



Designed by Red Dog

Bringing **Civil Registration** into the 21st Century

A Consultation Document on the Modernisation of the Civil Registration Service

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Civil Registration Service

May 2001



Dermot Ahern TD

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As a Government, we are committed to ensuring that modern technologies are used to improve the way services are organised and delivered to our citizens and for the efficient administration of services.

The publication of this consultation document on the modernisation of the Civil Registration Service is a major milestone in the history of civil registration in Ireland. We welcome it.

Civil registration was first introduced in Ireland in 1845. While the systems put in place at that time have served us well, it is widely recognised that there is a need to update and modernise them.

The Government has approved expenditure of some £7 million for the Civil Registration modernisation programme. The proposed level of expenditure demonstrates our commitment to improving and modernising the provision of public services and the delivery of a quality customer service.

The implementation of a modern Civil Registration Service is at the heart of providing better public services to citizens through the Government's modernisation action programme. It is also a key building block underpinning the integration of public service delivery and eGovernment objectives of providing more convenient access to information and services.

We feel that the approach being proposed in this document will enable the Civil Registration Service to fulfil and develop its role as a vital public service provider.

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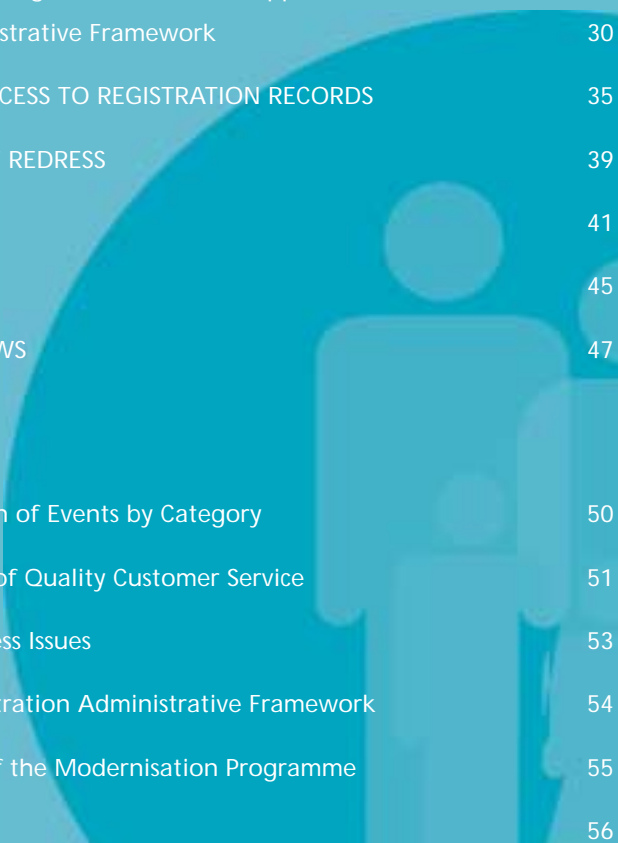
May 2001

A handwritten signature in black ink, reading "Micheál Martin".

May 2001



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Foreword

The purpose of this consultation document is to let you know how it is proposed to modernise the Civil Registration Service and to give you the opportunity to let us have your views and comments.

Civil registration is concerned with the recording of life events - a birth, death, marriage - of people living in the State. As such it has a vital role to play in society.

There are few people who do not need to use the Civil Registration Service at some time. Increasingly, documentary evidence, particularly of age and marital status, is needed for official and other purposes. It is therefore important that complete and accurate records of births, marriages and deaths are kept.

The present system for civil registration was set down over 150 years ago. While the registration procedures have remained largely unchanged since first introduced, there have been significant changes in society, developments in technology and in people's expectations in their dealings with public services.

To address these changes within the Civil Registration Service an overhaul of the registration system and the legislative framework is required. A joint programme of work, between the Departments of Social, Community and Family Affairs and Health and Children, aimed at implementing a modern Civil Registration Service, has commenced. The aim is to develop a modern service exploiting the opportunities offered by new technologies to the benefit of providers and users of the Civil Registration Service.

I hope that you will avail of the opportunity to let us have your views and opinions and thus help shape the new Civil Registration Service.

I look forward to hearing from you.



J. A. Enright
Registrar General
(An tArd Claráitheoir)



1 Purpose of Civil Registration



Purpose of Civil Registration

- 1.1 Most developed States have systems for registering births, marriages and deaths as it is recognised that accurate and comprehensive recording of key life events is essential to the State.
- 1.2 Civil registration was introduced in Ireland in 1845. The Office of the Registrar General which was set up at that time, is still responsible for the collation and custody of all birth, death and marriage records.
- 1.3 Currently, the civil registration service records all births, stillbirths, deaths, marriages and adoptions which occur in the State. There are approximately 104,000 events registered, 400,000 certificates produced and 1.2 million searches/enquiries carried out each year. A breakdown by event is given at Appendix 1.
- 1.4 Civil registration records form a basic, continuous source of information about the population. Apart from providing a record of vital events in relation to persons living in the State, these records also satisfy the need for evidence which has a bearing on rights, entitlements, liabilities, status and nationality.
- 1.5 They are used along with other data sources for many purposes - the planning of schools, hospitals and housing and for medical research into the causes of and prevention of disease.
- 1.6 There has also been a growing interest in family research in recent times. The records held by the registration service provide a rich source of information for people tracing their family history and in compiling 'family trees'.
- 1.7 Civil registration, therefore, has many uses and benefits for the individual citizen, society and the State. It:
 - underpins the civil status of every person and establishes our identity as individuals and as members of society;
 - provides certificates requested by Government Departments and Agencies in support of applications for services e.g. old age pensions, passports and drivers licences. Evidence of birth, marriage or death is often needed for commercial or personal purposes;
 - is a source of statistical information on population and social trends;
 - enriches our cultural identity by providing a key source of information for genealogists and family historians and for future generations to explore and use.

2 The Need for Change



The Need for Change

Framework and rules of the mid 19th Century

- 2.1 The framework and rules of the registration service were set down in the mid 19th century. There has been little change to the framework or basic registration procedures since then. The registration system is still largely paper-based, procedures are manual in nature and are inefficient and cumbersome. This causes difficulties for the administration of the service and the provision of a quality customer service.
- 2.2 While the present registration service has served us well, society has changed in many ways since it was first introduced and continues to change at a rapid pace. As society changes, so too should the way services are delivered maximising opportunities afforded by new technology in terms of service delivery and increased efficiency.

Modernisation of Public Services

- 2.3 Government is seeking improvements in administrative efficiency and effectiveness, in creating the capacity and flexibility to respond to changing needs and circumstances and delivering a quality customer service that is timely and accessible.
- 2.4 Over the past number of years, the various initiatives launched by Government, within the overall framework of the Strategic Management Initiative, have been designed to improve the functioning of the Civil and Public Service, provide a comprehensive and integrated framework for change and enhance its capacity to deliver high quality services effectively. The Civil Registration Modernisation Programme will play a key role in the overall Modernisation Programme for Government.
- 2.5 The modernisation of the public service is a major undertaking and is being progressed through a process of consensus which involves a wide range of interests. This approach is considered to be the best way of making real progress over the longer term.

