

**THE DEPARTMENT OF GOVERNMENT
SERVICES AND LANDS**

ANNUAL REPORT 2001-2002



**GOVERNMENT OF
NEWFOUNDLAND AND LABRADOR**
Department of
Government Services and Lands

Minister's Message

Pursuant to the 2002 Speech from the Throne, it is my honor to present the Department of Government Services and Lands' Annual Report for the fiscal year 2001-02.



The Department of Government Services and Lands administers more than 85 acts and our staff of 500 provides a wide range of services in various communities throughout the Province. Our purpose is to provide responsive, accessible services to protect public health and safety, ensure wise stewardship of the Province's land resource, safeguard consumer interests, and preserve vital event and commercial transaction records. This legislated mandate and the assigned tasks of the Department of Government Services and Lands are accomplished through three branches - Consumer and Commercial Affairs, Government Services, and Lands.

The purpose of this document is to promote a better understanding of departmental activities and policy directions. This is accomplished by providing an overview of the Department and highlighting our accomplishments, the progress achieved on the policies and procedures employed to address strategic issues, and potential challenges and opportunities that are likely to arise in the future.

At this time I would like to acknowledge all those who contributed to this report and the diligent work and dedication of our staff.

A handwritten signature in cursive script that reads "George Sweeney". The signature is written in dark ink and is positioned above the printed name.

George Sweeney
Minister

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STRATEGIC PLAN HIGHLIGHTS

VISION

Our vision is a province where the business climate is dynamic, consumers are protected and knowledgeable, people live in a healthy and safe environment, and the land resource is managed for the benefit of all.

Government Services and Lands strives to be an innovative, effective, and proactive organization that is responsive to the needs of our stakeholders.

MISSION

Government Services and Lands provides responsive, accessible services to protect public health and safety, ensure wise stewardship of the Province's land resource, safeguard consumer interests, and preserve vital event and commercial transaction records.

VALUES

Government Services and Lands believes in:

- Working in collaboration with our clients and government partners.
- Welcoming new and innovative ideas from our clients, government partners, and employees.
- Valuing all employees and a work environment that fosters communication, consultation, teamwork, and leadership.
- Being accountable for our actions, decisions, and performance.

DEPARTMENTAL OVERVIEW

The Department of Government Services and Lands provides a variety of services to the public in over 40 communities within this Province. This is accomplished through the hard work and commitment of approximately 500 employees and an annual budget of \$27 million (see Appendix A). During 2001-02 the Department processed approximately 1.4 million client transactions, which included, among other things, applications and renewals for consumer licenses, motor vehicle registration, birth certificates and marriage licenses, and crown land applications.

In 2001-02 the Department of Government Services and Lands processed approximately 1.4 million client transactions.

In January 2002, the Department implemented a Compressed Work Week policy for all employees.

