
INFORMATION BULLETIN

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Ministry of Public Safety
and Solicitor General

PROGRESS ON IMPLEMENTING THE OMBUDSMAN'S RECOMMENDATIONS

VICTORIA – The Gaming Policy and Enforcement Branch (GPEB) has completed or made strong progress on implementing all recommendations stemming from the Ombudsman's report "Winning Fair and Square: A Report on the British Columbia Lottery Corporation's Prize Payout Process," released in May, 2007.

The report made 27 recommendations to improve the British Columbia Lottery Corporation's (BCLC) retailer lottery winnings and prize validation procedures, as well as the oversight provided by GPEB. Four of the recommendations pertained to GPEB. The remaining 23 recommendations related to BCLC, but all had implications for GPEB.

When the Ombudsman's report was released, government accepted and began implementing all 27 recommendations. Solicitor General John Les also appointed the firm Deloitte & Touche to conduct an independent audit of the BC lottery retailer system and make recommendations to improve the system.

In September 12, 2007, GPEB issued its first quarterly report outlining the status of its response to each of the Ombudsman's recommendations. Since that time, substantial progress has been made in implementing every recommendation. In many cases, implementation is complete and resulted in new, permanent processes within GPEB.

For instance, GPEB has new programs and processes to register lottery retailers, certify lottery equipment and tickets, audit BCLC's lottery operations, inspect lottery retail sites, and ensure GPEB is advised of, and investigates, every complaint concerning potential retailer impropriety. Further, new staff have been hired to manage these processes and ensure outstanding recommendations are implemented.

Some recommendations are still in process. For example, GPEB has already registered staff at about 1,000 lottery retail sites, including background investigations and criminal record checks. However, it will take another 8 months to register individuals at the remaining 3,000 existing retail sites. Similarly, GPEB has a new, comprehensive audit framework for lotteries, but it will take time for all elements of that program to be implemented and resulting findings and reports available.

GPEB will continue to provide public reports on its progress in implementing every element of the Ombudsman's recommendations. To read the detailed GPEB second quarterly progress report, please visit www.pssg.gov.bc.ca/gaming/news.

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Media contact: Cindy Rose
Public Affairs Bureau
Ministry of Public Safety and Solicitor General
250-356-6961