



# Office of the Commissioner of Official Languages

2017–18

## Fees Report

A handwritten signature in blue ink, appearing to read 'D. LeBlanc'.

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The Honourable Dominic LeBlanc, P.C., Q.C., M.P.  
President of the Queen's Privy Council for Canada

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Catalogue No. SF1-8E-PDF

ISSN 2562-2080

This document is available on the Office of the Commissioner of  
Official Languages' website<sup>i</sup> at <http://www.clo-ocol.gc.ca>

This document is available in alternative formats upon request.

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## Message from the Commissioner of Official Languages of Canada

I am pleased to present the 2017 to 2018 Report on Fees for the Office of the Commissioner of Official Languages.

On June 22, 2017, the [Service Fees Act](#)<sup>ii</sup> received royal assent, thereby repealing the [User Fees Act](#)<sup>iii</sup>.

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 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 the Office of the Commissioner of Official Languages to this modern framework.



Raymond Th  berge



## General fees information

The table that follows provides information on the 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 name</b>	Fees charged for processing requests filed under the Access to Information Act.
<b>Fee type</b>	Regulatory fees
<b>Fee-setting authority</b>	<a href="#">Access to Information Act</a> <sup>iv</sup> Section 11.(1) paragraphs a, b and c
<b>Year introduced</b>	1985
<b>Year last amended</b>	2016
<b>Performance standard</b>	The office of the Access to Information must contact the applicant and provide the documents within 30 days of receipt of the request.
<b>Performance results</b>	The applicants received a communication in the format of their choice in 100% of cases.
<b>Other information</b>	No additional information to provide.

## 2017–18 Fees Report

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### Financial information (dollars)

2016-17 Revenue	2017-18 Revenue	2017-18 Cost <sup>1</sup>	2017-18 Remissions <sup>2</sup>
75	60	38,500	Not applicable

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<sup>1</sup> The amount includes direct and indirect costs where such costs are identifiable and material.

<sup>2</sup> 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 the 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.



## Endnotes

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- i <http://www.clo-ocol.gc.ca>
- ii <https://laws-lois.justice.gc.ca/eng/acts/S-8.4/index.html>
- iii <https://laws-lois.justice.gc.ca/eng/acts/U-3.7/20040331/P1TT3xt3.html>
- iv <https://laws-lois.justice.gc.ca/eng/acts/A-1/index.html>