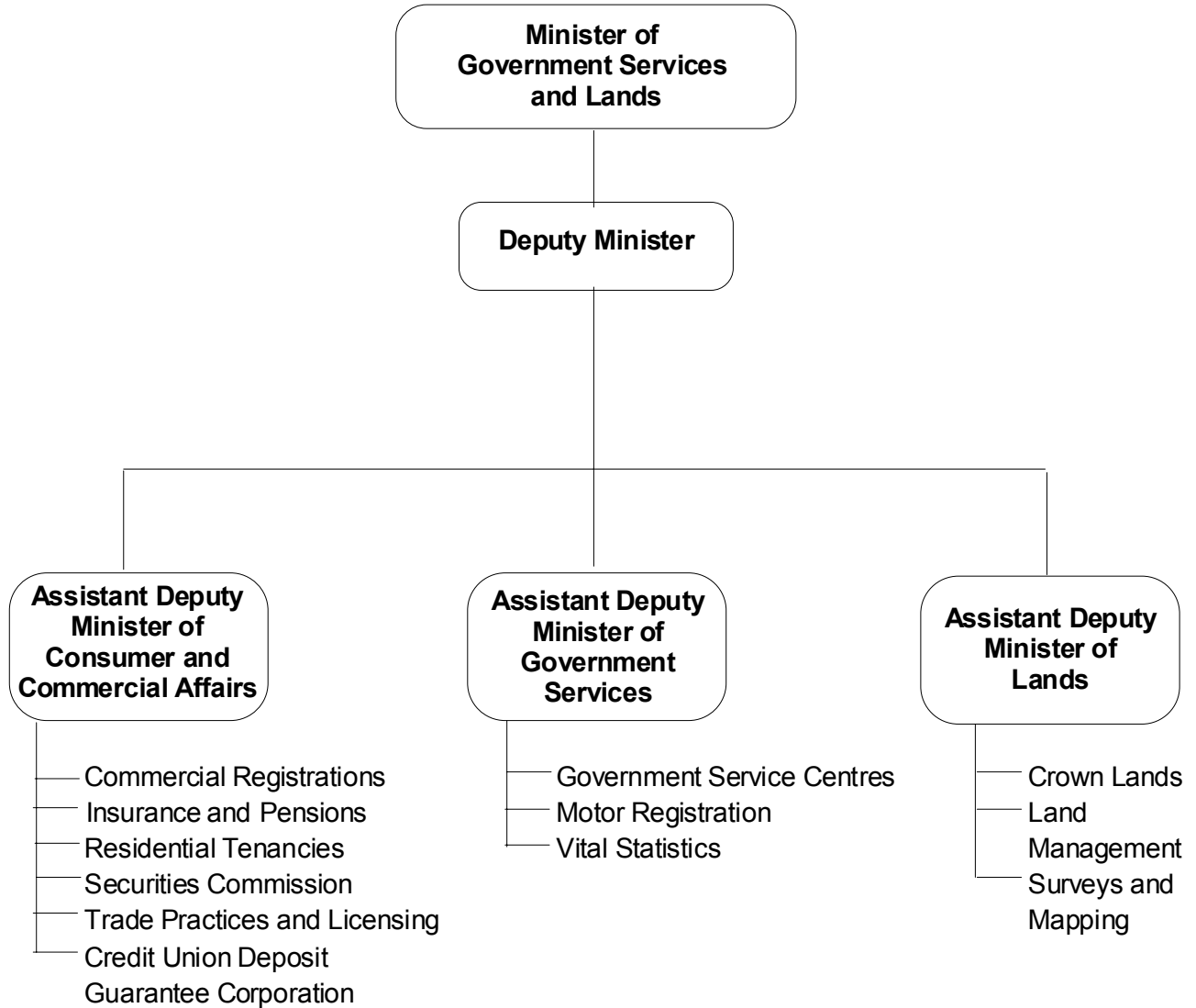
The Department shares human resources, information technology, and finance services with the Department of Municipal and Provincial Affairs and the Department of Industry, Trade and Rural Development.

Our primary stakeholder is the public, whose interests we strive to protect. Other key stakeholders include our employees, partner departments and agencies, the Federal Government, municipalities, industry, professional and special interest groups, and charitable organizations.

The legislative mandate of Government Services and Lands is achieved through six core functions:

- Information and Education
- Inspection and Enforcement
- Land Tenure and Resource Management
- Licensing and Permitting
- Mediation and Conflict Resolution
- Registration

The legislative mandate and assigned tasks of Government Services and Lands are accomplished through the following organizational structure:



Consumer and Commercial Affairs Branch

The Consumer and Commercial Affairs Branch is responsible for ensuring that consumers and the public are protected, while facilitating commerce in the Province.

Division	Description
Commercial Registrations	Manages, secures, and provides information on registered documents pertaining to the Registries of Personal Property, Deeds, Companies, Co-operatives, Condominiums, Mechanics Liens, and Limited Partnerships.
Insurance and Pensions	Administers and enforces insurance and pension legislation in the Province; protects consumers from financial loss by: licensing insurance representatives, agents, brokers, and insurers; conducting financial examinations of insurers; registering private pension plans; investigating complaints; and, promoting consumer awareness through education.
Residential Tenancies	Mediates and arbitrates disputes between tenants and landlords.
Securities Commission	Administers and enforces securities legislation in the Province; protects investors from unfair, improper, and fraudulent practices; fosters fair and efficient capital markets; maintains public and investor confidence in the integrity of those markets; and, promotes investor education and awareness.
Trade Practices and Licensing	Administers and enforces consumer protection and trade practices legislation and a number of professional association acts; regulates charitable gaming, real estate agents, mortgage brokers, and private investigators and security services; and, promotes consumer education and awareness.
Credit Union Deposit Guarantee Corporation	Crown corporation established to regulate credit unions and provide deposit protection to credit union members. As a Crown corporation, it has its own strategic plan and submits an annual report to the Minister of Government Services and Lands.

