

An Roinn Cumarsáide,  
Mara agus Acmhainní Nádurtha  
Baile Átha Cliath 2



Department of Communications,  
Marine and Natural Resources  
Dublin 2

# Customer Service *action plan 2004-2006*

# 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:

- **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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This Customer Service Action Plan sets out how we intend to work towards our goal, as stated in our Statement of Strategy 2003-2005, of maintaining an ethos of high quality customer service, reflecting the needs and expectations of internal and external customers.

The Plan, preparation and development of which was overseen by the Department's Partnership Sub-group on Quality Customer Service, was finalised following widespread consultations with customers both internal and external. It has been formulated in the context of the Government's Quality Customer Service Initiative and the public sector modernisation objectives of the *Sustaining Progress Social Partnership Agreement 2003-2005*.

The Plan sets out the 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. In tandem with the publication of this Plan and, in accordance with a commitment in *Sustaining Progress*, we are also publishing a Customer Charter, a short statement describing the levels of service our customers can expect from us. The Customer Charter is reproduced at Appendix H of this Action Plan.

The Plan also identifies the needs of our internal customers, the staff of the Department, and recognises them as the Department's most important resource.

Progress in achieving the standards of service and delivering on the actions and initiatives set out in the Plan will be monitored systematically and will be reported on in the Department's Annual Reports. In addition, we will conduct a customer survey in 2005 and publish the results on our website

*Leagtar amach sa Phlean Gníomhaíochta i leith Seirbhísí dár gCustamaeirí conas a shroichfid an sprioc a leagamar romhainn san Ráiteas Straitéise 2003-2005. 'Sé an sprioc sin ná meon a chaomhnú chun seirbhís ar ard-chaighdeán do sholáthar dár gcustamaeirí pé acu laistigh nó lasmuigh den Roinn de, caighdeán a fhreagraíonn dá riachtanais siúd agus go mbéadh coinne acu leis.*

*Bhí Fo-ghrúpa Páirtíochta na Roinne i leith seirbhís ar ard-chaighdeán do sholáthar dár gcustamaeirí i bhfeighil ar ullmhú agus forbairt an phleain. Críochnaíodh an plean tar éis dul i gcomhairle go forleathan lenár gcustamaeirí inmheánacha agus seachtracha. Is i gcomhthéacs Seirbhís den Scoth dár gCustamaeirí de chuid an Rialtais agus cuspóirí an Aontais Pháirtíochta Sóisialta d'fhonn Dul-chun-chinn do Chaomhnú 2003-2005 do chumadh é.*

*Leagann an plean amach go ginearálta agus go mion na caighdeáin seirbhíse a fhearfaidh muid dár gcustamaeirí. Léiríonn sé leis na comharthaí gníomhaíochta maraon leis na gníomhartha féin agus na tionscnaimh a chuirimid romhainn Roinn d'fhonn na Prionsabail Seirbhíse Cáilíochta do Chustaiméirí do chur i gníomh. Ag an am céanna agus an Plean seo á fhoilsiú againn foilseofar freisin, mar a gheallamar faoi Chaomhnú an Dul-chun-chinn, Cáirt Custamaera, ráiteas gearr ag cur síos ar na caighdeáin seirbhíse a fhearfaidh muid dár gcustamaeirí. Tíocfaidh tú ar an gCáirt Custamaera in Aguisín H den Phlean Gníomhaíochta seo.*

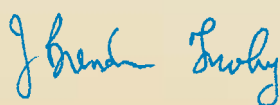
*Aithníonn an Plean riachtanais ár gcustamaeirí inmheánacha, baill foirne uilig na Roinne, agus measann sé iad mar acmhainn tábhachtach dúinn.*

*Coinneoidh muid súil ghéar ar dul chun chinn i leith na caighdeáin seirbhíse do shroichint agus na gníomhartha agus tionscnaimh do thabhairt i gcríoch. