

#12 MPP BIRTH CERTIFICATE UPDATE

Date: 04/29/04



Minister's Message

Dear Colleagues,

I would like to update you on important progress made at the Office of the Registrar General (ORG), with the results of our third quarter report on ORG improvements.

Productivity has continued to improve since our first Update in January 2004, with over 38,711 certificates completed. With additional one-time funding of \$2.6 million, we were able to hire and train more than 100 additional staff, overhaul the ORG Call Centre, and work on the backlog for regular service certificates.

There is still a high public demand for service, but the ORG is meeting that challenge with over 8,000 person hours of overtime logged over the last three months. The Toronto office has successfully expanded its accommodations to allow increased productivity and the elimination of line-ups.

You will notice that there has been a change to the operational improvements section. I am pleased to provide the results from the MPP/ORG survey conducted in March 2004 for your review.

We have heard your dissatisfaction with the courier service for expedited service, and we have answered by investigating the cause for delay. The ORG is currently working with Canada Post on contract delivery issues.

I will continue to provide regular updates until ORG service levels return to an acceptable level. Thank you and your staff for your continued feedback and input.

Sincerely yours,

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

MPP/ORG Feedback Questionnaire Results

- 66% of respondents do not want the two-hour acknowledgement call for MPPs.
- 56% of respondents believe the 48-hour status report is valuable.
- 74% of respondents believe that expedited service is improving.
- 76% of respondents believe that expedited service takes two weeks rather than ten days.
- 54% of respondents found that constituents want to see continued improvements at the ORG.
- 68% of respondents agree that the MPP Update is useful and informative.
- A majority of respondents would like to see the MPP Update on a bi-weekly basis.

** Français aussi disponible*

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FAQ

What is a guarantor?

A guarantor must be a Canadian citizen who has known the applicant (not necessarily the person named on the record) for at least two years and is confident that the information provided is true and correct. A guarantor should be available for telephone verification by the Office of the Registrar General. A guarantor must sign all applications for birth certificates.

Who qualifies as a guarantor?

The list of eligible guarantors is lengthy, and includes members of provincially-regulated professions such as teachers, dentists, physicians, nurses, social workers and lawyers as well as citizens currently serving as judges, police officers, mayors and university professors.

For a full list of eligible guarantors, please refer to our website at www.cbs.gov.on.ca.