Government Services Branch

The Government Services Branch provides accessible, efficient one-stop services to the public and business community in the areas of public health and safety, highway safety, driver and vehicle registrations, building accessibility, vital statistics, controlled use of land, and environmental issues.

Division	Description
Government Service Centres	Provides a coordinated and consolidated one-stop approach to processing permits, licences, approvals, and inspections in public health and safety, building accessibility, controlled use of land, and environmental safety.
Motor Registration	Administers all functions and legislation respecting vehicles and drivers including driver licensing, vehicle registrations, driver examinations, and highway safety.
Vital Statistics	Registers all vital events in the Province; registers adoptions and legal name changes; certifies clergy and civil authorities for the solemnization of marriages; and, provides birth, marriage, death, and change of name certificates.

Lands Branch

The Lands Branch administers and manages the Province's Crown land resource; investigates and determines private land claims and boundaries; and, develops and distributes geomatics and lands-related information.

Division	Description
Crown Lands	Processes requests for the disposition of Crown land; issues, secures, guarantees, and registers Crown land titles; enforces the Lands Act; implements land use management plans; resolves conflicts in land ownership; develops legal survey standards and ensures the quality of legal surveys for Crown titles; completes and maintains Crown title mapping in hard copy and digital (GIS) formats; and, provides direct service to the general public on various Lands programs including sale of geomatic and land-related information.

Division	Description
Land Management	Facilitates and coordinates the development and implementation of land use management plans and policies; coordinates the Province's land use strategy; develops cottage lots and recreational areas; coordinates the land use initiatives of other government departments; resolves conflicts in land use; implements market value pricing; and, provides information on land use designation and policies to the public.
Surveys and Mapping	Develops and maintains geomatic standards and products; provides a central service in geodetic surveys, topographic mapping, and aerial photography; completes property mapping; and, coordinates the development and implementation of the Province's geomatic strategy.

Key Statistics

Consumer and Commercial Affairs Branch:

The Residential Tenancies Division recorded 17, 071 activities, which included the number of applications received, hearings and mediations conducted, and telephone and walk-in enquiries.

The Commercial Registrations Division maintains responsibility for the Registry of Companies, Registry of Deeds and the Personal Property Registry. This division recorded 3,137 activities within the Registry of Companies, which included such transactions as the incorporation of profit and non-profit organizations, amalgamations and name changes. Under the Registry of Deeds, 45,521 documents were registered. This division also recorded 101, 814 activities under the Personal Property Registry.

The Insurance and Pension Division recorded 167 active pension plans registered in the Province. There were approximately 72,000 active plan members, which is a market value of approximately \$4 billion. Statistics Canada also reported that as of January 1, 2001, 25,000 employees in the Province are members of pension plans that are registered in other provinces. However, these are still protected and governed by pension legislation in this Province. As of March 31, 2002, there were also 447 corporate insurance licenses issued and 2,059 individual

insurance licenses issued. The division also received 104 written complaints and 960 telephone complaints and enquiries concerning Insurance and 1,300 telephone enquiries concerning pensions.

The Securities Commission recorded 8,732 client transactions. This included, among other things, prospectus filing, salesperson registration and renewals, and annual financial statements.

The Trade Practices and Licensing Division recorded 1,883 client transactions. This included such items as the issuance of licensing for private investigation and security agents and agencies, automobile dealers, direct sellers, real estate agents, and salvage dealers. This division also received 5,782 written and telephone consumer complaints.

Government Services Branch:

The Motor Registration Division recorded 1,052,149 client transactions. This included items such as vehicle registration and renewal, and the issuance and renewal of driver's licenses. The Government Service Centres and Vital Statistics recorded 246,791 client interactions. This included such items as registration of electrical permits and contractors, birth, death, and marriage certificates/licenses, public water sampling and food establishment inspections.

