

Office of Service Nova Scotia

Vision

Service Nova Scotia is a recognized leader in service and public protection that delivers trusted, accessible, modern programs, and contributes to Nova Scotia as a safe and desirable place to live, work and do business.

Mission

Service Nova Scotia designs and delivers programs and services to meet the needs of our clients and the public good through a culture of excellence.

Responsibilities

Service Nova Scotia is led by the Chief Executive Officer who provides overall management and coordination of the activities and responsibilities of the department. Service Nova Scotia is divided into two branches (Client Experience Branch and Program Modernization Branch) and the Strategy and Corporate Services Division. The Program Modernization Branch reports to the CEO through an Associate Deputy Minister.

PROGRAM MODERNIZATION BRANCH

The Program Modernization Branch of Service Nova Scotia has responsibility for all program areas assigned to Service Nova Scotia. The Branch is organized into three divisions: Registries, which includes the Land Registry, Vital Statistics and the Registry of Joint Stocks; Business and Consumer Services, which includes Consumer Protection, Residential Tenancies and Business Licensing; Alcohol, Gaming, Fuel and Tobacco, which includes administration of the *Liquor Control Act* and compliance under the *Revenue Act* as it relates to fuel and tobacco taxes.

Programs and Services

- Audit and Enforcement – Tobacco, Fuel and Corporate Capital Tax
- Business Programs
- Condominium Registry
- Consumer and Business Policy
- Gaming Control and Registration
- Land Programs

- Liquor Licensing and Compliance
- Lobbyist Registry
- Nova Scotia Business Registry
- Petroleum Product Pricing
- Personal Property Registry
- Registry of Joint Stocks
- Registry of Motor Vehicles
- Residential Tenancies
- Smoke Free Places Compliance
- Tax Commissioner's Office
- Vital Statistics

CLIENT EXPERIENCE

Client Experience is responsible for delivering programs and services to Nova Scotians through its four interactive channels, Digital, In-Person, Mail and Phone. The Branch is organized into three divisions, providing process and administrative support and accountability for each channel: In-Person Services; Customer Contact and Collection Services; and Digital Services.

Programs and Services

- Digital Services through the online channel
- Client Relations and Operations Support across channels
- Managing offices in Eastern and Cape Breton Region
- Managing offices in Metro and North Region
- Managing offices in Southwest Region
- Contact Centre
- Fulfillment services for the Business Registry
- Corporate Collections

STRATEGY AND CORPORATE SERVICES

Strategy and Corporate Services leads office-wide planning and provides strategic business services such as risk management, quality assurance, FOIPOP Administration, Occupational Health and Safety (OHS) and facilities management, as well as operational responsibility for the Office's electronic infrastructure, business planning and project management.

Programs and Services

- Corporate Services
- Transformation
- Strategy and Performance Management

Acts Administered by the Office of Service Nova Scotia

- *Business Electronic Filing Act*
- *Cemetery and Funeral Services Act*
- *Change of Name Act*
- *Collection Agencies Act*
- *Communities Interest Companies Act*
- *Companies Act*
- *Condominium Act*
- *Consumer Creditors' Conduct Act*
- *Consumer Protection Act*
- *Consumer Reporting Act*
- *Consumer Services Act*
- *Co-operative Association Act*
- *Corporations Registrations Act*
- *Direct Sellers' Regulation Act*
- *Embalmers and Funeral Directors Act*
- *Land Registration Act*
- *Limited Partnerships Act*
- *Lobbyists Registration Act*
- *Marketable Titles Act*
- *Mortgage Brokers' and Lenders' Registration Act*
- *Partnership Act*
- *Partnerships & Business Names Registration Act*
- *Personal Property Security Act*
- *Private Investment Holding Companies Act*
- *Public Sector Lobbyists Act*
- *Real Estate Appraisers Act*
- *Real Estate Trading Act*
- *Registry Act*
- *Residential Tenancies Act*
- *Rental Property Conversion Act*

- *Rent Review Act*
- *Securities Transfer Act*
- *Societies Act*
- *Solemnization of Marriage Act*
- *Theaters and Amusements Act*
- *Unconscionable Transaction Relief Act*
- *Vital Statistics Act*

Other Acts Administered by the Office of Service Nova Scotia in cooperation or on behalf of other Departments

- *Corporation Capital Tax Act*
- *Gaming Control Act*
- *Liquor Control Act*
- *Motor Vehicle Act*
- *Petroleum Products Pricing Act*
- *Revenue Act*
- *Sales Tax Act*
- *Smoke Free Places Act*

Administrative update: **November 17, 2017**
