

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 2004-05 Estimates	PROGRAMS	Change from 2003-04	Accrual 2003-04 Estimates	Cash 2002-03 Actual
\$		\$	\$	\$
OPERATING				
17,730,046	Ministry Administration Program	(268,500)	17,998,546	17,860,662
76,647,000	Registration Program	8,594,300	68,052,700	75,797,498
12,254,900	Consumer Protection and Public Safety/Business Standards Program	(258,600)	12,513,500	13,056,713
42,100,000	Alcohol and Gaming Management Program	(45,800)	42,145,800	41,557,334
64,400,000	Integrated Service Delivery Program	25,114,300	39,285,700	33,443,662
213,131,946	Ministry Total Operating	33,135,700	179,996,246	181,715,869
-	Less: Special Warrants	(81,651,000)	81,651,000	-
65,246	Less: Statutory Appropriations	-	65,246	46,839
213,066,700	< TOTAL OPERATING TO BE VOTED	114,786,700	98,280,000	181,669,030
213,131,946	Ministry Total Operating	33,135,700	179,996,246	
-	Adjustments for Bad Debt Expense	24,000	(24,000)	
213,131,946	TOTAL INCLUDING CONSOLIDATION AND OTHER ADJUSTMENTS	33,159,700	179,972,246	

RECONCILIATION TO PREVIOUSLY PUBLISHED DATA

DETAILS	Accrual 2003-04 Estimates	Cash 2002-03 Actual
OPERATING	\$	\$
1. Previously Published Data		
1.1 2003-04 Printed Estimates	178,906,846	
1.2 2002-03 Public Accounts		181,715,869
2. Government Reorganization		
2.1 Transfer of functions from other Ministries	1,089,400	
	179,996,246	181,715,869

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Accrual 2004-05 Estimates	PROGRAMS	Change from 2003-04	Accrual 2003-04 Estimates	Cash 2002-03 Actual
\$		\$	\$	\$
CAPITAL				
1,910,000	Registration Program	1,055,500	854,500	709,600
1,910,000	Ministry Total Capital	1,055,500	854,500	709,600
-	Less: Special Warrants	(471,300)	471,300	-
1,910,000	< TOTAL CAPITAL TO BE VOTED	1,526,800	383,200	709,600
1,910,000	Ministry Total Capital	1,055,500	854,500	
1,910,000	TOTAL INCLUDING CONSOLIDATION AND OTHER ADJUSTMENTS	1,055,500	854,500	

MINISTRY OF CONSUMER AND BUSINESS SERVICES

MINISTRY ADMINISTRATION PROGRAM :

This program provides administration and support services to ministry programs.

VOTE and item	Accrual 2004-05 Estimates	VOTE AND ITEMS	Change from 2003-04	Accrual 2003-04 Estimates	Cash 2002-03 Actual
	\$		\$	\$	\$
801		MINISTRY ADMINISTRATION PROGRAM			
OPERATING					
1	17,680,800	Ministry Administration	(268,500)	17,949,300	17,813,823
S	1,000	Bad Debt Expense, the <i>Financial Administration Act</i>	-	1,000	-
S	36,057	Minister's Salary, the <i>Executive Council Act</i> ..	-	36,057	35,005
S	12,189	Parliamentary Assistant's Salary, the <i>Executive Council Act</i>	-	12,189	11,834
	<u>17,730,046</u>	Total Operating	<u>(268,500)</u>	<u>17,998,546</u>	<u>17,860,662</u>
	-	Less: Special Warrants	(8,491,500)	8,491,500	-
	49,246	Less: Statutory Appropriations	-	49,246	46,839
	<u>17,680,800</u>	Amount to be Voted	<u>8,223,000</u>	<u>9,457,800</u>	<u>17,813,823</u>

