

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 in which 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 government administration. The Ombudsman submits an annual report to the Legislature and can issue special reports as appropriate. Ombudsman Ontario services are provided 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, particularly with 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.

2003-04 Estimates	PROGRAMS	Change from 2002-03	2002-03 Estimates	2001-02 Actual
\$		\$	\$	\$
OPERATING				
9,024,600	Ombudsman Ontario Program	531,200	8,493,400	8,002,960
<u>9,024,600</u>	Total Operating	<u>531,200</u>	<u>8,493,400</u>	<u>8,002,960</u>
5,100,000	Less: Special Warrants	2,700,000	2,400,000	-
<u>3,924,600</u>	< TOTAL OPERATING TO BE VOTED	<u>(2,168,800)</u>	<u>6,093,400</u>	<u>8,002,960</u>
	ACCOUNTING CLASSIFICATION			
<u>9,024,600</u>	Expenditure	<u>531,200</u>	<u>8,493,400</u>	<u>8,002,960</u>

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OMBUDSMAN ONTARIO PROGRAM :

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VOTE and item	2003-04 Estimates	PROGRAM AND ACTIVITIES	Change from 2002-03	2002-03 Estimates	2001-02 Actual
	\$		\$	\$	\$
2301		OMBUDSMAN ONTARIO PROGRAM			
OPERATING					
1	9,024,600	The Ombudsman	531,200	8,493,400	8,002,960
	9,024,600	Total Operating	531,200	8,493,400	8,002,960
	5,100,000	Less: Special Warrants	2,700,000	2,400,000	-
	<u>3,924,600</u>	Amount to be Voted	<u>(2,168,800)</u>	<u>6,093,400</u>	<u>8,002,960</u>

- NOTES -

OMBUDSMAN ONTARIO

STANDARD ACCOUNTS CLASSIFICATION

OPERATING

The Ombudsman (2301-1)	\$
Salaries and wages	5,462,200
Employee benefits	1,213,500
Transportation and communication	561,900
Services	1,528,000
Supplies and equipment	259,000
	<u>9,024,600</u>
Total Operating for Ombudsman Ontario Program	<u>9,024,600</u>

