



# 2017 to 2018 Fees Report

## Shared Service Canada

Original signed by

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The Honourable Carla Qualtrough  
Minister of Public Services and Procurement Canada



Powering Technology for the Government of Canada

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## Minister's message

On behalf of Shared Services Canada, I am pleased to present the 2017 to 2018 Report on Fees.

On June 22, 2017, the *Service Fees Act* received royal assent, thereby repealing the *User Fees Act*.

The *Service Fees Act* introduces a modern legislative framework that enables cost-effective delivery of services and, through enhanced reporting to Parliament, improved transparency and oversight. The Act provides for:

- a streamlined approach to consultation and the approval of new or modified fees
- a requirement for services to have service standards and reporting against these standards, along with a policy to remit fees to fee payers when standards are not met
- an automatic annual fee adjustment by the Consumer Price Index (CPI) to ensure that fees keep pace with inflation
- annual detailed reporting to Parliament in order to increase transparency

This 2017 to 2018 Fees Report is the first report to be prepared under the *Service Fees Act*.

I welcome the increased transparency and oversight that the *Service Fees Act*'s reporting regime embodies, and I am fully committed to transitioning my department to this modern framework.

## General fees information

The tables that follow provide information on each category of fees, including:

- the name of the fee category
- the date that the fee (or fee category) was introduced and last amended (if applicable)
- service standards
- performance results against these standards
- financial information regarding total costs, total revenues and remissions

## General and financial information by fee category

### General information

<b>Fee category</b>	Fees for processing requests filed under the <i>Access to Information Act</i> .
<b>Fee-setting authority</b>	<a href="#">Access to Information Act</a>
<b>Year introduced</b>	1983
<b>Year last amended</b>	2018
<b>Service standard</b>	A response is provided within 30 days following receipt of a request; the response time may be extended under section 9 of the <a href="#">Access to Information Act</a> .
<b>Performance results</b>	Of the 237 requests completed by the department, 56% of the requests were closed within the 30-day deadline established by the Act and 43% were closed within an extended deadline permissible under subsection 9(1) of the Act. Less than 1% of the requests closed in the reporting period were in deemed refusal, meaning that the legislative due date was not met.
<b>Other information</b>	Under the <a href="#">Access to Information Act</a> , fees under \$25 may be waived when deemed to be in the public interest. Fees waived during 2017 to 2018 totalled \$90.

## Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
1,090	1,220	1,372,048	Not applicable

\* The amount includes direct and indirect costs, where such costs are identifiable and material.

† A remission is a partial or full return of a fee paid. Under the *Service Fees Act* departments are required to develop policies that determine when fees will be remitted to fee payers should service standards not be met. The requirement for departments to remit is anticipated to come into effect on March 31, 2020. This effective date allows departments time to develop remissions policies and adjust service standard tracking and remittance systems. During fiscal year 2017 to 2018, some departments may have issued remissions, in accordance with their authority of their enabling legislation or regulation, as opposed to the authority given by the *Service Fees Act*. It is remissions issued under enabling legislations or regulations that are shown above

## Fees under the department's authority

Shared Services Canada does not have any fees under the department's authority. Fees charged under the *Access to Information Act* are not under departmental authority and are excluded.

## Endnotes

- i. [Access to Information Act, https://laws-lois.justice.gc.ca/eng/acts/A-1/index.html](https://laws-lois.justice.gc.ca/eng/acts/A-1/index.html)
- ii. [Service Fees Act, https://laws-lois.justice.gc.ca/eng/acts/S-8.4/](https://laws-lois.justice.gc.ca/eng/acts/S-8.4/)