

#15 MPP BIRTH CERTIFICATE UPDATE

Date: 06/10/04



Minister's Message

Dear Colleagues,

I am very pleased to report that the turnaround time for processing applications has decreased from 17 to 15 weeks, thanks in part to the hard work of the ORG staff and the implementation of VISION software. Processing applications with VISION has exceeded expectations, allowing for double the number of processed applications in comparison to previous technologies used in the past.

The processing times for expedited service in the month of May averaged around 6.65 days, with approximately 91 per cent of all submitted applications completed within ten days plus courier time. The remaining applications could not be processed within that time frame due to application errors. We ask you to please ensure all applications meet the necessary criteria for expedited services by performing the following:

- ensure there is a qualified guarantor;
- check that there are no missing signatures;
- ensure the client is entitled;
- provide a valid credit card for payment;
- confirm the application has no missing pages;
- check that birth certificate requests are not for someone who is deceased, and;
- provide proper proof of urgency.

I am also pleased to tell you that the ORG call centre has managed to decrease call-waiting times from an average of 21 minutes to 13 minutes per call. People will still experience busy lines during peak phone times, which are from 10 am to 2 pm, Monday to Thursday. We encourage callers to contact the ORG during low demand periods.

I will continue to provide you with progressive information on operational improvements at the ORG.

Sincerely yours,

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

Operational Improvements

- 6,803 certificates issued over five days for an average of 1361 certificates per day.
- 91 person-days of overtime worked during the weekend of May 29th and 30th
- As of June 4th, working on applications received March 1, 2004.
- This is the sixth week where processing of regular applications has surpassed expedited and emergency applications.
- Projected goal of 17 minutes per application within 6 months of implementation of VISION has been met and bettered.

This data is effective to June 4, 2004

** Français aussi disponible*

MPP Service Desk

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FAQ

How do I find out the status of an application?

To get information on the status of an application, the general public should contact the ORG at 1-800-461-2156, in Ontario. For residents located within the 416 area code or outside of Ontario, please call (416) 325-8305.