

## MINISTRY OF CONSUMER AND BUSINESS SERVICES

### SUMMARY

The purpose of the Ministry of Consumer and Business Services is to be a responsive, innovative world leader in customer service and consumer protection by delivering quality products for a fair, safe, dynamic and informed Ontario marketplace.

This purpose is realized by the ministry and its related agencies through a body of legislation, regulation and practice designed to: set the policy framework, set standards, manage the compliance process, advance shared public/private responsibility and partnership, position the ministry as a source of easily accessible marketplace information and promote consumer self-sufficiency.

2001-02 Estimates	PROGRAMS	Change from 2000-01	2000-01 Estimates	1999-00 Actual
\$		\$	\$	\$
<b>OPERATING</b>				
45,790,852	Ministry Administration Program	8,743,900	37,046,952	38,616,079
47,787,400	Registration Program	(553,400)	48,340,800	46,483,625
8,865,100	Consumer Protection and Public Safety/Business Standards Program	336,500	8,528,600	7,926,945
36,290,000	Alcohol and Gaming Management Program	(3,666,000)	39,956,000	40,775,951
32,837,400	Integrated Service Delivery Program	17,442,800	15,394,600	13,467,624
<u>171,570,752</u>	<b>Ministry Total Operating</b>	<u>22,303,800</u>	<u>149,266,952</u>	<u>147,270,224</u>
59,152	<b>Less: Statutory Appropriations</b>	-	59,152	44,152
<u>171,511,600</u>	<b>&lt; TOTAL OPERATING TO BE VOTED</b>	<u>22,303,800</u>	<u>149,207,800</u>	<u>147,226,072</u>
ACCOUNTING CLASSIFICATION				
<u>171,570,752</u>	Expenditure	<u>22,303,800</u>	<u>149,266,952</u>	<u>147,270,224</u>

### RECONCILIATION STATEMENT

DETAILS	2000-01 Estimates	1999-00 Actual
<b>OPERATING</b>		
1. Previously Published Data		
1.1 2000-01 Printed Estimates	149,266,952	
1.2 1999-00 Public Accounts		138,398,239
2. Government Reorganization		
2.1 Transfer of functions from other Ministries		8,871,985
	<u>149,266,952</u>	<u>147,270,224</u>

---



---

**MINISTRY OF CONSUMER AND BUSINESS SERVICES**


---



---

**MINISTRY ADMINISTRATION PROGRAM :**

This program provides administration and support services to ministry programs.

<b>VOTE and item</b>	<b>2001-02 Estimates</b>	<b>PROGRAM AND ACTIVITIES</b>	<b>Change from 2000-01</b>	<b>2000-01 Estimates</b>	<b>1999-00 Actual</b>
	\$		\$	\$	\$
<b>801</b>		<b>MINISTRY ADMINISTRATION PROGRAM</b>			
<b>OPERATING</b>					
1	45,746,700	Ministry Administration .....	8,743,900	37,002,800	38,571,927
S	32,997	Minister's Salary, the Executive Council Act ...	-	32,997	32,997
S		Parliamentary Assistant's Salary, the			
	11,155	Executive Council Act .....	-	11,155	11,155
	<u>45,790,852</u>	<u>Total Operating .....</u>	<u>8,743,900</u>	<u>37,046,952</u>	<u>38,616,079</u>
	44,152	Less: Statutory Appropriations .....	-	44,152	44,152
	<u>45,746,700</u>	<u>Amount to be Voted .....</u>	<u>8,743,900</u>	<u>37,002,800</u>	<u>38,571,927</u>

