

#9 MPP BIRTH CERTIFICATE UPDATE

Date: 03/25/04



Minister's Message

Dear Colleagues:

I appreciate you taking the time to complete the survey attached to the last edition of the MPP Update. We have received more than 50 responses, which will in turn help us to better tailor our service to you and the public. I will be reviewing the results and comments with my staff and we will take action as necessary.

The majority of survey responses did indicate that this newsletter is useful in keeping you posted on service improvements. Therefore, we will continue to provide updates until service levels return to normal.

I want to thank the ministry staff involved in producing the questionnaire and this weekly newsletter, and to assure you that this is not distracting ORG staff from the important work of processing birth certificate applications.

The March break peak travel period is now behind us and the ORG is currently processing on average 823 birth certificates per day, up from an average of 734 per day last week.

I am pleased to keep you informed of the progress at the ORG and will continue to do so. Thanks to you and your staff for your valuable input.

Sincerely yours,

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

Operational Improvements

- 4,116 certificates issued over five days for an average of 823 certificates per day.
- 155 ORG staff worked overtime in Thunder Bay during the weekend of March 13 and 14.
- As of March 19, ORG staff are processing regular birth certificates for November 3, 2003.
- Letter sent to municipalities via AMO and AMCTO to clarify that a municipal travel letter may cover the period during which a child isn't registered.

This data is effective to March 19, 2004

** 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: Why are people having difficulty getting through to the 1-800-461-2156 number provided by the ORG?

Our current call volume has increased by 60% over previous years. The ministry is currently examining ways to improve this service. For now, we suggest people call during off-peak hours to get through to the office more quickly. The best times to contact the ORG are between 8:30-10:30 am, and 3:00-5:00 pm. For inquiries within the GTA, please contact the ORG at 416-325-8305.