



MINISTRY OF GOVERNMENT SERVICES

[ABOUT THE MINISTRY](#) | [MINISTRY PROGRAMS](#) | [NEWS](#) | [CONTACT US](#)**About the Ministry**[HOME](#) > [HOME](#) > [ABOUT THE MINISTRY](#)**Published Results-based Plan 2008-09****MINISTRY OVERVIEW**

The Ministry of Government and Consumer Services (MGCS) is a leader in the delivery of public services, consumer protection and the development of a modern and innovative Ontario Public Service (OPS).

The ministry is responsible for:

- providing government services and information to the public and businesses through ServiceOntario;
- consumer protection; and
- the government's workforce, procurement and technology resources.

The ministry delivers information and quick, easy and convenient services to people and businesses online, over the telephone or in person at centres located in more than 69 communities. ServiceOntario is becoming a leader in service delivery by meeting or exceeding customer expectations with its service.

MGCS protects consumers by educating them about their rights and responsibilities in the marketplace. It helps consumers to resolve issues and it protects consumers from fraud, including new regulations to protect payday loan borrowers introduced in August 2007, and new legislation introduced in March 2008. The ministry's goal is to ensure that the people of Ontario benefit from a fair, safe and informed marketplace where consumer rights are protected.

Ensuring Ontario has a modern and innovative public service that is inclusive and diverse at all levels is also a key responsibility. The ministry is focused on attracting and retaining new talent, engaging employees to meet key priorities and building future capacity to ensure continued provision of high-quality services to the public.

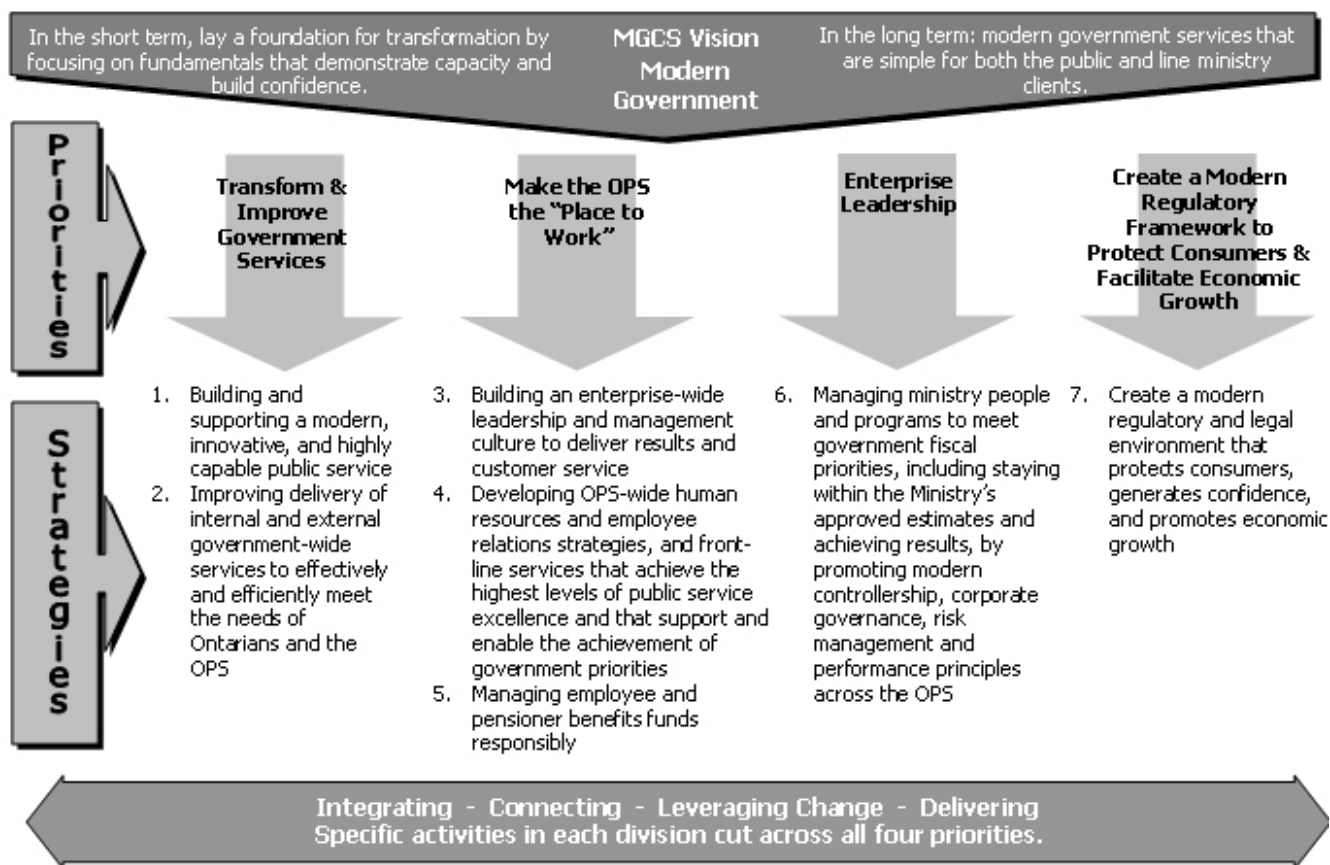
MGCS also supports other ministries in the Government of Ontario by providing essential OPS-wide services including human resources support, procurement, transactional processing and information technology. It is also responsible for preserving Ontario's rich history through the Archives of Ontario.

The 2008-09 Results-based Plan builds on the ministry's achievements in its second full year of operations; MGCS has made significant progress in its work to modernize and transform government.

MGCS is working to build the best public service in the world and to deliver on the government's commitment to be a responsive and innovative

world leader in customer service and consumer protection.

The MGCS vision and priorities are illustrated in the following chart.



The ministry's seven strategies are supported by programs as follows:

The Service Delivery Program is responsible for improving the delivery of internal and external government-wide services so they keep pace with the rising expectations and needs of Ontarians and the OPS. All of MGCS' service delivery programs focus on improving government services.

ServiceOntario gives Ontarians easy, cost-effective access to government services. As a public-facing enterprise service delivery organization, ServiceOntario is responsible for delivering information and transactional services to both individuals and businesses over multiple channels including: in-person/counter, kiosk, telephone and online. ServiceOntario is well underway to establishing itself as the government's service gateway, with a wide-range of services now offered and/or managed by ServiceOntario. It is becoming the retail expert for government services and is making it easier for citizens to access information and services.

The Archives of Ontario collects, manages and preserves the records of Ontario and promotes public access to Ontario's documentary memory. It provides responsible stewardship of the Government of Ontario's Art Collection, and promotes good recordkeeping practices in the government.

The Office of the Corporate Chief Information Officer (OCCIO) provides transformational leadership for the information management and information technology in government including policy and implementation for common infrastructure, governance and accountability, and delivery of OPS-wide common services such as computer processing and network facilities.

