

2021-2022 **ANNUAL REPORT**



Digital Government and Service NL



MESSAGE FROM THE MINISTER

In accordance with the requirements for a Category One entity under the **Transparency and Accountability Act**, I am pleased to submit the 2021-22 Annual Report for the Department of Digital Government and Service NL (DGSNL).

This document outlines the department's activities from April 1, 2021 to March 31, 2022, including the goals and objectives achieved as outlined in the 2020-23 Strategic Plan. As Minister, I am accountable for the results reported and the information contained herein.

Other important work completed with internal and external stakeholders is also highlighted in this report, including amendments to the **Off-Road Vehicles Act** and the **Offshore Area Occupational Health and Safety Regulations**, which are explained in more detail in this report.

In addition, the department continues to demonstrate its commitment to enhancing public safety and consumer protection, advancing initiatives which support a commitment to providing increased and enhanced digital government services to the residents of Newfoundland and Labrador.

Sincerely,

A handwritten signature in black ink that reads "Sarah Stoodley". The signature is fluid and cursive, written over a light grey rectangular background.

Hon. Sarah Stoodley
Minister of Digital Government and Service NL

Table of Contents

- Departmental Overview 1**
 - Organizational Structure 1
 - Staff and Budget 2
 - Vision 3
 - Mandate 3
 - Lines of Business 4

- Highlights and Partnerships 5**
 - Off-Road Vehicles Act 5
 - Permanent Offshore Area Occupational Health and Safety Regulations 5
 - Legislative Agenda 6
 - Partnership through Come Home Year 7

- Report on Performance 8**
 - Strategic Issue # 1: Better Living through Enhanced Program and Service Delivery.. 8
 - Strategic Issue # 2: Better Living through Enhanced Consumer Protection and Public Safety..... 12

- Opportunities and Challenges 16**
 - Service Delivery after COVID-19 16
 - Renewal of the Canada-Newfoundland and Labrador Agreement on French Language Services 16

- Financial Information..... 18**

Departmental Overview

Organizational Structure

The Department of Digital Government and Service NL (DGSNL) was created with the goal of consolidating, where possible, the licensing, permitting, inspection and regulatory functions within government, and providing a single-window point of access to the public for these services. The department's mandate is derived from over 175 pieces of legislation, including acts, regulations, standards and codes of practice.

DGSNL is at the forefront of service delivery and functions in large part as the government's primary single-window service delivery centre. DGSNL delivers citizen protection services in the areas of public health and safety, occupational health and safety, highway safety, environmental protection, as well as consumer and financial interests. The department is responsible for the provision and preservation of vital events and documents, commercial registries, and printing and micrographic services. The Office of French Services (OFS) supports the government's capacity to provide services and information in French. The department also provides consolidated collection services for past due balances owed on provincial taxes, student loans and other outstanding receivables owed to government departments.

The 2020-23 Strategic Plan outlines the department's two main branches, their respective divisions and operational units. A full description of the department's mandate and lines of business is available online:

<https://www.gov.nl.ca/dgsnl/department/>

Staff and Budget

DGSNL offices are located throughout the province, with most employees at the Confederation Building in St. John's and the Motor Registration Building in Mount Pearl. For specific contact details, refer to the department's website:

<https://www.gov.nl.ca/dgsnl/department/contact/>

Division	# of Employees (as per Salary Details)	Restated Salary Budget (as per 21-22 Estimates)
Minister's Office	3	200,400
Executive Support Services	17	1,364,300
Digital Government and Services	275	19,764,600
Regulatory Affairs	99*	5,996,300
Office of French Services	4	362,000
Totals	398	27,687,600

* Includes seven employees with the Credit Union Deposit Guarantee Corporation.

DGSNL has a net budget of just over \$27 million. In addition to the \$8.3 million in revenue identified in the department's Estimates, there is also \$111.4 million which does not show on the department's Estimates, but rather in General Revenue. In 2022-2023, DGSNL will generate this revenue through such functions as issuer fees, registry of deeds and, most notably, through transactions at the Motor Registration Division.

Vision

People in Newfoundland and Labrador living and working in healthy and safe environments with access to efficient and responsive programs and services.

Mandate

The mandate of DGSNL is derived from section 4 of the **Executive Council Act**; more than 175 pieces of legislation including acts, regulations, standards and codes of practice; Memoranda of Understanding with partner departments; and government directives.

The department is responsible for the supervision, control and direction of matters related to:

- Digital Government
- Vital statistics
- Motor vehicles
- Public health
- Environmental protection
- Public safety
- Regulation and operation of Government Service Centres throughout the province
- Printing services
- Collections
- Services in French / Services en français
- Provincially regulated financial institutions
- Consumer and commercial affairs
- Compliance with occupational health and safety legislation, including radiation health and safety
- Administration of the Acts and Regulations set out in the Schedule to the **Executive Council Act**.

