



## Ontario Land Tribunal

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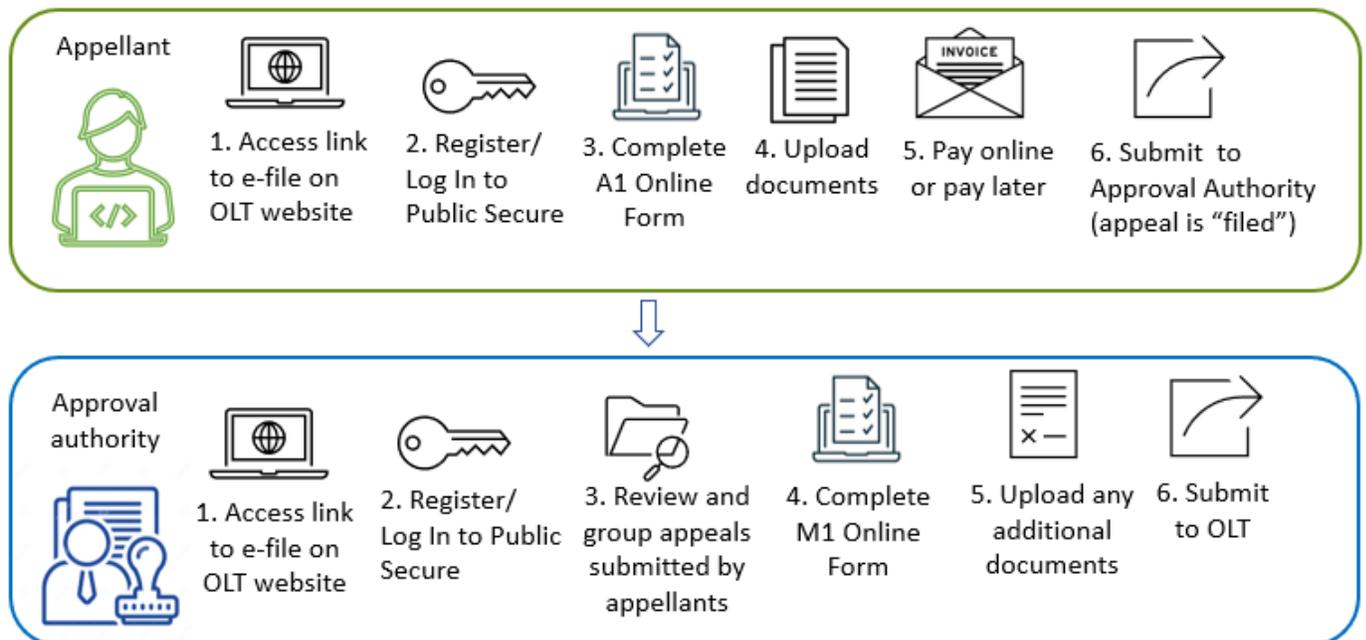
[OLT.gov.on.ca](http://OLT.gov.on.ca)

# E-file Portal

## Overview

With the Ontario Land Tribunal's (OLT) e-file portal for the submission and remittance of appeals:

- Appellants can submit and manage their appeals online, including all supporting documentation and fee payment.
- Municipalities and other approval authorities can receive, manage and forward appeals to the Tribunal.



The portal replicates the legislated manual appeal filing process in use previously, but with the automation and functional improvements that digitization offers including:

- **Smart Form technology:** applies logic based on different appeal types to keep the digital versions of the A1 and M1 forms simple and focused.

- **CCPay Online Payment Service:** facilitates real-time, secure payments via credit cards and debit-credit cards, which reduces the handling of cheques.
- **User-friendly dashboard:** allows approval authorities to review and group appeals, as needed, to create case appeal packages and forward them to the Tribunal.

## Benefits

### Improves Accuracy and Reduces Errors

Smart Form technology improves accuracy, completeness and reduces errors by:

- Enforcing mandatory fields and using logic that will assist the user in providing accurate information
- Pre-populating data, where applicable, enabling users (appellants and approval authorities) to submit accurate information and minimizing the time to complete and submit the forms
- Ensuring users are always using the correct and most up-to-date form and therefore less likely to omit information that the Tribunal needs to process the appeal submission

Registered profiles in the e-file portal:

- Function as a central repository for approval authorities, making it easier to refer back to previous case packages, build a knowledge base, and keep everything in one place
- Help maintain consistency where municipalities have high staff turnover or multiple staff working on the same file or for smaller municipalities that don't get a lot of cases and need more reference support

### Saves Time and Simplifies Processes

- Electronic payment saves approval authorities time dealing with cheques (safeguarding, transporting and logging physical cheques).
- Receiving appeals digitally eliminates the need to scan paper documents into digital format or send through surface mail/courier.
- Built-in intelligence speeds up the grouping of appeals into cases.
- With improved accuracy and completeness of appeal packages, the Tribunal will spend less time gathering missing information.

## Consultation Process

The e-file portal was developed in consultation with legal representatives, municipal and ministry partners representing the most frequent users of the Ontario Land Tribunal. Focus groups were held in March 2023 and February 2024 with 28 participants across 5 municipalities of Ontario, spanning 7 legal firms and 3 ministries. They were invited to provide feedback and suggest features they'd like to see that would address any pain points in the current manual process.

Further [consultation on changes to the Tribunal's Rules of Practice and Procedure](#) to introduce a mandatory requirement for municipalities to forward appeals through the e-file portal is taking place until September 27, 2024.

## How to Register for E-file

There are three steps to becoming a registered e-file service provider:

1. Update the templates for your notices of decision or other communications to include the following information:
  - information on how to file an appeal and pay the appeal fee through e-file
  - an email that can be used if the e-file portal is down
  - a date and a time for the expiry of the period for appeals to be filed (e.g., "December 13 at 4:30 p.m.", not just "December 13")
  - instructions for payment of any municipal administrative fees (if applicable)
2. Complete the [E-file Registration Form](#) and send to the Ontario Land Tribunal along with sample copies/templates of your updated notices/communications.
3. Once we have approved your request, we will email you a link to register as an e-file service provider.

## More Information

If you have any questions, please reach out to us at: [olt\\_efile\\_admin@ontario.ca](mailto:olt_efile_admin@ontario.ca)