Ontario Shared Services (OSS) provides employee and business support services including payroll management and processing, benefits administration, financial processing and collections, insurance and risk management, print, forms and government translations to all ministries in the OPS. This enterprise-wide approach provides a modern, coordinated and integrated approach to business services throughout the government organization. OSS services include financial processing and collections and supply chain management.

Consumer Protection and Public Safety / Business Standards is responsible for maintaining a modern regulatory and legal environment that protects consumers, generates confidence and promotes economic growth. It deals with policy development for the ministry's consumer and business services programs and provides oversight to ensure effective governance, accountability, and relationship management with respect to the ministry's agencies, delegated administrative authorities, and other service delivery partners.

The Licence Appeal Tribunal hears appeals concerning compensation claims and licensing activities under various ministries' statutes. The Alcohol and Gaming Commission of Ontario (AGCO) is charged with the administration and enforcement of the regulatory framework which governs the liquor and gaming sectors in the province. The AGCO also sets and enforces standards in the gaming and beverage alcohol industries where the risks of illegal activity and potential social costs are significant.

The Modernization Program consists of the Modernization Division and the OPS Diversity Office focusing on transforming and improving government services for citizens. The Modernization Division is responsible for building capacity across the Ontario Public Service to create and sustain transformational change and achieve modernization objectives.

The OPS is committed to creating a workforce that is reflective of Ontario and the population it serves and to building a modern organization that is inclusive, diverse at all levels, free from all forms of illegal discrimination, accessible and barrier free. The Diversity Strategic Framework and Office were established to create a road map to assist the OPS in its modernization and transformation process. Its goals are to identify and remove discriminatory barriers in employment, increase the representation of diverse groups at all leadership levels, deliver efficient, inclusive and diverse services to Ontarians and to lead the OPS Accessibility Leadership Strategy.

The Human Resources Services Program is responsible for creating and sustaining the human capital required to support modern efficient public services and facilitate the achievement of government priorities. It does this by delivering integrated HR services that support business objectives. The program is also developing and implementing HR strategies and policies that support employment and employee development in the OPS, and make the Ontario Public Service the "Place to Work". The program also coordinates the internal security, and emergency planning and management for the OPS.

The Centre for Leadership and Learning is responsible for building an enterprise-wide leadership and management culture, optimizing workforce revitalization and ensuring a dynamic and innovative workforce. The goal is to make the Ontario Public Service the "Place to Work". Primary activities include: supporting executive services through the development of a talent management program; delivering a learning strategy and a range of learning and development opportunities; helping to drive leadership capacity in the agencies, boards and commissions; and developing and implementing a youth and new professionals strategy.

The Employee and Pensioner Benefits (Employer Share) Program is responsible for the province's share of public service payroll-related benefits. It is administered by Ontario Shared Services on behalf of the Human Resource Management and Corporate Policy Division.

The Office of the Conflict of Interest Commissioner has responsibility for certain conflict of interest and political activity matters under the Public Service of Ontario Act. The Commissioner is responsible for approving conflict of interest rules of public bodies to ensure consistency with OPS standards, for handling referrals from Deputy Ministers and Chairs of public bodies on specific conflict of interest matters and for receiving disclosures of personal information from public servants working on matters that involve the private sector.

The Ministry Administration Program provides administrative and support services to enable the ministry to deliver on government results and fiscal priorities. The functions include financial management, human resources, accommodations and facilities management, information and information technology (I&IT), legal, communications, planning and results monitoring to assist and support ministry program areas in achieving their business goals.

MGCS' seven strategies support the government priority of Strong People, Strong Economy. They support a modern, efficient public service by delivering timely, cost-effective and accountable public services.

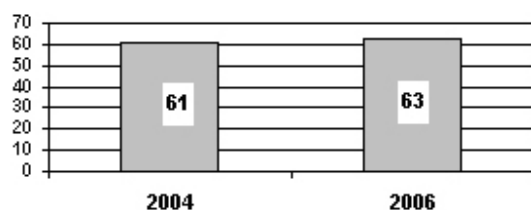
MGCS also supports the achievement and success of all government priorities and results by providing supports and services to all ministries and helping them achieve their business goals and deliver high-quality services.

Performance Measures

The ministry's performance measures align with the seven strategies that support the Strong People, Strong Economy government priority, contributing to a modern, efficient public service. Some measures include:

Customer Satisfaction with Public-facing services. The OPS is committed to continuously monitor and improve the services it provides to the citizens and businesses in Ontario. Ontario participates in and receives reports of joint studies with other government jurisdictions through the Institute for Citizen-Centered Service (ICCS) that includes services such as registration of property and new businesses.

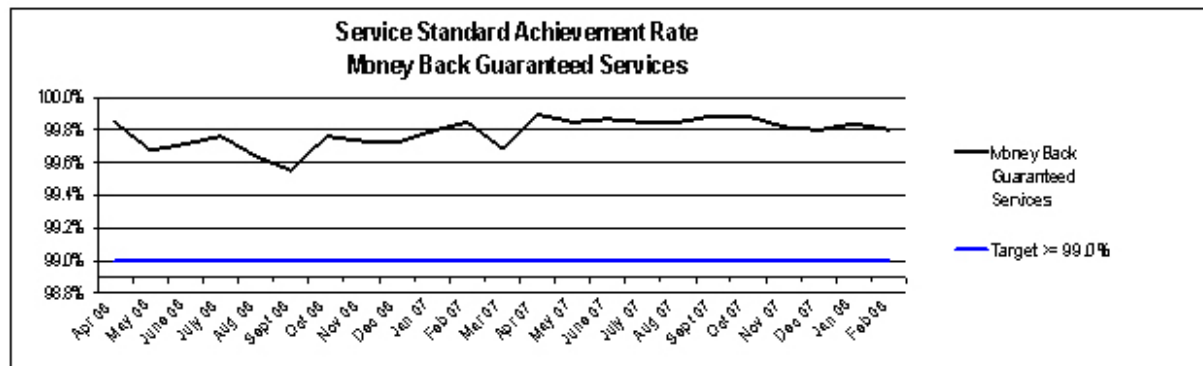
The public has the right to receive services from the Ontario government that meet or exceed quality service standards. The OPS monitors timeliness, accuracy, courtesy, knowledge, access, and overall satisfaction, through the Citizen and Business Satisfaction with Government Services Index. Results showed that while customer satisfaction has improved, there is still considerably more to do towards improving customer satisfaction:



2006 results for the Taking Care of Business (TCOB) Index score show an improvement of 2 points over the 2004 results.

The national Citizens First (CF) and TCOB studies take place biennially in alternating years. In the fall of 2007 the OPS also participated in the CF study, the results for which will be available in the spring of 2008. Goals for 2008-09 include comparing our services to other jurisdictions and to plan customer service improvements across the OPS.

Service Standards Achievement measures the percent of transactions delivered within established service standards, and indicates the effectiveness of service delivery processes. The money-back service guarantee has had an average 99.8% achievement rate in Fiscal 2007-08:



The benefit to the public is high satisfaction and increased confidence in government. The goal for 2008-09 is to maintain a service standard achievement above the 99% target rate through strict process control and continuous improvement.