Lands Branch:

The Lands Branch issued 2,600 Crown titles, consisting of leases, grants, easements and licences containing 2,161 hectares (5,339 acres). Crown land applications accepted, and at various stages of the referral and titling process, numbered 3,489. The Department also has a statutory role when applications for a Certificate of Title are submitted to the Supreme Court under the *Quieting of Titles Act*. Applications are referred to the Department by the Court to determine whether the Crown's rights to the subject land have been extinguished. There were 32 such applications reviewed, resulting in one Adverse Claim on behalf of the Crown filed with the Court.

SHARED COMMITMENTS

In fulfilling its mandate, the Department of Government Services and Lands is committed to sharing the responsibility of service delivery and policy development with other departments, industry, and other provincial/territorial governments and the federal government.

Other Departments

Government Services Branch:

From Government Service Centres located across this Province, the public can avail of services formerly delivered by separate departments. Accordingly, the Government Service Centres share the commitment of service delivery with these other departments, who retain legislative responsibility, through the coordination of policy development. The services provided range from the issuing of angling/small game licenses and personal home care/daycare licenses to public health inspections, waste management, and the approval of fire and life safety plans. The Government Service Centres serves the Department of Health and Community Services by administering many of the environmental health programs covered under the *Food Premises Regulations*, *Sanitation Regulations*, *Tobacco Control Act*, and the *Public Pools Regulations*. On behalf of the Department of Environment, this division administers various regulations under the *Environmental Protection Act*. It also serves the Department of Municipal and Provincial Affairs by overseeing many of the regulations under the authority of the *Urban and Rural Planning Act*, as well as the *Fire Prevention Act*.

Lands Branch:

The Interdepartmental Land Use Committee (ILUC) chaired by the Land Management Division, functions as a provincial referral and land use conflict identification/resolution mechanism between the various departments of government for projects involving the use of Crown land.

Industry

Consumer and Commercial Affairs Branch:

In its role to protect consumers and facilitate commerce in the Province, the Consumers and Commercial Affairs Branch collaborates with several industry associations. A representative from this Branch is appointed to the Embalmers and Funeral Directors Board, the purpose of which is to establish and enforce licensing standards for those operating funeral homes. A representative from this Branch is also appointed to the Real Estate Foundation Board, the purpose of which is to establish a fund to be used for education, research and other things conducive to the attainment of these objectives.

Government Services Branch:

As part of its legislated mandate, Government Service Centres must work closely with industry to fulfill the Department's responsibilities and ensure regulatory practices are current and consistent with other jurisdictions. In particular, industry involvement is a key element in the regulation standards adopted in the fields of boiler and pressure vessels, electrical, fire and life safety, and building accessibility. The Motor Registration Division also liaises with commercial transportation firms to develop and maintain harmonized standards among jurisdictions.

Lands Branch:

The Branch works closely with the Association of Newfoundland Land Surveyors regarding matters related to land surveying and the broader topic of geomatics. The Branch co-chairs the Geomatics Steering Committee with the Newfoundland Association of Technical Industries (NATI), which is mandated to implement the geomatics strategy of government.

Federal/Provincial/Territorial Governments

Consumer and Commercial Affairs Branch:

The Consumer and Commercial Affairs Branch is an active member of all financial services regulatory associations in Canada, including the Canadian Council of Insurance Regulators, Canadian Insurance Self Regulatory Organization, and the Canadian Securities Administrators. A key goal of these organizations is to harmonize and streamline the regulation of financial services in Canada to the extent possible.

Government Services Branch:

The Government Service Centres participates on national committees, the purpose of which is to standardize various codes and technical requirements (i.e., fire, plumbing, electrical, and boilers) across jurisdictions.

Motor Registration and Vital Statistics implemented security procedures following the September 11th terrorist attacks in the United States.

Lands Branch:

The Lands Branch represents Government on national committees on land administration, land management, geomatics, and geographic names. This representation ensures the Province has a voice on national issues and access to other provinces' data and complies with national standards.

KEY ACHIEVEMENTS & PRIORITIES

Strategic issues are those opportunities and challenges that have an over-arching significance to the people of Newfoundland and Labrador and to this Department. The key element that makes an issue strategic is its influence on the Department's ability to reach its desired future and to achieve its mission. The Department of Government Services and Lands has identified seven strategic issues and has worked diligently to develop and implement strategies to address these issues.