- NOTES -

## MINISTRY OF CONSUMER AND BUSINESS SERVICES

## STANDARD ACCOUNTS CLASSIFICATION

<b>OPERATING</b>				
Ministry Administration (801-1)		\$		
Salaries and wages .....	6,647,000			
Employee benefits .....	1,246,300			
Transportation and communication .....	379,600			
Services .....	37,481,000			
Supplies and equipment .....	302,800			
	<u>46,056,700</u>			
Less: Recoveries .....	310,000			
	<u>45,746,700</u>			
<i>Main Office</i>		\$		
Salaries and wages .....	962,600			
Employee benefits .....	207,800			
Transportation and communication .....	77,200			
Services .....	100,900			
Supplies and equipment ...	56,800			
	<u>1,405,300</u>			
<i>Financial and Administrative Services</i>		\$		
Salaries and wages .....	2,857,600			
Employee benefits .....	509,200			
Transportation and communication .....	82,100			
Services .....	22,944,000			
Supplies and equipment ...	96,500			
	<u>26,489,400</u>			
Less: Recoveries .....	210,000			
	<u>26,279,400</u>			
<i>Human Resources</i>		\$		
Salaries and wages .....	1,107,800			
Employee benefits .....	215,800			
Transportation and communication .....	95,400			
Services .....	137,500			
Supplies and equipment ...	19,000			
	<u>1,575,500</u>			
Less: Recoveries .....	100,000			
	<u>1,475,500</u>			
<i>Communications Services</i>		\$		
Salaries and wages .....	923,500			
Employee benefits .....	157,600			
Transportation and communication .....	70,900			
Services .....	405,600			
Supplies and equipment ...	76,000			
	<u>1,633,600</u>			
			\$	\$
<i>Analysis and Planning</i>				
Salaries and wages .....			786,500	
Employee benefits .....			155,900	
Transportation and communication .....			19,900	
Services .....			11,500	
Supplies and equipment ...			27,900	
			<u>1,001,700</u>	
<i>Legal Services</i>		\$		
Salaries and wages .....			9,000	
Transportation and communication .....			21,700	
Services .....			2,531,700	
Supplies and equipment ...			22,000	
			<u>2,584,400</u>	
<i>Audit Services</i>		\$		
Transportation and communication .....			12,400	
Services .....			504,300	
Supplies and equipment ...			4,600	
			<u>521,300</u>	
<i>Information Systems</i>		\$		
Services .....			10,845,500	
			<u>10,845,500</u>	
<i>Statutory Appropriations</i>				
Minister's Salary, the Executive Council Act ...				32,997
Parliamentary Assistant's Salary, the Executive Council Act .....				11,155
				<u>44,152</u>
<b>Total Operating for Ministry Administration Program</b>			<b>45,790,852</b>	

---

**MINISTRY OF CONSUMER AND BUSINESS SERVICES**


---

**REGISTRATION PROGRAM :**

This program provides for the registration of documents and plans relating to the ownership and encumbrance of real property, registration of conditional sales contracts, chattel mortgages and other documents related to personal property pledged as security. In addition, it registers and maintains accurate information on births, adoptions, marriages, deaths and legal name changes to determine individual rights and obligations in health, social programs, child support, citizenship and law enforcement. It also manages the legal identification or establishment of almost all of the business and not-for-profit entities operating in Ontario and the provision of public access to registered information about these entities.

<b>VOTE and item</b>	<b>2001-02 Estimates</b>	<b>PROGRAM AND ACTIVITIES</b>	<b>Change from 2000-01</b>	<b>2000-01 Estimates</b>	<b>1999-00 Actual</b>
	\$		\$	\$	\$
<b>802</b>		<b>REGISTRATION PROGRAM</b>			
<b>OPERATING</b>					
1	2,028,900	Program Administration .....	(17,000)	2,045,900	1,143,399
2	45,743,500	Registration Services .....	(536,400)	46,279,900	45,340,226
S		Crown Contribution re Judges' Plan, the			
	15,000	Registry Act .....	-	15,000	-
	<u>47,787,400</u>	Total Operating .....	<u>(553,400)</u>	<u>48,340,800</u>	<u>46,483,625</u>
	15,000	Less: Statutory Appropriations .....	-	15,000	-
	<u>47,772,400</u>	<b>Amount to be Voted</b> .....	<u>(553,400)</u>	<u>48,325,800</u>	<u>46,483,625</u>

---

- NOTES -

## MINISTRY OF CONSUMER AND BUSINESS SERVICES

## STANDARD ACCOUNTS CLASSIFICATION

<b>OPERATING</b>			<i>Personal Property Security Registration</i>	
		\$	\$	\$
Program Administration (802-1)		\$		
Salaries and wages	1,474,000		Salaries and wages	1,726,800
Employee benefits	271,700		Employee benefits	377,400
Transportation and communication	180,800		Transportation and communication	271,000
Services	614,500		Services	1,371,100
Supplies and equipment	88,900		Supplies and equipment	247,900
	<u>2,629,900</u>			<u>3,994,200</u>
Less: Recoveries	601,000		Less: Recoveries	1,000
	<u>2,028,900</u>			<u>3,993,200</u>
Registration Services (802-2)				
Salaries and wages	29,853,400		<i>Office of the Registrar General</i>	\$
Employee benefits	6,102,600		Salaries and wages	5,165,300
Transportation and communication	2,346,200		Employee benefits	1,112,800
Services	6,242,500		Transportation and communication	1,252,400
Supplies and equipment	1,231,500		Services	2,525,600
	<u>45,776,200</u>		Supplies and equipment	351,200
Less: Recoveries	32,700			<u>10,407,300</u>
	<u>45,743,500</u>			
<i>Companies</i>	\$		Statutory Appropriations	
Salaries and wages	3,950,000		Other transactions	
Employee benefits	856,300		Crown Contribution re Judges' Plan, the Registry Act	15,000
Transportation and communication	469,300			<u>15,000</u>
Services	2,223,400		Total Operating for Registration Program	<u>47,787,400</u>
Supplies and equipment	279,000			
	<u>7,778,000</u>			
<i>Real Property Registration</i>	\$			
Salaries and wages	19,011,300			
Employee benefits	3,756,100			
Transportation and communication	353,500			
Services	122,400			
Supplies and equipment	353,400			
	<u>23,596,700</u>			
Less: Recoveries	31,700			
	<u>23,565,000</u>			

