
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, electronic service delivery, and consumer protection by delivering quality products for a fair, safe, dynamic and informed Ontario marketplace.

This purpose is realized by the ministry, its related agencies, and partners 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.

2002-03 Estimates	PROGRAMS	Change from 2001-02	2001-02 Estimates	2000-01 Actual
\$		\$	\$	\$
OPERATING				
43,955,440	Ministry Administration Program	(1,835,412)	45,790,852	42,260,402
54,884,600	Registration Program	7,097,200	47,787,400	51,022,820
9,091,600	Consumer Protection and Public Safety/Business Standards Program	226,500	8,865,100	8,225,472
36,739,200	Alcohol and Gaming Management Program	449,200	36,290,000	40,881,163
29,607,400	Integrated Service Delivery Program	(3,230,000)	32,837,400	18,033,137
<u>174,278,240</u>	Ministry Total Operating	<u>2,707,488</u>	<u>171,570,752</u>	<u>160,422,994</u>
85,135,000	Less: Special Warrants	85,135,000	-	-
62,840	Less: Statutory Appropriations	3,688	59,152	44,062
<u>89,080,400</u>	< TOTAL OPERATING TO BE VOTED	<u>(82,431,200)</u>	<u>171,511,600</u>	<u>160,378,932</u>
ACCOUNTING CLASSIFICATION				
<u>174,278,240</u>	Expenditure	<u>2,707,488</u>	<u>171,570,752</u>	<u>160,422,994</u>

MINISTRY OF CONSUMER AND BUSINESS SERVICES

- NOTES -

MINISTRY OF CONSUMER AND BUSINESS SERVICES

SUMMARY

2002-03 Estimates	PROGRAMS	Change from 2001-02	2001-02 Estimates	2000-01 Actual
\$		\$	\$	\$
CAPITAL				
509,600	Registration Program	509,600	-	-
<u>509,600</u>	Ministry Total Capital	<u>509,600</u>	<u>-</u>	<u>-</u>
500,000	Less: Special Warrants	500,000	-	-
<u>9,600</u>	< TOTAL CAPITAL TO BE VOTED	<u>9,600</u>	<u>-</u>	<u>-</u>
	ACCOUNTING CLASSIFICATION			
<u>509,600</u>	Expenditure	<u>509,600</u>	<u>-</u>	<u>-</u>

MINISTRY OF CONSUMER AND BUSINESS SERVICES

MINISTRY ADMINISTRATION PROGRAM :

This program provides administration and support services to ministry programs.

VOTE and item	2002-03 Estimates	PROGRAM AND ACTIVITIES	Change from 2001-02	2001-02 Estimates	2000-01 Actual
	\$		\$	\$	\$
801		MINISTRY ADMINISTRATION PROGRAM			
OPERATING					
1	43,908,600	Ministry Administration	(1,838,100)	45,746,700	42,216,340
S	35,006	Minister's Salary, the Executive Council Act ...	2,009	32,997	32,997
S		Parliamentary Assistant's Salary, the			
	11,834	Executive Council Act	679	11,155	11,065
	<u>43,955,440</u>	Total Operating	<u>(1,835,412)</u>	<u>45,790,852</u>	<u>42,260,402</u>
	21,248,000	Less: Special Warrants	21,248,000	-	-
	46,840	Less: Statutory Appropriations	2,688	44,152	44,062
	<u>22,660,600</u>	Amount to be Voted	<u>(23,086,100)</u>	<u>45,746,700</u>	<u>42,216,340</u>