Electronic Government - eGovernment

- 2.6 Information technology, by virtue of its increasing versatility and potential to enable radical transformation in the way business is organised and conducted, presents unparalleled opportunities to devise new approaches to existing tasks and new ways of working. Exploiting the opportunities offered by new technologies in the design and development of a modern Civil Registration Service is part of a wider programme dedicated to the development and implementation of eGovernment.
- 2.7 eGovernment is not an end in itself but an expression of the means by which Government aims to provide improved access to information and services, deliver a comprehensive service to people and create the opportunities for a seamless integration of services across all Government Departments and Agencies.
- 2.8 Changes in service delivery through the use of modern technologies will be an increasingly significant feature in the delivery of Government services.

Integration of Public Services

- 2.9 The Government strategy for the integration of public services has two key elements:
- (i) the use of the Personal Public Services Number (PPS No.) - formerly the RSI Number - as a common identifier across the public service, and
 - (ii) the sharing of data between public sector bodies.
- 2.10 As part of this strategy Government has set up a new body called REACH to develop a framework for the integration of public services. Its remit includes the:
- development and implementation of a framework for eGovernment in Ireland;

- development and implementation of the technological infrastructure to facilitate eGovernment and to assist customers in their dealings with the Public Service;
 - integrated delivery of public services to the customer through a single access point;
 - provision of personalised services to customers;
 - provision of choice and convenience of access for customers;
 - reduction and elimination of repeated requests for personal information and repeated form-filling;
 - provision of access to information and services via the Internet.
- 2.11 Having a highly developed Public Service that is capable of delivering e-services to customers and businesses is an essential part of Government strategy.

Sharing of Data

- 2.12 As mentioned above, Government has established a new Agency called REACH to develop a framework for the integration of public services. An essential element underpinning the integration of public services is the sharing of personal data between public service agencies. To safeguard personal data and ensure only authorised access to the data, REACH is developing a secure central framework, to be known as the Public Services Broker, which will become the access point for all public services and thus assist customers in their dealings with the Public Service. More information on REACH and the Public Services Broker is available at www.reach.ie.
- 2.13 Records of birth, death, marriage are an important bridge between customers and a range of public services. The burden on the citizen would lessen if information about a birth, death or marriage was shared by a range of Departments and Agencies within Government. For example, the sharing of, or the provision of access to, registration data could be used to support efficient processing of applications for passports, child benefit entitlements etc.

- 2.14 If registration data is shared with Government Departments and Agencies then it would not be necessary to produce paper certificates for Government services purposes. Currently, some 400,000 certificates - birth, marriage, death - are produced annually, many of which are required by individuals when applying for State services. Paper certificates would continue to be available for commemorative or other specified purposes.
- 2.15 To facilitate the delivery of quality customer services by civil and public service organisations and to achieve greater efficiency in the use of resources, as required by Government, it is proposed to share registered life event data with Government Departments and Agencies who have a proven requirement and legal authority for same e.g. Passport Office, Department of Social, Community and Family Affairs, Health Boards etc. This should significantly reduce the requirement for certificates across the public service and reduce the need for a person to provide the same information to several Government Departments/Agencies. The new body of civil registration legislation will provide statutory cover for the notification of life events to the relevant Government Departments/Agencies.

Quality Customer Services

- 2.16 Modern society demands choice in accessing and availing of public services. Customers have rising expectations - they want quality services supplied at a place and time of their choosing.
- 2.17 It is recognised that there are shortcomings in the present Civil Registration Service which give rise to customer dissatisfaction. These must be addressed.
- 2.18 The Government has signalled to the public in its Quality Customer Service Initiative, launched in May 1997, that they can expect a quality customer service. The principles underpinning this initiative are given at Appendix 2. Each Department/Office must implement these principles.

2.19 Central to the implementation of a modern civil registration service will be the development of a comprehensive customer action plan based on the principles of quality customer service. The key objectives will be to:

- develop and promote a strong customer service culture throughout the civil registration service;
- promote an integrated approach to the delivery of services while providing reasonable choice in the methods of service delivery;
- equip staff with the skills, information and supports to fulfil customer service objectives;
- develop measurable customer service quality standards;
- develop participative structures where customers can express opinions and give feedback on the services delivered;
- take a proactive approach to the provision of quality information and advice and ensure ease of access.

2.20 Getting the views of customers and the introduction of customer consultation and feedback mechanisms which will involve day-to-day contacts, surveys, panels and comment cards will be an integral part of the new Civil Registration Service. These and other measures proposed in this document will be incorporated in the new customer service action plan which will be developed as part of the design and development of the new registration practices/procedures and administrative framework.

2.21 The future Civil Registration Service must meet the citizen's expectations on availability of information, service access options, standards of accommodation, quality of service and privacy.

3 A Modern Civil Registration Service



A Modern Civil Registration Service

3.1 The modernisation of the Civil Registration Service will involve legislative reform, design and development of new processes and procedures and the introduction of modern technology. A list of the key issues to be addressed as part of the modernisation programme is given at Appendix 3.

3.2 A two phased approach to modernisation has been adopted:

Phase 1 - concentrates on improving customer service, introducing a new registration computer system, defining roles, responsibility and authority, providing wider access to civil registration data across the Public Service and the enactment of a new body of legislation.

Phase 2 - will focus on the development of external access and services via the Internet to facilitate a wider group of customers.

3.3 This approach will enable the Civil Registration Service to fulfil and develop its role as a vital public service provider in the coming years and is consistent with the Government objectives of providing more convenient access to Government information and services.

3.4 The key elements of the proposed new Civil Registration Service are set out below. Each element is dealt with separately and covers issues/questions on which we would like your views and opinions. How to send your views is covered in Chapter 8 of the document.

3.5 **Key Elements:**

- Scope of a Modern Civil Registration Service
- A Modern Body of Legislation
- Public Awareness
- Registering Life Events - New approach
- Administrative Framework

Scope of a Modern Civil Registration Service

- 3.6 The scope of a modern registration service must include all life events which have a bearing on a person's civil status. These life events are birth, stillbirth, adoption, marriage, civil nullity, divorce and death.
- 3.7 Currently, births, adoptions, marriages, deaths and where requested, stillbirths and civil nullity, are registered. To complete the record of life events, the recording of all civil nullity and divorce events on a central register will be necessary.
- 3.8 At present, each category of event is contained in a separate paper register. Therefore linking of events relating to a person is not possible. However, with the introduction of electronic registers and the creation of life event databases, it is proposed to link all life events pertaining to a person, thus creating a single life record.

