 million in interest and
penalties forgiven

Over 60 agreements
with other government
departments and agencies
for joint program delivery

Over 22 million
individual and trust tax
returns and
1.4 million corporate
tax returns processed

Almost 16,000
volunteers completed
498,000 tax returns

Over 40,000 employees at
more than 200 offices
across Canada

Approximately 11 million
requests for pages on the tax
directory portion of the
CRA's Web site each month
during peak tax season

Benefit and credit payments
worth over \$11 billion to over
10 million eligible Canadian
recipients