Client-Centred Service Delivery

Government Services and Lands has adopted a client-centred service delivery philosophy as the guiding framework for departmental programs and services. Increased client expectations and the broadening of its mandate continually challenges the Department to become a client-centred service delivery organization. Evaluation and implementation of initiatives that promote a client-centred service delivery philosophy is ongoing. The Department addressed this strategic issue through the following:

Consumer and Commercial Affairs Branch:

In collaboration with Government Service Centres, the Trade Practices and Licensing Division has now made lottery licensing applications available across the Province.

Government Services Branch:

Extensive consultations were undertaken with stakeholder groups and municipalities respecting the possibility of the Province formally adopting the National Building Code. The results of these consultations are expected to be considered by government in 2002-03. Also, the public can now obtain same day birth certificate service from many Government Service Centres across the Province.

Lands Branch:

The delivery of the Lands Branch regional services program is heavily reliant on interaction with other resource departments and agencies, federal and municipal governments, along with Crown and private corporations which possess significant land interests in the Province. Requests for the leasing or sale of Crown lands require referral and recommendation typically from at least three or more departments on an application by application basis. Efforts to reduce application processing times and provide timely decision making require ongoing cooperation with the referral agencies. An important aspect of reduced processing times involves expeditious responses from agencies. While no formal agreements are in place to ensure agencies respond within specific time frames, efforts are ongoing to improve interdepartmental communication via updated electronic and digital technology systems. Formal agreements to facilitate this process will be negotiated in 2003-04. Interdepartmental protocols to expedite agency responses are planned once the Department's electronic Application Management and Tracking System (TRACTS) and Geographic Information System (GIS) are fully operational and networked to agencies. In the interim, regional lands offices monitor unanswered agency referrals at 30 day intervals and forward reminder referrals to encourage responses in the shortest possible time frame.

Service Accessibility and Decentralized Decision Making

The Department is challenged to meet public expectations of accessible, effective, and consistently-delivered government services, and of prompt decision making at the local level. Optimization of regional service delivery and decision making and the establishment of processes and mechanisms at the operational level to regularly consult with our government service partners are the strategies the Department has chosen to deal with this strategic issue.

Government Services Branch:

The Department delegated increased decision-making authority to Regional Directors of the Government Service Centres and appointed a Chief Electrical Inspector in Corner Brook, whose mandated responsibility is to provide the final approval on all electrical inspections for the Province and advise on technical matters.

Due to the increase in demand for sampling of public water systems to monitor the bacteriological quality of drinking water, five new Environmental Health Officer positions were created and filled in the Government Service Centres located in the communities of Harbour Grace, Marystown, Springdale, Stephenville, and Happy Valley - Goose Bay.

The Motor Registration Division implemented Government's first secure e-commerce web site to allow vehicle owners to renew and pay for, with the use of a credit card, vehicle registration renewals, fines and update their address information.

Within six months of its launch, the e-commerce site for vehicle registration renewal processed 9,500 transactions, which totaled more than \$1 million.

Lands Branch:

Provincial land use designations established under legislation or Interdepartmental Land Use Committee (ILUC) authority are recorded as layers on digital maps in the Land Use Atlas which functions as the central registry of such information for government. Long term plans are to make the Atlas available online to all users. The Land Use Atlas has been fully digitized and integrated in the departmental GIS and is accessible by Intranet to the Regional Lands Office and is available in Compact Disc format throughout government and to the general public. Access to this real-time information coupled with decentralized decision making allows the regions to respond promptly to clients information and decision requests.

The Lands Branch has commenced a program with the objective of electronically capturing all Crown title documents and related information, and linking these files to TRACTS and the

Crown Lands GIS. To date 6,500 of 78,000 titles have been digitized. This project will streamline the decision making processes at all Branch offices and eliminate expensive paper flow and delays.

Expanded decision making authority has been delegated to the Regional Lands Offices to enhance client services, land management and administration.

Consolidated Service Delivery and Function Integration

When the Government Service Centres were created, diverse responsibilities and functions were integrated to provide consolidated services, avoid duplication, and streamline processes. The Department must determine the optimal point to which services and functions can be integrated without negatively affecting service quality. Strategies developed to address this issue include:

- the evaluation of integration initiatives to ensure quality service delivery;
- the development of human resource training and strategies to support the integration of duties; and,
- the identification of individuals in Government Service Centres with specialized knowledge in program areas who can act as resource persons for departmental staff.