A Modern Body of Legislation

- 3.9 The reform and enactment of a new body of legislation relating to the registration of life events - births, deaths, marriages etc., is fundamental to the implementation of a modern Civil Registration Service. This work involves:
 - a thorough examination of the existing legislation from 1844 to 1996, including case law;
 - a review of the operation of the legislation at various levels e.g. Registrar General, Superintendent Registrar and Registrar;
 - identifying the gaps and weaknesses in the existing body of legislation;
 - identifying all new requirements;
 - consultation with interested parties.

- 3.10 The objective is to ensure that the new body of legislation underpins a modern Civil Registration Service.
- 3.11 The current civil registration legislation covers the requirements as to what constitutes a valid marriage including many of the procedures/formalities to be followed and the registration and some licensing of churches and buildings for marriage ceremonies.
- 3.12 As there are substantive issues relating to marriage which fall outside the remit of the Civil Registration Service, Government approved the setting up of an Inter-Departmental Committee to bring forward proposals to address them. The Committee, under the chairmanship of the Department of Health and Children, is about to get underway. The Committee will consult, as appropriate, with all relevant persons, bodies and institutions.
- 3.13 All views on the reform of marriage legislation received in response to this document will be passed to the Inter-Departmental Committee for consideration.
- 3.14 Pending the deliberations of this Committee it is proposed that the new legislation in relation to marriage will specify the data to be captured at marriage notification and at marriage registration as well as facilitating the use of technology in the notification/registration process. The existing requirements as to contracting a valid marriage and place of marriage ceremony remain unchanged.

3.15 Your Views and Opinions

- Q1** What are the shortcomings in the existing body of legislation?
- Q2** What changes should be made to address them?
- Q3** What new requirements should be catered for?
- Q4** Other observations/comments.

Public Awareness

- 3.16 The Civil Registration Service is for and about people living in the State. There is a legal obligation on people to provide complete and accurate information to enable all life events to be registered within a specified time. There is a concern that there is a lack of public awareness of the importance of the timely registration of life events - a birth, death, etc.
- 3.17 Of particular concern are:
- **default registration** - this is where a person other than the primary person concerned carries out the registration. For example, the primary responsibility for having a birth registered lies with the parent(s), but in the majority of cases the task is carried out on their behalf by staff of the relevant maternity hospital.
 - **delayed registration** - this is where the registration takes place over 3 months after the event occurred. The registration of such an event involves a statutory declaration by the person(s) concerned.
 - **non registration** - there is a concern that not all deaths are registered. A number of cases have come to light where a death is registered some years after the event occurred only because proof of death was needed for probate or some other purposes.
 - **lack of public awareness** - in the case of marriages it is necessary that each person marrying in the State must give at least three months written notification to the Registrar for the district in which the marriage is to take place. However, because of lack of awareness of the requirement or the lack of available information on procedures to be followed, the option of obtaining a court exemption is availed of in a significant number of cases.
- 3.18 It is proposed to conduct a public awareness campaign to ensure people are aware of the importance of, and their responsibilities in relation to, the registration of life events.

3.19 Your Views and Opinions

- Q1** What would be the best way to get the message to people about the importance of registering life events?
- Q2** Other observations/comments.

Registering Life Events - New Approach

General

- 3.20 Registration is the process of registering a life event - birth, stillbirth, adoption, marriage, death, divorce/civil nullity. Providing all the necessary information on time and accurately is important when registering a life event as any subsequent correction of errors and inaccuracies can be a cause of inconvenience and expense.
- 3.21 The importance of accurate registration becomes evident at several times in a persons life e.g. enrolling a child in school, getting a passport, taking up employment, claiming social welfare benefits etc.

Legal Obligation

- 3.22 There is a legal obligation on people to register life events which occur in the State and to provide complete and accurate information for their registration. To help people fulfil their obligations the Civil Registration Service of the future must be easily accessible.

Qualified Informants

- 3.23 Primary responsibility for registering life events resides with the person(s) best qualified to provide all the necessary information to enable the registration of an event. The term used for this person(s) is 'qualified informant(s)'. The qualified informant(s) will vary according to each event e.g. parents in the case of a birth, the nearest relative/next of kin for a death, the Adoption Board for adoptions.

Timeframes

- 3.24 The following are considered to be the optimum timeframes for registering life events:

Birth	42 days
Stillbirth	42 days
Marriage	5 days
Death	21 days

- 3.25 The timeframes with regard to

Adoption	as soon as possible after the event
Divorce	as soon as possible after the event
Civil nullity	as soon as possible after the event
Re-registration	as soon as the need arises

- 3.26 The administrative arrangements for the registration of each of these events will be reviewed with the relevant responsible bodies to ensure the timely registration of events.

Checks/Controls

- 3.27 Checks and controls will be maintained to ensure events are registered so as to safeguard the civil status of individuals. Where a person fails to register an event within a specified time he/she will be asked by the Registrar to attend in person in order to complete the registration.

Proposed Approach

- 3.28 The following sets out the proposed approach for registering each life event. The objective is to take advantage of modern technology to make it easier for people to register an event and achieve improved timeliness of event registration. For ease of reference these are set out as follows:

BIRTH, STILLBIRTH, ADOPTION, RE-REGISTRATION

DEATH

MARRIAGE

DIVORCE/CIVIL NULLITY

OTHER CATEGORIES OF REGISTRATION

- 3.29 In addition, it is proposed to offer other event related services e.g. notify a birth to the Department of Social, Community and Family Affairs and initiate a claim for child benefit. This would significantly reduce the need for a person to submit a birth certificate and give the same information to a number of public sector agencies thereby enabling timely access to other State services. The proposed services are covered under each event.

BIRTH

Responsibility for Registration

- 3.30 Primary responsibility for registering a birth lies with the child's parent(s). The new procedures for registering hospital and home births follow. It should be noted that existing requirements will continue to apply in the case of non-marital births.

Hospital Birth

- 3.31 The majority of all births occur in hospitals. The objective is, that where possible, all birth registrations, will be completed while the mother is in the hospital.

3.32 To achieve this, it is proposed that:

- hospitals will send an electronic notification of all births to the Civil Registration Service computer system;
- the mother will be asked to provide the required information e.g. child's name(s) etc. while in the hospital;
- the mother/father checks that the details of the registration are correct e.g. name(s) spelled correctly;
- the mother/father puts their signature(s) to the registration.

This completes the birth registration.

3.33 It is anticipated that the majority of births will be registered before the mother leaves the hospital. Where this is not possible, she will be advised of the alternative arrangements available to her to register the birth within the specified time - 42 days.

Home Birth

3.34 A small percentage of births occur at home. In such cases, either the attending midwife or general practitioner must provide written confirmation of the birth. To assist in the registration of the home birth, it is proposed to introduce new procedures and a new two-part form that combines the confirmation and registration of a birth.

3.35 The proposed procedures are:

- **Confirmation of Birth** - part one of the form must be completed and signed by the attending midwife or general practitioner;
- **Registration of Birth** - part two must be completed and signed by the parent(s);
- the parent(s) brings the completed form to a Registrar's office within 42 days of the birth;
- the details on the registration form will be checked e.g. name(s)

spelled correctly etc.;

- the details will be entered on the new computer system.