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MINISTRY OF CONSUMER AND BUSINESS SERVICES

STANDARD ACCOUNTS CLASSIFICATION

OPERATING			
Ministry Administration (801-1)		\$	
Salaries and wages	7,638,200	
Employee benefits	955,900	
Transportation and communication	437,800	
Services	8,912,600	
Supplies and equipment	277,300	
		<u>18,221,800</u>	
Less: Recoveries	541,000	
		<u>17,680,800</u>	
 <i>Main Office</i>		 \$	
Salaries and wages	1,068,800	
Employee benefits	190,200	
Transportation and communication	77,200	
Services	558,800	
Supplies and equipment	56,800	
		<u>1,951,800</u>	
 <i>Financial and Administrative Services</i>		 \$	
Salaries and wages	5,383,400	
Employee benefits	643,000	
Transportation and communication	254,900	
Services	2,685,900	
Supplies and equipment	125,200	
		<u>9,092,400</u>	
Less: Recoveries	366,000	
		<u>8,726,400</u>	
 <i>Communications Services</i>		 \$	
Salaries and wages	1,177,000	
Employee benefits	122,700	
Transportation and communication	72,600	
Services	1,311,000	
Supplies and equipment	71,700	
		<u>2,755,000</u>	
Less: Recoveries	175,000	
		<u>2,580,000</u>	

 <i>Legal Services</i>		 \$	 \$
Salaries and wages	9,000	
Transportation and communication	20,700	
Services	3,351,300	
Supplies and equipment	19,000	
		<u>3,400,000</u>	
 <i>Audit Services</i>		 \$	
Transportation and communication	12,400	
Services	1,005,600	
Supplies and equipment	4,600	
		<u>1,022,600</u>	
 Statutory Appropriations			
Other transactions			
Bad Debt Expense, the <i>Financial Administration Act</i>			<u>1,000</u>
			<u>1,000</u>
 Statutory Appropriations			
Minister's Salary, the <i>Executive Council Act</i>			<u>36,057</u>
Parliamentary Assistant's Salary, the <i>Executive Council Act</i>			<u>12,189</u>
			<u>48,246</u>
Total Operating for Ministry Administration Program			<u><u>17,730,046</u></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 2004-05 Estimates	VOTE AND ITEMS	Change from 2003-04	Accrual 2003-04 Estimates	Cash 2002-03 Actual
	\$		\$	\$	\$
802		REGISTRATION PROGRAM			
OPERATING					
1	2,799,000	Program Administration	(170,600)	2,969,600	3,297,052
2	73,832,000	Registration Services	8,764,900	65,067,100	72,500,446
S	15,000	Crown Contribution re Judges' Plan, the <i>Registry Act</i>	-	15,000	-
S	1,000	Claims against Land Titles Assurance Fund, the <i>Land Titles Act</i>	-	1,000	-
	<u>76,647,000</u>	Total Operating	<u>8,594,300</u>	<u>68,052,700</u>	<u>75,797,498</u>
	-	Less: Special Warrants	(31,907,400)	31,907,400	-
	16,000	Less: Statutory Appropriations	-	16,000	-
	<u>76,631,000</u>	Amount to be Voted	<u>40,501,700</u>	<u>36,129,300</u>	<u>75,797,498</u>
CAPITAL					
3	1,910,000	Accommodation Capital	1,055,500	854,500	709,600
	<u>1,910,000</u>	Total Capital	<u>1,055,500</u>	<u>854,500</u>	<u>709,600</u>
	-	Less: Special Warrants	(471,300)	471,300	-
	<u>1,910,000</u>	Amount to be Voted	<u>1,526,800</u>	<u>383,200</u>	<u>709,600</u>

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STANDARD ACCOUNTS CLASSIFICATION