Effective use and management of information and information technology will enable public services to be better, more adaptable, more cost-effective, and service-focused.

Examples include:

- Enhanced access to increasingly popular e-channels, which rate higher on user satisfaction than other service channels.
- Enabling improved service delivery timeframes and increased availability of information and services.
- Reducing geographical divides through important initiatives such as Telemedicine, video remand hearings, the broadband initiative and collaborative portals.
- Successfully managing the government expenditure on hardware and software, as well as containing overall I&IT costs and building internal capacity by converting strategically appropriate consulting roles into staff roles.

Spending per resident on I&IT in Ontario was \$73.54 in 2006-07, down from \$78.76 in 2001-02:

Fiscal Year	IT Spend (\$M)	Population (M)	\$ per Resident
1999 – 2000	835	11.7	71.37
2000 – 2001	902	11.9	75.8
2001 – 2002	953	12.1	78.6
2002 – 2003	946	12.3	76.91
2004 – 2005	826	12.4	75.44
2005 – 2006	939	12.6	74.52
2006 – 2007	934	12.7	73.54

Source: Stats Canada, IFIS, WIN and Cluster Financial Representatives

Less than 7% of the money spent directly by the Ontario government is spent on I&IT Staff, Goods and Services. This percentage has steadily declined since 2001-02:

1 Does not include Transfer Payments

The goals for 2008-09 are to continue to increase efficiency and maintain or improve service quality, while ensuring that I&IT spending per resident and total I&IT spending remains steady or declines.

HIGHLIGHTS AND 2007-08 KEY RESULTS AND ACHIEVEMENTS

Significant ministry achievements for 2007-08 include the following:

Enhanced Public Services

- ServiceOntario met its 15-day money-back service guarantee standards more than 99.5% of the time for birth, marriage and death certificates, and its two-day money-back service guarantee 100% of the time for the electronic Master Business Licence. ServiceOntario offers the first money-back guarantee in North America for public service within a set period of time.
- ServiceOntario successfully completed the integration of Driver and Vehicle Licensing services in July 2007.
- More than 91% of calls to the ServiceOntario Contact Centre general inquiry line were answered by an agent in 30 seconds or less during the months of December 2007 and January 2008. This is an improvement of more than 50 percentage points since October 2007.
- ServiceOntario established new service centres in Kemptville, Pembroke, Cochrane, Kanata, Sudbury, College Park, Tweed, Aylmer, Terrace Bay, Sarnia and London. There are now centres in more than 69 communities in Ontario.
- BizPal, (a web-based service for new businesses to know which permits and licences are required by all three levels of government) has been implemented in 27 communities.
- The Archives and Recordkeeping Act came into force on September 1, 2007, providing a strong legislative framework to ensure that the public records of Ontario are managed, kept and preserved in a useable form for the benefit of present and future generations. The Archives has also developed a preservation strategy for archival electronic records that will help it preserve electronic records of long-term value for future generations.
- Construction of the new Archives facility at York University in Toronto is well underway, and a plan has been developed by Archives staff to move the irreplaceable collections safely and securely.

Consumer Protection

- Consumers now have greater protection from Identity Theft. New provisions to the Consumer Reporting Act allow consumers to place flags on their credit reports, and requires Consumer-reporting agencies to place alerts or warnings in a consumers file at the request of the consumer. Credit lenders are now required to take extra precautions when processing credit applications in confirming the identity of the consumer.
- The ministry has strengthened legislation to protect borrowers of payday loans. These include prominent store signage displaying the total cost of borrowing and stronger contract disclosures. In addition, on March 31, 2008 the ministry announced the Payday Loans Act, 2008. The focus of the Act will be on providing consumers with better knowledge and understanding to make improved borrowing decisions as well as introducing additional protective measures.
- Amendments to the Electricity Act improve the Electrical Safety Authority's ability to ensure the safety of Ontario's consumers by providing them with the ability to regulate unsafe electrical products in the marketplace.
- New regulations prohibiting advertising by illegal Internet gaming sites came into force. The growth of these sites raises a number of concerns for consumers, including the potential of providing sensitive information to fraudulent firms and access by minors.
- Liquor Licence reform has provided the Alcohol and Gaming Commission with the necessary enforcement tools required to regulate the sale, service and consumption of beverage alcohol. These additional enforcement powers allow the Commission to target problem establishments, assisting local police efforts.
- New Lottery Regulation rules are now being enforced. This includes a requirement that all lottery retailers be registered with the Alcohol and Gaming Commission.
- The Office of the Corporate Chief Information Officer developed and implemented "One-Key" registration and access service that gives businesses secure online access to websites for Ontario tax programs and Enterprise Ontario Apprenticeship programs. For example, I&IT allows online birth certificates to be delivered in timely manner, saving citizens time and effort.

Ministry Efficiencies

- MGCS supported the Ontario Government's environmental initiatives by undertaking a pilot project to divert government e-waste (surplus computers, printers, etc) from landfill. Under the pilot, 438,000 pounds of e-waste was processed, diverted from landfill and 100% recycled. This exceeded the target (400,000 pounds) by 10%.
- Ontario is using information and information technology effectively to provide better, faster, less costly and more adaptive government operations and public services. The increasing availability and use of electronic channels (Internet, kiosk and telephone/call centre) for government services is transforming the way the services are delivered to the public.
- The OPS Ideas Program and Innovation Fund, which supports new initiatives that assist in achieving a modern OPS, approved 24 projects for implementation with a combined potential savings of \$3.3 million.

Professionalism in the OPS

- The Ontario Public Service has been recognized as one of Canada's 25 Best Diversity Employers for 2008. Several hundred employers with a wide range of diversity initiatives were considered for this year's award, which recognizes the nation's leaders in workplace diversity and inclusiveness initiatives for women, visible minorities, handicapped and disabled individuals, aboriginal Canadians, and gay and lesbian employees.
- The ministry remains committed to the development of youth and new professionals. Throughout 2007-08, the ministry secured approximately 4,400 short-term work experiences through six employment programs designed for youth and new professionals.

Detailed ministry 2007-08 achievements are outlined in Appendix 1: Annual Report.

