



Department of Communications, Energy and Natural Resources
Roinn Cumarsáide, Fuinnimh agus Acmhainní Nádartha

CUSTOMER SERVICE

ACTION PLAN 2009 – 2011

PRINCIPLES OF QUALITY CUSTOMER SERVICE

For Customers and Clients of the Public Service

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

- **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 Traveller 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.

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FOREWORD

I am pleased to present this Customer Service Action Plan which sets out how the Department of Communications, Energy and Natural Resources intends to deliver on our goals, as stated in the Statement of Strategy 2008 – 2010, within the framework of the Government's Quality Customer Service (QCS) initiative.

The Plan, preparation and development of which was overseen by the Department's Partnership Committee, confirms the Department's commitment to excellent customer service to all our customers. It has been informed by widespread consultation with customers both internal and external.

The Plan sets challenging general and specific standards of service that our customers can expect from us and also sets out a range of performance indicators, together with specific actions and initiatives, to ensure the effective implementation by the Department of the Principles of Quality Customer Service approved by Government in 2000. We have also published Internal and External Customer Service Charters, describing the levels of service our customers can expect from us. The Internal Customer Service Charter acknowledges our staff as being the Department's most important resource.

Significant progress has been made in embedding the concept of Quality Customer Service since our last Action Plan 2004-2006. Progress in delivering the actions and initiatives set out in this Plan will continue to be monitored and will be reported on in the Department's Annual Reports. Customers may, if they so wish send us comments on the quality of service we offer. Such comments are invaluable and will assist in the identification of areas where we can do things better and thus improve service delivery for the customer. One of the key areas covered in the plan is the procedure for handling Customer Complaints and Appeals.

As a Department, we are committed to maintaining and improving our commitment to, and delivery of, quality customer service. Ultimately, the quality of our customer service is dependent on how well we implement our Statement of Strategy, our Business Plans and this Customer Service Action Plan. I wish to thank the staff for their commitment and enthusiasm in supporting the specific service standards defined within this Action Plan. I am confident that we can, together, achieve all the targets that have been set.



Aidan Dunning
Secretary General
September 2009

PART I

SETTING THE SCENE: THE DEPARTMENT AND ITS FUNCTIONS, SERVICES AND CUSTOMERS

Our Mission and Functions

The Department's Mission, as set out in our Statement of Strategy 2008 – 2010, is:

***“To promote the development of communications and energy infrastructure and markets that contribute to sustainable economic development and to harness our natural resources in a productive and environmentally responsible manner.*”**

Our Mission Statement is designed to encapsulate the range of roles, functions and objectives which the Department is mandated to pursue, either directly or through associated State bodies and agencies. It is set in the national policy context which sees social and economic objectives as mutually reinforcing. Our principal responsibilities in the fields of communications, energy and natural resources can be summarised as follows:

Communications

- ❖ To contribute to sustainable economic growth, competitiveness and innovation and to ensure that Ireland is well placed to avail of the opportunities afforded by the development of the electronic communications sector.
- ❖ To ensure Irish customers, both business and residential, enjoy competitively priced, high quality postal services on a par with the highest quality standards in key comparator economies elsewhere in the EU.
- ❖ To seek to ensure the continued provision by the Irish broadcasting sector, in particular through public service broadcasting, of audio and audiovisual content and schedules that serve the needs of Irish audiences.

- ❖ To seek to retain access to a range of such content and schedules on a universal and free-to-air basis.
- ❖ To create an environment which encourages the growth, development and success of the audio and audiovisual media sector in Ireland

Energy

- ❖ To ensure security and continuity of energy supply for the economy and for consumers.
- ❖ To promote the Sustainability of Energy Supply and Use.
- ❖ To enhance the competitiveness of Energy Markets.

The sector provides the following service to the public:

- ❖ Allocation of long term (10-15 years) support to new renewable energy powered electricity projects selected in the AER/REFIT support programmes.

Natural Resources

- ❖ To maximise the benefits to Ireland from exploration for and production of our indigenous oil and gas resources while ensuring that activities are conducted safely and with due regard to their impact on the environment and other land/sea users.
- ❖ To maximise the contribution of the mining sector to the economy, with due regard to its social and environmental impact and to facilitate the remediation of old mine sites, in cases where the Minister has an identifiable and acknowledged role.
- ❖ To maximise the benefit to Ireland of high quality geoscience information that is relevant to the needs of the country and is provided in a cost-effective manner.

- ❖ To conserve the inland fisheries resource through effective corporate governance of the agencies operating under the aegis of the Department and to facilitate exploitation of the resource on an equitable and sustainable basis.

The functions which we discharge in respect of these areas of responsibility embrace policy development and review, sectoral development, regulation, public resource management and corporate governance.

The sector provides the following services to the public:

- ❖ Licensing and leasing under the Minerals Development Acts 1940 – 1999 and the Petroleum and Other Minerals Development Acts 1960 – 1995.
- ❖ Maps, reports and databases describing the onshore and offshore geology and landscapes of Ireland, as well as the effective management of its water and natural resources.

Our Customers

The Department's customer base reflects the wide range of sectors and activities which fall within our remit. Among our customers we count specifically the Minister and Minister of State, other members of the Oireachtas, local public representatives, the public bodies under our aegis, representative bodies engaged in the sectors for which we are responsible, individuals and companies with whom we have a direct business relationship, other Government Departments and public bodies, the European Union, international organisations, the media and voluntary groups whose interests and concerns bring them into contact with the Department. Our commitment to operating in accordance with high standards of customer service applies to all of our customers, including our staff as internal customers.

To contact the Department please see details at Appendix A of this document.

Appendix B contains contact points for some of our main services.

PART II

IMPLEMENTING THE PRINCIPLES OF QUALITY CUSTOMER SERVICE

This Part of our Action Plan sets out how we propose to adopt and implement the twelve Principles of Quality Customer Service between now and 2011, and the objectives and targets which we have adopted in respect of the Principles.

Quality Service Standards

We are committed to providing a high quality of service for all of our customers. Accordingly we have defined, in Appendix C, the standards of service which can be expected by customers who telephone the Department, who write to us or send us emails, or who visit our offices. We have also, in Appendix D, set out the specific standards of service for the Department's principal services.

Many of the services which the Department provides, including the licensing functions which we discharge, are of a complex nature. They can involve, for example, rights of participation for third parties and adjudication between differing viewpoints. While these processes are necessarily time-consuming, we are committed to achieving the challenging service standards specified in Appendices C and D. We will consider also, in the review of the Department's structures and operations, the scope for streamlining and expediting our systems and processes.