OPERATING			
Program Administration (802-1)	\$	<i>Office of the Registrar General</i>	\$ \$
Salaries and wages	1,820,500	Salaries and wages	8,704,700
Employee benefits	238,700	Employee benefits	872,800
Transportation and communication	150,900	Transportation and communication	2,532,700
Services	542,800	Services	9,465,700
Supplies and equipment	147,100	Supplies and equipment	409,000
	<u>2,900,000</u>		
Less: Recoveries	101,000		<u>21,984,900</u>
	<u>2,799,000</u>		
Registration Services (802-2)		Statutory Appropriations	
Salaries and wages	36,031,500	Other transactions	\$
Employee benefits	4,007,800	Crown Contribution re Judges' Plan, the <i>Registry Act</i>	15,000
Transportation and communication	3,434,000	Claims against Land Titles Assurance Fund, the <i>Land Titles Act</i>	1,000
Services	28,855,500		<u>16,000</u>
Supplies and equipment	1,535,900		<u>16,000</u>
	<u>73,864,700</u>		
Less: Recoveries	32,700	Total Operating for Registration Program	<u><u>76,647,000</u></u>
	<u>73,832,000</u>		
<i>Companies and Personal Property Security Registration</i>	\$	CAPITAL	
Salaries and wages	6,210,400	Accommodation Capital (802-3)	\$
Employee benefits	682,600	Services	1,910,000
Transportation and communication	484,600		<u>1,910,000</u>
Services	6,016,600	Total Capital for Registration Program	<u><u>1,910,000</u></u>
Supplies and equipment	473,100		
	<u>13,867,300</u>		
Less: Recoveries	1,000		
	<u>13,866,300</u>		
<i>Real Property Registration</i>	\$		
Salaries and wages	21,116,400		
Employee benefits	2,452,400		
Transportation and communication	416,700		
Services	13,373,200		
Supplies and equipment	653,800		
	<u>38,012,500</u>		
Less: Recoveries	31,700		
	<u>37,980,800</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 2004-05 Estimates	VOTE AND ITEMS	Change from 2003-04	Accrual 2003-04 Estimates	Cash 2002-03 Actual
	\$		\$	\$	\$
803		CONSUMER PROTECTION AND PUBLIC SAFETY/BUSINESS STANDARDS PROGRAM			
OPERATING					
1	2,215,700	Program Administration and Policy	183,900	2,031,800	2,580,496
2	6,928,700	Marketplace Standards and Services	(310,100)	7,238,800	7,534,685
3	1,710,500	Sector Liaison	(136,300)	1,846,800	1,548,290
4	1,400,000	Licence Appeal Tribunal	3,900	1,396,100	1,393,242
	<u>12,254,900</u>	Total Operating	<u>(258,600)</u>	<u>12,513,500</u>	<u>13,056,713</u>
	-	Less: Special Warrants	(7,012,600)	7,012,600	-
	<u>12,254,900</u>	Amount to be Voted	<u>6,754,000</u>	<u>5,500,900</u>	<u>13,056,713</u>

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STANDARD ACCOUNTS CLASSIFICATION

OPERATING			Sector Liaison (803-3)	\$
Program Administration and Policy (803-1)		\$		
Salaries and wages	1,564,700		Salaries and wages	894,800
Employee benefits	228,800		Employee benefits	142,200
Transportation and communication	29,000		Transportation and communication	5,800
Services	356,200		Services	988,900
Supplies and equipment	37,000		Supplies and equipment	10,800
	<u>2,215,700</u>			<u>2,042,500</u>
			Less: Recoveries	<u>332,000</u>
				<u>1,710,500</u>
<i>Program Administration</i>	\$			
Salaries and wages	430,000		Licence Appeal Tribunal (803-4)	
Employee benefits	72,000		Salaries and wages	635,400
Transportation and communication	15,000		Employee benefits	97,700
Services	165,000		Transportation and communication	94,200
Supplies and equipment	15,000		Services	536,800
	<u>697,000</u>		Supplies and equipment	35,900
				<u>1,400,000</u>
<i>Policy</i>	\$		Total Operating for Consumer Protection and Public Safety/Business Standards Program	<u><u>12,254,900</u></u>
Salaries and wages	1,134,700			
Employee benefits	156,800			
Transportation and communication	14,000			
Services	191,200			
Supplies and equipment	22,000			
	<u>1,518,700</u>			
Marketplace Standards and Services (803-2)				
Salaries and wages	4,014,400			
Employee benefits	516,500			
Transportation and communication	295,300			
Services	1,992,300			
Supplies and equipment	130,200			
	<u>6,948,700</u>			
Less: Recoveries	20,000			
	<u>6,928,700</u>			

