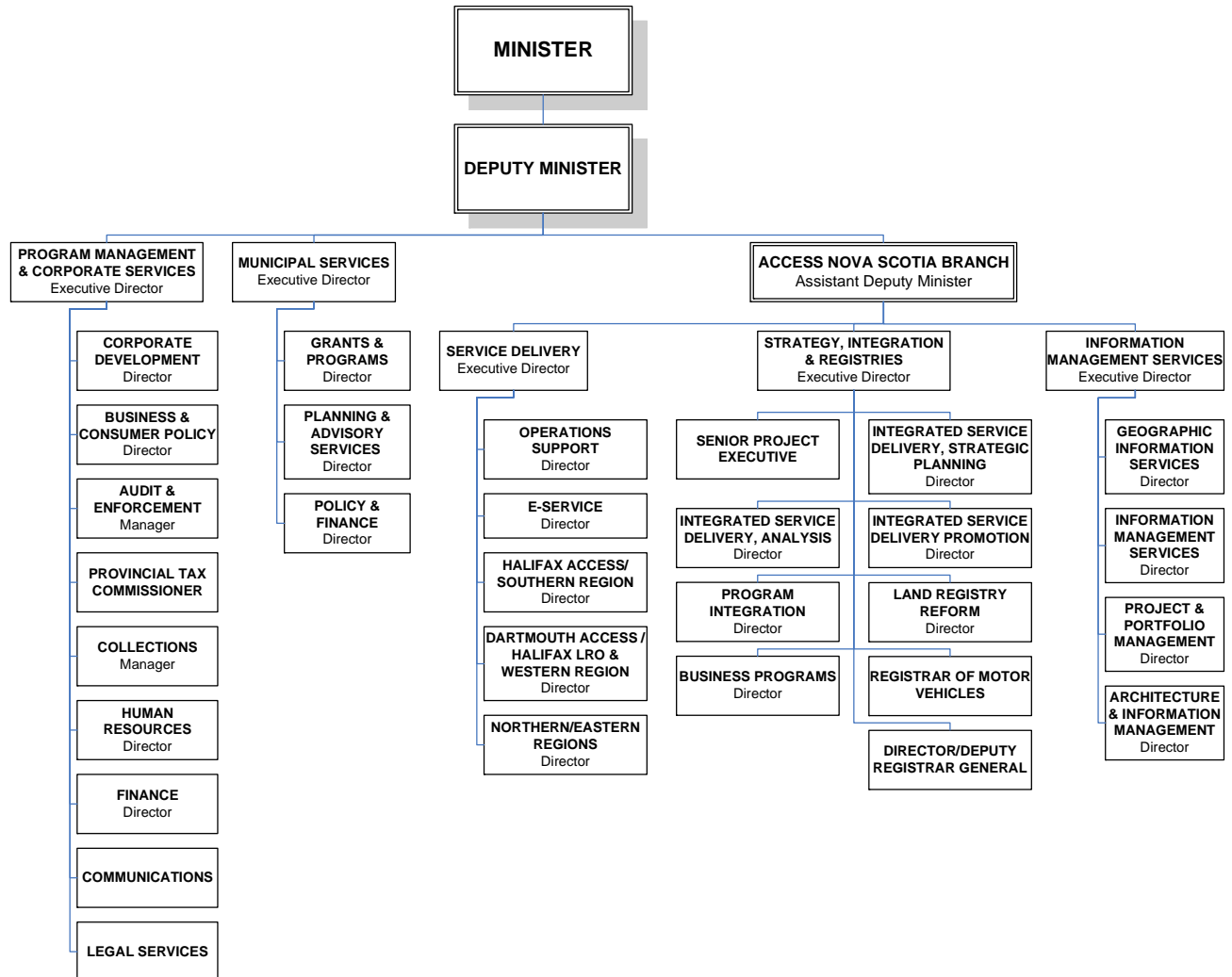


# Department of Service Nova Scotia and Municipal Relations



## Responsibilities

Service Nova Scotia and Municipal Relations' three core businesses are closely aligned with its two divisions and one branch. The department is largely organized on a matrix basis, meaning that it is organized around the function being performed such as service delivery or program management rather than on a sectoral or client basis. The discussion below provides the major roles and functions (responsibilities) of each core business.