[MGS organizational chart \(PDF\)](#)

[Acts administered by the Ministry of Government Services \(PDF\)](#)

AGENCIES, BOARDS AND COMMISSIONS

Name & Type	Description	Member	Address
Advertising Review Board Type: Regulatory	Oversees the competitive selection and review of advertising and public relations agencies to provide advertising, public and media relations, and creative communications services to the Crown.	Chair: Michel Frappier Appointments are made by the Minister of Government and Consumer Services and by Ministerial Appointment letter.	Location: 900 Bay Street 2 nd Floor, Room M2-56 Macdonald Block Toronto , Ontario M7A 1N3

Alcohol and Gaming Commission of Ontario Type: Regulatory	Responsible for the administration of Charitable Gaming, the Liquor Licence Act, Gaming Control Act and the Wine Content Act, and executing assigned statutory duties including acting as an appeal tribunal.	Chair: David C. Gavsie The Lieutenant Governor appoints at least five members and designates one of the members as chair.	Location: 90 Sheppard Avenue East Suite 2000 Toronto , Ontario M2N 0A4
Board of Funeral Services (BoFS) Type: Regulatory	Regulates the funeral industry by administering the Funeral Directors and Establishments Act. Also mediates and adjudicates complaints, and administers a consumer compensation fund.	Chair: William Kiteley Composed of 13 members, eight funeral directors, and five public persons. All members are appointed by the Lieutenant Governor through Orders-in-Council.	Location: 777 Bay Street, Suite 2810, Box 117 Toronto , Ontario M5G 2C8
Electrical Safety Authority (ESA) Type: Regulatory, Delegated Administrative Authority	Ensures compliance with Ontario's Electrical Safety Code in the electrical industry as well as in the residential, commercial and industrial markets. The ESA also certifies contractors and master electricians as part of a mandatory registration program, and has responsibility to ensure that electrical products used in Ontario meet safety requirements.	Chair: John Wiersma Governed by a 12 member Board of Directors consisting of nine representatives from industry and three ministerial appointees.	Location: 155A Matheson Boulevard East Suite 202 , West Tower Mississauga , Ontario L5R 3L5
Justices of the Peace Remuneration Commission Type : Advisory	Established under the Justices of the Peace Act. It makes recommendations to the government on remuneration for Justices of the Peace.	Chair: Peter Cory The Lieutenant Governor appoints two members, and the Justices of the Peace appoint their own member.	Location: 77 Wellesley Street West 13 th Floor Ferguson Toronto , Ontario M7A 1N3

Licence Appeal Tribunal Type: Adjudicative	Hears appeals from decisions concerning compensation claims and licensing activities regulated by the Ministry of Government and Consumer Services, the Ministry of Transportation, the Ministry of Children and Youth Services, the Ministry of Community Safety and Correctional Services, the Ministry of Training, Colleges and Universities, and the Ministry of Municipal Affairs and Housing.	Chair: Lynda Tanaka The Lieutenant Governor appoints not fewer than three members and designates one of the members as chair and may designate one or more other members as vice-chairs.	Location: 1 St. Clair Avenue West 12 th Floor Toronto , Ontario M4V 1K6
Office of the Conflict of Interest Commissioner Type: N/A	Is responsible for certain conflict of interest and political activity matters under the Public Service of Ontario Act. The Commissioner is responsible for approving conflict of interest rules of public bodies to ensure consistency with OPS standards, for handling referrals from Deputy Ministers and Chairs of public bodies on specific conflict of interest matters and for receiving disclosures of personal information from public servants working on matters that involve the private sector.	Commissioner: The Lieutenant Governor appoints the Commissioner who may designate a person employed in the office of the Commissioner to act in their absence.	Location: Macdonald Block - M152A 900 Bay Street Toronto , Ontario M7A 1N3
Ontario Film Review Board (OFRB) Type: Regulatory	Receives its mandate through the Film Classification Act, 2005. Subject to specific exceptions, if a film (e.g. movie, DVD, video, etc.) is to be distributed or exhibited in Ontario, it must first be classified by the OFRB. The OFRB's objective is to classify film and thereby provide the public with sufficient information to make informed viewing choices for themselves and their children.	Chair: Janet Robinson Members are appointed by the Lieutenant Governor in Council on the recommendation of the Minister of Government and Consumer Services. Under the <i>Government Appointees Directive</i> initial appointments are for two years with subsequent three and five year terms on the recommendation of the Chair.	Location: 1075 Millwood Road Toronto , Ontario M4G 1X6

Ontario Motor Vehicle Industry Council (OMVIC) Type: Regulatory, Delegated Administrative Authority	Administers the Motor Vehicle Dealers Act (MVDA) and the Motor Vehicle Dealers Compensation Fund. Also responsible for registering motor vehicle dealers and salespeople, conducting inspections and investigations.	Chair / President: John Gibbons Governed by a 12-member board of directors made up of nine motor vehicle dealers and three members appointed by the Minister of Government and Consumer Services.	Location: 789 Don Mills Road, Suite 800 Toronto , Ontario M3C 1T5
Ontario Pension Board Type: Trust	Responsible for the administration of the Public Service Pension Plan (PSPP), the investment of the Public Service Pension Fund, the adjudication of claims, and the making of payments of pension and related benefits under the Plan. It also provides administration services for both the Provincial Judges Pension Plan and a supplementary pension plan.	Chair: Vincenza Sera The Lieutenant Governor appoints all members of the Board. A t least one Board member is to represent members of the Plan represented by a bargaining agent. The Board presently consists of eight members, three of whom are nominated by employee groups.	Location: 1 Adelaide Street East Suite 1100 Toronto , Ontario M5C 2X6
Ontario Public Service Employees' Union (OPSEU) Pension Trust Type: N/A	The board is an independent organization, responsible for the administration of the OPSEU Pension Plan, the investment of the OPSEU Pension Fund assets, the adjudication of pension claims and the making of payments of pension and related benefits under the plan.	Chair: David Rapaport The board is composed of ten members, five of whom are appointed by OPSEU and five by the government.	Location: 1 Adelaide Street East Suite 1200 Toronto , Ontario M5C 3A7
Ontario Racing Commission (ORC) Type: Regulatory	Acts in the public interest to govern, direct, control and regulate the horse racing industry in Ontario and to ensure public confidence in the honesty and integrity of the industry.	Chair: Rod Seiling	Location: 10 Carlson Court Suite 400 Toronto , Ontario M9W 6L2
Provincial Judges Pension Board Type: Trust	Responsible for the administration of the Provincial Judges Pension Plan established for provincial judges.	Chair: Keith Gray The Lieutenant Governor appoints three members and designates a chair.	Location: c/o Ontario Pension Board 1 Adelaide St. East Suite 1100 Toronto , Ontario M5C 2X6

Provincial Judges Remuneration Commission Type: Advisory	Established under the Courts of Justice Act to make recommendations to the government on the remuneration for Ontario Court of Justice.	Chair: Marilyn Nairn The Lieutenant Governor appoints two members, and the Ontario Conference of Judges appoints its own member.	Location: 77 Wellesley Street West 13 th Floor Ferguson Toronto , Ontario M7A 1N3
Provincial Deputy Judges Remuneration Commission Type: Advisory	Established under Order-in-Council to make recommendations to the government on the remuneration for Ontario Deputy Judges of the Small Claims Court.	Chair: Louisa Davie	Location: 77 Wellesley Street West 13 th Floor Ferguson Toronto , Ontario M7A 1N3
Civil Service Commission Type: Regulatory	Monitors the government's performance as an employer, with emphasis on compliance with the Public Service of Ontario Act while maintaining the merit principle.	Chair: Michelle E. DiEmanuele The Lieutenant Governor appoints the chair and at least two other members.	Location: 99 Wellesley Street West Suite 5320 , 5 th Floor, Whitney Block Toronto , Ontario M7A 1A1
Public Service Grievance Board Type: Adjudicative	Makes decisions on grievances regarding discipline, dismissal and working conditions of Ontario public servants who are not members of a bargaining unit. Agency established under the Public Service of Ontario Act. Administrative services provided in co-operation with the Grievance Settlement Board (GSB).	Chair: Donald Carter The Lieutenant Governor appoints at least three members and designates one as chair.	Location: 180 Dundas Street West Suite 600 Toronto , Ontario M5G 1Z8
Real Estate Council of Ontario (RECO) Type: Regulatory, Delegated Administrative Authority	Administers the Real Estate and Business Brokers Act, 2002 (REBBA) and registers real estate brokerages, brokers and salespeople and performs inspections of business premises of registrants to ensure compliance with the Act. Also administers a mandatory continuing education program, a Code of Ethics and Complaint process and an Insurance program.	Chair: Brian C. Sukkau Governed by a 12-member Board of Directors, which includes nine elected representatives from the profession and three ministerial appointees to represent consumers, business and government.	Location: 3250 Bloor Street West Suite 600 , East Tower Toronto , Ontario M8X 2X9