Lines of Business

1. Digital Government
2. Enforcement of Legislated Requirements
3. Licensing, Permitting, Inspections, and Registrations
4. Conflict Resolution
5. Printing Services
6. French Services
7. Collections of Debts owed to the Government

Highlights and Partnerships

Off-Road Vehicles Act

A significant milestone for DGSNL during the reporting period was the introduction of the new **Off-Road Vehicles Act** to replace the **Motorized Snow Vehicles and All-Terrain Vehicles Act**. The new Act is intended to enhance safety for all off-road vehicle users in Newfoundland and Labrador. The Act applies to all off-road vehicles, including all-terrain vehicles, snowmobiles, and side-by-sides. Changes relate to the mandatory use of helmets and seatbelts, safety training, supervision, and operating an off-road vehicle on a highway.

After a fulsome debate in the House of Assembly, the new Act received Royal Assent on November 16, 2021. The legislative changes arose from DGSNL's comprehensive review, which included jurisdictional scans of similar legislation throughout Canada and extensive consultations with stakeholders, such as snowmobile clubs, Municipalities NL, SafetyNL, the Canadian Off-Highway Vehicle Distributors Council, the Newfoundland and Labrador Snowmobile Federation, the T'Railway Council, the medical community, Indigenous Governments and Organizations, and enforcement partners. While the new Act will come into force in the next reporting period, there will be a delayed proclamation for the safety training provisions. The government will be working with its safety partners to ensure training is widely available for those required to complete it before operating an off-road vehicle.

Permanent Offshore Area Occupational Health and Safety Regulations

The **Canada-Newfoundland and Labrador Atlantic Accord Implementation Newfoundland and Labrador Act**, the **Canada-Nova Scotia Offshore Petroleum Resources Accord Implementation Nova Scotia Act**, and mirror legislation at the federal level (collectively referred to as the **Accord Acts**), govern matters relating to oil and gas in the offshore areas for Newfoundland and Labrador and Nova Scotia. Through subsequent amendments, the **Accord Acts** form a joint management regime in the area of occupational health and safety (OHS). Transitional regulations to support

the new OHS joint management regime were first introduced by each jurisdiction in 2014, to address regulatory gaps in OHS coverage until permanent regulations could be established.

The Atlantic OHS Initiative, a partnership among the Governments of Canada, Nova Scotia, and Newfoundland and Labrador, was launched in 2014 to lead the development of permanent OHS regulations in all three jurisdictions, to address the unique hazards faced by workers in the offshore areas of each province. Following substantial collaborative work with the Department of Industry, Energy and Technology and the Federal Government, DGSNL was pleased to receive approval of permanent regulations to harmonize the province's regulations with those of the Federal Government and Nova Scotia. The **Offshore Area Occupational Health and Safety Regulations** were published in the Newfoundland and Labrador Gazette on December 22, 2021. These regulations constitute the culmination of many years' work and are intended to ensure the continued health and safety of employees and other personnel in the Newfoundland and Labrador offshore area.

Legislative Agenda

The **Off-Road Vehicles Act** and permanent offshore OHS regulations were part of a robust legislative agenda for DGSNL in 2021-22. In total, seven DGSNL Bills received Royal Assent in the House of Assembly during the reporting period, including a new **Radiation Health and Safety Act, 2021**, amendments to the **Automobile Insurance Act**, the **Corporations Act**, the **Securities Act**, and two Bills to amend the **Vital Statistics Act, 2009**. An eighth Bill, to amend the **Petroleum Products Act**, was introduced in the House of Assembly on March 16, 2022, but passed after the end of the reporting period. In addition, DGSNL amended the **Pensions Benefits Act Regulations**, the **Licensing and Equipment Regulations**, and the **Credit Union Regulations, 2009** and introduced new **Vital Statistics Regulations** and **Image Capturing Enforcement System Regulations**. DGSNL also conducted consultations through engageNL on potential amendments to the **Buildings Accessibility Act**, the **Embalmers and Funeral Directors Act, 2008**, the **Mortgage Brokers Act**, and the

Lottery Licensing Regulations. DGSNL recognizes the continuing need to update and modernize legislation to ensure it is relevant, meaningful, and necessary, and the department regularly reviews its legislation to identify possible amendments.