The service standards in Appendix C focus on delivery times. We will, as a key part of the ongoing development of the Department's business planning processes, develop further performance indicators for other dimensions of our customer services.

We will publicise our service standard commitments by making this Action Plan available at reception areas in our public offices and on the Department's website www.dcenr.gov.ie

We have, in tandem with this Action Plan, published a Customer Service Charter. The Customer Service Charter is a short statement describing the levels of service a customer can expect from the Department; it is an easy-to-read document in the form of a Leaflet and complements this Action Plan which is a more detailed document about how we will deliver the standards in the Charter. The Customer Service Charter will be made available at reception areas in our public offices and on the Department's website www.dcenr.gov.ie. Copies will also be made available to our regular customers. A copy of our Customer Service Charter is reproduced at Appendix I.

We are establishing procedures for regular monitoring of progress in achieving our standards of service delivery, and will report on the matter each year in the Department's Annual Report.

Equality/Diversity

The Department is committed to treating all our customers equally, while ensuring equality of opportunity, access and outcome under the nine grounds of gender, marital status, family status, age, disability, race, sexual orientation, membership of the traveller community and religious belief.

We fully support the social inclusion of people with disabilities under the Disability Act 2005.

We will also make appropriate provision for diversity of needs and circumstances. Our policies and services will, therefore, be designed to ensure that the rights established by equality legislation and the Disability Act are fully respected.

We will work to address any difficulties with access to our services which may be encountered by people with disabilities or people experiencing poverty or social exclusion, and any geographic barriers to accessing our services.

Within the Department we will:

- ❖ raise awareness of equality/diversity and disability issues through information distribution and educational talks;
- ❖ ensure there are no barriers to participation in promotion competitions;
- ❖ work towards fully implementing the new “Code of Practice” for the employment of people with a disability in the Irish Civil Service published by the Equality Unit, Department of Finance;
- ❖ maintain and enhance existing compliance with the Government’s employment target of 3% for staff with a disability and ensure through our induction programme, assignment policy and the services of our Disability Liaison Officer that:
 - the needs of staff with a disability are identified and catered for;
 - staff with a disability are fully integrated into the Department’s workforce and across Divisions;
 - mobility and exposure to a range of work experience is available for all staff including employees with a disability;
 - a person’s disability will not be a barrier to career development opportunity.
- ❖ Update the Departmental Equality Action Plan.

We will monitor the effectiveness of our services in dealing with equality, diversity and disability issues primarily through the enhanced arrangements for customer liaison and feedback which we are putting in place.

Physical Access

We will strive to ensure continuation of the high standards of service which customers visiting our offices are entitled to expect.

We are committed to the provision of public offices that are clean and safe and fully accessible to people regardless of ability as per The Disability Act 2005 and to the quality of these offices from the point of view of customer comfort and privacy.

We will ensure compliance with the Safety Health & Welfare at Work Act 2005 and the Safety Health & Welfare (General Application) Regulations 2007.

We will endeavour to monitor, develop and communicate procedures to ensure a safe and healthy work environment for staff, visitors and contractors.

In addition, we will:

- ❖ observe the Departments Code of Practice on receiving callers to the Department;
- ❖ ensure that our public offices have:
 - accessible paths, ramps etc from the car park to the entrance;
 - at least one wheelchair accessible public entrance;
 - a suitable passenger lift in buildings above a certain size;
 - suitable communication aids for people with hearing impairments in place such as meeting and conference rooms;
 - large print and Braille on signage to aid visually impaired people;
 - adequate safety features in case of emergencies;
- ❖ maintain our accommodation to a standard acceptable to both customers and staff;
- ❖ ensure that up to date Health & Safety Statements are in place in respect of all of the Department’s offices.

Information

We are committed to providing our customers with clear, accurate, comprehensive and up-to-date information on our policies, schemes and services. We will ensure that this information is available at all points of contact, and will endeavour, as far as possible, to make it available in formats which meet the requirements of customers with special needs and customers with a disability.

In addition, we will:

- ❖ where practical and upon request, make publications available in a form suitable for persons with a visual impairment and persons with a hearing impairment;
- ❖ ensure that where practical information in electronic form is accessible to persons with a visual impairment to whom adaptive technology is available;
- ❖ ensure where practical that published information relevant to persons with intellectual disabilities is in clear language that is easily understood;
- ❖ ensure where practical a wide range of leaflets, information packs and other documents giving information on our services and schemes will be reviewed, revised and updated as necessary over the period of this Action Plan;
- ❖ in the same timeframe, carry out a full review of all the application forms which the Department produces. Our aim will be to ensure that our forms are user-friendly, use clear and simple language, are well laid out and only ask relevant questions;
- ❖ produce comprehensive explanatory material/guidelines on other services as appropriate, so that we will have a full range of accessible and user-friendly information for our customers;
- ❖ continue to publish a wide range of downloadable application forms on our website www.dcenr.gov.ie together with information on all services provided by the Department;
- ❖ put in place facilities during 2009 to enable customers to apply online for licences and other authorisations under the Minerals Development Acts, and similar arrangements will be put in place for other services over the course of this Plan;
- ❖ make available all of our official publications on the website www.dcenr.gov.ie
- ❖ seek to make best use of Information and Communications Technology in providing information and services;
- ❖ have our website www.dcenr.gov.ie up-to-date, relevant, user friendly and accessible to all our customers, including those with visual disabilities. The structure and content will optimise its utility for our customers;
- ❖ where practical establish arrangements within the Department for regular review of rules and regulations, with the underlying objective of simplification wherever possible. Any proposals for the introduction of new rules will be subject to Quality Regulation scrutiny.

Timeliness and Courtesy

We are committed to delivering a quality service to all our customers by ensuring that customers are treated with courtesy, sensitivity and with the minimum delay. We aim to foster a climate of mutual respect between the Department and the customer.

We have:

- ❖ set out, in Appendix C, the standards of service which our customers are entitled to expect from us.

We will:

- ❖ behave in a manner which is appropriate to the business environment and will be polite and courteous in our dealings with colleagues and customers;
- ❖ monitor compliance levels with our standards of service in relation to Departmental licensing and grant aid functions and report on performance in our Annual Reports;
- ❖ ensure there is a reliable correspondence tracking system in each business unit which complies with standards of service;
- ❖ endeavour to achieve annual improvements in service standards;

- ❖ continue to include a Quality Customer Service module on induction courses for new entrants.

