

#13 MPP BIRTH CERTIFICATE UPDATE

Date: 05/14/04



Minister's Message

Dear Colleagues,

We are pleased to report that processing emergency applications has decreased from an average of 2.12 days in March 2004, to 1.57 days in April. We have, however, been reviewing the reasons as to why applications may take longer than two days to process and they include:

- Registrations prior to 1930 (birth), 1965 (marriage), 1980 (death) are not available electronically,
- Entitlement issues - applicant may not be on the record,
- Adoption issues - birth information provided vs. adoption information required,
- Recent events not yet registered.

Please ensure that all applications are reviewed thoroughly before submitting to ensure quick delivery of the requested certificate.

We have heard your dissatisfaction with the courier service for expedited service. After investigating the cause for delay with the assistance of Canada Post, the ORG has discovered some problems with our courier service. Canada Post has committed to ensure prompt service delivery.

I greatly appreciate your continued patience as we work to create real positive change at the ORG. Ministry staff are responding to the situation in a very encouraging way.

Sincerely yours,

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

Operational Improvements

- 4,989 certificates issued over five days for an average of 998 certificates per day.
- 86 person days of overtime worked on the weekend of May 1 and 2.
- Highest number of files completed since January 2004.
- The second week in a row where processing of regular applications has surpassed expedited and emergency applications.
- Total of 173 full-time and part-time staff hired.
- ORG staff are currently processing regular birth certificate requests received December 30, 2003.

This data is effective to May 7, 2004

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FAQ

What are some of the reasons that delay or prohibit processing of certificates?

There are a number of reasons why a certificate may not have reached an applicant, and they include the following:

- The guarantor can't be reached, is not qualified or is missing;
- The Application is missing required signatures or information;
- No proof of urgency has been provided;
- Invalid or declined credit card;
- Application is missing pages;
- Application for a birth certificate for a deceased person.

Before submitting, please be sure to check the application carefully to ensure all information is provided and accurate.