Partnership through Come Home Year

Come Home Year 2022 was officially launched in November 2021, to encourage former residents of Newfoundland and Labrador now living away to come home; remind current residents of the wonders in their own ‘backyard’; and complement ongoing work to attract and expand ongoing marketing efforts with non-resident visitors. The goals of Come Home Year 2022 include boosting the province’s tourism, arts and culture sectors and supporting community partners and municipalities. As part of the celebrations, DGSNL launched a Come Home Year licence plate for passenger vehicles, light trucks, and trailers. These plates will be placed on all new vehicles in these categories purchased in the province in 2022. The Come Home Year licence plates are also available for purchase from the Motor Registration Division and Government Service Centre locations throughout the province for those who want to replace an existing plate; peeling plates are replaced free of charge. The Come Home Year licence plates are official plates that will follow the vehicles for which they are registered, and will remain as a visible commemoration of the Come Home Year campaign.

Report on Performance

Strategic Issue # 1: Better Living through Enhanced Program and Service Delivery

Providing better living by enhancing access to the services provided by DGSNL is a major priority for the department. This initiative coincides with the strategic direction to enhance service delivery overall, and specifically through a digital-by-design approach. DGSNL recognizes the importance of citizens receiving the best possible program and service delivery. The department will focus on service delivery capacity by increasing the availability of information and offering more services online for the people of Newfoundland and Labrador.

Goal

By March 31, 2023, Digital Government and Service NL will have enhanced delivery of its programs and services.

2021-22 Objective

By March 31, 2022, DGSNL will have continued to lead the modernization of government service delivery by harnessing a digital-by-design approach, reducing manual paper-based processes by increasing the number of services delivered online by 50 per cent, and reducing paper-based processes.

The following details the department's progress toward the achievement of the planned results for 2021-22 with respect to Better Living through Enhanced Program and Service Delivery.

Indicator 1: Continued to lead a digital-by-design approach to the delivery of government services.

DGSNL, working with the Office of the Chief Information Officer (OCIO) and other government entities, has increased services available online, including: licence and vehicle renewals and notifications (MyGovNL platform); written driver examinations;

vehicle transfers; MCP renewals (MyGovNL); applications for electrical permits and lottery licences; organ donor registry; VaxPass and VaxVerify; and woodcutting permits. During the reporting period, online application and licensing processes were implemented for: insurance companies; insurance adjusters, agents and brokers; mortgage brokers; real estate brokers and salespersons; collection agencies; credit reporting agencies; payday lenders; direct sellers; private investigations and security services agencies and agents; and prepaid funeral services providers.

Courses were available through SkillsPass NL for commercial drivers, building accessibility, and electrical installations.

A new licensing system for the Consumer and Financial Services Division was introduced in two phases, replacing an outdated system and manual paper processes, making it much more efficient. The online application for licensing of insurance adjusters, agents, brokers and companies, real estate brokers and salespersons, mortgage brokers and prepaid funeral sellers was launched in October 2021. The online application for licensing of payday lenders, direct sellers, collection agencies, credit reporting agencies as well as agents and agencies for private investigation and security services was launched in March 2022.

DGSNL and the OCIO have been focused on improving the online content of government websites, starting with the Motor Registration Division, where a complete reorganization and rewrite of online website content was completed in the summer of 2021.

DGSNL is also modernizing customer service delivery by implementing an On Demand Contact Centre which will automatically intake emails to the Motor Registration Division, and auto-assign to agents for processing. This will allow tracking of inbound requests, completed requests, time to completion, etc. to improve performance and identify areas for improvement. The department and the OCIO are working with the Insurance Bureau

of Canada to implement a system to electronically validate insurance policies for passenger vehicles and light trucks.

In addition to the above-noted improvements, the Pension Benefit Standards Division initiated electronic recordkeeping on a go-forward basis, and created a generic divisional email for all electronic filings.

In January 2022, Vital Statistics records for deaths registered in Newfoundland and Labrador from 1950 to 1968 were made available online via The Rooms website. DGSNL's Vital Statistics Division provided an initial transfer of 59,698 death certificates, to allow public access for research purposes. This is the first time a collection of vital statistics records has been digitally transferred to The Rooms Provincial Archives. The records can be found on a searchable database here: [Vital Statistics \(Deaths 1950 - 1968\) digital collection](#).

Indicator 2: Advanced the process of consolidating collections services for increased efficiencies and savings

In 2021-22, collection officers and administrative staff from the Departments of Finance and Immigration, Population Growth and Skills were consolidated into the Collections Services Unit of DGSNL. As of March 2022, all staff, except for one Financial Collections Officer based in Stephenville, have been relocated to the DGSNL office on the 2nd Floor, West Block, Confederation Building. The Collection Services Unit is now in the process of developing collections strategies and creating service agreements with the various departments requiring assistance with outstanding debts owing to the Crown.

