

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.

Accrual 2003-04 Estimates	PROGRAMS	Cash 2002-03 Estimates	Cash 2001-02 Actual
\$		\$	\$
OPERATING			
44,207,446	Ministry Administration Program ¹	43,955,440	45,222,002
52,755,200	Registration Program ^{2,3}	54,884,600	56,726,601
9,887,300	Consumer Protection and Public Safety/Business Standards Program ⁴	9,091,600	9,790,705
36,114,000	Alcohol and Gaming Management Program ⁵	36,739,200	35,388,419
35,942,900	Integrated Service Delivery Program ⁶	29,607,400	27,173,616
178,906,846	Ministry Total Operating	174,278,240	174,301,343
81,651,000	Less: Special Warrants	85,135,000	-
65,246	Less: Statutory Appropriations	62,840	2,445,477
<u>97,190,600</u>	< TOTAL OPERATING TO BE VOTED	<u>89,080,400</u>	<u>171,855,866</u>
178,906,846	Ministry Total Operating		
(24,000)	Adjustments for Bad Debt Expense		
<u>178,882,846</u>	TOTAL INCLUDING CONSOLIDATION AND OTHER ADJUSTMENTS		

NOTE: Commencing in 2003-04, Estimates are presented on the accrual basis of accounting. Information for 2002-03 and earlier years is presented on the modified cash basis, and therefore comparison between 2003-04 and earlier year figures may not be meaningful. Differences between cash and accrual relate to adjustments such as timing of transfer payments and provisions for bad debts, that would increase or decrease the 2002-03 amounts had they been presented on the accrual basis.

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MINISTRY OF CONSUMER AND BUSINESS SERVICES

- NOTES -

MINISTRY OF CONSUMER AND BUSINESS SERVICES
RECONCILIATION OF 2002-03 ESTIMATES FROM CASH TO ACCRUAL

VOTE and item	Cash 2002-03 Estimates	Adjustments from Cash to Accrual	2002-03 Estimates Presented as Accrual	2003-04 Estimates on Accrual Basis	Change from 2002-03 Estimates on Accrual Basis
	\$ millions	\$ millions	\$ millions	\$ millions	\$ millions
OPERATING					
801	Ministry Administration Program				
1	43.9	(0.3)	43.6	44.2	0.5
S	-	-	-	-	-
S	-	-	-	-	-
S	-	-	-	-	-
	<u>44.0</u>	<u>(0.3)</u>	<u>43.7</u>	<u>44.2</u>	<u>0.5</u>
802	Registration Program				
1	2.0	(0.1)	2.0	2.7	0.8
2	52.8	(1.3)	51.6	50.0	(1.6)
S	-	-	-	-	-
S	-	-	-	-	-
	<u>54.9</u>	<u>(1.3)</u>	<u>53.6</u>	<u>52.8</u>	<u>(0.8)</u>
803	Consumer Protection and Public Safety/Business Standards Program				
1	0.6	-	0.5	0.6	-
2	5.8	(0.1)	5.6	6.4	0.8
3	1.6	-	1.6	1.7	0.2
4	1.2	-	1.1	1.2	-
	<u>9.1</u>	<u>(0.2)</u>	<u>8.9</u>	<u>9.9</u>	<u>1.0</u>
804	Alcohol and Gaming Management Program				
1	36.7	(1.1)	35.7	36.1	0.4
	<u>36.7</u>	<u>(1.1)</u>	<u>35.7</u>	<u>36.1</u>	<u>0.4</u>
805	Integrated Service Delivery Program				
1	29.6	(0.5)	29.1	35.9	6.8
	<u>29.6</u>	<u>(0.5)</u>	<u>29.1</u>	<u>35.9</u>	<u>6.8</u>
	174.3	(3.3)	171.0	178.9	7.9

Note: Amounts are rounded to the nearest one hundred thousand dollars and amounts less than fifty thousand dollars are shown as zero.

Totals may not add due to this rounding.

Adjustments from Cash to Accrual - Commencing in 2003-04, Estimates are prepared on the accrual basis of accounting. Information for 2002-03 and earlier years was prepared in the Estimates on the modified-cash basis. Information is provided in the following notes on the adjustments that increase or decrease the 2002-03 amounts to present them on the accrual basis in this reconciliation. The accrual presentation of the 2002-03 Estimates is not an official restatement; it is an approximation reflecting only the significant accrual adjustments as required to allow for a comparison between the 2003-04 and the 2002-03 Estimates on a consistent basis of accounting.

