

## MINISTRY OF CONSUMER SERVICES

The ministry plays a lead role in strengthening consumer protection and public safety. It is responsible for many of the Province's consumer protection programs, either directly or through oversight of its administrative authorities. In the area of public safety, the ministry is responsible for policy and oversight in the areas of technical and electrical safety. Ministry staff continually review the regulatory environment businesses face in order to streamline the system and remove unnecessary barriers. The ministry devotes resources to ensuring consumers are well protected and informed about their rights through front-line services and public awareness initiatives. Ministry staff work in partnership with industry and key stakeholders on government policies and information campaigns to strengthen public safety. The Ministry also has policy responsibility for a number of the province's business law statutes.

### MINISTRY PROGRAM SUMMARY

(\$)

VOTE PROGRAM	Estimates 2012-13	Estimates 2011-12	Difference Between 2012-13 and 2011-12	Actual 2010-11
<b>OPERATING EXPENSE</b>				
3101 Consumer Services Program	20,360,000	20,318,000	42,000	18,303,186
<b>TOTAL OPERATING EXPENSE TO BE VOTED</b>	<b>20,360,000</b>	<b>20,318,000</b>	<b>42,000</b>	<b>18,303,186</b>
Statutory Appropriations	66,014	66,014	-	65,968
Ministry Total Operating Expense	20,426,014	20,384,014	42,000	18,369,154
<b>OPERATING ASSETS</b>				
3101 Consumer Services Program	1,000	1,000	-	-
<b>TOTAL OPERATING ASSETS TO BE VOTED</b>	<b>1,000</b>	<b>1,000</b>	<b>-</b>	<b>-</b>
Ministry Total Operating Assets	1,000	1,000	-	-

## MINISTRY PROGRAM SUMMARY

(\$)

VOTE PROGRAM	Estimates 2012-13	Estimates 2011-12	Difference Between 2012-13 and 2011-12	Actual 2010-11
<b>CAPITAL EXPENSE</b>				
3101 Consumer Services Program	1,000	1,000	-	-
<b>TOTAL CAPITAL EXPENSE TO BE VOTED</b>	<b>1,000</b>	<b>1,000</b>	-	-
Statutory Appropriations	1,000	1,000	-	-
Ministry Total Capital Expense	2,000	2,000	-	-
<b>CAPITAL ASSETS</b>				
3101 Consumer Services Program	1,000	1,000	-	-
<b>TOTAL CAPITAL ASSETS TO BE VOTED</b>	<b>1,000</b>	<b>1,000</b>	-	-
Ministry Total Capital Assets	1,000	1,000	-	-
<b>Ministry Total Operating and Capital Including Consolidation and Other Adjustments (not including Assets)</b>	<b>20,428,014</b>	<b>20,386,014</b>	<b>42,000</b>	<b>18,369,154</b>

**CONSUMER SERVICES PROGRAM - VOTE 3101**

This program supports consumer protection and public safety in Ontario by: ensuring effective compliance strategies; modernizing the business and consumer protection regulatory environment; and maintaining a modern regulatory and legal environment that protects Ontario's families, generates confidence and supports economic growth.

**VOTE SUMMARY**

(\$)

<b>ITEM #</b>	<b>ITEM</b>	<b>Estimates 2012-13</b>	<b>Estimates 2011-12</b>	<b>Difference Between 2012-13 and 2011-12</b>	<b>Actual 2010-11</b>
<b>OPERATING EXPENSE</b>					
6	Consumer Services	20,360,000	20,318,000	42,000	18,303,186
<b>TOTAL OPERATING EXPENSE TO BE VOTED</b>		<b>20,360,000</b>	<b>20,318,000</b>	<b>42,000</b>	<b>18,303,186</b>
S	Minister's Salary, the <i>Executive Council Act</i>	47,841	47,841	-	49,301
S	Parliamentary Assistant's Salary, the <i>Executive Council Act</i>	16,173	16,173	-	16,667
S	Bad Debt Expense, the <i>Financial Administration Act</i>	2,000	2,000	-	-
Total Statutory Appropriations		66,014	66,014	-	65,968
<b>Total Operating Expense</b>		<b>20,426,014</b>	<b>20,384,014</b>	<b>42,000</b>	<b>18,369,154</b>
<b>OPERATING ASSETS</b>					
2	Consumer Services	1,000	1,000	-	-
<b>TOTAL OPERATING ASSETS TO BE VOTED</b>		<b>1,000</b>	<b>1,000</b>	<b>-</b>	<b>-</b>
<b>Total Operating Assets</b>		<b>1,000</b>	<b>1,000</b>	<b>-</b>	<b>-</b>

VOTE SUMMARY  
(\$)