Complaints and Appeals

While it is our aim to deliver a high quality service to our customers, we recognise that situations may arise in which a customer is dissatisfied with how he or she has been dealt with by the Department. This may relate to the quality of service provided (for example, a delay in responding to the customer). It may, on the other hand, involve dissatisfaction with the decision made by the Department, where the customer believes that the decision was not in accordance with the rules, practices or policy of the Department.

We have, therefore, drawn up the Complaints/Appeals Procedure set out in Appendix H. This will apply to all cases relating to the **quality of service**, and can be invoked also in relation to **decisions** for which a statutory right of appeal does not exist. A statutory right of appeal applies, for example, in the case of Ministerial decisions.

We undertake to deal with all complaints and appeals fairly and objectively in accordance with the facts of the case. We will give wide publicity to the complaints/appeals procedure, through our website www.dcenr.gov.ie and Customer Service Charter which is being published in tandem with this Action Plan.

We will closely monitor the number and nature of complaints and appeals received, and will use this information in effecting any necessary improvements to the quality of our services and decision-making.

Consultation and Evaluation

Feedback from our customers is essential if we are to achieve our goal of delivering a top quality service tailored to the customers requirements and circumstances. Accordingly, we are committed to developing and enhancing the arrangements which are already in place for consultation with our customers.

We have:

- ❖ advertised a call for views from our customers (via advertisements in the national dailies and on the website) on our standards of service as outlined in Appendix C of this Action Plan and in our Customer Service Charter;
- ❖ taken into consideration the views received in finalising our standards of service;
- ❖ ensured that Quality Customer Service issues are a standing item on the agendas for customer liaison fora to facilitate our customers in playing a meaningful role in the development, delivery and review of services;
- ❖ established a number of on-line fora to receive feedback and comments from customers on policy and legislative proposals;
- ❖ put in place a number of Service Level Agreements (SLAs) with bodies under the aegis of the Department and other bodies.

We will:

- ❖ ensure that staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery for the external customer;
- ❖ recognise that the internal customer has a right to expect a high quality service from all other areas of the Department, and, in particular, from the support units within the Department;
- ❖ develop and enhance the arrangements already in place for consultation with our customers by ensuring that each business unit within the Department maintains regular contact and consultation with their clients and representative bodies so that they can be advised and consulted regarding the development of new policies and initiatives prior to any changes in systems and procedures;
- ❖ promote the establishment of further SLAs and/or liaison fora, where necessary, to further improve consultation with our customers;

- ❖ use existing and emerging technologies to facilitate the process of consultation and evaluation of our service delivery;
- ❖ evaluate performance by measuring the delivery of service using correspondence tracking;
- ❖ ensure that all staff, not just those in the frontline of customer interaction, receive training in delivering a quality service to customers. These training modules will be included in the Department's Annual Training and Development Programmes.

Choice

We are committed, in designing and delivering our customer services, to giving our customers as much choice as possible. The choices we offer are critically dependent on what our customers want from us.

We will:

- ❖ in planning for new customer services or reviewing existing services, give careful consideration to the "how, where and when" of service delivery;
- ❖ take full account of any views on the modalities or timing of service delivery, and in particular on how we can make it easier and more convenient to do business with us, which are brought to our attention;
- ❖ operate a voicemail service outside of normal office hours;
- ❖ advise customers of our LoCall number which will allow them telephone our offices in Dublin and Cavan from anywhere in the country for the price of a local call; (rates charged for the use of the 1890 number may vary among different service providers);
- ❖ make full use of new and emerging technologies to provide services electronically, with the aim of providing more information and better choice for our customers.

Official Languages Equality

The Department is committed to providing a high quality service to customers who wish to conduct their business with us in Irish, and will ensure that customers are aware of their right to choose to be dealt with through one or other of the official languages.

Correspondence received in Irish will be answered in Irish.

We will:

- ❖ make every effort to accommodate customers who telephone or visit the Department and who wish to conduct their business in Irish without detriment to the speed or quality of service provided;
- ❖ ensure that all signage in our public offices is in both Irish and English. Notices and advertisements will be published bilingually or in Irish and English to the greatest extent possible;
- ❖ identify, as part of our continuing review of information leaflets and application forms, documents which will be made available in both languages or bilingually over the period of this Action Plan;
- ❖ simultaneously make available bilingual versions of a number of key documents relating to the Department, including our Strategy Statement and Annual Report. This Action Plan will be published in Irish and English. Material in Irish will also be included on the Department's website www.dcenr.gov.ie
- ❖ encourage staff to attend Irish language training courses as part of their development programme.

In addition, we will continue to implement our statutory scheme under Section 11 of the Official Languages Act 2003, prepared in consultation with the Department of Community, Rural and Gaeltacht Affairs, and detailing the services that we will provide

- through the medium of Irish,
- through the medium of English, and
- through the medium of Irish and English,

and the measures and specified timeframe within which other services not provided through the medium of Irish will be so provided.

Better Co-ordination

In order to ensure as efficient a service as possible to our customers, the Department is committed to a policy of better co-ordination. For services involving more than one business unit of the Department, or where liaison with other Departments or bodies is required, we will give priority to fast and effective exchange of information.

We will:

- ❖ continue to participate in various inter-departmental and inter-divisional networks;
- ❖ where necessary, work to put in place Service Level Agreements with other bodies with a view to providing a “one stop shop” service to our customers.

Internal Customers

The staff of the Department are recognised as the Department’s most important resource.

It is essential to the proper functioning of the Department and to the delivery of a high level of quality service to the public, that staff members provide a quality service to one another. Staff depend upon the provision of information, technical advice, services, resources, and other forms of aid from their colleagues in order to carry out their day-to-day business, and are depended upon, in turn, to provide such services to their colleagues. We are committed to recognising our staff as our internal customers and to recognition of the important role they have in contributing to the Department’s continuing success.

We have already instituted initiatives for:

- ❖ the improvement of staff training (through the Performance Management and Development System);
- ❖ improvements in the work environment;
- ❖ the provision of better communications and information technology;
- ❖ the provision of information to staff (e.g. the intranet);
- ❖ the establishment, mainly through Partnership, of various Committees and working groups tasked with advising on issues directly affecting members of staff.

