[Français](http://www.ontario.ca/fr/lois/loi/22a02)

At Your Service Act, 2022

[S.o.](https://www.ontario.ca/laws/statute/S22002" \l "BK3) 2022, chapter 2  
Schedule 1

**Consolidation Period:** From March 3, 2022 to the [e-Laws currency date](http://www.e-laws.gov.on.ca/navigation?file=currencyDates&lang=en).

No amendments.

Preamble

Ontario is committed to reducing administrative burdens for those seeking permits, licences, information or any other type of government approval and improving the overall experience for the user by making it easier to access required information and services.

Ontario is dedicated to increasing predictability and keeping government accountable.

Definitions

**1** In this Act,

“guaranteed service standard” means a service standard that meets the prescribed criteria to be a guaranteed service standard; (“norme de service garanti”)

“prescribed” means prescribed by the regulations made under this Act; (“prescrit”)

“service standard” means a standard established by a ministry or prescribed entity that,

(a) establishes a maximum time period within which the ministry or prescribed entity undertakes to,

(i) respond to a request or application for a permit, licence, information or any other type of approval, or

(ii) make any other decision or perform any other service, and

(b) meets the prescribed criteria. (“norme de service”)

Compliance with service standards

**2** (1)  A ministry or prescribed entity to which a service standard applies shall comply with the service standard.

Same

(2)  A ministry or prescribed entity shall comply with any prescribed requirements respecting the establishment of service standards and respecting the publication of service standards and reports respecting their compliance with service standards.

Guaranteed service standards

**3** (1)  If a ministry or prescribed entity fails to comply with a guaranteed service standard and a regulation made under this Act provides that a refund or compensation is available in respect of such non-compliance, the minister of the ministry, or the prescribed entity, as the case may be, shall pay the refund or compensation.

Amount of compensation

(2)  Compensation paid under subsection (1) shall not exceed the amount of the fee, if any, that was payable in respect of the permit, licence, information, approval, decision or service.

Reporting

**4** The Government of Ontario shall regularly give public reports on,

(a) whether ministries and prescribed entities are in compliance with any service standards applicable to them; and

(b) the amount of money paid out under section 3.

Business Service Standard

**5** (1)  The Minister of Economic Development, Job Creation and Trade shall make available to the public a list titled “Business Service Standard” that identifies the service standards that meet the prescribed requirements and which of those service standards are guaranteed service standards as defined in this Act.

Publication

(2)  The Minister shall ensure the list is published on a Government of Ontario website or in such other manner as the Minister considers advisable.

Immunity

**6** (1)  No action or other proceeding shall be commenced against the Crown or a prescribed entity with respect to anything done or omitted to be done, or purported to be done or omitted to be done, under this Act.

Same

(2)  No person is entitled to any refund or compensation, other than as provided for under section 3, or any other remedy or relief for failure to meet requirements under this Act.

Regulations

**7** The Lieutenant Governor in Council may make regulations,

(a) prescribing anything that is referred to in this Act as being prescribed;

(b) prescribing criteria that must be met for a service standard to be a guaranteed service standard;

(c) requiring ministries or prescribed entities to establish service standards and prescribing rules governing the service standards;

(d) requiring ministries or prescribed entities to publish service standards and reports respecting their compliance with the service standards, and governing such publication;

(e) providing that a refund or compensation is available where a ministry or prescribed entity fails to comply with a guaranteed service standard and governing the provision of such refund or compensation, including prescribing conditions for eligibility for a refund or compensation and specifying procedures for requesting a refund or compensation;

(f) governing the contents and publication of the Business Service Standard list referred to in section 5.

8 Omitted (provides for coming into force of provisions of this Act).

9Omitted (enacts short title of this Act).

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