(Note: adjustments of less than \$0.05 million are not shown)

\$ millions

- (0.3) adjustment to remove the pension costs related to ministry employees because, commencing in 2003-04, the cost to the Province of all pension benefits earned by employees is reflected in the Estimates for Management Board Secretariat
- (0.1) adjustment to remove the pension costs related to ministry employees because, commencing in 2003-04, the cost to the Province of all pension benefits earned by employees is reflected in the Estimates for Management Board Secretariat

MINISTRY OF CONSUMER AND BUSINESS SERVICES
RECONCILIATION OF 2002-03 ESTIMATES FROM CASH TO ACCRUAL

3. (1.3) adjustment to remove the pension costs related to ministry employees because, commencing in 2003-04, the cost to the Province of all pension benefits earned by employees is reflected in the Estimates for Management Board Secretariat
4. (0.1) adjustment to remove the pension costs related to ministry employees because, commencing in 2003-04, the cost to the Province of all pension benefits earned by employees is reflected in the Estimates for Management Board Secretariat
5. (1.1) adjustment to remove the pension costs related to ministry employees because, commencing in 2003-04, the cost to the Province of all pension benefits earned by employees is reflected in the Estimates for Management Board Secretariat
6. (0.5) adjustment to remove the pension costs related to ministry employees because, commencing in 2003-04, the cost to the Province of all pension benefits earned by employees is reflected in the Estimates for Management Board Secretariat

(3.3) << Total Adjustments

MINISTRY OF CONSUMER AND BUSINESS SERVICES

SUMMARY

Accrual 2003-04 Estimates	PROGRAMS	Cash 2002-03 Estimates	Cash 2001-02 Actual
\$		\$	\$
CAPITAL			
854,500	Registration Program	509,600	-
854,500	Ministry Total Capital	509,600	-
471,300	Less: Special Warrants	500,000	-
<u>383,200</u>	< TOTAL CAPITAL TO BE VOTED	<u>9,600</u>	<u>-</u>
854,500	Ministry Total Capital		
<u>854,500</u>	TOTAL INCLUDING CONSOLIDATION AND OTHER ADJUSTMENTS		

NOTE: Commencing in 2003-04, Estimates are presented on the accrual basis of accounting. Information for 2002-03 and earlier years is presented on the modified cash basis, and therefore comparison between 2003-04 and earlier year figures may not be meaningful. Differences between cash and accrual relate to adjustments such as timing of transfer payments and provisions for bad debts, that would increase or decrease the 2002-03 amounts had they been presented on the accrual basis.

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MINISTRY OF CONSUMER AND BUSINESS SERVICES

- NOTES -

MINISTRY OF CONSUMER AND BUSINESS SERVICES
RECONCILIATION OF 2002-03 ESTIMATES FROM CASH TO ACCRUAL

VOTE and item	Cash 2002-03 Estimates	Adjustments from Cash to Accrual	2002-03 Estimates Presented as Accrual	2003-04 Estimates on Accrual Basis	Change from 2002-03 Estimates on Accrual Basis
	\$ millions	\$ millions	\$ millions	\$ millions	\$ millions
CAPITAL					
802	Registration Program				
3	Accommodation Capital	0.5	-	0.5	0.9
		<u>0.5</u>	<u>-</u>	<u>0.5</u>	<u>0.9</u>
	Ministry Total Capital	<u>0.5</u>	<u>-</u>	<u>0.5</u>	<u>0.9</u>

Note: Amounts are rounded to the nearest one hundred thousand dollars and amounts less than fifty thousand dollars are shown as zero.

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Adjustments from Cash to Accrual - Commencing in 2003-04, Estimates are prepared on the accrual basis of accounting. Information for 2002-03 and earlier years was prepared in the Estimates on the modified-cash basis. Information is provided in the following notes on the adjustments that increase or decrease the 2002-03 amounts to present them on the accrual basis in this reconciliation. The accrual presentation of the 2002-03 Estimates is not an official restatement; it is an approximation reflecting only the significant accrual adjustments as required to allow for a comparison between the 2003-04 and the 2002-03 Estimates on a consistent basis of accounting.
(Note: adjustments of less than \$0.05 million are not shown)

no adjustments from cash to accrual

MINISTRY OF CONSUMER AND BUSINESS SERVICES

MINISTRY ADMINISTRATION PROGRAM :

This program provides administration and support services to ministry programs.