We will:

- ❖ continue to promote a cultural ethos of courtesy, friendliness, mutual respect, approachability, professionalism, teamwork and prompt delivery of services in all interactions between individual staff members;
- ❖ further investigate the putting in place of mechanisms for improving job satisfaction among staff and ongoing consultations with staff in determining the best approach to providing Quality Customer Services;
- ❖ ensure that the training needs of individual staff members are identified through PMDS;
- ❖ make training available for all new staff on quality customer service and dealing with the internal customer;
- ❖ progressively implement the Human Resources Strategy for the Department (published in July 2003) over the period of this Action Plan; work has commenced on the revision of the Human Resources Strategy for the Department in line with developments at the Personnel Officers Network and guidelines from the Department of Finance on various Human Resource issues. It is envisaged that a final draft of the strategy will be agreed and published by year end;
- ❖ complete a review of the impact of Work/Life balance policies (including worksharing) on business delivery generally and strategies to ensure efficiency and effectiveness. Work/Life balance policies are under review at present in the context of the various cost saving schemes announced in the Budget;

- ❖ review Flexible Working Hours practices. A review of the Flexible Working Hours practices is ongoing at present in the context of the Attendance Management Policy currently being drafted by Human Resources Division;
- ❖ continue to administer and monitor the Eworking programme;
- ❖ consult members of staff on improving the standard of service provided to them in allowing them to accomplish their day-to-day business. Special attention will be paid to the role of “front-line” staff who most frequently interact with the public, and are most dependent on other staff members in performing their work;
- ❖ actively promote the idea of the internal customer among staff. Divisional meetings, where staff can discuss issues affecting work performance, inter-Divisional meetings between internal customers and service providers, Service Level Agreements, and other innovations that promote awareness of, and improvements in level of service to the internal customer will be encouraged;
- ❖ ensure that service to the internal customer forms part of the Annual Business Plans of each of the Department’s business units;
- ❖ promote the Internal Customer Charter that sets down clearly our commitments to internal customer service.

PART III

THE WAY AHEAD

Embedding Quality Customer Service

Our commitment to Quality Customer Service is set out in the Departments Statement of Strategy 2008-2010, and is reflected also in the Divisional Business Plans prepared by individual business units. This commitment will be further underlined and reinforced in the Divisional Business Plans for 2009 and subsequent years. The Quality Customer Service dimension will be a central element in the ongoing monitoring and review of the implementation of Divisional Business Plans.

We will ensure also that the Performance Management and Development System reflects the central importance of Quality Customer Service for the Department by focusing managers and staff on their critical role in the delivery of top quality services and identifying the training they need to enable them to discharge this role effectively. The provision of this training is central to the Department's Human Resources Strategy.

Bodies under our aegis

The non-commercial bodies under the Department's aegis are detailed in Appendix J. We will, engage actively with these bodies to ensure that the Principles of Quality Customer Service are reflected appropriately in their strategic and business planning processes.

Monitoring Progress

This Action Plan defines the general and specific standards of service which our customers may expect from us, and also sets out a range of specific actions and initiatives to ensure the effective implementation by the Department of the Principles of Quality Customer Service. We will report each year in the Department's Annual Report on the progress being made with this challenging and important work programme. Quality customer service issues are also central to the Action Plan on modernisation, flexibility and ongoing change.

**APPENDIX A:
CONTACT DETAILS FOR DEPARTMENT'S OFFICES**

Location

Headquarters Office: **29 – 31 Adelaide Road, Dublin 2**

Beggars Bush, Haddington Road, Dublin 2

Elm House, Earlsvale Road, Cavan

Telephone

Operating Times

Tel: 01-6782000	Mon-Thur	8.45 a.m. to 5.45 p.m.
	Fri	8.45 a.m. to 5.30 p.m.

To telephone a staff member directly dial (01) 678+ ext number if known to you.

LoCall number: 1890 44 99 00 (Note that the rates charged for the use of LoCall number may vary among different service providers.)

Fax: (01) 6783057

Website: <http://www.dcenr.gov.ie>

Staff email: firstname.lastname@dcenr.gov.ie

Customer Service Manager:

Tel: (01) 678 2070

Fax: (01) 678 3058

Email: customer.service@dcenr.gov.ie

APPENDIX B

CONTACT POINTS FOR MAIN SERVICES

Note: Names of personnel and telephone numbers are subject to change

Service Provided	Contact	Division
Processing correspondence/ representations to Minister	Colm Ó Conaill Private Secretary Tel: (01) 6782004 Fax: (01) 6782029 Email: colm.oconail@dcenr.gov.ie	Minister's Office 29-31 Adelaide Rd Dublin 2
Processing correspondence/ representations to the Minister of State	Ciara Byrne Private Secretary Tel: (01) 6782024 Fax: (01) 6610061 Email: ciara.byrne@dcenr.gov.ie	Minister of State's Office 29-31 Adelaide Road Dublin 2
Liaising with the media and members of the public	John Twomey Media and Information Officer Tel: (01) 6782441 Fax: (01) 6782739 Email: john.twomey@dcenr.gov.ie	Media and Information Office 29-31 Adelaide Rd Dublin 2
Processing requests for information under the Freedom of Information Acts 1997 and 2003	Mary Rabbitte Tel: (01) 6782903 Fax: (01) 6783057 Email: Mary.rabbitte@dcenr.gov.ie	Freedom of Information Unit Elm House Earlsvale Road Cavan
Information and applications for minerals prospecting licences and State Mining Facilities	Diarmuid O'Connor Tel: (01) 6782663 Fax: (01) 6609627 Email: diarmuid.oconnor@dcenr.gov.ie	Exploration and Mining Division Beggars Bush Haddington Road Dublin 4
Information and applications for oil and gas exploration & development operations	Jim Whelan Tel: (01) 6782691 Fax: (01) 6782619 Email: jim.whelan@dcenr.gov.ie	Petroleum Affairs Division 29-31 Adelaide Road Dublin 2

Service Provided	Contact	Division
Geological Survey of Ireland	Tel: (01) 6782000 Fax: (01) 6681782 Email: www.gsi.ie	Geological Survey of Ireland Beggars Bush Haddington Road Dublin 4
Public Office	Frank Fagan Tel: (01) 6782868	Geological Survey of Ireland
Quaternary/Geotechnical	John Butler Tel: (01) 6782785	Geological Survey of Ireland
Ocean Drilling Programme	Koen Verbruggen Tel: (01) 6782864 Brian McConnell Tel: (01) 6782850	Geological Survey of Ireland
National Seabed Survey	Koen Verbruggen Tel: (01) 6782864	Geological Survey of Ireland
Bedrock	Brian McConnell Tel: (01) 6782850	Geological Survey of Ireland
Heritage/Tourism	Sarah Gately Tel: (01) 6782837	Geological Survey of Ireland
Groundwater	Monica Lee Tel: (01) 6782784	Geological Survey of Ireland
Data Digital, GIS, Website	Koen Verbruggen Tel: (01) 6782864	Geological Survey of Ireland
Minerals	Gerry Stanley Tel: (01) 6782863	Geological Survey of Ireland
Access to Core Store/ Lecture Theatre Bookings	Clive Murray Tel: (01) 6782855	Geological Survey of Ireland
Archives	Sarah Gately Tel: (01) 6782837	Geological Survey of Ireland
Library	Frank Fagan Tel: (01) 6782868	Geological Survey of Ireland
Accounts Payable	Margaret Nolan Tel: (01) 6782820	Geological Survey of Ireland

