

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.

2005-06 Estimates	PROGRAMS	Change from 2004-05	2004-05 Estimates	2003-04 Actual
\$		\$	\$	\$
OPERATING				
17,480,746	Ministry Administration Program	(135,400)	17,616,146	16,264,498
85,653,400	Registration Program	5,166,900	80,486,500	78,684,741
12,389,200	Consumer Protection and Public Safety/Business Standards Program	259,600	12,129,600	12,805,915
39,476,300	Alcohol and Gaming Management Program	(110,800)	39,587,100	39,631,974
22,711,700	ServiceOntario	(40,600,900)	63,312,600	36,418,273
177,711,346	Ministry Total Operating	(35,420,600)	213,131,946	183,805,401
68,246	Less: Statutory Appropriations	3,000	65,246	241,346
177,643,100	< TOTAL OPERATING TO BE VOTED	(35,423,600)	213,066,700	183,564,055
177,711,346	Ministry Total Operating	(35,420,600)	213,131,946	183,805,401
177,711,346	TOTAL INCLUDING CONSOLIDATION AND OTHER ADJUSTMENTS	(35,420,600)	213,131,946	183,805,401

RECONCILIATION TO PREVIOUSLY PUBLISHED DATA

DETAILS	2004-05 Estimates	2003-04 Actual
OPERATING	\$	\$
1. Previously Published Data		
1.1 2004-05 Printed Estimates	213,131,946	
1.2 2003-04 Public Accounts		182,716,001
2. Government Reorganization		
2.1 Transfer of functions from other Ministries		1,089,400
	213,131,946	183,805,401

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2005-06 Estimates	PROGRAMS	Change from 2004-05	2004-05 Estimates	2003-04 Actual
\$		\$	\$	\$
CAPITAL				
200,000	Registration Program	(1,710,000)	1,910,000	854,025
4,410,000	ServiceOntario	4,410,000	-	-
<u>4,610,000</u>	Ministry Total Capital	<u>2,700,000</u>	<u>1,910,000</u>	<u>854,025</u>
<u>4,610,000</u>	< TOTAL CAPITAL TO BE VOTED	<u>2,700,000</u>	<u>1,910,000</u>	<u>854,025</u>
4,610,000	Ministry Total Capital	2,700,000	1,910,000	854,025
<u>4,610,000</u>	TOTAL INCLUDING CONSOLIDATION AND OTHER ADJUSTMENTS	<u>2,700,000</u>	<u>1,910,000</u>	<u>854,025</u>

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MINISTRY ADMINISTRATION PROGRAM :

This program provides administration and support services to ministry programs.

VOTE and item	2005-06 Estimates	VOTE AND ITEMS	Change from 2004-05	2004-05 Estimates	2003-04 Actual
	\$		\$	\$	\$
801		MINISTRY ADMINISTRATION PROGRAM			
OPERATING					
1	17,431,500	Ministry Administration	(135,400)	17,566,900	16,023,152
S	1,000	Bad Debt Expense, the <i>Financial Administration Act</i>	-	1,000	193,100
S	36,057	Minister's Salary, the <i>Executive Council Act</i> ..	-	36,057	36,057
S	12,189	Parliamentary Assistant's Salary, the <i>Executive Council Act</i>	-	12,189	12,189
	<u>17,480,746</u>	Total Operating	<u>(135,400)</u>	<u>17,616,146</u>	<u>16,264,498</u>
	49,246	Less: Statutory Appropriations	-	49,246	241,346
	<u>17,431,500</u>	Amount to be Voted	<u>(135,400)</u>	<u>17,566,900</u>	<u>16,023,152</u>

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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	2005-06 Estimates	VOTE AND ITEMS	Change from 2004-05	2004-05 Estimates	2003-04 Actual
	\$		\$	\$	\$
802		REGISTRATION PROGRAM			
OPERATING					
1	2,606,100	Program Administration	(158,700)	2,764,800	3,084,502
2	83,030,300	Registration Services	5,324,600	77,705,700	75,600,239
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	-
S	1,000	Bad Debt Expense, the <i>Financial Administration Act</i>	1,000	-	-
	<u>85,653,400</u>	Total Operating	<u>5,166,900</u>	<u>80,486,500</u>	<u>78,684,741</u>
	17,000	Less: Statutory Appropriations	1,000	16,000	-
	<u>85,636,400</u>	Amount to be Voted	<u>5,165,900</u>	<u>80,470,500</u>	<u>78,684,741</u>
CAPITAL					
3	200,000	Accommodation Capital	(1,710,000)	1,910,000	854,025
	<u>200,000</u>	Total Capital	<u>(1,710,000)</u>	<u>1,910,000</u>	<u>854,025</u>
	<u>200,000</u>	Amount to be Voted	<u>(1,710,000)</u>	<u>1,910,000</u>	<u>854,025</u>

