

OMBUDSMAN ONTARIO

SUMMARY

The role and responsibilities of the Ombudsman are set out in the Ombudsman Act. The Ombudsman investigates and resolves complaints about the Provincial government, its agencies, boards, commissions or tribunals and recommends corrective action to be taken in those cases where the Ombudsman decides that there is substance to the complaint. These concerns may be raised by individuals or on the Ombudsman's own motion because of some action that has been taken or neglected to be taken by an official, or from some decision or recommendation which is alleged to be unfair, unreasonable or arbitrary.

The Ombudsman is an officer of the Legislature and is independent of both the political process and the bureaucracy. The Ombudsman submits an annual report to the Legislature and can issue special reports as appropriate. To ensure accessibility, six offices are located throughout the province, toll-free numbers are available to the public and corporate communications are designed to inform the public about the Ombudsman's services, with specific emphasis on those sectors of the public least likely to know about such services. All services are free to the public and information received is kept confidential.

2002-03 Estimates	PROGRAMS	Change from 2001-02	2001-02 Estimates	2000-01 Actual
\$		\$	\$	\$
OPERATING				
8,493,400	Ombudsman Ontario Program	487,100	8,006,300	8,104,715
8,493,400	Total Operating	487,100	8,006,300	8,104,715
2,400,000	Less: Special Warrants	2,400,000	-	-
6,093,400	< TOTAL OPERATING TO BE VOTED	(1,912,900)	8,006,300	8,104,715
	ACCOUNTING CLASSIFICATION			
8,493,400	Expenditure	487,100	8,006,300	8,104,715

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OMBUDSMAN ONTARIO PROGRAM :

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VOTE and item	2002-03 Estimates	PROGRAM AND ACTIVITIES	Change from 2001-02	2001-02 Estimates	2000-01 Actual
	\$		\$	\$	\$
2301		OMBUDSMAN ONTARIO PROGRAM			
OPERATING					
1	8,493,400	The Ombudsman	487,100	8,006,300	8,104,715
	8,493,400	Total Operating	487,100	8,006,300	8,104,715
	2,400,000	Less: Special Warrants	2,400,000	-	-
	<u>6,093,400</u>	Amount to be Voted	<u>(1,912,900)</u>	<u>8,006,300</u>	<u>8,104,715</u>

- NOTES -

OMBUDSMAN ONTARIO

STANDARD ACCOUNTS CLASSIFICATION

OPERATING

The Ombudsman (2301-1)	\$
Salaries and wages	5,125,000
Employee benefits	999,400
Transportation and communication	539,000
Services	1,484,200
Supplies and equipment	345,800
	<u>8,493,400</u>
Total Operating for Ombudsman Ontario Program	<u>8,493,400</u>