- NOTES -

MINISTRY OF CONSUMER AND BUSINESS SERVICES

STANDARD ACCOUNTS CLASSIFICATION

OPERATING			
Ministry Administration (801-1)	\$		
Salaries and wages	6,797,600	<i>Analysis and Planning</i>	\$
Employee benefits	1,287,200	Salaries and wages	796,600
Transportation and communication	366,400	Employee benefits	160,900
Services	35,112,500	Transportation and communication	19,900
Supplies and equipment	344,900	Services	21,300
	<u>43,908,600</u>	Supplies and equipment ...	<u>27,900</u>
			<u>1,026,600</u>
<i>Main Office</i>	\$	<i>Legal Services</i>	\$
Salaries and wages	948,300	Salaries and wages	9,000
Employee benefits	206,000	Transportation and communication	21,700
Transportation and communication	77,200	Services	2,658,300
Services	100,900	Supplies and equipment ...	<u>22,000</u>
Supplies and equipment ...	<u>56,800</u>		<u>2,711,000</u>
	<u>1,389,200</u>		
<i>Financial and Administrative Services</i>	\$	<i>Audit Services</i>	\$
Salaries and wages	2,917,200	Transportation and communication	12,400
Employee benefits	523,100	Services	504,300
Transportation and communication	68,900	Supplies and equipment ...	<u>4,600</u>
Services	22,377,900		<u>521,300</u>
Supplies and equipment ...	<u>138,600</u>	<i>Information Systems</i>	\$
	<u>26,025,700</u>	Services	<u>9,096,900</u>
			<u>9,096,900</u>
<i>Human Resources</i>	\$	<i>Statutory Appropriations</i>	
Salaries and wages	1,118,000	Minister's Salary, the Executive Council Act ...	35,006
Employee benefits	222,800	Parliamentary Assistant's Salary, the Executive Council Act	<u>11,834</u>
Transportation and communication	95,400		<u>46,840</u>
Services	47,300	<i>Total Operating for Ministry Administration Program</i>	<u>43,955,440</u>
Supplies and equipment ...	<u>19,000</u>		
	<u>1,502,500</u>		
<i>Communications Services</i>	\$		
Salaries and wages	1,008,500		
Employee benefits	174,400		
Transportation and communication	70,900		
Services	305,600		
Supplies and equipment ...	<u>76,000</u>		
	<u>1,635,400</u>		

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.

VOTE and item	2002-03 Estimates	PROGRAM AND ACTIVITIES	Change from 2001-02	2001-02 Estimates	2000-01 Actual
	\$		\$	\$	\$
802		REGISTRATION PROGRAM			
OPERATING					
1	2,034,600	Program Administration	5,700	2,028,900	2,206,585
2	52,834,000	Registration Services	7,090,500	45,743,500	48,816,235
S		Crown Contribution re Judges' Plan, the			
	15,000	Registry Act	-	15,000	-
S	1,000	Claims against Land Titles Assurance Fund ..	1,000	-	-
	<u>54,884,600</u>	Total Operating	<u>7,097,200</u>	<u>47,787,400</u>	<u>51,022,820</u>
	27,116,000	Less: Special Warrants	27,116,000	-	-
	16,000	Less: Statutory Appropriations	1,000	15,000	-
	<u>27,752,600</u>	Amount to be Voted	<u>(20,019,800)</u>	<u>47,772,400</u>	<u>51,022,820</u>
802		REGISTRATION PROGRAM			
CAPITAL					
3	509,600	Accommodation Capital	509,600	-	-
	<u>509,600</u>	Total Capital	<u>509,600</u>	-	-
	500,000	Less: Special Warrants	500,000	-	-
	<u>9,600</u>	Amount to be Voted	<u>9,600</u>	-	-

- NOTES -

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	2002-03 Estimates	PROGRAM AND ACTIVITIES	Change from 2001-02	2001-02 Estimates	2000-01 Actual
	\$		\$	\$	\$
803		CONSUMER PROTECTION AND PUBLIC SAFETY/BUSINESS STANDARDS PROGRAM			
OPERATING					
1	564,900	Program Administration	1,000	563,900	512,961
2	5,754,800	Marketplace Standards and Services	103,600	5,651,200	6,730,117
3	1,607,400	Sector Liaison	121,600	1,485,800	-
4	1,164,500	Licence Appeal Tribunal	300	1,164,200	942,939
-	-	Commercial Registration Appeal Tribunal	-	-	39,455
	<u>9,091,600</u>	Total Operating	<u>226,500</u>	<u>8,865,100</u>	<u>8,225,472</u>
	4,996,000	Less: Special Warrants	4,996,000	-	-
	<u>4,095,600</u>	Amount to be Voted	<u>(4,769,500)</u>	<u>8,865,100</u>	<u>8,225,472</u>