VOTE and item	Accrual 2003-04 Estimates	PROGRAM AND ACTIVITIES	Cash 2002-03 Estimates	Cash 2001-02 Actual
	\$		\$	\$
801		MINISTRY ADMINISTRATION PROGRAM		
OPERATING				
1	44,158,200	Ministry Administration ¹	43,908,600	45,176,525
S	36,057	Minister's Salary, the <i>Executive Council Act</i>	35,006	33,987
S	12,189	Parliamentary Assistant's Salary, the <i>Executive Council Act</i> ..	11,834	11,490
S	1,000	Bad Debt Expense, the <i>Financial Administration Act</i>	-	-
	<u>44,207,446</u>	Total Operating	<u>43,955,440</u>	<u>45,222,002</u>
	20,963,100	Less: Special Warrants	21,248,000	-
	49,246	Less: Statutory Appropriations	46,840	45,477
	<u>23,195,100</u>	Amount to be Voted	<u>22,660,600</u>	<u>45,176,525</u>

- NOTES -

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MINISTRY OF CONSUMER AND BUSINESS SERVICES

STANDARD ACCOUNTS CLASSIFICATION

OPERATING			
Ministry Administration (801-1)		\$	
Salaries and wages	7,359,200		
Employee benefits	975,500		
Transportation and communication	381,400		
Services	35,507,900		
Supplies and equipment	301,300		
	<u>44,525,300</u>		
Less: Recoveries	367,100		
	<u>44,158,200</u>		
<i>Main Office</i>		\$	
Salaries and wages	948,300		
Employee benefits	155,000		
Transportation and communication	77,200		
Services	100,900		
Supplies and equipment	56,800		
	<u>1,338,200</u>		
<i>Financial and Administrative Services</i>		\$	
Salaries and wages	3,812,700		
Employee benefits	440,100		
Transportation and communication	83,900		
Services	24,250,900		
Supplies and equipment	95,000		
	<u>28,682,600</u>		
Less: Recoveries	367,100		
	<u>28,315,500</u>		
<i>Human Resources</i>		\$	
Salaries and wages	780,500		
Employee benefits	130,100		
Transportation and communication	95,400		
Services	27,200		
Supplies and equipment	19,000		
	<u>1,052,200</u>		
		\$	\$
<i>Communications Services</i>			
Salaries and wages		1,008,500	
Employee benefits		124,700	
Transportation and communication		70,900	
Services		355,900	
Supplies and equipment		76,000	
		<u>1,636,000</u>	
<i>Analysis and Planning</i>		\$	
Salaries and wages		800,200	
Employee benefits		125,600	
Transportation and communication		19,900	
Services		14,600	
Supplies and equipment		27,900	
		<u>988,200</u>	
<i>Legal Services</i>		\$	
Salaries and wages		9,000	
Transportation and communication		21,700	
Services		2,761,300	
Supplies and equipment		22,000	
		<u>2,814,000</u>	
<i>Audit Services</i>		\$	
Transportation and communication		12,400	
Services		509,700	
Supplies and equipment		4,600	
		<u>526,700</u>	
<i>Information Systems</i>		\$	
Services		7,487,400	
		<u>7,487,400</u>	
Statutory Appropriations			
Minister's Salary, the <i>Executive Council Act</i> ..			36,057
Parliamentary Assistant's Salary, the <i>Executive Council Act</i>			12,189
Other transactions			
Bad Debt Expense, the <i>Financial Administration Act</i>			1,000
			<u>49,246</u>
Total Operating for Ministry Administration Program			<u>44,207,446</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	Accrual 2003-04 Estimates	PROGRAM AND ACTIVITIES	Cash 2002-03 Estimates	Cash 2001-02 Actual
	\$		\$	\$
802		REGISTRATION PROGRAM		
OPERATING				
1	2,748,300	Program Administration ²	2,034,600	2,138,326
2	49,990,900	Registration Services ³	52,834,000	52,188,275
S	15,000	Crown Contribution re Judges' Plan, the <i>Registry Act</i>	15,000	-
S	1,000	Claims against Land Titles Assurance Fund	1,000	2,400,000
	<u>52,755,200</u>	Total Operating	<u>54,884,600</u>	<u>56,726,601</u>
	24,819,400	Less: Special Warrants	27,116,000	-
	16,000	Less: Statutory Appropriations	16,000	2,400,000
	<u>27,919,800</u>	Amount to be Voted	<u>27,752,600</u>	<u>54,326,601</u>
CAPITAL				
3	854,500	Accommodation Capital	509,600	-
	854,500	Total Capital	509,600	-
	471,300	Less: Special Warrants	500,000	-
	<u>383,200</u>	Amount to be Voted	<u>9,600</u>	<u>-</u>