### **PROGRAM MANAGEMENT AND CORPORATE SERVICES (PMCS)**

Program Management and Corporate Services (PMCS) has responsibility for most of the programs offered by the department. This includes strategic direction for the program, program development, enforcement and public awareness. The division is also accountable for the related legislation, regulations and policies necessary for each program and for administration of the department's corporate services in the areas of human resource support, financial services, strategic planning, quality assurance, enterprise risk management, business continuity management, and regulatory management.

The programs that fall under PMCS are as follows:

- Financial Services Industry Regulation and Licensing
- Funeral Services Sector Regulation
- Condominium Registration
- Residential Tenancies Regulation
- Consumer Assistance
- Direct Selling Industry Regulation and Licensing
- Fuel Tax Program
- Tobacco Tax Program
- Nova Scotia Sales Tax
- Rebates - Provincial Component of Harmonized Sales Tax
- Your Energy Rebate Program
- Heating Assistance Rebate Program
- Petroleum Products Pricing

Benefits of these programs include a fairer and more efficient tax collection system, better consumer protection, more effective program management by the department, improved compliance by business with licensing requirements, optimized revenue collection by the department on behalf of government and other departments, and a healthier and safer workplace for department employees.

The division constantly improves the programs administered by SNSMR in a manner that is consistent with the public interest. It is also responsible for many of the human resource related initiatives of the department.

## **ACCESS NOVA SCOTIA BRANCH**

Access Nova Scotia Branch was established to provide Nova Scotians with seamless access to citizen and business-related government information and services. ANS is the government's service delivery arm and provides people and businesses of Nova Scotia with easy access to registration, licensing and data/information retrieval services while ensuring the integrity, security, and, where required, privacy of the data and information.

The ANS Branch is organized along four highly integrated functions. These new positions have been designed to provide ANS Branch with an organizational and management structure that will support its efforts in executing on its vision, mission and mandate:

### **Strategy, Integration and Registries**

Strategy, Integration and Registries is responsible for providing strategic leadership, registry integration (business, vital statistics, land, and motor vehicle), modernization of legislation and programs, and ensures delivery on the department's Integrated Service Delivery commitment. Responsibilities includes risk and quality assessment, branding and promotion, performance indicators, and partnerships as well as identification and recommendation of legislative and regulatory reform initiatives with a view of reducing the red tape burden on citizens and businesses while ensuring the protection of citizens' interests and safety. This responsibility requires a view from the citizen and a business perspective, making it easier for citizens and businesses to interact with government.

### **Information and Management Services**

Information and Management Services is responsible to develop and implement departmental information management and technology strategies, and is responsible to lead the GeoNOVA Secretariat and the Geomatics functions.

### **Service Delivery**

Service Delivery is responsible for providing client-focused access to a broad range of government services and information - i.e., Registry of Motor Vehicles, Land, Vital Statistics etc. - through a variety of delivery channel options and is also responsible for the efficiency in the design of all back office transaction processing.

The programs that fall under Access Nova Scotia business are as follows:

- Vital Statistics and Legal Name Change
- Solemnization of Marriage Regulation
- Driver Training School and Instructor Licensing Program
- Driver Licensing Program
- Registry of Joint Stock Companies
- Citizen Identification Card Program
- Lobbyist Registration
- Land Titles, Registration, Records and Mapping
- Personal Property Registration
- Motor Vehicle Titling Program
- Commercial Vehicle Driver Examiner Program
- Motor Vehicle Inspection Station and Tester Licensing Program
- Motor Vehicle Dealer Licensing Program
- Motor Vehicle Permitting Program
- Vehicle Branding Program
- International Registration Program
- Motor Vehicle Financial Responsibility Program
- Accessible Parking Permit Program
- Seniors Safe Driving Program
- Reconstructed Vehicle Program
- Nova Scotia Business Registry
- Geomatics Governance Infrastructure
- Geographic Information Management
- Debtor Assistance

Benefits of the branch include easier access to an ever expanding number of information and other services offered by the department on behalf of government. This is accomplished through either electronic or physical means which provide more timely responses to service requests and better quality service in terms of accessibility of the information required. Other benefits from the operation of this core business include improved efficiency in the provision of registration and processing functions on behalf of departmental programs and external program owners, enhanced integrity and security around the information holdings of the department, improved quality of the data contained in the holdings, easier access to that information and increased ability to share data with other government departments and agencies.