Birth Certificate

- 3.36 Where the parent(s) registers the birth within the specified time, a certificate will be issued free of charge at time of registration. Thereafter, all further requests for a birth certificate will incur a fee.

Note: A charge for a certificate will apply in all cases of late registration.

Birth Registration Related Services

- 3.37 As part of the birth registration process it is proposed to:
- (a) automatically allocate a Personal Public Services Number (PPS No.) to the child. This number becomes his/her permanent personal number in all his/her dealings with the State.

Currently, a Personal Public Services Number (PPS No) is allocated to a child by the Department of Social, Community and Family Affairs when child benefit is claimed in respect of the child.

- (b) send an electronic birth certificate to the Department of Social, Community and Family Affairs to facilitate the administration of social welfare services. This means that it will not be necessary to get a birth certificate in order to claim child benefit.
- (c) in the future, as new systems and interfaces are developed, it is proposed to offer notification of the birth to other bodies e.g. Health Board, General Medical Services (Payments) Board, Local Authority, etc.

Benefits

- 3.38 The anticipated benefits are as follows:
- accurate and timely registration;
 - the majority of births will be registered before the mother leaves

the hospital;

- a birth can be registered at any Registrar's office;
- free birth certificate at registration - if the birth is registered within the specified timeframe;
- Personal Public Services Number (PPS No) will be allocated automatically;
- notification of the birth to the Department of Social, Community and Family Affairs;
- no need to get a birth certificate in order to claim child benefit;
- earlier payment of child benefit;
- significant reduction in form filling.

STILLBIRTH

- 3.39 The birth of a stillborn child is naturally a very traumatic experience for the parents involved. Legislation introduced with effect from 1 January 1995 means that these births can now be officially recognised.
- 3.40 There is provision for open-ended retrospective registration of stillbirths (a child born weighing 500 grammes or more or having a gestational age of 24 weeks) which occurred prior to 1 January 1995 provided the requirements are met.

Registering a Stillborn Child

- 3.41 The registration of a stillborn child is voluntary. Either parent of a stillborn child can register the event.
- 3.42 The procedures for registering a stillbirth will be similar to that for a hospital or home birth as outlined above.

Certificate of Stillbirth

- 3.43 A certificate of stillbirth will be issued free of charge at time of registration. Thereafter, all further requests for a certificate will incur a fee.

ADOPTION

- 3.44 Currently, there are two separate adoption registers
- **Adopted Children Register** which records adoptions granted within the State and is maintained by the Civil Registration Service;
 - **Register of Foreign Adoptions** which records adoptions granted outside the State and is maintained by the Adoption Board.

In future it is proposed that both national and foreign adoptions will be recorded on the Adopted Children Register. As the Adoption Board must approve all cases of adoption it is proposed that it will be the Registrar for all adoptions.

- 3.45 The current procedures for registering adoptions on the adoption register will be reviewed in consultation with the Adoption Board and procedures revised as necessary to take account of any new requirements and new computerised systems.

RE-REGISTRATION

- 3.46 Re-registration is the process whereby a birth originally registered without paternity details is re-registered arising from post registration events e.g. the inter-marriage of the child's parents or the formal recognition of paternity.
- 3.47 The proposal is to simplify procedures and to delegate authority for these cases to local level.

Inter-marriage of child's parents

- 3.48 Two provisions will be catered for:
- (i) Amend surname of the child

This provision will enable a change to be made to the surname of the child on the register where the father's particulars have been entered on the register. The amended entry will be signed by one or both parent(s).

(ii) Enter father's particulars

This will cater for the entry of the father's particulars on the register and amendment to the child's surname. The new entry will be signed by one or both parent(s).

Formal recognition of paternity

3.49 This will cater for the entry of the father's particulars on the register and amendment to the child's surname.

Three categories will be covered:

(i) Joint re-registration application by both parents.

(ii) Dual Statutory Declaration by both parents: A new form will be introduced which will encompass a formal statutory declaration by each parent. Each declaration to be witnessed by a Peace Commissioner.

(iii) Court order: Either parent can obtain a court order to support a re-registration application to have the father named on the register. The other parent must be advised in all such cases.

DEATH

3.50 Responsibility for registering a death lies with a family member, partner, nearest relative, next of kin or person known to the deceased person e.g. neighbour. A death may also be registered by any person present at the death.

Proposed Approach

3.51 To facilitate the timely registration of a death, a new form, which

combines the certificate of cause of death and registration form, will be introduced.

3.52 To register a death parts 1 and 2 of the new death registration form must be completed, signed and witnessed as follows:

- **part 1 - certificate of cause of death** - must be completed and signed by a doctor or coroner
- **part 2 - death registration** - must be completed by the person registering the death and witnessed by an administrator of a State hospital/nursing home, a doctor, a clergyperson, an undertaker or a registrar.
- the completed registration form must be brought or posted to any Registrar's office where the details will be entered on the new registration computer system.

3.53 Where a death occurs in a general hospital, it is proposed to have a facility available to enable the death to be registered electronically in the hospital. A similar facility can be considered for Coroner's offices in due course.

Death Certificate

3.54 Where the death is registered within the specified time, the Registrar will issue a death certificate free of charge at time of registration. All further requests for a death certificate will incur a fee.

Note: A charge for a certificate will apply in all cases of late registration.

Death Registration Related Services

3.55 As part of the death registration process it is proposed to:

- (a) send an electronic death certificate to the Department of Social, Community and Family Affairs for the administration of social welfare services. This means that it will not be necessary to get a death certificate in order to claim survivors benefit and/or bereavement grant.

(b) in the future, as new systems and interfaces are developed, it is proposed to offer a range of other public sector services.

Benefits

3.56 The anticipated benefits are as follows:

- timely registration of the death;
- a new death registration form which combines the certificate of cause of death and registration form;
- a death can be registered at any Registrar's office;
- a death can be registered electronically in general hospitals;
- a death can be registered by post;
- death registration forms will be available at key locations;
- additional persons can witness the death registration form;
- free death certificate issued at time of registration, if death is registered within the specified timeframe;
- notification of the death to the Department of Social, Community and Family Affairs.

MARRIAGE

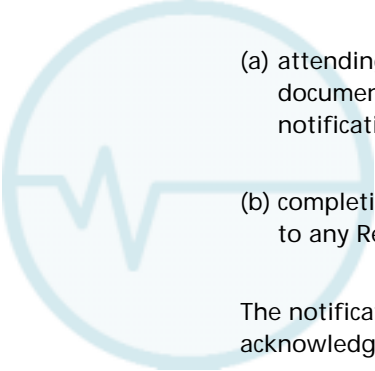
General

3.57 The procedures outlined in this section relate only to the capture of marriage notification and registration data. The existing requirements as to contracting a valid marriage and place of marriage ceremony remain unchanged.

