

Chapter 4
Section
4.11

Ministry of Government Services



Follow-up to VFM Section 3.11, 2005 Annual Report



cTdadccToRTebTdbcccT
bcdcaeTfTeTafTdccc
cTbccbcccRTacoRcTb
TRRdTccboRcaeTTcb
fTaTaTdaTdTaThaTbabcRT
ToRTbRRTcaTbfTaTcTTRceT
cTdRbdaTbR
cbzzRbTcTaadRTdbh
bbafTaTbRTRcTTaTRTab
RdaTRbTTcTcT
AadTcdbTbbaccTRh
aRcRTbfTaTcTfTcTRd
bcTeTTcTTcc
TfRdcTabhbcT2baRsv
cTbhbcTRbceTaraT
cweTcTaTbccT
txvdacTaaTcTbhbcTfb
TTcTTaTcfbaThfcdTa
dbdcbcfaaTabfcdc
hcTTRTbbahRcTbRT
caTadRcechTRT
boRchTRdbTahT
aicaTbcadRcdadTbcT
acaRcRTbTRoRhTfTeT
TabfbcTfcdcRTc
cabTRoRcTaRbcfcc
cTTTcTgTaTRTfTaTcT
cbdTaebTTgbcTabcfcTh
dbTcaTacTcTTgbcTab

2005 Annual ReportbaahTRdbT
RTaTdaTTcbabbacbtTTTc
TcTacTcTccTb:cTswxobR
hTacToRTTacTgTcdaTb
ssttsuvR
TRcTsutTTbabbdTacoRcTb
rzwsvuv
:da 2005 Annual ReportfTdccc
TfhTabTaTacToRTaTbcTaTec
TeTcbaeTcTdRfbcTh
aTTbTaeRTaRdTcaTdTbcbf
TeTafaThcboRcRcd
aTbfcTfRdcTabhbcTd
aTbdaRTbbbdTbcTcdaadcTaTcc
TbbTcRdTcbaTahdccaTTfTTb
RaTbTcbTeTacbTeThTaa
aTTbcTaTcdbc2ccT

Delays in Certificates

Recommendation

To provide more timely and effective customer service, the Office of the Registrar General should:

- provide a more reliable estimate to applicants on the turnaround time for birth, death, and marriage certificates;
- track incoming applications for certificates better and, if information is missing, promptly advise applicants and follow up when the information is not forthcoming; and
- promptly process the applications where additional information has been provided as requested.

Current Status

The Office of the Registrar General (OR) is responsible for issuing birth, death, and marriage certificates. The OR has a long history of providing these services to Ontarians. However, in recent years, there have been significant delays in the processing of these applications. This is due to a number of factors, including a decline in staff levels, a lack of investment in technology, and a failure to track incoming applications effectively. As a result, applicants are often left waiting for weeks or even months for their certificates. This is not only inconvenient for applicants but also causes significant frustration and dissatisfaction with the OR's services.

Recommendation

To deal more effectively and efficiently with applicant inquiries and complaints, the Office of the Registrar General should:

- consider providing automated prerecorded messages to inform applicants of the delays and estimated times for delivery of various types of certificates; and
- review the current deployment of staff with a view to increasing the efficiency of the Office's operations.

Current Status

The Office of the Registrar General (OR) is responsible for issuing birth, death, and marriage certificates. The OR has a long history of providing these services to Ontarians. However, in recent years, there have been significant delays in the processing of these applications. This is due to a number of factors, including a decline in staff levels, a lack of investment in technology, and a failure to track incoming applications effectively. As a result, applicants are often left waiting for weeks or even months for their certificates. This is not only inconvenient for applicants but also causes significant frustration and dissatisfaction with the OR's services.