The branch constantly strives to provide streamlined and easy access to quality, client-centered services; continuously improving the registries and information holdings that support internal and external client services offered by SNSMR and by improving the security around those holdings; and, seeking solutions that improve service and provide it in a more cost effective manner.

### **MUNICIPAL SERVICES**

Municipal Services provides advice, assistance and prepares policy related to municipal matters for the government and on behalf of the government to municipalities. The division is also responsible for maintaining the legislative framework in which municipalities operate. The core business also operates most of the grant and other financial support programs offered to municipalities.

The programs that fall under Municipal Services are as follows:

- Municipal Advice, Assistance & Advocacy
- Municipal Mandatory Services
- Municipal Capacity Building and Leadership Development
- Municipal Infrastructure
- Community Grants Program
- Municipal Financial Support
- Municipal Tax Grants
- Municipal Legal & Regulatory Framework
- Municipal Tax Policy and Assessment Act Oversight
- Municipal Land Use and Planning

Benefits derived from Municipal Services include municipalities that are more effective in their governance role and their ability to provide services to citizens, are financially viable, and better able to support development which will provide long term benefits to the entire province.

The division continuously improves advice, programs and other forms of assistance to municipalities so that they may operate in a more effective and efficient manner. The division also partners with key clients such as the UNSM to support training for municipal councillors and staff.

## **Acts Administered**

- *Assessment Act*
- *Business Electronic Filing Act*
- *Cemetery and Funeral Services Act*
- *Change of Name Act*
- *Collection Agencies Act*
- *Companies Act*
- *Condominium Act*
- *Consumer Creditors' Conduct Act*
- *Consumer Protection Act*
- *Consumer Reporting Act*
- *Consumer Services Act*
- *Cooperative Associations Act*
- *Corporations Registration Act*
- *Direct Sellers' Regulation Act*
- *Embalmers and Funeral Directors Act*
- *Gas Distribution System Municipal Taxation Act*
- *Land Registration Act*
- *Limited Partnerships Act*
- *Lobbyists Registration Act*
- *Marketable Titles Act*
- *Mortgage Brokers' and Lenders' Registration Act*
- *Motor Carrier Act*
- *Motor Vehicle Act* in so far as it relates to the Registrar of Motor Vehicles and the Registry of Motor Vehicles
- *Municipal Conflict of Interest Act*
- *Municipal Elections Act*
- *Municipal Finance Corporation Act*
- *Municipal Government Act*
- *Municipal Grants Act*
- *Off-highway Vehicles Act* in so far as it relates to the Registrar of Motor Vehicles and the Registry of Motor Vehicles
- *Oil Refineries and L.N.G. Municipal Taxation Act*
- *Partnerships and Business Names Registration Act*
- *Personal Property Security Act*

- *Petroleum Products Pricing Act*
- *Private Investment Holding Companies Act*
- *Property Valuation Service Corporation Act*
- *Public Accountants Act*
- *Public Highways Act*
- *Real Estate Trading Act*
- *Registry Act*
- *Rental Property Conversion Act*
- *Rent Review Act*
- *Residential Tenancies Act*
- *Part IV of the Revenue Act for administrative purposes*
- *Richmond Stora Enso Taxation Act*
- *Rural Fire District Act*
- *Sales Tax Act for administrative purposes*
- *Societies Act*
- *Solemnization of Marriage Act*
- *Unconscionable Transaction Relief Act*
- *Vital Statistics Act*
- *Wind Turbine Facilities Municipal Taxation Act*