---

**MINISTRY OF CONSUMER AND BUSINESS SERVICES**


---

**CONSUMER PROTECTION AND PUBLIC SAFETY/BUSINESS STANDARDS PROGRAM :**

This program deals with central policy development for the ministry and provides governance, accountability, and relationship management with respect to the ministry's agencies, Administrative Authorities, and other service delivery partners. In addition, it provides for registration of businesses under various consumer protection acts while giving selected industry groups responsibility and tools to regulate themselves. The Licence Appeal Tribunal hears licencing and registration appeals and compensation decisions.

VOTE and item	2001-02 Estimates	PROGRAM AND ACTIVITIES	Change from 2000-01	2000-01 Estimates	1999-00 Actual
	\$		\$	\$	\$
<b>803</b>		<b>CONSUMER PROTECTION AND PUBLIC SAFETY/BUSINESS STANDARDS PROGRAM</b>			
<b>OPERATING</b>					
1	563,900	Program Administration .....	(1,600)	565,500	556,145
2	5,651,200	Marketplace Standards and Services .....	(1,147,700)	6,798,900	6,772,200
3	1,485,800	Sector Liaison .....	1,485,800	-	-
4	1,164,200	Licence Appeal Tribunal .....	50,000	1,114,200	-
-	-	Commercial Registration Appeal Tribunal ....	(50,000)	50,000	598,600
	<u>8,865,100</u>	Total Operating .....	<u>336,500</u>	<u>8,528,600</u>	<u>7,926,945</u>
	<u>8,865,100</u>	<b>Amount to be Voted</b> .....	<u>336,500</u>	<u>8,528,600</u>	<u>7,926,945</u>

- NOTES -

---

**MINISTRY OF CONSUMER AND BUSINESS SERVICES**


---

## STANDARD ACCOUNTS CLASSIFICATION

<b>OPERATING</b>				
Program Administration (803-1)		\$	Sector Liaison (803-3)	\$
Salaries and wages .....	419,600		Salaries and wages .....	573,600
Employee benefits .....	89,300		Employee benefits .....	116,600
Transportation and communication .....	15,000		Transportation and communication .....	20,000
Services .....	25,000		Services .....	750,600
Supplies and equipment .....	15,000		Supplies and equipment .....	25,000
	<u>563,900</u>			<u>1,485,800</u>
Marketplace Standards and Services (803-2)			Licence Appeal Tribunal (803-4)	
Salaries and wages .....	3,727,400		Salaries and wages .....	446,100
Employee benefits .....	814,000		Employee benefits .....	97,700
Transportation and communication .....	332,400		Transportation and communication .....	94,200
Services .....	645,100		Services .....	490,300
Supplies and equipment .....	172,300		Supplies and equipment .....	35,900
	<u>5,691,200</u>			<u>1,164,200</u>
Less: Recoveries .....	40,000		Total Operating for Consumer Protection and Public Safety/Business Standards Program	<u>8,865,100</u>
	<u>5,651,200</u>			

---

**MINISTRY OF CONSUMER AND BUSINESS SERVICES**


---

**ALCOHOL AND GAMING MANAGEMENT PROGRAM :**

This program establishes regulatory framework and sets and enforces standards in specific business sectors through the Alcohol and Gaming Commission of Ontario. It maintains a database of consumer complaints, inspects and investigates questionable business practices, and takes enforcement measures when necessary. It also serves a compelling need for consumer protection or standards in industries where the risks of criminal activity and potential social costs are high (e.g. casino gambling, beverage alcohol).