Other Key Services/Functions

A number of other Divisions/Sections within the Department provide services which, unlike those listed previously are not necessarily delivered directly to our customers but are provided as an integral part of the Department's overall operations. Those services/functions include the following:

Service Provided	Contact	Division
Communications		
Promotion and support of investment in state-of-the-art telecommunications infrastructures	Cathy O'Connor Tel: (01) 6782726 Fax: (01) 6782126 Email: cathy.oconnor@dcentr.gov.ie	Communications Policy Division 29-31 Adelaide Rd Dublin 2
Formulation of policy and legislation in relation to Ireland's telecommunications sector. Corporate governance of ComReg	Philip McMahon Tel: (01) 6782944 Fax: (01) 6782919 Email: Philip.mcmahon@dcentr.gov.ie	Communications Policy Division 29-31 Adelaide Dublin 2
Corporate governance issues in relation to the Digital Hub Development Agency; Oversight responsibilities in relation to Media Lab Europe	Yvonne McCarthy Tel: (01) 6783187 Fax: (01) 6782126 Email: yvonne.mccarthy@dcentr.gov.ie	Communications (Development) Division 29-31 Adelaide Rd Dublin 2
Corporate governance and shareholder issues in relation to An Post; Policy in relation to liberalisation and regulation of the Postal Sector	John Rice Tel: (01) 6782074 Fax: (01) 6782919 Email: john.rice@dcentr.gov.ie	Postal Division 29-31 Adelaide Road Dublin 2
Formulation of broadcasting policy in a national and European context	Joe Meleady Tel: (01) 6783094 Fax: (01) 6783099 Email: joe.meleady@dcentr.gov.ie	Broadcasting Policy Division 29-31 Adelaide Rd Dublin 2
Energy		
Corporate governance and shareholding issues in relation to Bord Gáis Éireann	Breda Holly Tel: (01) 6782963 Fax: (01) 6782969 Email: breda.holly@dcentr.gov.ie	Gas Corporate Division 29–31 Adelaide Rd Dublin 2
Corporate governance and shareholding issues in relation to Bord na Móna plc	Breda Holly Tel: (01) 6782963 Fax: (01) 6782969 Email: breda.holly@dcentr.gov.ie	Gas Corporate Division 29-31 Adelaide Rd Dublin 2
Corporate governance and shareholding issues in relation to the Electricity Supply Board (ESB)	Carmel Fields Tel: (01) 6782941 Fax: (01) 6782939 Email: carmel.fields@dcentr.gov.ie	Electricity (Corporate) Division 29–31 Adelaide Rd Dublin 2

Corporate governance and shareholder issues in relation to the Irish National Petroleum Corporation (INPC); Corporate governance issues in relation to the National Oil Reserves Agency.	Maura Begley Tel: (01) 6782055 Fax: (01) 6782969 Email: maura.begley@dcenr.gov.ie	Oil Supply Division 29-31 Adelaide Rd Dublin 2
Corporate Governance in relation to Sustainable Energy Ireland	Margaret McCarthy Tel: (01) 6783205 Fax: (01) 6782089 Email: margaret.mccarthy@dcenr.gov.ie	Sustainable Energy Division 29-31 Adelaide Rd Dublin 2
Shareholder issues in relation to the National Oil Reserves Agency; National Oil Reserves Agency Levy; Oil Stocktaking Bilateral Agreements; Contingency Planning arrangements for dealing with oil supply shortages.	Kevin Broderick Tel: (01) 6782964 Fax: (01) 6782969 Email: kevin.broderick@dcenr.gov.ie	Oil Supply Division 29-31 Adelaide Rd Dublin 2
Supply Levy schedule; Provision of reports to EU and International Energy Agency; Maintenance of statistical base to support informed contribution on oil issues to national emergency decision-making.	Danny Lennon Tel: (01) 6782966 Fax: (01) 6782969 Email: danny.lennon@dcenr.gov.ie	Oil Supply Division 29-31 Adelaide Rd Dublin 2
Formulation of policy and legislation in relation to Ireland's natural gas market.	Eileen Walsh Tel: (01) 6783134 Fax: (01) 6782089 Email: eileen.walsh@dcenr.gov.ie	Electricity & Gas Regulation Division 29-31 Adelaide Road Dublin 2

Formulation and implementation, as appropriate, of policy in relation to liberalisation and regulation of the electricity sector; Corporate governance issues in relation to the Commission for Energy Regulation.	Ken Cleary Tel: (01) 6782933 Fax: (01) 6783139 Email: ken.cleary@dcentr.gov.ie	Electricity & Gas Regulation Division 29–31 Adelaide Rd Dublin 2
Corporate governance of EirGrid.	Karen Egan Tel: (01) 6782278 Fax: (01) 6782969 Email: karen.egan@dcentr.gov.ie	EirGrid (Corporate) Division 29–31 Adelaide Rd Dublin 2
Natural Resources		
Sectoral analysis, strategy and policy formulation, development and implementation in respect of the conservation of inland fisheries' habitats and stocks, primarily through the corporate governance of the fisheries boards and the Loughs Agency	Tom McGrath Tel: (01) 6782384 Fax: (01) 6782539 Email: tom.mcgrath@dcentr.gov.ie	Inland Fisheries Division 29-31 Adelaide Road Dublin 2
Support for the development of the natural resources sector through effective research and technology development	Minerals Exploration and Mining: John Pyne Tel: (01) 678 2674 Fax: (01) 6609627 Email: john.pyne@dcentr.gov.ie Oil and Gas Exploration and Development: Des Byrne Tel: (01) 6782693 Fax: (01) 6782619 Email: des.byrne@dcentr.gov.ie	Exploration and Mining Division Beggars Bush Haddington Road Dublin 4 Petroleum Affairs Division 29-31 Adelaide Road Dublin 2
Financial matters		
Payment of invoices, grants etc. Payment of certain pensions	Carmel Denning Tel: 01-6782114 Fax: 01-6782137 Email: carmel.denning@dcentr.gov.ie	Accounts Branch Elm House Earlsvale Road Cavan

APPENDIX C

SERVICE STANDARDS FOR CUSTOMERS GENERALLY

Service by Telephone

If you telephone us we will:

- ❖ answer your call as promptly as possible – our aim is to answer all calls within 20 seconds;
- ❖ be courteous and identify ourselves and our area of work;
- ❖ give you as much assistance as possible and provide you with clear and accurate information;
- ❖ take details and call you back at a time that suits you if we cannot deal with your query immediately;
- ❖ tell you the name and telephone number of the person to whom you are being transferred if your call has to be transferred to another staff member or area of the Department;
- ❖ respond to all voice mail messages promptly, and, as a general rule, aim to respond by the following day at the latest.