- NOTES -

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MINISTRY OF CONSUMER AND BUSINESS SERVICES

STANDARD ACCOUNTS CLASSIFICATION

OPERATING			
Program Administration (802-1)	\$	<i>Office of the Registrar General</i>	\$ \$
Salaries and wages	1,921,300	Salaries and wages	6,436,500
Employee benefits	289,800	Employee benefits	1,117,500
Transportation and communication	154,300	Transportation and communication	2,717,300
Services	234,500	Services	3,488,100
Supplies and equipment	149,400	Supplies and equipment	424,700
	<u>2,749,300</u>		<u>14,184,100</u>
Less: Recoveries	1,000		
	<u>2,748,300</u>		
Registration Services (802-2)		Statutory Appropriations	
Salaries and wages	33,721,000	Other transactions	\$
Employee benefits	4,925,700	Crown Contribution re Judges' Plan, the <i>Registry</i> <i>Act</i>	15,000
Transportation and communication	3,639,200	Claims against Land Titles Assurance Fund	1,000
Services	6,172,400		<u>16,000</u>
Supplies and equipment	1,565,300		<u>16,000</u>
	50,023,600		
Less: Recoveries	32,700	Total Operating for Registration Program	<u><u>52,755,200</u></u>
	<u>49,990,900</u>		
<i>Companies and Personal Property Security Registration</i>	\$	CAPITAL	
Salaries and wages	5,072,900	Accommodation Capital (802-3)	\$
Employee benefits	804,300	Services	854,500
Transportation and communication	490,300		<u>854,500</u>
Services	2,362,900	Total Capital for Registration Program	<u><u>854,500</u></u>
Supplies and equipment	476,900		
	9,207,300		
Less: Recoveries	1,000		
	<u>9,206,300</u>		
<i>Real Property Registration</i>	\$		
Salaries and wages	22,211,600		
Employee benefits	3,003,900		
Transportation and communication	431,600		
Services	321,400		
Supplies and equipment	663,700		
	26,632,200		
Less: Recoveries	31,700		
	<u>26,600,500</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	Accrual 2003-04 Estimates	PROGRAM AND ACTIVITIES	Cash 2002-03 Estimates	Cash 2001-02 Actual
	\$		\$	\$
803		CONSUMER PROTECTION AND PUBLIC SAFETY/BUSINESS STANDARDS PROGRAM		
OPERATING				
1	554,600	Program Administration	564,900	547,545
2	6,434,400	Marketplace Standards and Services ⁴	5,754,800	6,007,959
3	1,738,800	Sector Liaison	1,607,400	2,299,519
4	1,159,500	Licence Appeal Tribunal	1,164,500	935,682
	<u>9,887,300</u>	Total Operating	<u>9,091,600</u>	<u>9,790,705</u>
	5,561,900	Less: Special Warrants	4,996,000	-
	<u><u>4,325,400</u></u>	Amount to be Voted	<u><u>4,095,600</u></u>	<u><u>9,790,705</u></u>