ITEM #	ITEM	Estimates 2012-13	Estimates 2011-12	Difference Between 2012-13 and 2011-12	Actual 2010-11
<b>CAPITAL EXPENSE</b>					
3	Consumer Services	1,000	1,000	-	-
<b>TOTAL CAPITAL EXPENSE TO BE VOTED</b>		<b>1,000</b>	<b>1,000</b>	<b>-</b>	<b>-</b>
S	Amortization, the <i>Financial Administration Act</i>	1,000	1,000	-	-
Total Statutory Appropriations		1,000	1,000	-	-
<b>Total Capital Expense</b>		<b>2,000</b>	<b>2,000</b>	<b>-</b>	<b>-</b>
<b>CAPITAL ASSETS</b>					
4	Consumer Services	1,000	1,000	-	-
<b>TOTAL CAPITAL ASSETS TO BE VOTED</b>		<b>1,000</b>	<b>1,000</b>	<b>-</b>	<b>-</b>
<b>Total Capital Assets</b>		<b>1,000</b>	<b>1,000</b>	<b>-</b>	<b>-</b>

## CONSUMER SERVICES PROGRAM - VOTE 3101, cont'd

## STANDARD ACCOUNTS CLASSIFICATION

(\$)

VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS		
	<b>OPERATING EXPENSE</b>		
3101-6	Consumer Services		
	Salaries and wages		11,306,400
	Employee benefits		1,472,900
	Transportation and communication		613,700
	Services		6,949,500
	Supplies and equipment		277,500
	Transfer payments		
	Grants in Support of Consumer Services		5,000
	Subtotal		20,625,000
	Less: Recoveries		265,000
	<b>Total Operating Expense to be Voted</b>		<b>20,360,000</b>
	<i>Sub-Items:</i>		
	<i>Ministry Administration</i>		
	Salaries and wages	2,766,500	
	Employee benefits	342,200	
	Transportation and communication	130,000	
	Services	3,543,300	
	Supplies and equipment	105,200	6,887,200
	<i>Consumer Services</i>		
	Salaries and wages	8,539,900	
	Employee benefits	1,130,700	
	Transportation and communication	483,700	
	Services	3,406,200	
	Supplies and equipment	172,300	
	Transfer payments		
	Grants in Support of Consumer Services	5,000	
	Subtotal	13,737,800	
	Less: Recoveries	265,000	13,472,800
	<b>Total Operating Expense to be Voted</b>		<b>20,360,000</b>

## CONSUMER SERVICES PROGRAM - VOTE 3101, cont'd

## STANDARD ACCOUNTS CLASSIFICATION, cont'd

(\$)

VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS	
<b>OPERATING EXPENSE</b>		
<b>Statutory Appropriations</b>		
S	Minister's Salary, the <i>Executive Council Act</i>	47,841
S	Parliamentary Assistant's Salary, the <i>Executive Council Act</i>	16,173
	Other transactions	
S	Bad Debt Expense, the <i>Financial Administration Act</i>	2,000
<b>Total Operating Expense for Consumer Services Program</b>		<b>20,426,014</b>
<b>OPERATING ASSETS</b>		
3101-2	Consumer Services	
	Deposits and prepaid expenses	1,000
<b>Total Operating Assets to be Voted</b>		<b>1,000</b>
<b>Total Operating Assets for Consumer Services Program</b>		<b>1,000</b>
<b>CAPITAL EXPENSE</b>		
3101-3	Consumer Services	
	Other transactions	1,000
<b>Total Capital Expense to be Voted</b>		<b>1,000</b>
<b>Statutory Appropriations</b>		
	Other transactions	
S	Amortization, the <i>Financial Administration Act</i>	1,000
<b>Total Capital Expense for Consumer Services Program</b>		<b>2,000</b>
<b>CAPITAL ASSETS</b>		
3101-4	Consumer Services	
	Land and marine fleet	1,000
<b>Total Capital Assets to be Voted</b>		<b>1,000</b>
<b>Total Capital Assets for Consumer Services Program</b>		<b>1,000</b>

**RECONCILIATION TO PREVIOUSLY PUBLISHED DATA**

<b>OPERATING EXPENSE</b>	<b>Estimates 2011-12 \$</b>	<b>Actual 2010-11 \$</b>
Total Operating Expense previously published*	20,384,014	56,336,196
Government Reorganization		
Transfer of functions to other Ministries	-	(37,967,042)
<b>Restated Total Operating Expense</b>	<b>20,384,014</b>	<b>18,369,154</b>

\*Total Operating Expense includes Statutory Appropriations, Special Warrants and total operating expense to be voted.

<b>CAPITAL EXPENSE</b>	<b>Estimates 2011-12 \$</b>	<b>Actual 2010-11 \$</b>
Total Capital Expense previously published*	2,000	38,279
Government Reorganization		
Transfer of functions to other Ministries	-	(38,279)
<b>Restated Total Capital Expense</b>	<b>2,000</b>	<b>-</b>

\*Total Capital Expense includes Statutory Appropriations, Special Warrants and total capital expense to be voted.

<b>CAPITAL ASSETS</b>	<b>Estimates 2011-12 \$</b>	<b>Actual 2010-11 \$</b>
Total Capital Assets previously published*	1,000	646,254
Government Reorganization		
Transfer of functions to other Ministries	-	(646,254)
<b>Restated Total Capital Assets</b>	<b>1,000</b>	<b>-</b>

\*Total Capital Assets includes Statutory Appropriations, Special Warrants and total capital assets to be voted.