We have prepared and introduced a Code of Practice for telephone use and a copy of the Code is reproduced at Appendix E.

Corresponding with the Department

If you write to us or send us a fax message or an email we will:

- ❖ send you an acknowledgement within 3 working days of receiving your communication;
- ❖ reply definitively to you, where possible, within 20 working days;
- ❖ let you have an interim reply indicating when you can expect the final response if it is not possible to send you a definitive reply within this period;
- ❖ use clear language and explain any unfamiliar technical terms;
- ❖ ensure that all our correspondence contains a contact name, telephone number, fax number and email address.

We have prepared and introduced a Code of Practice for dealing with correspondence and a copy of the Code is reproduced at Appendix F. Correspondence tracking systems will be in place in each business unit of the Department to facilitate effective monitoring of our compliance with these service standards.

Visiting the Department

If you visit our offices we will:

- ❖ meet you punctually if you have an appointment;
- ❖ do our best to accommodate you if you don't have an appointment;
- ❖ treat you with courtesy, be as helpful as possible to you and respect your privacy.

We have prepared and introduced a Code of Practice for receiving personal callers and a copy of the Code is reproduced at Appendix G.

APPENDIX D

SPECIFIC SERVICE STANDARDS

Service Provided	Customers Include	Standards of Service	Performance Indicators
Petroleum Exploration Licences and Authorisations	Companies whose business involves petroleum prospecting, exploration or production activities	Decisions on applications within 2 months.	Proportion of applications processed to decision within 2 months.
Minerals prospecting licences	Mining and exploration companies, the general public	Decisions on applications within 4 months.	Proportion of applications processed to decision within 4 months.
State Mining Facilities	Companies who are holders of current prospecting licences	Decisions on applications within timeframes as agreed between applicants and Department.	Proportion of applications processed to decision within agreed timeframe.
Geological information and advice	Companies, semi-State bodies, government departments, local authorities, international organisations, academic institutions, members of the public	Immediate telephone advice where appropriate, other backup provided within one month.	Proportion of queries dealt with within target period.
Allocation of long term (10-15 years) support to new renewable energy powered electricity projects selected in the AER/REFIT support programmes	Companies developing new renewable energy powered electricity generating plants to sell electricity into the wholesale electricity market	Immediate telephone advice and other backup provided. Formal decisions within two months after all required information is available	Proportion of applications processed to decision within the given timeframe

APPENDIX E

CODE OF PRACTICE FOR TELEPHONE USE

Answering the Telephone

- ❖ All calls should be answered within 20 seconds.
- ❖ When answering a call a staff member will give his/her full name and the name of the section.
- ❖ Staff will be patient, helpful and courteous at all times.
- ❖ If they cannot deal with a request immediately, staff will offer to take the caller's name and number and call them back, giving an indication of when this will be.
- ❖ If a request is received from a caller that cannot be immediately placed with an Officer or a misdirected call received, staff will give the name, section and telephone number of the person who deals with the matter and transfer the call. If however, staff are unsure who deals with the matter, they will offer to take the caller's number and get the correct Officer to call them back, giving an indication of when this will be.
- ❖ Customers are entitled to conduct their business through Irish or English. If staff are unable to facilitate the customer in this regard they will arrange for a colleague to do so. If this is not possible at the time of the call, staff will offer to arrange for a colleague to contact the customer as soon as possible or at a mutually agreed time.

Switchboard staff

- ❖ Should give the full name of the Department when responding to callers.

Transferring Calls

- ❖ When transferring calls staff will give the caller the full name, telephone number and section that the call is being transferred to.
- ❖ When transferring a call to another section, staff will give as much information as possible to the Officer to enable them to decide if the call is for them.

Voicemail

- ❖ When staff are going to be absent from the office or away from their desk they will either divert their calls to voicemail or, if appropriate, to a colleague.
- ❖ Voicemail will be reset as necessary. Staff will give their full name, section, duration of absence and an indication of when they will be able to return calls. If possible staff will leave an alternative number where they or their colleague can be contacted.
- ❖ Staff will check their Voicemail on their return to the office.

APPENDIX F

CODE OF PRACTICE FOR DEALING WITH CORRESPONDENCE

- ❖ All correspondence (including email) should be opened and date stamped (where appropriate) as soon as it is received and directed to the appropriate member of staff for reply.
- ❖ All correspondence, electronic, fax or by post, should be acknowledged within 3 working days of receipt of communication.
- ❖ All correspondence should be comprehensively answered within 20 working days. Where it is not possible to reply within 20 working days, an interim reply should issue to the customer indicating that the matter is receiving appropriate attention, the name and contact details of the person dealing with the matter and that they will be contacted again by a specified date.
- ❖ All correspondence should be answered with the recipient in mind, using clear language and explaining any unfamiliar technical terms.
- ❖ Ensure all correspondence, including acknowledgements, contains a contact name, telephone number (including LoCall number), reference number (where appropriate), fax number and email address.
- ❖ Customers are entitled to choose to conduct their business through Irish or English. Customers should receive a response in the language they used when contacting the Department.
- ❖ Care should be taken with any item (e.g. original or photocopied documents) that accompanies correspondence to the Department to ensure that it suffers no damage and, where appropriate, is copied and returned to the customer with the Department's interim or final reply.
- ❖ All forms, such as grants, licences or other application forms issued in response to correspondence should indicate the timescale within which they will be processed.
- ❖ Email correspondence should be dealt with in accordance with the criteria as set out in the Department's Information and Communication Technology (ICT) Policies. In addition:
 - emails should be checked every day;
 - timely response to issue to all email messages requiring a reply;
 - where a prompt detailed response is not possible, send a short email acknowledging receipt and give an estimate of when a detailed response will be sent;
 - consider keeping hard copies of important emails sent and received.
- ❖ Where correspondence is conveying a decision of the Department, customers should be advised of the reasons for the decision and of the appeal mechanisms available in respect of the decision. Where correspondence relates to the outcome of an appeal, customers should be advised of their further right of appeal to the Ombudsman. Contact details for the Ombudsman should also be enclosed.
- ❖ All correspondence should be tracked within Divisions. The log should include the person's name; date correspondence was received and acknowledged; nature of the correspondence; file reference; person handling correspondence and the date the reply issued.
- ❖ All correspondence should be placed in an appropriate file. Divisions with a large volume of correspondence may find it easier to keep a general correspondence file; however, if correspondence relates to a specific issue (i.e. policy decision, licence, etc) it must be placed on that file.