Indicator 3: Met or surpassed the 50 per cent target for services delivered online

The target for 2021-22 has now been exceeded, with an increase of over 75 per cent in the number of services offered online since 2019-20. DGSNL and the OCIO worked with all government departments to enable online access to more services. Numerous

web-based programs were advanced during the COVID-19 pandemic, including support for businesses and artists, immigration applications and vehicle transfers. The OCIO is currently upgrading the backend technology of the MyGovNL platform to reduce duplication and improve speed for the future delivery of online services. This will allow the OCIO to offer additional features on the MyGovNL platform and enable the integration of more licensing and permitting services through 2022 and 2023.

2022-23 Objective

By March 31, 2023, DGSNL will have advanced the modernization of government service delivery by harnessing a digital-by-design approach, reducing manual paper-based processes by increasing the number of services delivered online by 75 percent, and taken steps to consolidate shared services to deliver efficiency and savings.

Indicators:

- Continued to lead a digital-by-design approach to the delivery of government services
- Formalized shared services responsibilities through the development of service level agreements with other government departments
- Increased number of services available online

Strategic Issue # 2: Better Living through Enhanced Consumer Protection and Public Safety

DGSNL is mandated to protect consumers and enhance the safety of workers and the general public. The establishment of well-defined and up-to-date standards and enforcement practices are the foundation for creating consumer protection and compliance, providing better living for residents of the province. The department regulates Newfoundland and Labrador's specific consumer marketplaces by administering modern legislation that protects the public interest. The department also works to enhance worker and public safety through legislation and enforcement measures.

Goal

By March 31, 2023, DGSNL will have improved measures to protect consumers and enhance safety for workers and the general public.

2021-22 Objective and Indicators

By March 31, 2022, DGSNL will have continued to review and propose legislative amendments to: protect consumers, enhance the safety of workers and the public, improve accessibility to public buildings and make our roads and trails safer.

The following details the department's progress toward the achievement of the planned results for 2021-22 with respect to Better Living through Enhanced Consumer Protection and Public Safety.

Indicator 1: Initiated a review of legislation related to accessibility to public buildings

In 2021-22, DGSNL made important steps in reviewing the **Buildings Accessibility Act**, the purpose of which is to provide people with physical and sensory disabilities access to public buildings, apartment-type buildings, hotels and building links, and to ensure compliance with building accessibility standards. In July 2021, the department received recommendations on how to improve the

legislation from the Buildings Accessibility Advisory Board (BAAB), which is established under the Act. In December, DGSNL initiated a consultation process in conjunction with government's Public Engagement Division, to seek input from key stakeholders to complement the recommendations of the BAAB. This included an online questionnaire and three engagement sessions. The information gathered during the consultations was summarized in a "What We Heard" document published after the end of the reporting period. This document will be used to further inform potential amendments to the Act.

Indicator 2: Made recommendations to modernize and strengthen the safety provisions of the Motorized Snow Vehicles and All-Terrain Vehicles Act.

A comprehensive review of the Act was conducted during 2020-21, with the primary objective of enhancing public safety. The review also looked at modernizing the legislation to include new types of off-road vehicles and reorganizing the Act for ease of understanding. Following the legislative review, the department recommended repealing the **Motorized Snow Vehicles and All-Terrain Vehicles Act**, and replacing it with the **Off-Road Vehicles Act**, which was introduced in the House of Assembly and received Royal Assent in November 2021. The legislation includes new or revised requirements with respect to the mandatory use of helmets, safety training, supervision, operation across or along a highway, and increased fines, with the intention of providing safer experiences for off-road vehicle enthusiasts throughout the province. Most of the **Off-Road Vehicles Act** and associated regulations, except provisions related to safety training, were proclaimed into force after the end of the reporting period.

Indicator 3: Developed measures to enhance occupational health and safety

DGSNL has undertaken a number of measures to enhance occupational health and safety in the reporting period, including updates to legislative frameworks. Following a legislative review and stakeholder consultations, DGSNL recommended a new **Radiation Health and Safety Act**, which had not been reviewed in its entirety since 1977. The changes clarify the regulatory roles and responsibilities related to the Act and help ensure a common understanding of the mandate. Bill 6, the **Radiation Health and**

Safety Act, 2021, received Royal Assent on November 4, 2021 and will come into force on a day to be proclaimed by the Lieutenant-Governor in Council. Draft regulations are currently being developed and are expected to be completed in the next reporting period.

The Governments of Canada, Nova Scotia and Newfoundland and Labrador, together with the offshore regulators, the Canada-Nova Scotia Offshore Petroleum Board and the Canada-Newfoundland and Labrador Offshore Petroleum Board, embarked on an initiative to develop permanent occupational health and safety regulations for the offshore industry. Transitional regulations were first introduced by each jurisdiction in 2014 to address regulatory gaps in occupational health and safety coverage until permanent regulations could be established. The permanent **Offshore Area Occupational Health and Safety Regulations** came into force on January 1, 2022. The adoption of permanent regulations harmonizes the occupational health and safety regime with that of the Governments of Canada and Nova Scotia, and are intended to help ensure the continued health and safety of employees and other personnel working offshore.