The following are examples of how these strategies were employed:

Government Services Branch:

The Government Service Centres began an organizational and operational review, the purpose of which is to evaluate the quality of its current service delivery and recommend initiatives to maintain the Department's client-centred service delivery philosophy. The review includes public and employee surveys, focus groups and consultations with client departments and stakeholder groups. The review will be concluded in the fiscal year of 2002-03.

Lands Branch

A prototype for the new Application Management and Data Automation (AMANDA) system was developed in May 2001 with testing and staff training ongoing throughout 2001-02.

Conversion of existing data from the Application Tracking System (ATS) and Crown Title System (CTS) to the new system, TRACTS, and full province-wide implementation, is planned for the first half of 2002-03. This system will enhance service delivery and decision making to all clients.

The Crown land valuation program was restructured to undertake all valuations within the Department. Previously, these valuations were prepared under contract by the Municipal Assessment Agency. The program changes have resulted in a significant cost saving with 511 evaluations carried out in-house, compared with 334 contracted-out in the previous year.

The Lands Branch Policy Manual, which is used for the processing of requests for the leasing or sale of Crown land and the administration of Crown titles, was updated and converted to an electronic format. It is approximately 75 per cent complete with finalization scheduled for 2003.

Optimal Use of Land Resource

The Lands Branch aims to achieve optimal use of the land resource. The Lands Branch is challenged to proactively coordinate land use while minimizing land use conflicts, due to competing demands for the land resource. The strategies developed to address this issue include:

- continued development of the Provincial Geomatics Strategy;
- enhancement of the Provincial Land Allocations Referral Process; and,
- continuation of the work of the Interdepartmental Land Use Committee.

2,600 Crown Titles were issued consisting of 518 Grants, 303 Leases and 1,779 Licences to occupy for a total of 5,339 acres.

The following strategies were employed:

A Federal/Provincial cost-shared project (the Connecting and Sharing of Geospatial Data in Newfoundland and Labrador) was initiated to create searchable catalogues with meta data on geospatial data holdings. The project will develop the IT infrastructure to connect the data layers and post the base maps for Intranet and Internet use.

A second Federal/Provincial cost-shared funding project is underway to prepare web ready data on Administrative Boundaries including: town boundaries; town planning areas; federal and provincial parks; ecological reserves; Conne River reserve; federal and provincial electoral districts, and the economic zones. Standards are being developed for the work, which is done in consultation with several agencies who are responsible for the creation and maintenance of these administrative boundaries. The work was initiated in 2001-02 for completion in 2002-03.

The Lands Branch GIS is networked with the four Regional Lands Offices and two satellite offices of the Government Services Centres, providing real-time access to the provincial Crown titles mapping base, titles layer and Land Use Atlas.

During 2001-02, the Lands Branch undertook a review of alternative solutions for a real-time, web enabled GIS for the connecting and sharing of geo-spatial data between government departments and agencies to improve the management and administration of the Province's vast Crown land resource. A digital GIS Crown land application layer will be developed to replace current hard copy mapping thereby allowing maps depicting individual application requests to be mailed electronically to resource departments without the need for paper based referral transactions. Development and implementation of the GIS application layer utilizing ARC GIS, a computer program, is planned for 2002-03.

There were 71 cottage lots valued at \$637,000 and 19 residential lots valued at \$285,000 allocated by public draw. A total of 131 remote cottage lots were also made available, on a first

come, first served basis in the Crabbes River Planning Area on the West Coast of the Island of Newfoundland.

Effective Regulation and Protection

Our mandate includes protecting consumers and the public in areas such as commercial and financial services, environmental health, public health and safety, and highway safety. Changes in industry practices, standards, and technologies challenge the Department to meet its responsibilities.

A Petroleum Products Pricing Commission was established to regulate fuel prices in the Province.

Strategies developed to ensure effective regulation and protection of consumers and the public include:

- implementation of measures for protection, early intervention, enforcement, and education in regulatory and monitoring functions;
- implementation of risk management strategies in carrying out regulatory functions, in collaboration with our government and industry partners; and,
- collaboration with government departments/agencies and industry associations to promote public protection and safety.