APPENDIX G

CODE OF PRACTICE FOR DEALING WITH PERSONAL CALLERS

- ❖ All visitors should be treated with respect and courtesy, ensuring that there is no discrimination on grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race or membership of the Traveller Community.
- ❖ Notify reception staff of the name, organisation, details and any special requirements of callers as well as expected time of arrival.
- ❖ Leave two staff members' contact details with reception staff in order for them to notify you of your caller's arrival.
- ❖ All callers should be received promptly once staff are informed of their arrival.
- ❖ In the event of your not being available to receive your visitor, arrange for another member of staff to deal with the customer on your behalf.
- ❖ All callers must sign in at the front desk.
- ❖ Where possible, the majority of consultations with callers should take place in meeting rooms. If none are available check if suitable offices are free. Minor enquiries may be dealt with in the reception seating area. If, however, there is a requirement for confidentiality, the meeting should be conducted in private.
- ❖ Staff meeting or greeting callers should be suitably dressed. Callers are here on business and expect a businesslike manner from the Department.
- ❖ Arrange for tea and coffee and/or water for any meeting that is expected to last for an hour or more.
- ❖ Ensure in advance that the meeting room is clean, bright and well aired (open windows if stuffy, close if cold).
- ❖ When the meeting is finished, ensure that you or another staff member escorts the caller back to the front desk.

APPENDIX H

COMPLAINTS/APEALS PROCEDURE

This procedure applies to all cases relating to the quality of service provided by the Department, and can be invoked also in relation to decisions for which a statutory right of appeal does not exist. The term complaint is used to include a customer's pursuit with the Department of his or her dissatisfaction with the quality of service received or with a decision by the Department concerning the customer.

Please note that this procedure does not cover matters which are the subject of litigation, matters involving Freedom of Information requests, or matters referred to the Ombudsman or Information Commissioner.

- ❖ If you have a complaint, the matter should be brought to the attention of the staff of the Division or Service concerned, either orally or in writing. The staff there will try to resolve the matter without delay and will respond to you within 20 working days from the receipt of your complaint.
- ❖ If you are unhappy with the response to your complaint, you should pursue the matter with the:

Customer Services Manager,
Department of Communications, Energy and Natural Resources,
Elm House
Earlsvale Road
Cavan
Telephone: (01) 6782070; LoCall: 1890 44 99 00 (Note that the rates charged for the use of LoCall number may vary among different service providers.)
Fax: (01) 6783058
Email: customer.service@dcenr.gov.ie
Web: www.dcenr.gov.ie

- ❖ It will assist us in dealing promptly with your complaint if you give us the following information:
 - your name and address;
 - details of exactly what you are dissatisfied with (including any relevant reference numbers and previous correspondence);
 - if you disagree with a decision, the reason(s) why you feel it is wrong or unfair;
 - the name of the division and, if appropriate, the official(s) with whom you were dealing;
 - a daytime telephone number, if you would be happy for us to contact you by phone – this may help resolve the matter more quickly.
- ❖ If you have special needs that may affect your ability to pursue a complaint, please let us know at the earliest opportunity. We will make every effort to assist you.
- ❖ All complaints received by the Customer Services Manager will be acknowledged within 3 working days. In general we will deal with complaints to the Customer Services Manager within 20 working days. It may, however, take longer to deal with more complex cases. In that event, we will contact you, explain why and indicate by what date we will finalise our consideration of the complaint.
- ❖ We will consider your complaint fairly and impartially. The Customer Services Manager will, firstly, arrange for an officer of the Department other than those originally involved to examine your complaint carefully. The Customer Services Manager will examine this report to decide on the appropriate response to your complaint, consulting as necessary with the Department's Management Committee.

- ❖ If your complaint is upheld, we will rectify the mistake, if possible, and give you a full explanation and apology.
- ❖ Customers also have the right of recourse to the Ombudsman, who may be contacted at:

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2

Telephone: (01) 639 5600
LoCall: 1890 22 30 30 (Note that the rates charged for the use of
LoCall number may vary among different service providers.)
Fax: (01) 639 5674
Email: ombudsman@ombudsman.gov.ie

APPENDIX I

CUSTOMER SERVICE CHARTER 2009-2011

Introduction

The Department of Communications, Energy and Natural Resources is committed to maintaining and improving its commitment to, and delivery of, the highest standards of quality customer service.

This Charter sets out the standards of service you are entitled to expect from the Department for the period 2009-2011.

OUR COMMITMENTS TO YOU

The Department will deliver a quality service with courtesy, sensitivity and the minimum delay with mutual respect between provider and customer.

Telephone Enquiries

- ❖ Our LoCall number is 1890 44 99 00. (Note that the rates charged for the use of LoCall number may vary among different service providers.)
- ❖ We will answer your call as promptly as possible – our aim is to answer all calls within 20 seconds.
- ❖ We will identify ourselves and our area of work.
- ❖ We will be helpful and courteous at all times and provide you with as much information as possible.
- ❖ If we cannot deal with your query immediately, we will take your details and call you back at a time which suits you.
- ❖ We will respond to all voicemail messages promptly, and, as a general rule, aim to respond by the following day at the latest.

Written Correspondence

- ❖ We will acknowledge all correspondence, including emails, within 3 working days of receiving your communication.
- ❖ We will endeavour to comprehensively answer your correspondence within 20 working days.
- ❖ If it is not possible to answer within this period, we will send you an interim reply, explaining the position and indicating when you can expect a definitive response.
- ❖ We will ensure that all correspondence contains a contact name, telephone number (including lo-call number), a reference number (where appropriate), fax number and email address.

Personal Callers

- ❖ All visitors to our offices will be treated with respect and courtesy, ensuring that there is no discrimination on grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race or membership of the Traveller Community.
- ❖ All callers who have appointments will be received promptly once staff are informed of their arrival.
- ❖ We will do our best to accommodate you if you don't have an appointment.
- ❖ We will provide appropriate facilities for meetings and ensure that our offices are safe, clean and accessible.

