



OFFICE OF THE PARLIAMENTARY BUDGET OFFICER
BUREAU DU DIRECTEUR PARLEMENTAIRE DU BUDGET

May 8, 2023

The Honourable Diane Lebouthillier
Minister of National Revenue
Canada Revenue Agency
555 MacKenzie Avenue, 7th Floor
Ottawa ON K1A 0L5

cra.minister-ministre.arc@cra-arc.gc.ca

Information Request: IR0690

Dear Minister Lebouthillier:

As you are likely aware, the Parliamentary Budget Officer (PBO) provides independent and non-partisan analysis to the Senate and to the House of Commons about matters related to the nation's finances and the economy, the estimates, certain other government documents, and the cost of proposals. In carrying out my mandate, I often require information held by government departments and Crown corporations and I am entitled to free and timely access – subject to limited exceptions – to such information under section 79.4 of the *Parliament of Canada Act*.

I am currently undertaking an analysis pursuant to paragraph 79.2(1)(f) of the *Parliament of Canada Act*, which mandates the PBO to estimate the financial cost of any proposal that relates to a matter over which Parliament has jurisdiction at the request of a member of the Senate or of the House of Commons.

For this analysis, I am requesting:

- Cost to implement the Canada Revenue Agency's (CRA) e-services, including any ongoing maintenance costs and any savings realized from implementing these services digitally.
- Cost to integrate sign-in partners and provincial partners, including any ongoing maintenance costs and any savings realized.
- Cost to link the CRA My Account for individuals with Employment and Social Development Canada's (ESDC) My Service Canada Account, including any ongoing maintenance costs and any savings realized from the digital services.
- Any data regarding the cost per manual application and cost per online application for the services provided by CRA.
- Cost to process a paper tax return.
- Cost to process a tax return that is filed electronically, using efile.

In order to provide the analysis to parliamentarians in a timely manner, I ask the information to be provided to my office no later than **May 29, 2023**. If access to the requested information cannot be granted by that date, a response must be provided by you or your commissioner as soon as possible.

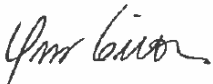
Should you or your staff have any questions about this information request, the analyst responsible, Jason Stanton can be contacted directly at Jason.Stanton@parl.gc.ca, 613-790-1457.

Attached is a reply form. It too should be filled out and returned by May 29, 2023, whether or not you provide access to the requested information. Should you refuse to provide access to the requested information, you or your commissioner must provide a written justification for the refusal as required under section 79.41 of the *Parliament of Canada Act*.

The response letter will be posted on the PBO website and, therefore, it should not be marked "confidential". As well, the requested information should be attached separately. If this information is confidential, please clearly mark it as such, either on the electronic spreadsheet or the hard copy version.

Providing timely and effective analysis to the Senate and House of Commons and promoting greater budget transparency and accountability are the PBO's primary objectives. The degree to which this is possible depends, to a large extent, on free and timely access to quality information held by government departments. In doing so, you are assisting us in better serving the Senate, the House of Commons, and their members.

Yours Sincerely,



Yves Giroux

Parliamentary Budget Officer

c.c.: Antoine Brunelle-Côté, Privy Council Office, Assistant Secretary to the Cabinet, Liaison Secretariat for Macroeconomic Policy

Bob Hamilton, Commissioner of Revenue and Chief Executive Officer, Canada Revenue Agency

Attachment: Reply form for IR0690