

The Public Administration

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DEPARTMENTS

At March 31, 2007, the Government encompassed 24 departments and related secretariats. This report includes detailed accountability information for 9 of these. Some of the organizations in question were selected because the Québec Ombudsman received a significant number of complaints concerning them. For others, their inclusion is due to unresolved problems, or broad issues of concern to various instances with an impact on numerous citizens. The departments selected are:

- The Ministère de l'Agriculture, des Pêcheries et de l'Alimentation
- The Ministère du Développement durable, de l'Environnement et des Parcs
- The Ministère de l'Éducation, du Loisir et du Sport
- The Ministère de l'Emploi et de la Solidarité sociale
- The Ministère de la Justice
 - The Directeur de l'État civil
- The Ministère des Ressources naturelles et de la Faune
- The Ministère de la Sécurité publique
- The Ministère des Transports du Québec.
- Revenu Québec

Very few complaints were received with regard to the 15 other departments, for which no specific comments were made. This may be due to their respective mandates, which do not require that they provide direct services to the population. Some departments are notably responsible for defining and ensuring the implementation of policies or overseeing governmental coordination. Others, such as the Ministère des Finances and the Secrétariat du Conseil du trésor, play a more central public role.

AGENCIES

The Québec Ombudsman also has jurisdiction over 64 government agencies. A great many of them play an advisory role for departments and, like some departments, do not offer direct services to the population. Six government agencies were targeted by a good number of complaints, or their operations were deemed of public interest by the Québec Ombudsman:

- The Commission de la santé et de la sécurité du travail
- The Curateur public
- The Financière agricole

- The Régie de l'assurance maladie du Québec
- The Régie des rentes du Québec
- The Société de l'assurance automobile du Québec

The 58 remaining agencies, the majority of which generated few or no complaints, also include administrative courts and some bodies with jurisdictional responsibility.

All of the files selected for the purpose of this document involve situations that were corrected during 2006-2007.

The analysis of complaints included in the following pages is put into perspective by an overview of these departments and agencies. While not comprehensive, these introductions nonetheless recap the mission of these government authorities, and describe, among others, any impact on public services of the introduction of new laws, regulations or programs during the year. Any problems are then illustrated by meaningful cases.

This report also addresses follow-up by departments or agencies with regard to prior recommendations issued by the Québec Ombudsman. In the same vein, it incorporates the views presented by the Québec Ombudsman to the members of parliamentary commissions, as well as the ensuing recommendations.

In addition to recommendations following individual complaints, the Québec Ombudsman also makes recommendations, wider in scope and related to issues evaluated over the course of the year, to certain departments and agencies. The Québec Ombudsman will be following up on all of these recommendations.

The comments and recommendations issued by the Québec Ombudsman are not meant to pass sentence on the actions of departments and agencies. They are, rather, the fruit of an impartial study of situations brought to its attention by citizens.

The following pages include the results for the 2006-2007 fiscal year for the public administration sector, along with our analysis of the departments and agencies selected this year. The government authorities are presented in alphabetical order, according to their names at March 31, 2007.