Marriage Notification/Registration

3.58 The proposed procedures for all marriages are as follows:

Step 1 - Notification of Marriage - the couple intending to marry must give a minimum of three months notice to a Registrar of their intention to marry. They can do this by:

- 
- (a) attending at any Registrar's office, with the necessary supporting documentation and completing an electronic marriage notification, or
 - (b) completing and signing the marriage notification and sending it to any Registrar.

The notification will be recorded on the new computer system and acknowledgments will issue to both parties.

Step 2 - Marriage Ceremony - on the day of the marriage, all parties to the marriage - couple, solemniser and witnesses, will sign the marriage registration form. The marriage registration form must be returned to a Registrar within 5 days of the marriage.

Note: It is envisaged that churches will continue to keep their own marriage records.

Marriage Certificate

- 3.59 Where the marriage is registered within the specified time, the Registrar will issue a marriage certificate free of charge. All further requests for a marriage certificate will incur a fee.

Note: A charge for a certificate will apply in all cases of late registration.

Marriage Registration Related Services

- 3.60 As part of the marriage registration process it is proposed to:
- (a) send an electronic marriage certificate to the Department of Social, Community and Family Affairs for the administration of social welfare services.
 - (b) in the future, as new systems and interfaces are developed, it is proposed to offer a range of other public sector services.

Benefits

- 3.61 The anticipated benefits are as follows:
- notification of marriage will be signed by the couple in all cases;
 - notification of marriage will be recorded on the new registration computer system;
 - a notification of marriage can be completed electronically by a couple in any Registrar's office;
 - the use of a marriage registration form for all marriages will enable the timely registration of marriages and the availability of marriage certificates;
 - more timely receipt of registration data.

DIVORCE AND CIVIL NULLITY

- 3.62 Currently the courts granting the decree hold records of decrees of divorce and civil nullity granted in the State. There is no central database or repository of decrees of divorce or civil nullity within the court system. Persons wishing to remarry following the granting of such decrees must provide a copy of the decree to the registrar, from the court where it was granted.

Proposed Approach

- 3.63 It is proposed that there will be a central register of all divorces or decrees of civil nullity granted in the State. Access to this data will be provided via the new civil registration computer system. Discussions are currently underway with the Courts Service on how this is to be achieved.

Benefits

- 3.64 The anticipated benefits are as follows:
- central database of all divorce and civil nullity decrees;
 - information available at national and local level.

OTHER CATEGORIES OF REGISTRATION

Late Registration

- 3.65 Late registration is the process of registering an event where the time limit specified by law has elapsed. To register an event after the specified time a statutory declaration witnessed by a Peace Commissioner is required.
- 3.66 Currently all late registrations must be approved by the Registrar General. It is proposed to devolve authority for this function to local level and so make it easier for people to effect a late registration of an event.

Amendment to an Original Record

- 3.67 Amendment to an original record is adding to, or substituting some original information. This generally relates to the correction of clerical errors and errors of fact or substance. For older records, gathering the evidence to get a correction can be difficult. The current practice also means that correctional notes are included on certificates and this can be a source of embarrassment and complaint.
- 3.68 With the introduction of electronic recording and storage of registration data, it is proposed to adopt a simpler and more flexible approach to the amendment of registration records.

3.69 Your Views and Opinions

General

- Q1 Do the proposed times for registering each event seem reasonable?
- Q2 Should a penalty be provided for if an event is not registered within the specified time?
- Q3 In what circumstances should changes be allowed to registration records?
- Q4 Should paper certificates, for public sector purposes, be replaced by electronic transfer of information to approved users?

Q5 Would you like a commemorative certificate facility e.g. birth certificate to be printed on specially designed paper?

Q6 Should a person be offered a range of services at the registration of birth, death etc.? If so please specify services.

Birth

Q7 Should the birth registration cater for a wider variety of services? If so, what should they be?

Death

Q8 Should the death registration cater for a wider variety of services? If so what should they be?

Q9 Will the proposed combined form - the certificate of cause of death and registration form make it easier for a person to register a death?

Q10 Should the cause of death continue to be included on death certificates produced by the Civil Registration Service?

Marriage

Q11 Where would you like to be able to get a copy of the marriage notification?

Q12 Should a couple, subject to the necessary authentication, be able to submit an electronic notification of marriage?

Other

Q13 Other observations/comments?

Administrative Framework

- 3.70 One of the main challenges in establishing a modern civil registration service is putting an appropriate administrative framework in place to ensure the continuous and accurate recording of all life events and the delivery of a quality customer service. All information recorded by the Civil Registration Service must be correct and consistent as it is the basis of a permanent public record, used for legal and other purposes.
- 3.71 To put an appropriate administrative framework in place requires a radical look at all organisational arrangements and work practices and how technology can be used to transform the way the service is organised and delivered.
- 3.72 The key elements to be reviewed are
- Name
 - Organisation and Management
 - Roles and Responsibilities
 - Local Service - ease of access to Information and Services
 - Modern Record Keeping Systems including Maintaining Archive of Older Records

A New Name for a Modern Organisation

- 3.73 In the context of the design and development of a modern service organisation, it is important that the name of the organisation be reviewed. Given the number of public service bodies, the key issue in choosing a name is to ensure that it easily identifies the service being provided. Keeping this in mind, it is proposed that the new organisation will be known as **The Civil Registration Service**.

Organisation and Management

How will the new service be organised?

- 3.74 The use of modern technology creates opportunities to change the way work is currently organised and service delivered to customers. What changes are feasible and how the Civil Registration Service should alter and adapt to meet them, will be addressed as part of the current programme of work. The key objective will be to devise an administrative framework that will improve service to customers, eliminate bureaucracy and take advantage of modern technology. The current administrative framework is set out at Appendix 4 for information.

Clarity of Roles and Responsibilities

- 3.75 In addition to reviewing the organisation and management, there is a need to examine the levels at which tasks are carried out, streamline procedures and to delegate authority and decision making functions.
- 3.76 Clarity of roles, responsibilities and authority is vital to ensure efficient management and administration of a new Civil Registration Service. In this context, the powers, functions, and duties of all persons/entities involved in the Civil Registration Service will be specified and published.

Modern Record Keeping Systems/Maintaining Archive of Older Records

- 3.77 The possibilities offered by modern technology provide opportunities to introduce modern record keeping systems to support the registration, maintenance, storage and retrieval of life event data. It is proposed to introduce electronic registers and to create national life event databases, for all future life event registrations, which can be accessed from various locations throughout the country.
- 3.78 With regard to existing paper based records, it is recognised that there is a need to preserve, maintain and provide access to these records for legal, historical and family research purposes. A project is underway in GRO, Roscommon, to electronically capture and store on a database all events registered since 1845. Access to these records will also be available at local locations. This project will be completed within the next few years.