Tarion Warranty Corporation Type: Regulatory	Registers new home builders and vendors, enrolls new homes for warranty coverage, investigates illegal building practices, resolves warranty disputes between builders/vendors and homeowners, and promotes high standards of construction among Ontario's new home builders.	Chairman: Robert E. Wade Tarion is governed by a 15 member Board of Directors, consisting of respected professionals who represent the Ontario Home Builders' Association (OHBA), consumer organizations, financial institutions, and provincial and municipal levels of government, including five members appointed by the Minister of Government and Consumer Services.	Location: 5160 Yonge Street 12th Floor Toronto , Ontario M2N 6L9
Technical Standards & Safety Authority (TSSA) Type: Regulatory, Delegated Administrative Authority	Reviews designs and performs risk-based device inspections in four key sectors: boilers and pressure vessels and their associated operating engineers; amusement and elevating devices (elevators, escalators, ski lifts); hydrocarbon fuels (transportation, storage and distribution, utilization); and, upholstered and stuffed articles.	Chair: Rudy Riedl The Board consists of 13 members with three to six elected members from our regulated sectors, three to six elected non-regulated sector members and three members appointed by the Minister of Government and Consumer Services.	Location: 3300 Bloor Street West 14th Floor, Centre Tower Toronto , Ontario M8X 2X4
Travel Industry Council of Ontario (TICO) Type: Regulatory, Delegated Administrative Authority	Registers travel agents and wholesalers and performs inspections of registrants to ensure compliance with the Travel Industry Act, 2002. Also administers the Travel Industry Compensation Fund, which is largely financed by the Ontario travel industry.	Chair: Scott Stewart TICO is governed by a 15 member Board of Directors, consisting of 11 industry members and four ministerial appointees.	Location: 2700 Matheson Boulevard East Suite 402 , West Tower Mississauga , Ontario L4W 4V9
Vintners Quality Alliance Ontario Type: Regulatory, Delegated Administrative Authority	Administers the Vintners Quality Alliance Act, 1999, a regulated "Appellation of Origin" system by which consumers can identify quality wines in Ontario.	Chair / President: Greg Berti	Location: 1 Yonge St., Suite 1601 Toronto , Ontario M5E 1E5

Agencies (may be known as Boards, Commissions, Corporations etc.) are provincial government organizations established by and accountable to the government but not part of a ministry. ABCs are self-financing operations and are not part of the ministry's expenditure estimates except where amounts are shown.

	Classification	2008-09 Expenditure Estimates	2008-09 Revenue Estimates	2007-08 Expenditure Interim Actuals	2007-08 Revenue Interim Actuals	2006-07 Expenditures Actuals	2006-07 Revenue Actuals
Advertising Review Board ^A	Regulatory	\$ 32,000	\$	\$ 29,000	\$	\$ 19,000	\$
Board of Funeral Services (BoFS)	Regulatory						
Civil Service Commission ^C	Regulatory						
Electrical Safety Authority (ESA) ^B	Regulatory, Delegated Administrative Authority						
Justices of the Peace Remuneration Commission ^D	Advisory	300,000		544,774		327,412	
Ontario Film Review Board (OFRB)	Regulatory						
Ontario Motor Vehicle Industry Council (OMVIC) ^B	Regulatory, Delegated Administrative Authority						
Ontario Pension Board ^E	Trust						
Ontario Racing Commission	Regulatory						
Provincial Judges Pension Board ^F	Trust	127,000		262,935		201,067	
Provincial Judges Remuneration Commission ^D	Advisory	100,000		996,181		372,934	
Provincial Deputy Judges Remuneration Commission ^D	Advisory			166,375			
Public Service Grievance Board ^G	Adjudicative	145,000	145,000	155,125	155,125	132,329	132,329
Real Estate Council of Ontario (RECO) ^B	Regulatory, Delegated Administrative Authority						
Tarion Warranty Corporation	Regulatory						
Technical Standards & Safety Authority (TSSA) ^B	Regulatory, Delegated Administrative Authority						
Travel Industry Council of Ontario (TICO) ^B	Regulatory, Delegated Administrative Authority						
Vintners Quality Alliance Ontario (VQA) ^B	Regulatory, Delegated Administrative Authority						

A. Amounts represent per diems paid to board members from funds that reside within the MGCS allocation.

B. Delegated Administrative Authorities (DAAs) are independent, financially self-sustaining not-for-profit corporations usually accountable to a Board of Directors.

DAAs operate as an administrative authority under specific legislation and an administrative agreement with MGCS.

DAAs are responsible for meeting the legislative and contractual obligations in the delivery of their delegated regulatory mandate.

C. The Civil Service Commission has no permanent staff; meetings are held as needed. Members are civil servants who do not receive additional compensation.

D. Costs reflect anticipated administrative and legal costs for the appointments of the Sixth Provincial Judges and Fourth Justices of the Peace, and activities of these Commissions.

The Provincial Deputy Judges Remuneration Commission was established in 07/08.

E. The Ontario Pension Board's per diems are not funded from MGCS' Estimates.

F. Amounts represent the per diems for board members and administration of the Provincial Judges Pension Plan.

G. The Public Service Grievance Board is administered by the Ministry of Labour on behalf of MGCS; it provides administrative services for scheduling cases and all expenditures incurred are reimbursed by ministries that use the services of the Board.