Indicator 4: Developed measures to keep our roads safer and help stabilize insurance rates

DGSNL continues to prioritize road safety for all residents of the province. In 2019, amendments to the **Highway Traffic Act** provided for the enforcement of traffic violations using image capture technology. The **Image Capturing Enforcement System Regulations**, which came into effect in November 2021, outline the types of image capturing enforcement systems, the evidence to be collected and displayed on the image, and how and when systems are to be tested. DGSNL has established an interdepartmental working group regarding the implementation of image capturing enforcement systems, which includes the Departments of Education, Justice and Public Safety, Municipal and Provincial Affairs, Transportation and Infrastructure, and the OCIO.

DGSNL also proposed amendments to the **Automobile Insurance Act**, which received Royal Assent in November 2021, to enable the implementation of the Insurance Validation Program, or IVP. Created in collaboration with the Insurance Bureau of Canada, the IVP, once operational, will allow insurance policies to be checked at the time of vehicle registration renewal, at roadside checks by law enforcement officers, and in periodic checks of registered vehicles. This will help reduce the number of illegally uninsured vehicles that are on the road and getting involved in accidents, the high number of which is a factor in the increasing cost of automobile insurance premiums.

2022-23 Objective

By March 31, 2023, DGSNL will have advanced the modernization of legislation to: protect consumers, enhance the safety of workers and the public, improve accessibility to public buildings, and make our roads and trails safer.

Indicators:

- Taken action to make our roads safer
- Made recommendations to amend the **Buildings Accessibility Act**
- Undertaken reviews and made recommendations to improve public safety and consumer protection

Opportunities and Challenges

Service Delivery after COVID-19

The COVID-19 pandemic caused a shift in thinking around remote work and the digital delivery of government services. Since many businesses and government services were closed to in-person service for prolonged periods of time, online access expanded. In addition, the workplace both in the public and private sectors saw a significant change with many turning to working from home and using video conference platforms to maintain operations.

These factors have led citizens to expect more options for online access in addition to in-person and paper-based services. Considered a positive development, digital access to services is more convenient, comfortable, and saves time for citizens. These changing norms underscore the importance of DGSNL's mandate to modernize service delivery. In many respects, the COVID-19 pandemic acted as an accelerant to continue to explore new ways to deliver government services digitally.

Renewal of the Canada-Newfoundland and Labrador Agreement on French Language Services

The Canada-Newfoundland and Labrador Agreement on French Language Services 2018-19 to 2022-23, the main federal-provincial funding agreement for French services, is up for renewal at the end of 2022-23. A significant period of funding freezes and new and emerging priorities within the Francophone community of Newfoundland and Labrador will make the negotiations challenging. A successful and mutually-beneficial updated funding agreement and strategic plan would serve the needs of the Francophone and Acadian communities, and recognize their important contributions to the province's social, economic and cultural fabric.

The French Language Services Policy, approved by Treasury Board in 2015, defines the roles and responsibilities of the Office of French Services (OFS), as well as other government departments with respect to the province's Francophone and Acadian

communities. As the communities' priorities have evolved since 2015, OFS will examine this policy in 2022-23 through consultation across government.

In recent years, several departments across government have signed multi-year funding agreements that incorporate bilingual staffing and require the offer of government services in French. As the OFS oversees the work of the Interdepartmental Committee on French Services, the OFS will continue its leadership role in advocating for a coordinated and consistent approach within government with respect to service delivery in French.

Financial Information

Expenditure and revenue figures included in this document are based on public information in the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for Fiscal Year Ended 31 March 2022.

ANNUAL REPORT 2021-22

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
Statement of Expenditure and Related Revenue
FOR THE YEAR ENDED 31 MARCH 2022