Examples of how these strategies were employed throughout the department include:

Consumer and Commercial Affairs Branch:

A reorganized Lottery Licensing Program was implemented, which required standardized reports for all licensees and consistent application of licensing rules and new schedules. Previously lottery licensing was the responsibility of this Province's policing agencies. The purpose of the new system is to improve service to our clients.

The Insurance and Pensions Division began consultations on automobile insurance reform in response to the Report of the Select Committee on the Property and Casualty Insurance Industry. Consultations included the release of a discussion document and a Town Hall meeting. It is

anticipated that recommendations will be made to government in 2002-03 regarding changes to the automobile insurance system.

The *Prepaid Funeral Services Act*, the purpose of which is to ensure all prepaid funeral funds are held in a trust account to protect consumers, was enacted in the fiscal year 2000-01 and implemented in 2001-02.

Due to the increase usage of the Internet to do business, consumers and businesses stressed the importance of e-commerce legislation to ensure people in the Province are well positioned to do business electronically. Consequently, government enacted the *Electronic Commerce Act* to promote greater clarity and security between online buyers and sellers. The legislation established basic rules to facilitate electronic commerce, and clarified and gave legal effect to electronic documents and contracts.

The Credit Union Deposit Guarantee Corporation was established in 1991 to provide deposit protection for credit union members throughout the Province. In October 2001, the insurance on credit union deposits increased from \$60,000 per type of account to \$250,000 per type of account. Previous to this increase, 84.5 per cent of deposits were protected. Now, close to 100 per cent are protected.

Government Services Branch:

A committee was formed to review the Province's legislation established to combat impaired driving. Recommendations were made and will form the basis of legislative changes to be proposed in 2002-03.

A Risk Assessment Engineer position was created to establish and maintain a risk assessment program for boiler and pressure vessels in collaboration with the North Atlantic Refinery Limited.

Lands Branch:

All legal surveys are continuously reviewed to ensure they are acceptable for integration into the provincial Crown land title system, thereby ensuring the title is free of defects relating to ownership. Crown land survey guidelines were developed in consultation with the Association of Newfoundland Land Surveyors to ensure the highest standards for surveys conducted on Crown land.

Harmonization Balanced with Protection of Provincial Interests

Harmonization of legislation, regulations, and standards between jurisdictions must be balanced with the protection of the Province's interests where they differ in significant ways from national or interjurisdictional interests. The importance of harmonized legislation with other jurisdictions has been realized and the Department has taken the following steps to achieve this outcome:

Consumer and Commercial Affairs:

The Branch is an active member of all financial services regulatory associations in Canada. During 2001-02, in collaboration with these associations, the Branch participated in a number of projects, the purposes of which were to harmonize laws to protect consumers. These projects included the Life Licence Qualification Program, Licence Considerations Committee, Capital Accumulation Plans Committee, and the Financial Services Ombudsystem Committee.

The Consumer and Commercial Affairs Branch also participates on the Consumer Measures Committee (CMC), which is a federal/provincial/territorial committee established to improve consumer protection across Canada. The CMC was created under Chapter Eight of the Agreement on Internal Trade to provide a federal-provincial-territorial forum for national cooperation to improve the marketplace for Canadian consumers, through harmonization of laws, regulations and practices and through actions to raise public awareness of their rights and obligations in the marketplace.

The Insurance and Pension Division continued its participation on the Atlantic Insurance Harmonization Project. This project was initiated as a result of a 1995 submission by the Insurance Bureau of Canada to the Council of Atlantic Premiers which indicated that harmonized legislation would reduce duplication and costs of operating in the Atlantic insurance market. As of March 31, 2002, the Atlantic Premiers had directed the project committee to seek cabinet approval-in-principle for the key points in the model act and to prepare a work plan to address the remaining steps of drafting legislation and developing regulations.

Government Services Branch:

The Motor Registration Division collaborated with the Atlantic Provinces to harmonize weights and dimensions standards for commercial carriers to eliminate inconsistent regulations at each provincial border.

