



Chapter 1

Office of Regulatory Affairs and Service Effectiveness: Reducing Regulatory Burden

Overall Conclusions

- The Office of Regulatory Affairs and Service Effectiveness has effective processes in place to assess and measure regulatory burden reduction for businesses in Nova Scotia.
- The Office of Regulatory Affairs and Service Effectiveness uses client survey feedback and weekly reporting to assess if the Business Navigator program is meeting its objectives.

Why We Did This Audit

- Reducing regulatory burden allows businesses to spend more time on their business; this can be beneficial for the economy.
- The estimated overall regulatory burden on Nova Scotia businesses is approximately \$560 million.
- The unnecessary regulatory burden on Nova Scotia businesses is approximately \$200 million.
- In 2017, the Province of Nova Scotia set a target to reduce unnecessary regulatory burden by \$25 million by December 2018.
- The Province reported \$34.4 million annual reduction in unnecessary regulatory burden as of December 2018.

Assessment and Measurement of Regulatory Burden

The Office of Regulatory Affairs and Service Effectiveness:

- ensures reasonable assumptions are used for estimating impacts of regulatory changes on Nova Scotia businesses; this increases the likelihood of good estimates
- ensures that regulatory changes impacting businesses are assessed against the governing charter to promote better regulation
- has a process to ensure that estimates are accurately calculated and reported; however, minor improvements to documentation are needed
- provides appropriate training to departments on the Business Impact Assessment process so departments are better able to estimate the impact of regulation on businesses
- needs to ensure guidance documents and the Business Impact Assessment tool are updated on a regular basis and ensure the most current versions are used

Business Navigator Program

The Office of Regulatory Affairs and Service Effectiveness:

- uses weekly reports to regularly monitor the operations of the Business Navigator program and acts if needed
- provides initial and ongoing training to the Business Navigators
- sets strategic priorities for the program and monitors progress to evaluate success and takes action if needed