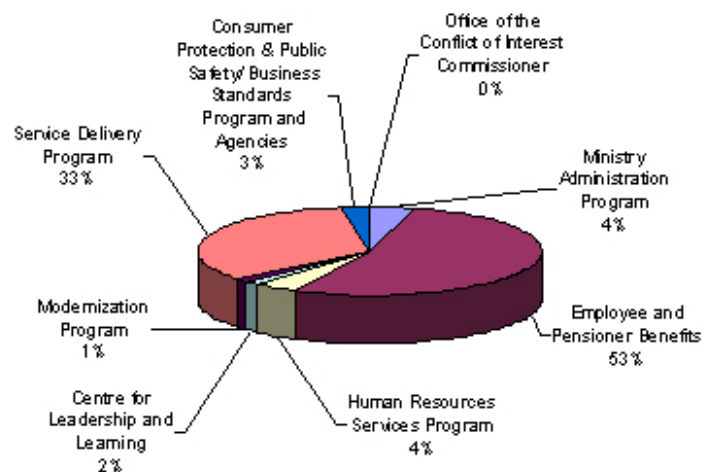
MINISTRY FINANCIAL INFORMATION

Table 1: Ministry Planned Expenditures 2008-09

Ministry Planned Expenditures (\$M) 2008-09

Operating	1,701.3
Capital	115.7
TOTAL	1,817.0 *

*includes statutory appropriations and consolidations (not including assets)

Ministry Voted Operating and Capital (Excluding Operating Assets)**Table 2: Operating and Capital Summary by Vote**

MINISTRY OF GOVERNMENT SERVICES
2008-09 ESTIMATES
OPERATING AND CAPITAL SUMMARY BY VOTE

Vote/Program	2008-09 Estimates	Change From 2007-08 Estimates	2007-08 Estimates	2007-08		2006-07 Actuals
				Interim	Actuals	

	EXPENSES	EXPENSES	EXPENSES	EXPENSES	EXPENSES	EXPENSES
	\$	\$	%	\$	\$	\$
OPERATING AND CAPITAL						
Ministry Administration Program	77,212,600	25,607,400	49.6%	51,605,200	45,052,776	49,675,360
Employee and Pensioner Benefits	966,857,000	208,550,000	27.5%	758,307,000	747,307,000	807,787,403
Human Resources Services Program	73,589,800	7,417,300	11.2%	66,172,500	61,360,380	50,181,648
Centre for Leadership and Learning	33,081,900	1,454,300	4.6%	31,627,600	30,542,100	30,489,704
Modernization Program	11,413,400	(1,961,600)	(14.7%)	13,375,000	10,777,300	10,848,944
Service Delivery Program	606,841,400	119,072,200	24.4%	487,769,200	538,067,700	544,767,926
Consumer Protection & Public Safety/ Business Standards Program and Agencies	51,890,400	719,200	1.4%	51,171,200	52,377,800	52,742,408
Office of the Conflict of Interest Commissioner	974,100	202,000	26.2%	772,100	787,620	-
Total Including Special Warrants	1,821,860,600	361,060,800	24.7%	1,460,799,800	1,486,272,676	1,546,493,393
Less: Special Warrants		(450,573,300)	(100.0%)	450,573,300		
Total to be Voted	1,821,860,600	811,634,100	80.3%	1,010,226,500	1,486,272,676	1,546,493,393
Special Warrants	-	(450,573,300)	(100.0%)	450,573,300	-	-
Statutory Appropriations	13,884,014	1,315	0.0%	13,882,699	12,723,324	7,237,777
Ministry Total Operating and Capital excluding Consolidations	1,835,744,614	361,062,115	24.5%	1,474,682,499	1,498,996,000	1,553,731,170
Consolidations	(18,700,000)	(875,000)	4.9%	(17,825,000)	(18,600,000)	(25,770,051)
Ministry Total Operating and Capital including Consolidations	1,817,044,614	360,187,115	24.7%	1,456,857,499	1,480,396,000	1,527,961,119
Operating Assets						
Service Delivery Program	11,001,000	-	-	11,001,000	11,000,000	10,974,319
Less: Special Warrants				9,967,100		
Total Operating Assets to be Voted	11,001,000	9,967,100	-	1,033,900	11,000,000	10,974,319
Special Warrants	-	(9,967,100)	(100.0%)	9,967,100	-	-
Ministry Total Operating Assets	11,001,000	-	-	11,001,000	11,000,000	10,974,319

Ministry Voted Operating and Capital (excluding Operating Assets)

2007-08 Annual Report

Achievements 2007-08

Transforming and Improving Government Services

Throughout 2007-08, ServiceOntario opened service centres in Kemptville, Pembroke, Cochrane, Kanata, Subury, College Park, Tweed, Aylmer,

Terrace Bay, Sarnia and London. There are now centres in more than 69 communities across the province. As well, the integrated online newborn birth registration service has been extended to 22 additional communities.

In July 2007, ServiceOntario launched premium online services for birth, death and marriage certificates, which carry a five-day money-back guarantee in contrast to the 15-day guarantee for regular service.

ServiceOntario met its money-back service guarantees more than 99.5 per cent of the time for these services, and 100 per cent of the time for the electronic Master Business Licence.

The Personal Property Security Registration Paperless Intake project was implemented at all Land Registry Offices, ServiceOntario locations, and the Companies and Personal Property Security Branch Public Office, resulting in fully electronic registrations and searches, and greater efficiency in service delivery. Currently, 92 per cent of documents are filed electronically, and 94 per cent of all paper land registration documents have been automated and converted.

The *ServiceOntario At Libraries* initiative continued to grow by partnering with 390 public and First Nation libraries and band offices in rural, remote and urban communities. This initiative ensures that all Ontarians have equal access to government information regardless of residential location.

Investments in new technology and increasing the number of operators led to telephone service improvements. Agents answered more than 91 per cent of calls to the ServiceOntario Contact Centre general inquiry line in 30 seconds or less during the months of December and January. This is an improvement of more than 50 percentage points since October.

Construction of the new Archives facility at York University is well underway with 50 per cent of the construction completed. An integrated plan has been developed by staff to move the irreplaceable collections safely and securely.

The Archives has developed a preservation strategy for archival electronic records that will help it preserve electronic records of long-term value for future generations.

The Office of the Corporate Chief Information Officer (OCCIO) has continued to further privacy initiatives by establishing a Privacy Impact Centre of Excellence to provide Privacy Impact Assessment (PIA) development services for the Ontario Public Service (OPS) and to improve privacy analysis. Tools are now available for use across the OPS to improve overall management of information as an enterprise asset and access and privacy training is now delivered online, as well as through the Centre for Leadership and Learning.

The OCCIO completed the consolidation of eight e-mail environments and over 90,000 e-mail accounts were consolidated into one standard environment. It also reduced the number of servers in use across the province by over 600, and the number of server rooms by over 70.

It also developed and implemented an HR Data Management Tool to support enterprise systems and management reporting for large employee transfers. An online tool was also developed and implemented as the corporate service for all ministries to turn internal processes from paper-based to paperless aimed at supporting senior executive decision-making.

As part of the e-Ontario strategy to modernize information and information technology, the OCCIO has completed Phase II of the e-Ontario consolidation of the infrastructure, hardware and employees from ministry program areas to the I&IT Clusters and ITS.

Making the OPS the “Place to Work”

The OPS has been recognized as one of Canada's 25 *Best Diversity Employers* for 2008. Several hundred employers with a wide range of diversity initiatives were considered for this year's award, which recognizes the nation's leaders in workplace diversity and inclusiveness initiatives for women, visible minorities, disabled individuals, aboriginal Canadians, and gay and lesbian employees.

