

#11 MPP BIRTH CERTIFICATE UPDATE

Date: 04/15/04



Minister's Message

Dear Colleagues,

I am pleased to report that the Office of the Registrar General (ORG) is securely on track to provide better service to citizens of Ontario.

Staff at the ORG are continuing to increase the number of certificates issued. The total number of calls and the number of requests to our call centre continues to see a decline, and there has been a 20% decrease in the average number of telephone calls received from MPP offices.

You have asked us to simplify the refund process for your constituents. I am pleased to report that the MPP Refund Request Form - attached to this newsletter - is now available for MPP use only. This is a simplified refund form that you will be able to complete and mail or fax to the ORG on behalf of your constituents.

For the general public, the ORG Refund Request instructions will be available on the Ministry's website, which will provide information on how they can obtain the refund.

Thank you for your patience and support. I will continue to look for ways to improve service and maintain the safety and security of Ontarians.

Sincerely yours,

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

Operational Improvements

- 3,553 certificates issued over five days for an average of 711 certificates per day.
- 62 person days of overtime worked in Thunder Bay and Toronto on the weekend of April 3 and 4.
- MPP Refund Request Form completed and attached.
- Discontinued two-hour MPP call acknowledgements and moved resources to focus on backlog.
- ORG now producing all certificate types, including those with French accents and change of name.

This data is effective to April 8, 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. What is a delayed registration package?

A delayed registration package is mandatory and required by law when the necessary documents used to register an event have not been submitted to the ORG and registered within one year from the date of event. A delayed registration can occur for a birth, death, marriage or stillbirth.

Q. How does one obtain a delayed registration package?

The delayed registration process is often initiated when the client makes application for a certificate. Once a search is conducted and no registration is located, a delayed registration package is mailed to the client. The delayed registration package contains the necessary blank documents to be completed by the applicant, instructions on completing the documents along with a list of the prescribed evidentiary requirements and fee to be submitted with the package. In order for the ORG to process a delayed registration, the event must have occurred within Ontario and all of the prescribed requirements must be met. The fee for a delayed registration package is \$50, in addition to the fees for first-time birth, death, or marriage certificates. Once the event is registered, a certificate will be issued.