Information

- ❖ We will provide our customers with clear, accurate, comprehensive and up-to-date information on our policies, schemes and services.

- ❖ We will ensure that this information is available at all points of contact, and will endeavour, as far as possible, to make it available in formats which meet the requirements of customers with special needs.
- ❖ We will use clear simple language in the design of our application forms and information leaflets.
- ❖ We will produce comprehensive explanatory material/guidelines on the Department's services, as appropriate.
- ❖ Our website www.dcenr.gov.ie will be up-to-date, relevant, user friendly and accessible to all our customers, including those with visual disabilities.

Complaints/Appeals Procedure

- ❖ If you are unhappy with the **quality of service** you have received, you have the right to complain.
- ❖ If you are dissatisfied with **decisions** in relation to services for which a statutory right of appeal does not exist, you have the right to appeal.
- ❖ If it is not possible to resolve the complaint* with the staff member or business unit with whom you have been dealing you can address your complaint to the Customer Services Manager who will acknowledge receipt within 3 working days and endeavour to deal with the complaint within 20 working days.
- ❖ All complaints will be dealt with properly, fairly and impartially. If your complaint is upheld and/or we have made a mistake we will rectify the mistake, and furnish you with an explanation and an apology.
- ❖ If you remain dissatisfied, we will inform you of your further right to bring the matter before the Ombudsman (contact details for the Ombudsman are at the end of this charter).

Consultation/Feedback

- ❖ We welcome and encourage you to provide us with feedback.

Evaluation/Reporting

- ❖ We will evaluate our performance by measuring the delivery of services using correspondence tracking.
- ❖ We will report on our performance in our Annual Report and on our website www.dcenr.gov.ie

Service through Irish

- ❖ We will make every effort to accommodate customers who telephone or visit the Department and who wish to conduct their business in Irish without detriment to the speed or quality of service provided.
- ❖ Correspondence received in Irish will be answered in Irish.
- ❖ We will publish simultaneously in Irish and English a number of key documents relating to the Department, including our Strategy Statement and the Annual Report. Material in Irish will also be included in the Department's website www.dcenr.gov.ie

* Note: The term "complaint" in this context is used to include a customer's pursuit with the Department of his or her dissatisfaction with the quality of service received or with a decision by the Department concerning the customer.

Where to find us

The Department's Headquarters is located at **29–31 Adelaide Road, Dublin 2.**

Our other offices are located at:
Beggars Bush, Haddington Road, Dublin 4.

Elm House, Earlsvale Road, Cavan.

Contact details

Department offices:

Telephone: (01) 678 2000

You can telephone a staff member directly at (01) 678 + extension number if known to you.

Lo-call number: 1890 44 99 00 (Note that the rates charged for the use of a LoCall number may vary among different service providers).

Fax: (01) 6783057

Website: <http://www.dcenr.gov.ie>

Staff email: firstname.lastname@dcenr.gov.ie

Customer Services Manager:

Caroline Henry

Strategic Change Unit

Department of Communications, Energy and Natural Resources

Elm House

Earlsvale Road, Cavan

Tel: (01) 678 2070

Fax: (01) 678 3058

Email: Caroline.henry@dcenr.gov.ie

Office of the Ombudsman

18 Lower Leeson Street

Dublin 2

Telephone : (01) 6395600

LoCall: 1890 22 30 30 (Note that the rates charged for the use of LoCall number may vary among different service providers.)

Fax: (01) 6395674

Email: ombudsman@ombudsman.gov.ie

Web: <http://www.ombudsman.gov.ie/>

This charter is available in Braille, by email, and in large print on our website under Publications at www.dcenr.gov.ie

APPENDIX J

NON-COMMERCIAL BODIES UNDER THE AEGIS OF THE DEPARTMENT

BODY	MAIN ROLE
Commission for Communications Regulation (ComReg)	ComReg is a statutory body charged with the regulation of the communications market in Ireland. Its remit covers all kinds of transmission networks from the traditional telephone wire service through to operators providing TV services and from mobile phone networks to the postal service.
Digital Hub Development Agency (DHDA)	DHDA was established under the Digital Hub Development Act 2003 to oversee the development of the Digital Hub, Ireland's flagship in the digital media sector.
Broadcasting Commission of Ireland (BCI)	BCI is responsible for the licensing and regulation of the independent television and radio sector. The Commission is also responsible for licensing certain new digital television services and for the development of codes of programming and advertising standards on television and radio.
Broadcasting Complaints Commission (BCC)	BCC deals with complaints made relating to programme material and advertising on RTE and independent television and radio.
Commission for Energy Regulation (CER)	CER is responsible for the licensing and authorisation of undertakings, price regulation and market development of the electricity and gas sectors in line with its statutory functions and duties.
Sustainable Energy Ireland (SEI)	SEI, formerly the Irish Energy Centre was established in 2002 to promote and assist development of sustainable energy.
National Oil Reserves Agency (NORA)	Ireland has obligations under (a) EU Directives and (b) International Energy Agency (IEA) rules to hold reserve oil stocks. NORA was established in 1995, as a subsidiary of the INPC, to fulfil these obligations. NORA arranges for the purchase, leasing, and storage of national strategic oil stocks at a level determined annually by the Minister. The National Oil Reserves Agency Act 2007 established NORA as an independent body under the aegis of the Department.
Central Fisheries Board (CFB)	CFB is responsible for the promotion, support and co-ordination of inland fisheries conservation and development and co-ordination of the activities of the Regional Fisheries Boards.
Regional Fisheries Boards (7)	The Regional Fisheries Boards are responsible for the conservation, protection and development of inland fisheries.
Loughs Agency of the Foyle,	The Loughs Agency is one of the six North

Carlingford and Irish Lights
Commission (FCILC)

South Bodies established under the British
Irish Agreement Act 1999. Its responsibilities include
(a) the promotion and development of Lough Foyle
and Carlingford Lough for commercial and
recreational purposes in respect of marine, fishery
and aquaculture matters (b) the management,
conservation and protection, improvement and
development of inland fisheries; (c) the development
and licensing of aquaculture and (d) the
development of marine tourism.

Irish National Petroleum
Corporation (INPC)

Following the sale of its business and
commercial assets (Whitegate refinery and
Bantry storage terminal) in July 2001,
the INPC has no operational capacity/
employees.

Mining Board

The Mining Board's main function is the arbitration of
disputes between surface rights holders and mineral
rights holders with respect to accessing of minerals
other than oil and gas.

National Salmon Commission

The National Salmon Commission advises the
Minister on the management, protection and
development of the inland Fisheries resource.