



Taxpayers' Ombudsman

NEWS RELEASE

Minister of National Revenue announces the appointment of Canada's first Taxpayers' Ombudsman

Winnipeg, Manitoba, February 21, 2008... The Honourable Gordon O'Connor, Minister of National Revenue, today announced the appointment of Mr. Paul Dubé as Canada's first Taxpayers' Ombudsman. The Taxpayers' Ombudsman will operate independently from the Canada Revenue Agency (CRA) and will ensure that the CRA is more accountable to Canadians.

"Today's announcement, when combined with last year's introduction of the Taxpayers' Bill of Rights, clearly demonstrates our government commitment to strong accountability and tax fairness," said Minister O'Connor. "The Taxpayers' Ombudsman will ensure that Canadians receive a high standard of service from CRA."

"My goal is to help ensure that Canada continues to have one of the fairest, efficient and open system of tax and benefit administration possible," said Mr. Dubé. I am dedicated to do my part to help CRA enhance accountability and service to the public, and provide taxpayers with assurance that they will be treated fairly and with respect.

As an independent and impartial officer, the Taxpayers' Ombudsman will ensure that the service rights outlined in the Taxpayer Bill of Rights are being upheld and respected. The Ombudsman's responsibilities will include:

- ensuring that the CRA upholds the Taxpayer Bill of Rights' service-related provisions;
- determining whether the CRA has properly handled a service complaint, in situations where taxpayers feel they have not been treated fairly or appropriately;
- identifying systemic and emerging service-related issues that have a negative impact on taxpayers; and
- providing advice and recommendations to the Minister of National Revenue about service-related matters in the CRA.

The appointment of the Taxpayers' Ombudsman is one of several accountability initiatives that have been introduced by the Government of Canada, as it moves to strengthen Canada's democratic institutions, increase transparency and accountability, and to ensure fair and equitable treatment to all Canadians.

More information, including Mr. Dubé's biography, can be found on the Taxpayers' Ombudsman's Web site at taxpayersrights.gc.ca.

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