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
MINISTER'S OFFICE			
<i>CURRENT</i>			
1.1.01. MINISTER'S OFFICE			
01. Salaries	196,356	200,400	200,400
Operating Accounts:			
<i>Employee Benefits</i>	-	300	300
<i>Transportation and Communications</i>	4,532	30,400	30,400
<i>Supplies</i>	81	800	800
<i>Purchased Services</i>	200	500	500
<i>Property, Furnishings and Equipment</i>	774	300	300
02. Operating Accounts	5,587	32,300	32,300
Total: Minister's Office	201,943	232,700	232,700
TOTAL: MINISTER'S OFFICE	201,943	232,700	232,700
GENERAL ADMINISTRATION			
<i>CURRENT</i>			
1.2.01. EXECUTIVE SUPPORT			
01. Salaries	1,357,375	1,364,300	1,364,300
Operating Accounts:			
<i>Employee Benefits</i>	167,694	152,200	87,200
<i>Transportation and Communications</i>	9,642	24,300	24,300
<i>Supplies</i>	2,388	2,800	2,800
<i>Purchased Services</i>	8,789	13,000	13,000
<i>Property, Furnishings and Equipment</i>	2,543	1,000	1,000
02. Operating Accounts	191,056	193,300	128,300
	1,548,431	1,557,600	1,492,600
02. Revenue - Provincial	(775,836)	(880,000)	(880,000)
Total: Executive Support	772,595	677,600	612,600

ANNUAL REPORT 2021-22

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
GENERAL ADMINISTRATION			
<i>CURRENT</i>			
1.2.02. FRENCH LANGUAGE SERVICES			
01. Salaries	359,910	362,000	362,000
Operating Accounts:			
<i>Transportation and Communications</i>	1,746	8,500	8,500
<i>Supplies</i>	609	1,500	1,500
<i>Professional Services</i>	87,641	134,300	134,300
<i>Purchased Services</i>	507	1,600	1,600
02. Operating Accounts	90,503	145,900	145,900
10. Grants and Subsidies	4,278	4,300	4,300
	454,691	512,200	512,200
01. Revenue - Federal	(350,000)	(350,000)	(350,000)
Total: French Language Services	104,691	162,200	162,200
<i>CAPITAL</i>			
1.2.03. ADMINISTRATIVE SUPPORT			
Operating Accounts:			
<i>Purchased Services</i>	186,565	370,000	370,000
02. Operating Accounts	186,565	370,000	370,000
	186,565	370,000	370,000
01. Revenue - Federal	(30,000)	(30,000)	(30,000)
Total: Administrative Support	156,565	340,000	340,000
TOTAL: GENERAL ADMINISTRATION	1,033,851	1,179,800	1,114,800
TOTAL: EXECUTIVE AND SUPPORT SERVICES	1,235,794	1,412,500	1,347,500

ANNUAL REPORT 2021-22

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
REGULATORY AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.01. CONSUMER AFFAIRS			
01. Salaries	569,316	644,300	744,300
Operating Accounts:			
<i>Employee Benefits</i>	-	700	700
<i>Transportation and Communications</i>	12,606	26,400	26,400
<i>Supplies</i>	5,408	10,200	10,200
<i>Purchased Services</i>	14,318	13,500	13,500
<i>Property, Furnishings and Equipment</i>	101	1,500	1,500
02. Operating Accounts	32,433	52,300	52,300
	601,749	696,600	796,600
02. Revenue - Provincial	(18,886)	(16,000)	(16,000)
Total: Consumer Affairs	582,863	680,600	780,600
2.1.02. FINANCIAL SERVICES REGULATION			
01. Salaries	726,929	888,300	930,600
Operating Accounts:			
<i>Employee Benefits</i>	-	600	600
<i>Transportation and Communications</i>	11,049	20,400	20,400
<i>Supplies</i>	5,387	5,000	5,000
<i>Professional Services</i>	-	1,000	1,000
<i>Purchased Services</i>	124,216	120,800	78,500
<i>Property, Furnishings and Equipment</i>	-	700	700
02. Operating Accounts	140,652	148,500	106,200
Total: Financial Services Regulation	867,581	1,036,800	1,036,800
2.1.03. PENSIONS BENEFIT STANDARDS			
01. Salaries	212,898	257,800	257,800
Operating Accounts:			
<i>Transportation and Communications</i>	5	4,900	4,900
<i>Supplies</i>	55	500	500
<i>Purchased Services</i>	3,465	4,400	4,400
<i>Property, Furnishings and Equipment</i>	912	100	100
02. Operating Accounts	4,437	9,900	9,900
Total: Pensions Benefit Standards	217,335	267,700	267,700

