

#10 MPP BIRTH CERTIFICATE

Date: 04/01/04



Minister's Message

Dear Colleagues:

I am pleased to provide the results from our MPP/ORG questionnaire. We have had more than 60 responses to the survey, and 72% believe that the MPP Update is a useful information tool. As a result, this update will be continued on a biweekly basis effective immediately.

Based on your feedback, we have decided to cancel the two-hour acknowledgement call to better assign resources towards the current backlog.

In order to ensure that the public receives expedited service within the ten-day or 48 hour time frame, all applications need to be complete and accurate. Your staff can assist by ensuring these common errors are corrected on applications:

- 1) mailing address is complete (must include street number and street name);
- 2) service level is clearly indicated along with appropriate fees and proof of urgency where required;
- 3) mother's maiden name matches the original record;
- 4) the guarantor information is complete and signed by the guarantor; and
- 5) appropriate payment is enclosed.

I would like to thank you and your staff for your continued feedback. I wish to assure you that producing the newsletter and questionnaire is not taking staff time away from the important task of processing birth certificates.

I will continue 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

- 109 ORG staff worked overtime during the weekend of March 20th and 21st.
- As of March 26, ORG staff were processing regular birth certificates for November 10, 2003.
- Expansion of Thunder Bay night shift from 38 to 69 staff.
- The second shift is now permanent in the Toronto Office.

This data is effective to March 23, 2004

** Français aussi disponible*

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FAQ

Q. What do I need to do to ensure an accurate application for expedited service?

In order to qualify and ensure accurate applications for ten-day expedited service, proof of urgency must be provided. An application can only be processed if one of the following is provided: a letter confirming new employment; a medical emergency; a letter from a consulate or embassy confirming an appointment; airline tickets; a letter confirming an appointment for an immigration hearing; travel reservations; or a wedding invitation, where the applicant is the bride or groom. Other situations are subject to review. Please remember that expedited service does not begin until the day the ORG receives an application, is based on ten business days, and does not include courier delivery time.