- NOTES -

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MINISTRY OF CONSUMER AND BUSINESS SERVICES

STANDARD ACCOUNTS CLASSIFICATION

OPERATING		Sector Liaison (803-3)	\$
Program Administration (803-1)	\$		
Salaries and wages	429,300	Salaries and wages	1,055,300
Employee benefits	70,300	Employee benefits	321,500
Transportation and communication	15,000	Transportation and communication	20,000
Services	25,000	Services	818,800
Supplies and equipment	15,000	Supplies and equipment	25,000
	<u>554,600</u>		<u>2,240,600</u>
Marketplace Standards and Services (803-2)		Less: Recoveries	<u>501,800</u>
Salaries and wages	4,186,900		<u>1,738,800</u>
Employee benefits	686,600	Licence Appeal Tribunal (803-4)	
Transportation and communication	342,100	Salaries and wages	633,800
Services	1,061,800	Employee benefits	113,600
Supplies and equipment	177,000	Transportation and communication	94,200
	<u>6,454,400</u>	Services	282,000
Less: Recoveries	20,000	Supplies and equipment	35,900
	<u>6,434,400</u>		<u>1,159,500</u>
		Total Operating for Consumer Protection and Public Safety/Business Standards Program	<u><u>9,887,300</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	Accrual 2003-04 Estimates	PROGRAM AND ACTIVITIES	Cash 2002-03 Estimates	Cash 2001-02 Actual
	\$		\$	\$
804		ALCOHOL AND GAMING MANAGEMENT PROGRAM		
OPERATING				
1	36,114,000	Alcohol and Gaming Commission of Ontario ⁵	36,739,200	35,388,419
	36,114,000	Total Operating	36,739,200	35,388,419
	16,664,700	Less: Special Warrants	18,052,000	-
	<u>19,449,300</u>	Amount to be Voted	<u>18,687,200</u>	<u>35,388,419</u>

- NOTES -

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MINISTRY OF CONSUMER AND BUSINESS SERVICES

STANDARD ACCOUNTS CLASSIFICATION

OPERATING

Alcohol and Gaming Commission of Ontario (804-1)	\$
Salaries and wages	28,401,700
Employee benefits	4,380,800
Transportation and communication	2,414,700
Services	3,524,500
Supplies and equipment	2,057,400
	<u>40,779,100</u>
Less: Recoveries	4,665,100
	<u>36,114,000</u>
Total Operating for Alcohol and Gaming Management Program	<u><u>36,114,000</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	Accrual 2003-04 Estimates	PROGRAM AND ACTIVITIES	Cash 2002-03 Estimates	Cash 2001-02 Actual
	\$		\$	\$
805		INTEGRATED SERVICE DELIVERY PROGRAM		
OPERATING				
1	35,942,900	Integrated Service Delivery ⁶	29,607,400	27,173,616
	35,942,900	Total Operating	29,607,400	27,173,616
	13,641,900	Less: Special Warrants	13,723,000	-
	<u>22,301,000</u>	Amount to be Voted	<u>15,884,400</u>	<u>27,173,616</u>

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STANDARD ACCOUNTS CLASSIFICATION

OPERATING			
Integrated Service Delivery (805-1)		\$	
Salaries and wages	12,270,600		
Employee benefits	1,934,800		
Transportation and communication	1,256,600		
Services	25,141,500		
Supplies and equipment	<u>2,545,200</u>		
	43,148,700		
Less: Recoveries	<u>7,205,800</u>		
	<u>35,942,900</u>		
<i>Program Management</i>		\$	
Salaries and wages	6,125,800		
Employee benefits	913,400		
Transportation and communication	569,700		
Services	22,927,800		
Supplies and equipment	<u>664,500</u>		
	31,201,200		
Less: Recoveries	<u>3,220,200</u>		
	<u>27,981,000</u>		
<i>Government Information Centres</i>		\$	
Salaries and wages	2,768,700		
Employee benefits	462,700		
Transportation and communication	213,700		
Services	899,600		
Supplies and equipment	<u>50,600</u>		
	<u>4,395,300</u>		
			\$
<i>Access and Inquiry Services</i>			
Salaries and wages		1,952,800	
Employee benefits		305,600	
Transportation and communication		75,700	
Services		383,700	
Supplies and equipment		<u>275,100</u>	
		2,992,900	
Less: Recoveries		<u>290,000</u>	
		<u>2,702,900</u>	
			\$
<i>Publications Ontario</i>			
Salaries and wages		1,423,300	
Employee benefits		253,100	
Transportation and communication		397,500	
Services		930,400	
Supplies and equipment		<u>1,555,000</u>	
		4,559,300	
Less: Recoveries		<u>3,695,600</u>	
		<u>863,700</u>	
Total Operating for Integrated Service Delivery Program			<u><u>35,942,900</u></u>