As part of the review of vital statistic legislation, a jurisdictional comparison and analysis of recommendations made by the Uniform Law Conference of Canada (ULCC) was completed as part of this Department's effort to develop legislation that is harmonized with other jurisdictions.

Managing Human Resources

The Department will continue to address the human resource issues of recruitment, retention, and training. During 2001-02 the following strategies were implemented:

- a Compressed Work Week Policy to provide employees with more flexibility in managing their professional and personal lives was implemented;
- a Working Group was established to develop and implement an Employee Recognition Program, which is an initiative that evolved from the Public Service Reform; and,
- the Department committed to developing a Human Resources Plan to identify the significant human resource issues and recommend strategies and actions to address these issues. The Plan will also include a comprehensive Training and Development Plan, which will outline training priorities.

FINANCIAL SUMMARY

Department of Government Services and Lands Current Account Revenue

Revenue Source	Budget 2001/02	Revised 2001/02	Budget 2002/03
Government Services Branch:			
• Motor Registration	53,000,000	54,500,000	54,500,000
• Vital Statistics	519,000	484,000	519,000
• Government Service Centres	90,000	90,000	90,000
Total Government Services Branch	53,609,000	55,074,000	55,109,000
Consumer and Commercial Affairs Branch:			
• Commercial Registrations	13,801,000	14,201,000	12,801,000
• Securities Commission	4,050,000	4,300,000	4,925,000
• Insurance and Pensions	1,025,000	1,010,000	1,000,000
• Trade Practices and Licensing	730,000	710,000	730,000
Total Consumer and Commercial Affairs Branch	19,606,000	20,221,000	19,456,000
Lands Branch:			
• Crown Lands	2,305,000	2,265,000	2,755,000
TOTAL CURRENT REVENUE	75,520,000	77,560,000	77,320,000

APPENDIX A
PUBLIC ACCOUNTS

DEPARTMENT OF GOVERNMENT SERVICES AND LANDS
STATEMENT OF EXPENDITURE AND RELATED REVENUE - SUMMARY
FOR THE YEAR ENDED MARCH 31, 2002

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
1.1.01. Minister's Office	313,560	331,400	229,200
1.2.01. Executive Support	914,795	941,000	758,400
Consumer and Commercial Affairs			
2.1.01. Trade Practices and Licensing	679,075	685,200	720,500
2.1.02. Firearms and Securities Services ...	-	-	-
Less Revenue	(486,077)	-	-
2.1.03. Residential Tenancies	507,808	515,200	449,200
Less Revenue	(8,710)	(6,500)	(6,500)
2.1.04. Insurance and Pensions	519,491	528,400	558,300
2.1.05. Commercial Registrations	2,097,716	2,176,100	2,160,700
2.1.06. Securities Administration	287,935	295,000	303,200
Government Services			
3.1.01 Motor Vehicle Registration	7,921,901	7,641,800	7,331,400
Less Revenue	-	(172,900)	(172,400)
3.2.01. Permitting and Inspection Services .	8,925,572	9,050,300	9,052,900
Less Revenue	(1,850,964)	(1,852,000)	(1,852,000)
3.3.01. Vital Statistics Registry	585,712	599,000	556,600
Less Revenue	(51,631)	(9,200)	(9,200)
Lands			
4.1.01. Crown Land	2,781,586	2,850,600	2,721,300
Less Revenue	(144,695)	(150,000)	(150,000)
4.1.02. Land Management	375,307	393,400	382,100

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
4.1.03. Surveying and Mapping	799,007	805,400	765,800
Less Revenue	(55,830)	(90,000)	(90,000)
4.1.04. Geomatics Agreements	262,872	370,000	370,000
Less Revenue	(149,813)	(240,000)	(240,000)
4.1.05. Land Development	218,599	337,000	337,000
Less Revenue	(2,696,967)	(1,250,000)	(1,250,000)
Total: Department of Government Services and Lands	21,746,249	24,094,500	23,341,300

Summary of Cash Payments and Receipts

	Payments	Receipts	Net
	\$	\$	\$
Current Account	26,972,337	2,747,720	24,224,617
Capital Account	218,599	2,696,967	(2,478,368)
Totals	27,190,936	5,444,687	21,746,249

Please refer to Volume III of the Public Accountants which were previously tabled in the House of Assembly, for detailed financial information.