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STANDARD ACCOUNTS CLASSIFICATION

OPERATING			
Program Administration (802-1)	\$	<i>Office of the Registrar General</i>	\$
Salaries and wages	1,786,300	Salaries and wages	14,208,700
Employee benefits	227,800	Employee benefits	2,042,800
Transportation and communication	137,600	Transportation and communication	4,597,700
Services	523,500	Services	9,822,500
Supplies and equipment	56,900	Supplies and equipment	1,159,000
	<u>2,732,100</u>		<u>31,830,700</u>
Less: Recoveries	126,000		
	<u>2,606,100</u>		
Registration Services (802-2)		Statutory Appropriations	
Salaries and wages	41,217,300	Other transactions	\$
Employee benefits	5,251,400	Crown Contribution re Judges' Plan, the <i>Registry Act</i>	15,000
Transportation and communication	5,140,900	Claims against Land Titles Assurance Fund, the <i>Land Titles Act</i>	1,000
Services	29,655,000	Bad Debt Expense, the <i>Financial Administration Act</i>	1,000
Supplies and equipment	1,928,400		<u>17,000</u>
	<u>83,193,000</u>		<u>17,000</u>
Less: Recoveries	162,700	Total Operating for Registration Program	<u>85,653,400</u>
	<u>83,030,300</u>		
<i>Companies and Personal Property Security Registration</i>	\$	CAPITAL	
Salaries and wages	5,562,900	Accommodation Capital (802-3)	\$
Employee benefits	664,200	Services	200,000
Transportation and communication	390,300		<u>200,000</u>
Services	7,273,700	Total Capital for Registration Program	<u>200,000</u>
Supplies and equipment	376,900		
	<u>14,268,000</u>		
Less: Recoveries	1,000		
	<u>14,267,000</u>		
<i>Real Property Registration</i>	\$		
Salaries and wages	21,445,700		
Employee benefits	2,544,400		
Transportation and communication	152,900		
Services	12,558,800		
Supplies and equipment	392,500		
	<u>37,094,300</u>		
Less: Recoveries	161,700		
	<u>36,932,600</u>		

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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	2005-06 Estimates	VOTE AND ITEMS	Change from 2004-05	2004-05 Estimates	2003-04 Actual
	\$		\$	\$	\$
803		CONSUMER PROTECTION AND PUBLIC SAFETY/BUSINESS STANDARDS PROGRAM			
OPERATING					
1	2,395,600	Program Administration and Policy	97,300	2,298,300	2,574,295
2	6,922,900	Marketplace Standards and Services	48,700	6,874,200	7,131,883
3	1,688,500	Sector Liaison	113,500	1,575,000	1,726,846
4	1,381,200	Licence Appeal Tribunal	(900)	1,382,100	1,372,891
S	1,000	Bad Debt Expense, the <i>Financial Administration Act</i>	1,000	-	-
	<u>12,389,200</u>	Total Operating	<u>259,600</u>	<u>12,129,600</u>	<u>12,805,915</u>
	1,000	Less: Statutory Appropriations	1,000	-	-
	<u>12,388,200</u>	Amount to be Voted	<u>258,600</u>	<u>12,129,600</u>	<u>12,805,915</u>

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STANDARD ACCOUNTS CLASSIFICATION

OPERATING		\$	Sector Liaison (803-3)	\$
Program Administration and Policy (803-1)		\$	Salaries and wages	1,008,700
Salaries and wages		1,706,100	Employee benefits	154,500
Employee benefits		246,100	Transportation and communication	20,000
Transportation and communication		36,100	Services	812,300
Services		465,100	Supplies and equipment	25,000
Supplies and equipment		39,500		<u>2,020,500</u>
		<u>2,492,900</u>	Less: Recoveries	<u>332,000</u>
Less: Recoveries		97,300		<u>1,688,500</u>
		<u>2,395,600</u>		
<i>Program Administration</i>		\$	Licence Appeal Tribunal (803-4)	
Salaries and wages		430,000	Salaries and wages	635,400
Employee benefits		67,000	Employee benefits	97,700
Transportation and communication		10,000	Transportation and communication	94,200
Services		133,600	Services	567,000
Supplies and equipment		5,400	Supplies and equipment	35,900
		<u>646,000</u>		<u>1,430,200</u>
<i>Policy</i>		\$	Less: Recoveries	<u>49,000</u>
Salaries and wages		1,276,100		<u>1,381,200</u>
Employee benefits		179,100	Total Operating for Consumer Protection and Public Safety/Business Standards Program	<u><u>12,389,200</u></u>
Transportation and communication		26,100		
Services		331,500		
Supplies and equipment		34,100		
		<u>1,846,900</u>		
Less: Recoveries		97,300		
		<u>1,749,600</u>		
Marketplace Standards and Services (803-2)				
Salaries and wages		4,054,600		
Employee benefits		502,000		
Transportation and communication		339,000		
Services		1,873,400		
Supplies and equipment		173,900		
		<u>6,942,900</u>		
Less: Recoveries		20,000		
		<u>6,922,900</u>		
Statutory Appropriations				
Other transactions				
Bad Debt Expense, the <i>Financial Administration Act</i>		1,000		
		<u>1,000</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	2005-06 Estimates	VOTE AND ITEMS	Change from 2004-05	2004-05 Estimates	2003-04 Actual
	\$		\$	\$	\$
804		ALCOHOL AND GAMING MANAGEMENT PROGRAM			
OPERATING					
1	39,475,300	Alcohol and Gaming Commission of Ontario	(111,800)	39,587,100	39,631,974
S	1,000	Bad Debt Expense, the <i>Financial Administration Act</i>	1,000	-	-
	<u>39,476,300</u>	Total Operating	<u>(110,800)</u>	<u>39,587,100</u>	<u>39,631,974</u>
	1,000	Less: Statutory Appropriations	1,000	-	-
	<u><u>39,475,300</u></u>	Amount to be Voted	<u><u>(111,800)</u></u>	<u><u>39,587,100</u></u>	<u><u>39,631,974</u></u>

