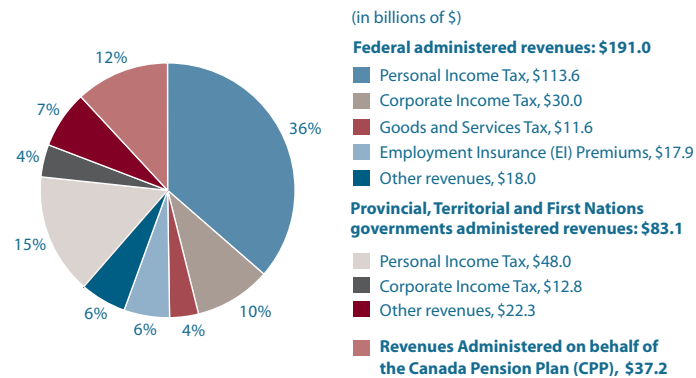


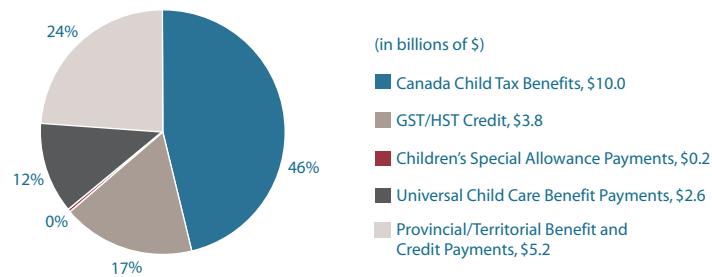
## ADMINISTERING TAX

The taxes that the CRA levies and the credits it administers are primarily set out in the *Income Tax Act* and the *Excise Tax Act*. We also administer specialty legislation relating to the Canada Pension Plan, Employment Insurance and softwood lumber. We undertake many non-tax activities, as well, including those related to charities, tobacco, registered plans, and non-tax collections.



## ADMINISTERING BENEFITS

The CRA plays a vital role in supporting families and individuals across Canada. We help millions of Canadians by administering a range of ongoing and one-time benefit and tax credit programs on behalf of federal, provincial, and territorial governments. By working as a single delivery service on behalf of several levels of government, we reduce duplication and the overall cost of administering benefit programs.



\*Percentage may not add up to 100% due to rounding

## AGENCY OVERVIEW

The *Annual Report to Parliament 2010-2011* introduces a new horizontal approach to providing Parliament and Canadians with an assessment of the results achieved by the CRA. Within an environment of rapid change and restrained spending, we will ensure that our internal management services continue to enable government program delivery and ensure the secure management of protected information.

- The Agency's management performance is rated strongly by both Treasury Board Secretariat and our Board of Management
- We handled almost 18 million tax enquiries by agents and automation
- We processed almost 27 million individual returns
- We processed more than 1.96 million corporate returns
- We processed 7.5 million GST/HST returns
- We processed over 1.7 million T4 and T5 information returns

## HOW WE SERVE CANADIANS

Canada Revenue Agency

www.cra.gc.ca

Business & Self-Employed Individuals	1-800-959-5525
GST/HST Credit for Individuals	1-800-959-1953
Individual Income Tax Enquiries	1-800-959-8281
Tax Information Phone Service (T.I.P.S.)	1-800-267-6999
TTY (Teletypewriter)	1-800-665-0354
Charities Client Assistance	1-800-267-2384
Telerefund	1-800-959-1956
Universal Child Care Benefit, Canada Child Tax Benefit	1-800-387-1193

To report suspected tax evasion, contact your regional Informant Leads Centre:

Atlantic Region	1-888-674-1699
Quebec Region	1-866-896-6317
Ontario Region	1-866-809-6841
Prairie Region	1-866-453-0450
Pacific Region	1-866-846-3535

# Canada Revenue Agency Snapshot

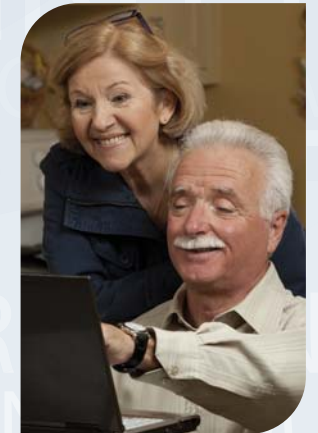
## 2010-2011



A well-functioning tax and benefit system is essential to a healthy economy, a sustainable infrastructure, and a strong democracy.

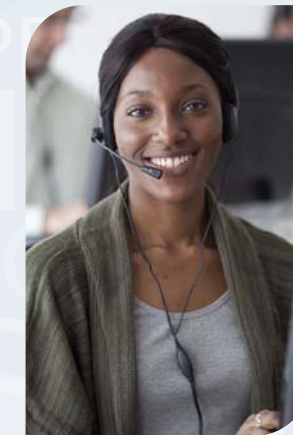
## MISSION

To administer tax, benefits, and related programs and to ensure compliance on behalf of governments across Canada, thereby contributing to the ongoing economic and social well-being of Canadians.



## VISION

The Canada Revenue Agency is the model for trusted tax and benefit administration, providing unparalleled service and value to its clients, and offering its employees outstanding career opportunities.