<b>VOTE and item</b>	<b>2001-02 Estimates</b>	<b>PROGRAM AND ACTIVITIES</b>	<b>Change from 2000-01</b>	<b>2000-01 Estimates</b>	<b>1999-00 Actual</b>
	\$		\$	\$	\$
<b>804</b>		<b>ALCOHOL AND GAMING MANAGEMENT PROGRAM</b>			
<b>OPERATING</b>					
1	36,290,000	Alcohol and Gaming Commission of Ontario . . . . .	439,000	35,851,000	36,446,034
-	-	Ontario Racing Commission . . . . .	(4,105,000)	4,105,000	4,329,917
	<u>36,290,000</u>	Total Operating . . . . .	<u>(3,666,000)</u>	<u>39,956,000</u>	<u>40,775,951</u>
	<u>36,290,000</u>	<b>Amount to be Voted . . . . .</b>	<u>(3,666,000)</u>	<u>39,956,000</u>	<u>40,775,951</u>

- NOTES -



---

**MINISTRY OF CONSUMER AND BUSINESS SERVICES**

---

## STANDARD ACCOUNTS CLASSIFICATION

**OPERATING**

Alcohol and Gaming Commission of Ontario (804-1)	\$
Salaries and wages .....	26,210,000
Employee benefits .....	5,076,200
Transportation and communication .....	2,338,000
Services .....	3,487,800
Supplies and equipment .....	1,978,000
	<u>39,090,000</u>
Less: Recoveries .....	2,800,000
	<u>36,290,000</u>
Total Operating for Alcohol and Gaming Management Program	<u><u>36,290,000</u></u>

---

**MINISTRY OF CONSUMER AND BUSINESS SERVICES**


---

**INTEGRATED SERVICE DELIVERY PROGRAM :**

This program provides for the integrated electronic delivery of routine government services and products to individuals such as: current legislation and government publications, the ability to change addresses with several ministries, and renewals of outdoor cards and vehicle licence plate stickers, etc. As well, the program, working with the private sector, will develop the ability to provide additional routine services and products through electronic service delivery channels.

<u>VOTE and item</u>	<u>2001-02 Estimates</u>	<u>PROGRAM AND ACTIVITIES</u>	<u>Change from 2000-01</u>	<u>2000-01 Estimates</u>	<u>1999-00 Actual</u>
	\$		\$	\$	\$
<b>805</b>		<b>INTEGRATED SERVICE DELIVERY PROGRAM</b>			
<b>OPERATING</b>					
1	32,837,400	Integrated Service Delivery .....	17,442,800	15,394,600	13,467,624
	<u>32,837,400</u>	Total Operating .....	<u>17,442,800</u>	<u>15,394,600</u>	<u>13,467,624</u>
	<u>32,837,400</u>	<b>Amount to be Voted</b> .....	<u>17,442,800</u>	<u>15,394,600</u>	<u>13,467,624</u>

---

- NOTES -

---

**MINISTRY OF CONSUMER AND BUSINESS SERVICES**


---

**STANDARD ACCOUNTS CLASSIFICATION**

<b>OPERATING</b>			
Integrated Service Delivery (805-1)		\$	
Salaries and wages .....	12,557,600		
Employee benefits .....	2,418,900		
Transportation and communication .....	1,450,500		
Services .....	17,916,700		
Supplies and equipment .....	2,623,300		
	<u>36,967,000</u>		
Less: Recoveries .....	4,129,600		
	<u>32,837,400</u>		
 <i>Program Management</i>		\$	
Salaries and wages .....	6,386,000		
Employee benefits .....	1,178,300		
Transportation and communication .....	720,400		
Services .....	15,272,200		
Supplies and equipment ...	686,900		
	<u>24,243,800</u>		
 <i>Government Information Centres</i>		\$	
Salaries and wages .....	2,768,700		
Employee benefits .....	604,900		
Transportation and communication .....	213,700		
Services .....	899,600		
Supplies and equipment ...	50,600		
	<u>4,537,500</u>		
 <i>Access and Inquiry Services</i>		\$	\$
Salaries and wages .....	1,979,600		
Employee benefits .....	391,000		
Transportation and communication .....	118,900		
Services .....	427,000		
Supplies and equipment ...	203,300		
	<u>3,119,800</u>		
Less: Recoveries .....	434,000		
	<u>2,685,800</u>		
 <i>Publications Ontario</i>		\$	
Salaries and wages .....	1,423,300		
Employee benefits .....	244,700		
Transportation and communication .....	397,500		
Services .....	1,317,900		
Supplies and equipment ...	1,682,500		
	<u>5,065,900</u>		
Less: Recoveries .....	3,695,600		
	<u>1,370,300</u>		
Total Operating for Integrated Service Delivery Program			<u><u>32,837,400</u></u>