Local Service - Ease of Access to Information and Services

- 3.79 A key priority underpinning the development of a modern Civil Registration Service is the provision of easier access to information and services.
- 3.80 **Local Service** - The creation of a national database of life events and the electronic capture of paper based records on a database, will mean that a person will be able to get advice and information, register a life event, give notification of marriage and get a birth or other certificate at any location.
- 3.81 **Enhanced Information Service** - A key element of the new organisation will be the provision of an enhanced information service - the objective being to make information about civil registration easily available and to maintain public awareness of the importance of registering life events. The following is proposed:

Telephone Help-line

- 3.82 The following services will be provided by telephone -
- general information and advice;
 - guidance on specific event registration and procedures to be followed;
 - directed referral to a Registrar where appropriate;
 - assistance in completing forms;
 - reasons for decisions.

Publications

- 3.83 It is proposed that the following publications will be made available at all public offices, hospitals, health centres, etc.
- Guide to Civil Registration Service - a booklet covering the range

of services together with location and telephone numbers of the offices.

- Information Leaflets - a comprehensive range of information leaflets on life event registration.
- Guide to Compiling Family History - a guide on how to use the registration indices in compiling a family history.

Information Outreach Events

- 3.84 To augment the public awareness campaign mentioned above, it is proposed to carry out a range of information outreach events each year. This would involve presentations to Community/Interest Groups and taking part in various local and national exhibitions.

Internet

- 3.85 Currently, information on civil registration is available on the internet at www.groireland.ie. As the internet is becoming a key source of information for many people it is proposed to provide an enhanced information service via this mechanism. In time, as the necessary technological infrastructure becomes established, the provision of services via the internet will be possible.

3.86 Your Views and Opinions

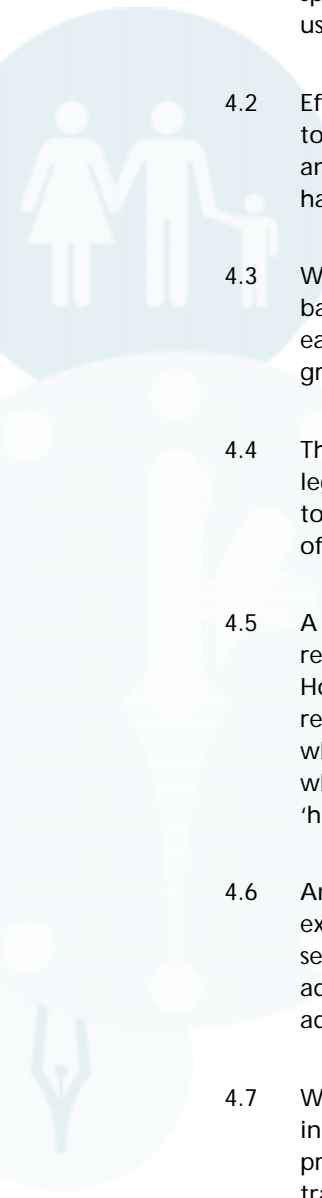
- Q1 What should be addressed as part of the review of the current management/administrative structure of the Civil Registration Service?
- Q2 What changes would you like to see in the organisation and management of the Civil Registration Service?
- Q3 What would you suggest as the appropriate management/administrative structure for a modern Civil Registration Service?
- Q4 What current functions should be delegated and to whom?
- Q5 What changes should be made to the current roles and responsibilities?

- Q6** What checks and controls should be carried out and at what intervals?
- Q7** What functions should be carried out at local level?
- Q8** What services should be provided by telephone?
- Q9** Where should information be available e.g.
- all Government public offices
 - public libraries
 - other locations, please specify
- Q10** Should registration services be accessible via the internet?
- Q11** Where would you like services to be provided?
- Q12** What would be your preferred opening times for Civil Registration Service offices?
- Q13** Other observations/comments.

4 Public Access to Registration Records



Public Access to Registration Records

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- 4.1 Currently, the various registers of birth, marriage and death are a matter of public record. This means that anyone can carry out a search and obtain a certificate of any event by payment of the specified fee. Some instances have come to light where people have used birth certificates for fraudulent purposes.
 - 4.2 Efficient access to registration records is important to persons seeking to establish nationality, citizenship and entitlement to various rights and benefits. Genealogists, family historians and historical societies have lobbied for greater access to historical registration records.
 - 4.3 With the introduction of technology and the capture of all paper-based records on a database access to registration records will be easier and quicker. It will also provide an opportunity to introduce greater safeguards and controls.
 - 4.4 The ready availability of registration data raises an issue between the legitimate need for public access to the records, an individual's right to privacy and the need for safeguards to prevent the fraudulent use of registration data and certificates.
 - 4.5 A distinction must therefore be made between those records which relate to the current population and those that are historic in nature. How should historic records be defined? In Scotland, for example, all records over 100 years old are classed as historic. A related matter is whether records should continue to be open public records or whether different levels of access should apply to 'current' and 'historical' records.
 - 4.6 An issue also arises in relation to access to the content of records. For example, some elements of a death record - cause of death, could be sensitive and perhaps should not be part of a public record. In addition, the cause of death on a certificate is not necessary for many administrative purposes.
 - 4.7 With regard to safeguards, it is proposed that controls will be built into the system which will ensure that all users of the system will be properly authenticated prior to accessing the system and an audit trail maintained of all activities which occur on the system.

4.8 Your Views and Opinions

- Q1** Should there be different levels of access for different uses? If so, what?
- Q2** How should historic records be defined e.g. > 50, 75, 100 years?
- Q3** What safeguards should be introduced to prevent misuse of registration data?
- Q4** How should the balance be struck between the legitimate need for public access to registration records and an individual's right to privacy?
- Q5** Should certain information have restricted access? If so, what?
- Q6** Should a 'short' death certificate be produced unless the cause of death is needed for a specific purpose?
- Q7** Other observations/comments.



Means of Redress

- 5.1 Currently, if a person is unhappy with a decision of a Registrar he/she may appeal the decision to the Registrar General in the first instance and thereafter to the Courts.
- 5.2 There are concerns that certain issues must be referred to the Registrar General for determination e.g. late registrations. This causes unnecessary bureaucracy and delays in providing an efficient and timely service to customers. This can be frustrating and inconvenient for the public for whom a corrected certificate may be required urgently. While the integrity of the records and a consistent approach must be maintained, there are occasions when the merits of a case warrant a more flexible approach.
- 5.3 It is proposed to:
- define and publish new roles and responsibilities and the levels at which certain actions/tasks are carried out across the Civil Registration Service;
 - provide full and clear explanations for decisions;
 - put procedures in place to provide a means of redress for issues which are administrative in nature e.g. late registration, re-registration and amendments, so that they can be dealt with in a timely manner;
 - specify what issues fall to be referred formally by way of an appeal to the Registrar General for determination;
 - establish formal grievance procedures for customers.

Having a clear means of redress for customers is seen as an important element of a modern civil registration service.

5.4 Your Views and Opinions

- Q1** Are the above proposals sufficient to meet your needs?
- Q2** Is there anything else which you feel should be included?
- Q3** Other observations/comments.

6 Statistics



- 6.1 The compilation of statistical information is an important element of registration. Statistics on births, deaths and marriages (and other vital events such as stillbirths) are used extensively in:
- monitoring the size and composition of the population;
 - planning of services provided by the State;
 - making projections of the health and circumstances of people's lives.