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STANDARD ACCOUNTS CLASSIFICATION

OPERATING		Statutory Appropriations	\$
Alcohol and Gaming Commission of Ontario (804-1)	\$	Other transactions	
Salaries and wages	31,120,600	Bad Debt Expense, the <i>Financial</i>	
Employee benefits	5,482,900	<i>Administration Act</i>	1,000
Transportation and communication	1,772,100		<u>1,000</u>
Services	6,991,600	Total Operating for Alcohol and Gaming	39,476,300
Supplies and equipment	<u>1,403,000</u>	Management Program	<u><u>39,476,300</u></u>
	46,770,200		
Less: Recoveries	<u>7,294,900</u>		
	<u>39,475,300</u>		

MINISTRY OF CONSUMER AND BUSINESS SERVICES

SERVICEONTARIO :

This program plays an enterprise and leadership role in achieving the government's vision of high quality integrated service delivery of routine transaction services for businesses and individuals. The program provides a number of customer services through ServiceOntario Centers, 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. through ServiceOntario channels such as counters, telephone and the internet.

VOTE and item	2005-06 Estimates	VOTE AND ITEMS	Change from 2004-05	2004-05 Estimates	2003-04 Actual
	\$		\$	\$	\$
805		SERVICEONTARIO			
OPERATING					
1	22,711,700	ServiceOntario	(40,600,900)	63,312,600	36,418,273
	22,711,700	Total Operating	(40,600,900)	63,312,600	36,418,273
	22,711,700	Amount to be Voted	(40,600,900)	63,312,600	36,418,273
CAPITAL					
2	4,410,000	ServiceOntario Capital	4,410,000	-	-
	4,410,000	Total Capital	4,410,000	-	-
	4,410,000	Amount to be Voted	4,410,000	-	-

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STANDARD ACCOUNTS CLASSIFICATION

OPERATING		CAPITAL	
ServiceOntario (805-1)	\$	ServiceOntario Capital (805-2)	\$
Salaries and wages	11,609,900	Services	4,410,000
Employee benefits	1,560,200		<u>4,410,000</u>
Transportation and communication	1,123,400	Total Capital for ServiceOntario	<u>4,410,000</u>
Services	10,025,300		
Supplies and equipment	2,328,500		
	<u>26,647,300</u>		
Less: Recoveries	3,935,600		
	<u>22,711,700</u>		
<i>Program Administration</i>	\$		
Salaries and wages	595,900		
Employee benefits	66,200		
Transportation and communication	33,000		
Services	1,541,200		
Supplies and equipment	31,200		
	<u>2,267,500</u>		
<i>Policy and Strategic Planning</i>	\$		
Salaries and wages	1,202,700		
Employee benefits	146,900		
Transportation and communication	61,300		
Services	260,600		
Supplies and equipment	24,000		
	<u>1,695,500</u>		
<i>Service Design and Implementation</i>	\$		
Salaries and wages	2,229,400		
Employee benefits	284,600		
Transportation and communication	345,000		
Services	4,709,100		
Supplies and equipment	471,700		
	<u>8,039,800</u>		
<i>Service Delivery</i>	\$		
Salaries and wages	7,581,900		
Employee benefits	1,062,500		
Transportation and communication	684,100		
Services	3,514,400		
Supplies and equipment	1,801,600		
	<u>14,644,500</u>		
Less: Recoveries	3,935,600		
	<u>10,708,900</u>		
Total Operating for ServiceOntario	<u>22,711,700</u>		