Aussi disponible en français

# MAKING IT EASIER TO RECEIVE THE RIGHT SOCIAL BENEFITS

## Core Business Outcome

Canadians have access to the benefits and credits to which they are entitled and related payments are timely and correct.

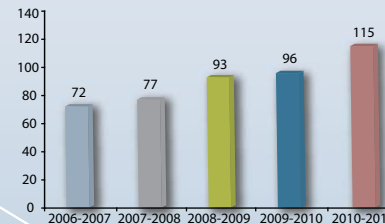
Performance Rating: Met

## Our Results

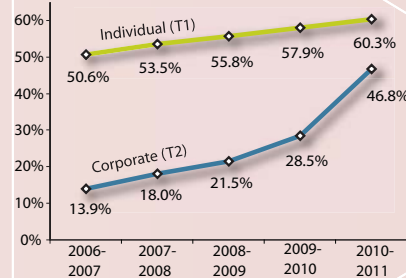
- 110 million benefit payments issued, totalling almost \$22.3 billion to almost 12 million recipients
- With a 62% increase in visits to our Benefits related Web pages of My Account, electronic services are growing in popularity among benefit recipients
- Handled over 7 million benefit program telephone enquiries by agent or automation
- \$831 million in Disability Tax Credits were issued to 546,520 individuals
- More provinces now use the CRA's Automated Benefits Application service
- 99.8 % of payments were issued on time

Spending Profile	\$0.370 billion	8% of the CRA's total expenditures
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## Number of Programs and Services Administered

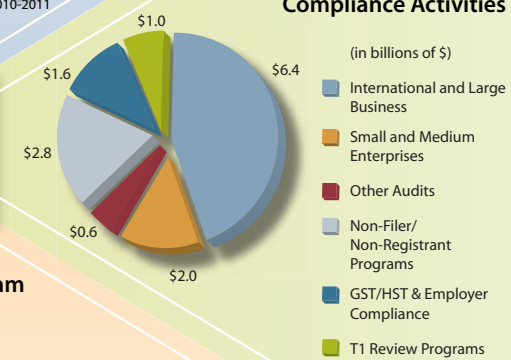


## Electronic Filing Rate

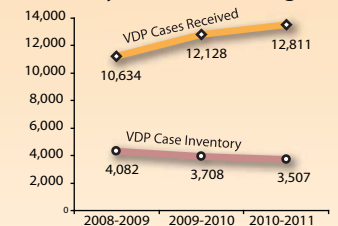


Maintaining Business Sustainability Spending Profile	\$1.043 billion	24% of the CRA's total expenditures
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## Non-Compliance Addressed Through CRA Returns & Reporting Compliance Activities



## Voluntary Disclosures Program



## Core Business Outcome

Identified non-compliance is addressed.

Performance Rating: Met

## Our Results

- 93% of businesses were registered to collect GST/HST
- 92.6% of individuals 18 years and older and 85.1% of taxable corporations filed their returns on time
- 94.3% of individuals and 93.5% of corporations paid their taxes on time
- Involvement in gifting tax shelter arrangements declined and six registered charities were revoked for participating in such schemes
- For the first time, a Third Party Penalty was assessed on a charity
- 294,868 business audits were conducted, resulting in the identification of \$8.3 billion of additional tax
- \$34.1 billion in tax debt was resolved, an increase of 15.2%, with outstanding tax debt reaching \$27.4 billion

Spending Profile	\$1.846 billion	42% of the CRA's total expenditures
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<sup>1</sup> Results for the GST/HST Delinquent Filer Program were not available to be included in the calculation

# MAKING NON-COMPLIANCE MORE DIFFICULT

# STRENGTHENING SERVICE TO MAKE COMPLIANCE EASIER

## Core Business Outcome

Canadians have access through multiple channels to services that they need to voluntarily comply with tax laws.

Performance Rating: Met

## Our Results

- 60.3% of individuals and 46.8% of corporations now file their taxes electronically
- Our Web site and My Business Account now have convenient new features and enhancements
- Introduced new measures to increase electronic service security and lower costs
- There are now 6.7 million Tax Free Savings Account holders, an increase of 1.9 million
- Over 900,000 electronic corporate returns processed, an increase of 69.7%
- GST/HST audit activities were enhanced, enabling the CRA to focus on GST/HST compliance issues in high-risk areas

Spending Profile	\$0.705 billion	16% of the CRA's total expenditures
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# BUILDING TRUST TO PROMOTE COMPLIANCE

## Core Business Outcome

Canadians have access to the information they need to voluntarily comply with tax laws and have access to impartial and timely review of contested decisions.

Performance Rating: Mostly Met

## Our Results

- Over 7% increase in visits to the CRA Web site
- To broaden our reach, we have begun increasing our use of technology through tools such as video conferencing
- Our response time to acknowledge receipt of disputes decreased to 39.5 days, from 47.7 days last year
- To improve timeliness of the resolution of disputes, more resources will be invested
- Voluntary disclosures led to the identification of \$773 million in unreported income

Spending Profile	\$0.453 billion	10% of the CRA's total expenditures
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