These statistics present a picture of changing social patterns which can have profound consequences.

- 6.2 Statistics on the causes of death can help Government to develop policies to reduce the impact of preventable causes, such as heart diseases, cancers, road traffic accidents and suicides. Trends can be measured at local and national level and statistical information of this kind is essential in allocating resources.
- 6.3 Medical and social researchers also have an interest in statistical information. While individual vital statistics records are, by law, confidential, the present legal framework allows for access to individual vital statistics for legitimate research purposes, subject to the permission of the Minister for Health and Children in each case. This has facilitated a wide range of research projects, mostly to do with particular diseases and causes of deaths. Such research is clearly of benefit to society generally.
- 6.4 A need for a more flexible range of information, delivered on a timely basis, has been identified. The present registration system has not been designed to adapt to new and changing circumstances. This restricts, for example, the collection of a wider range of statistical information on marriage and possible improvements to death certification. It is widely recognised that more detailed statistics on divorce is needed. The compilation of a register of divorces would help to make such statistical analysis possible.

- 6.5 Issues regarding the collection, nature and construction of statistical data will be addressed as part of the design and development of the new registration system. The right balance must be found between confidentiality and the need for statistical data and the use of such data to support legitimate medical and social research.

6.6 Your Views and Opinions

- Q1 What statistical information would you like to see provided by the Civil Registration Service. Please specify?
- Q2 What frequency would you like to have the data provided?
- Q3 Other observations/comments.





7 Benefits

- 7.1 It is anticipated that many benefits will accrue to all stakeholders arising from the introduction of a modern Civil Registration Service. For:
- **Citizens** - easier access to information and services, streamlined procedures, improved customer service, less queuing, reduced form filling, less hassle.
 - **Service Providers** - new processes and procedures, a new computer system, use of modern technology, ease of access to registration records and easier administration of the service.
 - **Government Departments/Agencies** - electronic registration database, access to registration data, better use of resources and the delivery of improved customer services in a range of organisations.
 - **Government** - delivers on eGovernment strategy, facilitates integration of services, efficient use of resources and delivery of a quality customer service.
 - **State** - efficient and timely registration of life events, quality data, improved statistics on life events, composition of the population and social trends, etc.
- 7.2 A more detailed list of benefits is provided at Appendix 5.

8 Your Views



Your Views

What kind of Registration Service do you want?

- 8.1 As stated at the outset, the purpose of this document is to let you know how it is proposed to modernise the Civil Registration Service. The issues raised and questions posed are designed to assist you in framing your response. You may, of course, prefer to respond in more general terms.
- 8.2 In either case please indicate the areas or issues which you are covering. You are also asked to state if you are responding as an individual or on behalf of an organisation or group.
- 8.3 For your convenience, the questions posed in the document are given at Appendix 6.
- 8.4 Your responses will be used in developing a Civil Registration Service that can adapt to the changing needs and attitudes of a modern society and, that can exploit modern methods and technology to meet those needs.

8.5 The closing date for submissions is **31 May 2001**.

How to Forward Your Views

In writing to:

Civil Registration Modernisation Programme
Department of Social, Community and Family Affairs
Goldsmith House
Pearse Street,
Dublin 2

Email to: grodoc@welfare.ie

Appendices

APPENDIX 1

BREAKDOWN OF EVENTS BY CATEGORY

Registered Events

There are approximately 104,000 events registered each year, broken down as follows:-

Births	52,000
Stillbirths	500
Marriages	16,000
Deaths	31,000
Adoptions	500
Re-registrations	2,000
Amendments	2,000

Certificates Produced

There are approximately 400,000 certificates issued each year broken down as follows:-

Births	250,000
Marriages	80,000
Deaths	70,000

Searches/Enquiries

Approximately 1.2m searches/enquiries are carried out each year across the various events.

APPENDIX 2

PRINCIPLES OF QUALITY CUSTOMER SERVICE

In their dealings with the public, Civil Service Departments and Public Service offices will:

QUALITY SERVICE STANDARDS

Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.

EQUALITY/DIVERSITY

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Travelling Community).

Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

PHYSICAL ACCESS

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

INFORMATION

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication.

Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

TIMELINESS AND COURTESY

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

Give contact names in all communications to ensure ease of ongoing transactions.

COMPLAINTS

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

APPEALS

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

CONSULTATION AND EVALUATION

Provide a structured approach to meaningful consultation with and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

CHOICE

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

OFFICIAL LANGUAGES EQUALITY

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

BETTER CO-ORDINATION

Foster a more co-ordinated and integrated approach to delivery of public services.

INTERNAL CUSTOMER

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

APPENDIX 3

KEY BUSINESS ISSUES

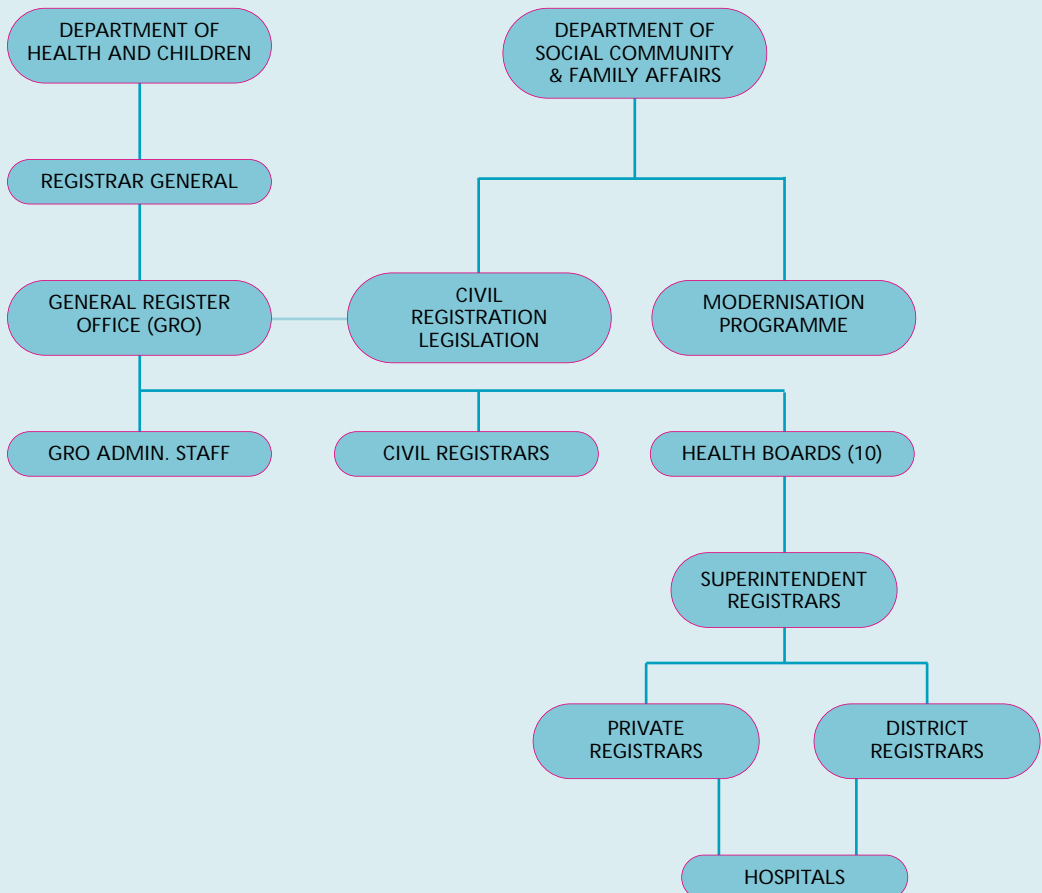
The key business issues which need to be addressed: -