ANNUAL REPORT 2021-22

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
REGULATORY AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.04. COMMERCIAL REGISTRATIONS			
01. Salaries	955,002	1,089,900	1,089,900
Operating Accounts:			
<i>Employee Benefits</i>	-	2,000	2,000
<i>Transportation and Communications</i>	71,525	102,300	92,300
<i>Supplies</i>	9,085	13,000	13,000
<i>Purchased Services</i>	1,015,944	985,900	825,900
<i>Property, Furnishings and Equipment</i>	3,073	2,100	2,100
02. Operating Accounts	1,099,627	1,105,300	935,300
Total: Commercial Registrations	2,054,629	2,195,200	2,025,200
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	3,722,408	4,180,300	4,110,300
REGULATORY AFFAIRS			
OTHER SERVICES			
<i>CURRENT</i>			
2.2.01. VITAL STATISTICS REGISTRY			
01. Salaries	695,380	695,400	692,900
Operating Accounts:			
<i>Transportation and Communications</i>	51,359	65,900	65,900
<i>Supplies</i>	10,186	12,800	12,800
<i>Purchased Services</i>	46,310	68,100	68,100
<i>Property, Furnishings and Equipment</i>	-	1,100	1,100
02. Operating Accounts	107,855	147,900	147,900
	803,235	843,300	840,800
01. Revenue - Federal	(79,561)	(50,000)	(50,000)
02. Revenue - Provincial	(29,545)	(50,000)	(50,000)
Total: Vital Statistics Registry	694,129	743,300	740,800

ANNUAL REPORT 2021-22

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
REGULATORY AFFAIRS			
OTHER SERVICES			
<i>CURRENT</i>			
2.2.02. QUEEN'S PRINTER			
Operating Accounts:			
<i>Employee Benefits</i>	-	300	300
<i>Transportation and Communications</i>	816	1,400	1,400
<i>Supplies</i>	295	300	300
<i>Purchased Services</i>	3,137	6,800	6,800
02. Operating Accounts	4,248	8,800	8,800
	4,248	8,800	8,800
02. Revenue - Provincial	(32,830)	(97,000)	(97,000)
Total: Queen's Printer	(28,582)	(88,200)	(88,200)
2.2.03. PRINTING AND MICROGRAPHIC SERVICES			
01. Salaries	897,272	967,100	967,100
Operating Accounts:			
<i>Transportation and Communications</i>	7,269	9,000	9,000
<i>Supplies</i>	214,014	308,600	308,600
<i>Purchased Services</i>	454,296	494,500	494,500
<i>Property, Furnishings and Equipment</i>	38,390	6,300	6,300
02. Operating Accounts	713,969	818,400	818,400
Total: Printing and Micrographic Services	1,611,241	1,785,500	1,785,500
TOTAL: OTHER SERVICES	2,276,788	2,440,600	2,438,100
TOTAL: REGULATORY AFFAIRS	5,999,196	6,620,900	6,548,400

ANNUAL REPORT 2021-22

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
DIGITAL GOVERNMENT AND SERVICES			
MOTOR VEHICLE REGISTRATION			
<i>CURRENT</i>			
3.1.01. MOTOR REGISTRATION DIVISION			
01. Salaries	5,645,402	6,076,700	6,644,200
Operating Accounts:			
<i>Employee Benefits</i>	1,093	4,000	4,000
<i>Transportation and Communications</i>	1,104,538	1,312,300	1,047,300
<i>Supplies</i>	552,478	533,500	533,500
<i>Professional Services</i>	-	2,000	2,000
<i>Purchased Services</i>	2,232,328	2,174,100	1,874,100
<i>Property, Furnishings and Equipment</i>	40,713	10,000	10,000
02. Operating Accounts	3,931,150	4,035,900	3,470,900
10. Grants and Subsidies	30,890	42,500	42,500
	9,607,442	10,155,100	10,157,600
01. Revenue - Federal	(188,964)	(191,500)	(191,500)
02. Revenue - Provincial	(7,314)	(20,000)	(20,000)
Total: Motor Registration Division	9,411,164	9,943,600	9,946,100
TOTAL: MOTOR VEHICLE REGISTRATION	9,411,164	9,943,600	9,946,100

ANNUAL REPORT 2021-22

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
DIGITAL GOVERNMENT AND SERVICES			
PERMITTING, INSPECTION AND SUPPORT SERVICES			
<i>CURRENT</i>			
3.2.01. SUPPORT SERVICES			
01. Salaries	2,129,619	2,192,000	2,192,000
Operating Accounts:			
<i>Employee Benefits</i>	-	2,300	2,300
<i>Transportation and Communications</i>	196,835	287,700	287,700
<i>Supplies</i>	17,850	30,200	30,200
<i>Professional Services</i>	1,385	4,000	4,000
<i>Purchased Services</i>	59,028	64,500	64,500
<i>Property, Furnishings and Equipment</i>	743	3,000	3,000
02. Operating Accounts	275,841	391,700	391,700
	2,405,460	2,583,700	2,583,700
02. Revenue - Provincial	(1,082,097)	(1,516,800)	(1,516,800)
Total: Support Services	1,323,363	1,066,900	1,066,900
3.2.02. REGIONAL SERVICES			
01. Salaries	6,734,123	7,168,900	7,168,900
Operating Accounts:			
<i>Employee Benefits</i>	-	2,100	2,100
<i>Transportation and Communications</i>	404,180	489,000	490,500
<i>Supplies</i>	38,287	48,100	48,100
<i>Purchased Services</i>	34,858	36,000	36,000
<i>Property, Furnishings and Equipment</i>	12,861	14,100	14,100
02. Operating Accounts	490,186	589,300	590,800
09. Allowances and Assistance	1,477	1,500	-
	7,225,786	7,759,700	7,759,700
02. Revenue - Provincial	(535,829)	(1,572,200)	(1,572,200)
Total: Regional Services	6,689,957	6,187,500	6,187,500

