

#5 MPP BIRTH CERTIFICATE UPDATE

Date: 02/26/04



Minister's Message

Dear Colleagues:

On Tuesday of this week, I visited the Office of the Registrar General (ORG) in Thunder Bay and announced funding of \$2.6 million to address the birth certificate backlog.

The funding supports operational improvements such as hiring a total of 74 part-time and full-time staff, ensuring that there is no line-up at the Toronto counter office and improving call centre response to the public and MPPs.

March break peak travel season has arrived.

Applications for birth certificates have increased an average of 31 percent between the last two weeks of January and the first two weeks of February.

Did you know that over 5,000 birth certificates are lost or stolen each month in Ontario?

A birth certificate is the key to obtaining other personal documents. Please encourage your constituents to keep their birth certificates in a secure place and not to carry them unless it is necessary.

I can assure you that staff at the ORG are working hard to improve service to Ontarians.

I appreciate the opportunity to keep you informed on the progress and operational improvements at the ORG.

Sincerely yours,

Jim Watson, M.P.P.
Minister of Consumer and Business Services

Operational Improvements

- 2,528 certificates issued over 5 days for an average of 505.5 certificates per day.
- 170 ORG staff worked overtime during the weekend of February 14, 15.
- Increased demand for Emergency and Expedited applications has been met and there is little or no backlog of applications in these categories.
- Telephone calls have dropped from 10,000 to 9,700 per day.
- Senior Management has held meetings with ORG staff to discuss progress and boost morale.
- As of February 17, ORG staff are processing regular birth certificates for the second week of October.
- To meet the 48-hour turnaround time, an average of 6 people are operating the MPP phone lines.

** Français aussi disponible*

MPP Service Desk

Phone: Toronto Office (416) 212-6499
Thunder Bay (807) 343-7455

Fax: Toronto Office (416) 212-6504
Thunder Bay (807) 343-7445

FAQ

Q: What is proof of emergency?

A: In order to qualify for expedited or emergency service, proof of urgency must be provided with the application. Proof of urgency includes: a medical emergency; a letter confirming new employment; a letter from a consulate; airline tickets; a letter confirming an appointment for an immigration hearing; travel reservations; a wedding invitation where the applicant is either the bride or groom; and, other situations subject to approval by the Office of the Registrar General. **How much does it cost?** For regular service, the fee for a small-sized birth certificate is \$25.00. A replacement birth certificate is \$35.00. For emergency service there is an additional fee of \$15 per document.