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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 2004-05 Estimates	VOTE AND ITEMS	Change from 2003-04	Accrual 2003-04 Estimates	Cash 2002-03 Actual
	\$		\$	\$	\$
804		ALCOHOL AND GAMING MANAGEMENT PROGRAM			
OPERATING					
1	42,100,000	Alcohol and Gaming Commission of Ontario	(45,800)	42,145,800	41,557,334
	42,100,000	Total Operating	(45,800)	42,145,800	41,557,334
	-	Less: Special Warrants	(19,380,600)	19,380,600	-
	<u>42,100,000</u>	Amount to be Voted	<u>19,334,800</u>	<u>22,765,200</u>	<u>41,557,334</u>

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STANDARD ACCOUNTS CLASSIFICATION

OPERATING

Alcohol and Gaming Commission of Ontario (804-1)	\$
Salaries and wages	29,957,900
Employee benefits	5,942,600
Transportation and communication	2,378,000
Services	9,486,800
Supplies and equipment	<u>2,075,700</u>
	49,841,000
Less: Recoveries	<u>7,741,000</u>
	42,100,000
Total Operating for Alcohol and Gaming Management Program	<u><u>42,100,000</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. The program will deliver integrated government services, products, and other transactions such as: government publications, the ability to change addresses with several ministries, renewals of outdoor cards and vehicle licence plate stickers, etc.

VOTE and item	Accrual 2004-05 Estimates	VOTE AND ITEMS	Change from 2003-04	Accrual 2003-04 Estimates	Cash 2002-03 Actual
	\$		\$	\$	\$
805		INTEGRATED SERVICE DELIVERY PROGRAM			
OPERATING					
1	64,400,000	Integrated Service Delivery	25,114,300	39,285,700	33,443,662
	64,400,000	Total Operating	25,114,300	39,285,700	33,443,662
	-	Less: Special Warrants	(14,858,900)	14,858,900	-
	<u>64,400,000</u>	Amount to be Voted	<u>39,973,200</u>	<u>24,426,800</u>	<u>33,443,662</u>

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MINISTRY OF CONSUMER AND BUSINESS SERVICES

STANDARD ACCOUNTS CLASSIFICATION

OPERATING					
Integrated Service Delivery (805-1)		\$		<i>Access and Inquiry Services</i>	\$
Salaries and wages			12,725,800	Salaries and wages	1,952,800
Employee benefits			1,682,800	Employee benefits	269,600
Transportation and communication			1,236,800	Transportation and communication	75,700
Services			50,156,300	Services	593,700
Supplies and equipment			2,533,900	Supplies and equipment	275,100
			<u>68,335,600</u>		<u>3,166,900</u>
Less: Recoveries			3,935,600	Less: Recoveries	240,000
			<u>64,400,000</u>		<u>2,926,900</u>
<i>Program Management</i>		\$		<i>Publications Ontario</i>	\$
Salaries and wages			6,581,000	Salaries and wages	1,423,300
Employee benefits			845,800	Employee benefits	168,600
Transportation and communication			549,900	Transportation and communication	397,500
Services			46,512,600	Services	1,230,400
Supplies and equipment			653,200	Supplies and equipment	1,555,000
			<u>55,142,500</u>		<u>4,774,800</u>
<i>Government Information Centres</i>		\$		Less: Recoveries	3,695,600
Salaries and wages			2,768,700		<u>1,079,200</u>
Employee benefits			398,800	Total Operating for Integrated Service Delivery Program	<u>64,400,000</u>
Transportation and communication			213,700		
Services			1,819,600		
Supplies and equipment			50,600		
			<u>5,251,400</u>		