- (a) current legislation reflects the social mores and record keeping technologies of the 19th century;
- (b) manual paper based processes and procedures;
- (c) efficient and timely capture of event data;
- (d) an improved customer service;
- (e) inability to capture, access or share data electronically;
- (f) provision of State services generates a high level of requests for certificates;
- (g) manual certificate production;
- (h) management and monitoring of the Civil Registration Service;
- (i) potential misuse of data/certificates;
- (j) the agreement and implementation of procedures for the allocation of the PPS No. as part of the birth registration process;
- (k) deliver on eGovernment potential;
- (l) the provision of management information on and statistical analysis of life events;
- (m) development of genealogical research platform.

APPENDIX 4

CIVIL REGISTRATION ADMINISTRATIVE FRAMEWORK

- The General Register Office (GRO) is responsible for the administration of civil registration in Ireland and operates under the aegis of the Department of Health and Children.
- The Department of Social, Community and Family Affairs (DSCFA) has been charged with the review and updating of civil registration legislation.
- The Health Boards are responsible for the appointment of Registrars and the allocation of resources for the provision of civil registration services in their respective areas.
- There are approximately 423 people involved in the administration, registration and certificate production activities throughout the country, the majority of whom are employed by the Health Boards, the remainder being private registrars and GRO administrative staff.



APPENDIX 5

BENEFITS OF THE MODERNISATION PROGRAMME

There will be substantial benefits, both tangible and intangible, arising from the modernisation of the Civil Registration Service.

Management of the Civil Registration Service

- Enhancement of the monitoring role of the GRO in relation to registration practices, procedures and standards
- A more efficient and effective organisational structure
- Improved accuracy, clarity and security of registration data thereby reinforcing the legal adequacy of the data and procedures
- Easier storage and more flexible access to registration data and statistics generation
- Introduction of new and improved work practices and procedures
- Standardisation of work practices and procedures
- Improved tracking and monitoring of the registration process

Improved customer service

- Improved timeliness, efficiency and flexibility of event registration and certificate issue e.g. facilitates registration of events and issue of certificates in district of customer's choice
- Improved customer service - less queues, quicker service, easier access etc.
- Improved quality of certificates

Wider Benefits

- Implements the objectives of the REACH programme which aims at a framework for greater integration of public services
- Implements the Information Society Action Plan
- Improved service to other Government Departments/agencies
- Updating of legislation to reflect modern needs and requirements
- Facilitates the decentralisation of the GRO to Roscommon
- Provides a platform for development of commercial services e.g. genealogical research
- Facilitates the registration of divorces and civil annulments
- Sharing of data with key Government Departments and Agencies will
 - (i) reduce the demand and pressure on the Civil Registration Service for certificates
 - (ii) provide timely access to data for fraud and control and vital statistics
 - (iii) enable such bodies to provide a more proactive service to customers e.g. automate claims for Child Benefit in the Department of Social Community and Family Affairs
 - (iv) underpins the Personal Public Services Number (PPS No.)

APPENDIX 6

QUESTIONS

The following questions are designed to assist you in framing your views on the various issues covered in this document. Your responses will be considered in the design and development of a new Civil Registration Service. For ease of reference, the questions are listed under the headings used in the document.

Legislation

- Q1 What are the shortcomings in the existing body of legislation?
- Q2 What changes should be made to address them?
- Q3 What new requirements should be catered for?
- Q4 Other observations/comments?

Public Awareness

- Q1 What would be the best way to get the message to people about the importance of registering life events?
- Q2 Other observations/comments.

Registering Life Events - New Approach

General

- Q1 Do the proposed times for registering each event seem reasonable?
- Q2 Should a penalty be provided for if an event is not registered within the specified time?
- Q3 In what circumstances should changes be allowed to registration records?
- Q4 Should paper certificates, for public sector purposes, be replaced by electronic transfer of information to approved users?
- Q5 Would you like a commemorative certificate facility e.g. birth certificate to be printed on specially designed paper?
- Q6 Should a person be offered a range of services at registration? If so, please specify which services?

Birth

- Q7 Should the birth registration cater for a wider variety of services? If so, what should they be?

Death

- Q8 Should the death registration cater for a wider variety of services? If so what should they be?

Q9 Will the proposed combined form - the certificate of cause of death and registration form - make it easier for a person to register a death?

Q10 Should the cause of death continue to be included on death certificates produced by the Civil Registration Service?

Marriage

Q11 Where would you like to be able to get a copy of the marriage notification?

Q12 Should a couple, subject to the necessary authentication, be able to submit an electronic notification of marriage?

Other

Q13 Other observations/comments.

Administrative Framework

Q1 What should be addressed as part of the review of the current management/administrative structure of the Civil Registration Service?

Q2 What changes would you like to see in the organisation and management of the Civil Registration Service?

Q3 What would you suggest as the appropriate management/administrative structure for a modern Civil Registration Service?

Q4 What current functions should be delegated and to whom?

Q5 What changes should be made to the current roles and responsibilities?

Q6 What checks and controls should be carried out and at what intervals?

Q7 What functions should be carried out at local level?

Q8 What services should be provided by telephone?

Q9 Where should information be available e.g.

- all Government public offices
- public libraries
- other locations, please specify.

Q10 Should registration services be accessible via the Internet?

Q11 Where would you like services to be provided?

Q12 What would be your preferred opening times for Civil Registration Service offices?

Q13 Other observations/comments.

Public Access to Registration Records

Q1 Should there be different levels of access for different uses? If so, what?

- Q2 How should historic records be defined e.g. > 50, 75, 100 years?
- Q3 What safeguards should be introduced to prevent misuse of registration data?
- Q4 How should the balance be struck between the legitimate need for public access to registration records and an individuals right to privacy?
- Q5 Should certain information have restricted access? If so, what?
- Q6 Should a 'short' death certificate be produced unless the cause of death is needed for a particular purpose.
- Q7 Other observations/comments.

Means of Redress

- Q1 Are the proposals outlined sufficient to meet your needs?
- Q2 Is there anything else which you feel should be included?
- Q3 Other observations/comments.

Statistics

- Q1 What statistical data would you like to see provided by the Civil Registration Service?
Please specify?
- Q2 What frequency would you like to have the data provided?
- Q3 Other observations/comments.