MGCS reached settlements with unions and associations that will contribute to employee engagement and improved service to the public.

The Youth and New Professionals Strategy is focused on helping attract new employees to the OPS. In 2007-08, the ministry secured 4,400 short-term work placements through six employment programs. Highlights include:

- The Learn and Work Program re-engages at-risk youth to complete their high school diploma through work experience placements in the OPS. Since the program's inception in February 2006, the program has averaged an 80 per cent success rate.
- The Internship Program for Internationally Trained Individuals, a cross ministry initiative, provides internationally trained professionals with an opportunity to gain Canadian work experience in their field. 72 per cent of interns have been successful in securing full-time professional employment.
- The Aboriginal Youth Work Exchange Program offers community-based employment opportunities for up to 60 aboriginal youth from First Nations communities in Northern Ontario.

Job seekers interested in a career in the public service can now visit the OPS Careers website, launched in June 2007 as a one-stop shop for employment opportunities in the OPS. Since the launch, the site has averaged over 11 million visits per month, provides potential candidates with information about working in the OPS, and offers features including online application and the ability to sign up for job alerts.

The Government of Ontario made a commitment to install 250 automated external defibrillators (AEDs) across the province in OPS occupied buildings. This commitment has been surpassed, with a total of 346 defibrillator installations in government buildings. The program has already proven to be successful, as the life of an OPS employee was saved by the use of a defibrillator.

Delivering on Results and Fiscal Priorities

The OPS Ideas Program and Innovation Fund, which supports new initiatives that assist in achieving a modern OPS, approved 24 projects for implementation with a combined potential savings of \$3.3 million.

In support of the Ontario Government's environmental initiatives, Ontario Shared Services (OSS) undertook a pilot project to divert government e-waste (surplus computers, printers etc.) from landfill. Under the pilot, 438,000 pounds of e-waste was processed, diverted from landfill and 100 per cent recycled. This exceeded the target of 400,000 pounds by 10 per cent.

Through streamlining procurement practices and improving transactional efficiencies, OSS has enabled \$200 million in savings across the OPS by introducing flexibility into the current cost structure.

The OCCIO has been aiding the government in using I&IT effectively to provide for better, faster, less costly and more adaptive government operations and public services. The increasing availability and use of electronic channels (Internet, kiosk and telephone/call centre) for government services is transforming the way the services are delivered to the public.

Creating a Modern Regulatory Framework to Protect Consumers and Facilitating Economic Growth

MGCS undertook several amendments to improve the regulatory and legal environment that will protect consumers, generate confidence, and promote economic growth:

- New adoption disclosure legislation was introduced that includes disclosure vetoes, and regulations were filed amending the *Child and Family Services Act*. In addition, Legislative changes were implemented regarding post-adoption birth re-registrations modernizing adoption practices in Ontario.
- In response to the 2006 Auditor General's Report, a *Transfer Payment Accountability Directive* was developed. A substantial portion of the province's expenditures (approximately \$60 billion) is provided to Transfer Payment partners. The directive supports the efficient and effective delivery of services provided through transfer payment programs.
- There is now improved protection for borrowers of payday loans. On August 1, 2007, new consumer protections came into effect for borrowers under the *Consumer Protection Act, 2002*. The protections include prominent signage in payday loan stores disclosing the total cost of borrowing and stronger contract disclosures. In addition, on March 31, 2008 the ministry announced the *Payday Loans Act, 2008*. The act will provide additional protective measures.

- There is greater protection from identity theft. On January 1, 2008, new provisions under the *Consumer Reporting Act* came into effect allowing consumers to place flags on their credit reports. Consumer-reporting agencies are required to place alerts or warnings in a consumer's file upon a consumer's request if he or she believes they are at risk of fraud. Credit lenders processing credit applications are required to take extra precautions such as contacting the consumer directly to verify their identity where an alert is in place.
- On January 1, 2008, the Alcohol and Gaming Commission of Ontario (AGCO) began enforcing the new rules for lotteries, including a requirement that all lottery retailers must be registered with the AGCO.
- Amendments to the *Electricity Act, 1998* improve the Electrical Safety Authority's (ESA) ability to ensure the safety of Ontario's consumers by providing the ESA with the authority to regulate unsafe electrical products in the marketplace.
- Strategic Plan for the Horse Racing Industry – The ministry has appointed a three-member panel to review and assess the state of the Ontario horse racing industry and provide recommendations to strengthen it and ensure its sustainability.

Ministry Interim Actual Expenditures (\$M) 2007-08

Operating	1,458.1 *
Capital	22.3
Staff Strength	5,234
(As of March 31, 2008)	

* includes statutory appropriations and consolidations

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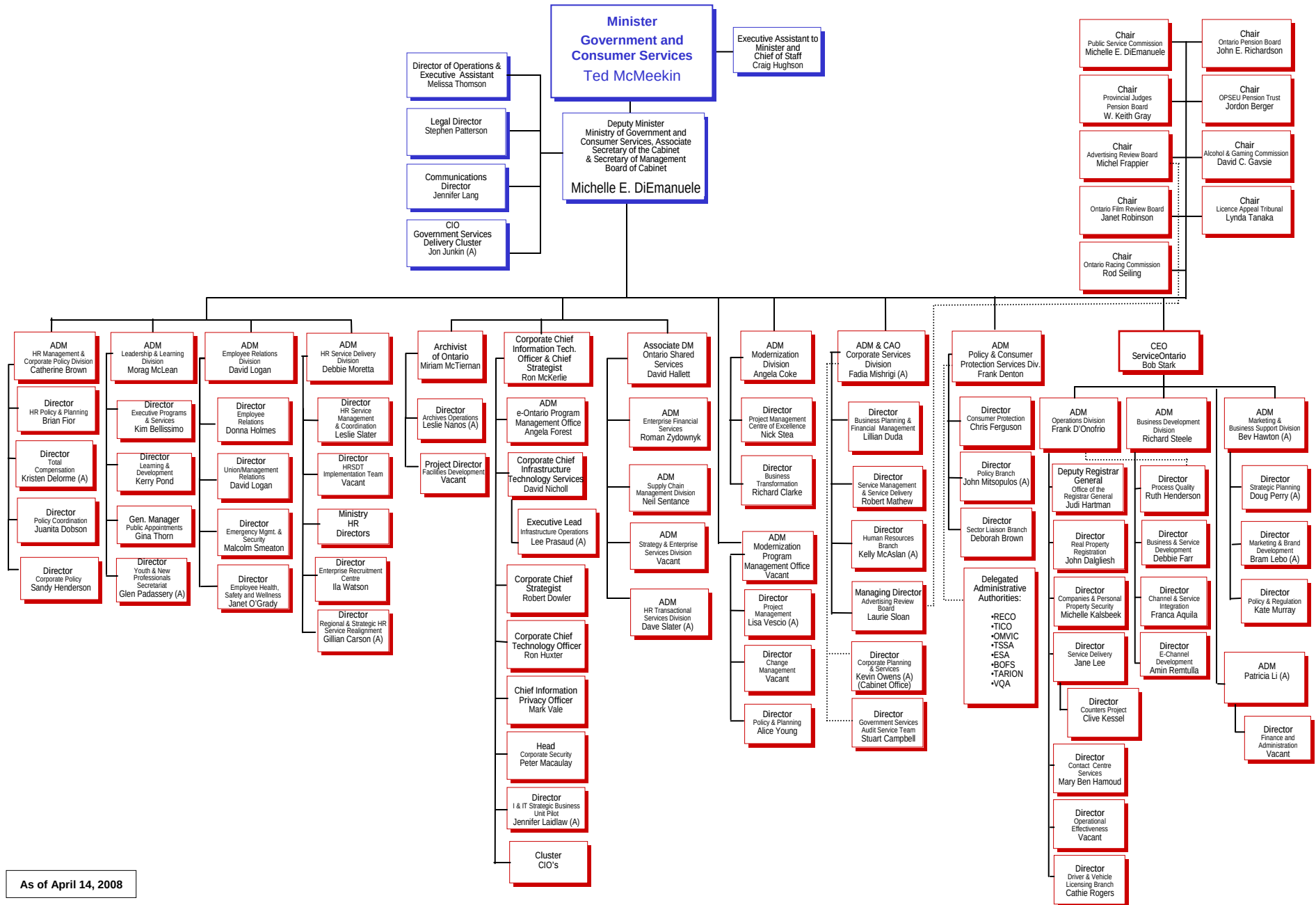
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MINISTRY OF GOVERNMENT AND CONSUMER SERVICES



