

- No operational goals or objectives for the food premises inspection and licensing program have been established and no operational plan is in place.
- There is a lack of matching of resources available with the work that has to be completed because in most regions management does not fully participate in the planning and scheduling of inspection and licensing activity.
- Effective inspection and licensing activity monitoring is not possible because the database used to monitor inspection activity is neither current nor accurate, there is no schedule in place against which to monitor inspection activity, and management does not review completed inspection reports.

2.17 Office of the Commissioner of Petroleum Products Pricing

The Office of the Commissioner of Petroleum Products Pricing was established in May 2001 with a mandate which provides for the establishment of geographic pricing zones throughout the Province and the regulation of maximum pricing for petroleum products at the wholesale and retail levels throughout the Province. In October 2001, the Commissioner announced 14 primary pricing zones and 4 sub-zones, and also set maximum prices for petroleum products in each of these zones.

Our review indicated that:

- The Commissioner did not comply with the requirements of the *Petroleum Products Regulations* in establishing geographic pricing zones and setting maximum prices in that adequate information was not obtained on **historical** prices for petroleum products charged to retailers and consumers throughout the Province and on the **historical** margins between fuel costs and these prices. As a result of not obtaining this information, the Commissioner could not consider, as required by the *Regulations*, those factors and costs that may have explained the differences between **historical** prices and between **historical** margins in establishing geographic pricing zones and maximum prices.

- In 1 instance, the maximum wholesale and retail price for petroleum products set by the Commissioner was incorrectly calculated. In this instance, the maximum wholesale and retail price for diesel fuel in Zone 10 has been understated by 1.725 cents per litre including HST since the first period of price regulation began in October 2001.
- The Commissioner is not adequately monitoring compliance with the *Petroleum Products Act* and *Regulations*. In particular, required contact information has not been provided by all wholesalers and retailers, periodic reports have not been requested from wholesalers and retailers, and no inspections of wholesalers and retailers have been conducted. As a result, the Commissioner did not determine whether wholesalers and retailers are charging more than the established maximum price and did not obtain information on the factors which are influencing the costs of supplying petroleum products throughout the Province.

2.18 Child Care Services

The *Child Care Services Act* and *Child Care Services Regulations* provide the legislative framework for control over the provision of child care services in the Province.

Although the Department of Health and Community Services has overall responsibility for the child care services program, it has not adequately monitored and controlled the delivery of the program. For example, the Department did not release its approved policies relating to the *Child Care Services Act* and *Regulations* until November 2001, 29 months after the *Act* came into force.

As well, while the Department receives an annual report from each of the regional health and community services boards, these annual reports are on the overall operations of the regional boards and are not specific to the child care services program. The Department also receives monthly statistical reports from each of the regional health and community services boards; however, these reports do not include any information relating to visits by regional staff to monitor the operations of the child care facilities.