- NOTES -

MINISTRY OF CONSUMER AND BUSINESS SERVICES

STANDARD ACCOUNTS CLASSIFICATION

OPERATING		Sector Liaison (803-3)	\$
Program Administration (803-1)	\$		
Salaries and wages	419,600	Salaries and wages	1,038,200
Employee benefits	90,300	Employee benefits	215,900
Transportation and communication	15,000	Transportation and communication	20,000
Services	25,000	Services	871,800
Supplies and equipment	15,000	Supplies and equipment	25,000
	<u>564,900</u>		<u>2,170,900</u>
		Less: Recoveries	<u>563,500</u>
Marketplace Standards and Services (803-2)			<u>1,607,400</u>
Salaries and wages	3,804,300	Licence Appeal Tribunal (803-4)	
Employee benefits	833,000	Salaries and wages	446,100
Transportation and communication	332,400	Employee benefits	98,000
Services	612,800	Transportation and communication	94,200
Supplies and equipment	172,300	Services	490,300
	<u>5,754,800</u>	Supplies and equipment	35,900
			<u>1,164,500</u>
		Total Operating for Consumer Protection and Public Safety/Business Standards Program	<u><u>9,091,600</u></u>

MINISTRY OF CONSUMER AND BUSINESS SERVICES

ALCOHOL AND GAMING MANAGEMENT PROGRAM :

This program establishes the 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).

VOTE and item	2002-03 Estimates	PROGRAM AND ACTIVITIES	Change from 2001-02	2001-02 Estimates	2000-01 Actual
	\$		\$	\$	\$
804		ALCOHOL AND GAMING MANAGEMENT PROGRAM			
OPERATING					
1	36,739,200	Alcohol and Gaming Commission of Ontario	449,200	36,290,000	37,290,482
-	-	Ontario Racing Commission	-	-	3,590,681
	<u>36,739,200</u>	Total Operating	<u>449,200</u>	<u>36,290,000</u>	<u>40,881,163</u>
	18,052,000	Less: Special Warrants	18,052,000	-	-
	<u>18,687,200</u>	Amount to be Voted	<u>(17,602,800)</u>	<u>36,290,000</u>	<u>40,881,163</u>

- NOTES -

MINISTRY OF CONSUMER AND BUSINESS SERVICES

STANDARD ACCOUNTS CLASSIFICATION

OPERATING

Alcohol and Gaming Commission of Ontario (804-1)	\$
Salaries and wages	27,700,200
Employee benefits	5,501,200
Transportation and communication	2,753,900
Services	3,531,700
Supplies and equipment	2,100,300
	<u>41,587,300</u>
Less: Recoveries	4,848,100
	<u>36,739,200</u>
Total Operating for Alcohol and Gaming Management Program	<u><u>36,739,200</u></u>

MINISTRY OF CONSUMER AND BUSINESS SERVICES

INTEGRATED SERVICE DELIVERY PROGRAM :

This program plays an enterprise and leadership role in achieving the government's vision of high quality integrated service delivery for businesses and individuals. The program provides a number of customer services through Publications Ontario, Access and Inquiry Services, Government Information Centers, and Ontario Business Connects. Through a private sector consortium, the program will deliver the integrated electronic 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.

VOTE and item	2002-03 Estimates	PROGRAM AND ACTIVITIES	Change from 2001-02	2001-02 Estimates	2000-01 Actual
	\$		\$	\$	\$
805		INTEGRATED SERVICE DELIVERY PROGRAM			
OPERATING					
1	29,607,400	Integrated Service Delivery	(3,230,000)	32,837,400	18,033,137
	<u>29,607,400</u>	Total Operating	<u>(3,230,000)</u>	<u>32,837,400</u>	<u>18,033,137</u>
	13,723,000	Less: Special Warrants	13,723,000	-	-
	<u>15,884,400</u>	Amount to be Voted	<u>(16,953,000)</u>	<u>32,837,400</u>	<u>18,033,137</u>

- NOTES -