ANNUAL REPORT 2021-22

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
DIGITAL GOVERNMENT AND SERVICES			
PERMITTING, INSPECTION AND SUPPORT SERVICES			
<i>CURRENT</i>			
3.2.03. COLLECTION SERVICES			
01. Salaries	1,011,465	1,178,700	905,400
Operating Accounts:			
<i>Transportation and Communications</i>	17,391	11,100	5,100
<i>Supplies</i>	2,976	9,500	6,900
<i>Purchased Services</i>	4,725	26,800	22,500
<i>Property, Furnishings and Equipment</i>	693	1,000	-
02. Operating Accounts	25,785	48,400	34,500
	1,037,250	1,227,100	939,900
02. Revenue - Provincial	(156)	-	-
Total: Collection Services	1,037,094	1,227,100	939,900
TOTAL: PERMITTING, INSPECTION AND SUPPORT SERVICES	9,050,414	8,481,500	8,194,300

ANNUAL REPORT 2021-22

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
DIGITAL GOVERNMENT AND SERVICES			
OCCUPATIONAL HEALTH AND SAFETY			
<i>CURRENT</i>			
3.3.01. OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS			
01. Salaries	2,964,556	3,759,500	3,759,500
Operating Accounts:			
<i>Employee Benefits</i>	32,260	26,900	26,900
<i>Transportation and Communications</i>	155,418	323,400	323,400
<i>Supplies</i>	74,942	87,500	87,500
<i>Professional Services</i>	432	16,800	16,800
<i>Purchased Services</i>	22,511	111,400	111,400
<i>Property, Furnishings and Equipment</i>	30,007	25,800	25,800
02. Operating Accounts	315,570	591,800	591,800
	3,280,126	4,351,300	4,351,300
02. Revenue - Provincial	(3,237,320)	(4,351,300)	(4,351,300)
Total: Occupational Health and Safety Inspections	42,806	-	-
TOTAL: OCCUPATIONAL HEALTH AND SAFETY	42,806	-	-
FINANCIAL ASSISTANCE			
<i>CURRENT</i>			
3.4.01. ASSISTANCE TO ST. LAWRENCE MINERS' DEPENDENTS			
09. Allowances and Assistance	17,272	21,000	21,000
Total: Assistance to St. Lawrence Miners' Dependents	17,272	21,000	21,000
3.4.02. ASSISTANCE TO OUTSIDE AGENCIES			
10. Grants and Subsidies	2,500	8,000	8,000
	2,500	8,000	8,000
02. Revenue - Provincial	(2,500)	(8,000)	(8,000)
Total: Assistance to Outside Agencies	-	-	-
TOTAL: FINANCIAL ASSISTANCE	17,272	21,000	21,000
TOTAL: DIGITAL GOVERNMENT AND SERVICES	18,521,656	18,446,100	18,161,400
TOTAL: DEPARTMENT	25,756,646	26,479,500	26,057,300

ANNUAL REPORT 2021-22

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

**DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)**

Summary of Gross Expenditure and Unexpended Balances

	\$
Original estimates (net)	26,057,300
Add (subtract) transfers of estimates	422,200
Addback revenue estimates net of transfers	<u>9,132,800</u>
Original estimates of expenditure	35,612,300
Supplementary supply	<u>-</u>
Total Appropriation	<u>35,612,300</u>
Total net expenditure	25,756,646
Add revenue less transfers and statutory payments	<u>6,370,838</u>
Total gross expenditure (budgetary, non-statutory)	<u>32,127,484</u>
Unexpended balance of appropriation	<u><u>3,484,816</u></u>

Summary of Cash Payments and Receipts

	<u>Payments</u>	<u>Receipts</u>	<u>Net</u>
	\$	\$	\$
Current Account	31,940,919	6,340,838	25,600,081
Capital Account	<u>186,565</u>	<u>30,000</u>	<u>156,565</u>
Totals	<u><u>32,127,484</u></u>	<u><u>6,370,838</u></u>	<u><u>25,756,646</u></u>

SEAN DUTTON
Deputy Minister
Digital Government and Service
Newfoundland and Labrador