As of April 14, 2008

ACTS ADMINISTERED BY THE MINISTRY OF GOVERNMENT AND CONSUMER SERVICES

Alcohol and Gaming Regulation and Public Protection Act, 1996, S.O. 1996, c. 26, Sched.
Apportionment Act, R.S.O. 1990, c. A.23
Archives and Recordkeeping Act, 2006, S.O. 2006, c. 34, Sched. A
Arthur Wishart Act (Franchise Disclosure), 2000, S.O. 2000, c. 3
Assignments and Preferences Act, R.S.O. 1990, c. A.33
Athletics Control Act, R.S.O. 1990, c. A.34
Bailiffs Act, R.S.O. 1990, c. B.2
Boundaries Act, R.S.O. 1990, c. B.10
Business Corporations Act, R.S.O. 1990, c. B.16
Business Names Act, R.S.O. 1990, c. B.17
Business Regulation Reform Act, 1994, S.O. 1994, c. 32
Cabinet Ministers' and Opposition Leaders' Expenses Review and Accountability Act, 2002, S.O. 2002, c. 34, Sched. A
Cemeteries Act (Revised), R.S.O. 1990, c. C.4
Certification of Titles Act, R.S.O. 1990, c. C.6
Change of Name Act, R.S.O. 1990, c. C.7
Collection Agencies Act, R.S.O. 1990, c. C.14
Collision Repair Standards Act, 2002, S.O. 2002, c. 31
Condominium Act, 1998, S.O. 1998, c. 19
Consumer Protection Act, 2002, S.O. 2002, c. 30, Sched. A
Consumer Reporting Act, R.S.O. 1990, c. C.33
Corporations Act, R.S.O. 1990, c. C.38
Corporations Information Act, R.S.O. 1990, c. C.39
Debt Collectors Act, R.S.O. 1990, c. D.4
Discriminatory Business Practices Act, R.S.O. 1990, c. D.12
Electricity Act, 1998, S.O. 1998, c. 15, Sched. A, Part VIII
Electronic Registration Act (Ministry of Consumer and Business Services Statutes), 1991, S.O. 1991, c. 44
Extra-Provincial Corporations Act, R.S.O. 1990, c. E.27
Factors Act, R.S.O. 1990, c. F.1
Film Classification Act, 2005, S.O. 2005, c. 17
Flag Act, R.S.O. 1990, c. F.20
Floral Emblem Act, R.S.O. 1990, c. F.21
Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31
Funeral, Burial and Cremation Services Act, 2002, S.O. 2002, c. 33
Funeral Directors and Establishments Act, R.S.O. 1990, c. F.36 (Title to be changed to Board of Funeral Services Act on proclamation of 2002, c.33, s. 138)
Gaming Control Act, 1992, S.O. 1992, c. 24
Government Advertising Act, 2004, S.O. 2004, c. 20
Horse Riding Safety Act, 2001, S.O. 2001, c. 4
Land Registration Reform Act, R.S.O. 1990, c. L.4
Land Titles Act, R.S.O. 1990, c. L.5
Licence Appeal Tribunal Act, 1999, S.O. 1999, c. 12, Sched. G
Limited Partnerships Act, R.S.O. 1990, c. L.16
Liquor Licence Act, R.S.O. 1990, c. L.19
Lobbyists Registration Act, 1998, S.O. 1998, c. 27, Sched.
Marriage Act, R.S.O. 1990, c. M.3

Ministry of Consumer and Business Services Act, R.S.O. 1990, c. M.21
Ministry of Government and Consumer Services Act, R.S.O. 1990, c. M.25, except in respect of the Ontario Realty Corporation and real property matters
Motor Vehicle Dealers Act, 2002, S.O. 2002, c. 30, Sched. B
Motor Vehicle Dealers Act, R.S.O. 1990, c. M.42
Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56
Official Notices Publication Act, R.S.O. 1990, c. O.3
Ontario New Home Warranties Plan Act, R.S.O. 1990, c. O.31
Ontario Provincial Police Collective Bargaining Act, 2006, S.O. 2006, c. 35, Sched. B
Ontario Public Service Employees' Union Pension Act, 1994, S.O. 1994, c. 17, s. 143, Sched.
Paperback and Periodical Distributors Act, R.S.O. 1990, c. P.1
Partnerships Act, R.S.O. 1990, c. P.5
Personal Property Security Act, R.S.O. 1990, c. P.10
Public Service of Ontario Act, 2006, S.O. 2006, c. 35, Sched. A
Public Service Pension Act, R.S.O. 1990, c. P.48
Racing Commission Act, 2000, S.O. 2000, c. 20
Real Estate and Business Brokers Act, 2002, S.O. 2002, c. 30, Sched. C
Registry Act, R.S.O. 1990, c. R.20
Repair and Storage Liens Act, R.S.O. 1990, c. R.25
Residential Complex Sales Representation Act, R.S.O. 1990, c. R.28
Retail Business Holidays Act, R.S.O. 1990, c. R.30
Safety and Consumer Statutes Administration Act, 1996, S.O. 1996, c. 19
Securities Transfer Act, 2006, S.O. 2006, c. 8
Technical Standards and Safety Act, 2000, S.O. 2000, c. 16
Travel Industry Act, 2002, S.O. 2002, c. 30, Sched. D
Vintners Quality Alliance Act, 1999, S.O. 1999, c. 3
Vital Statistics Act, R.S.O. 1990, c. V.4
Wine Content and Labelling Act, 2000, S.O. 2000, c. 26, Sched. P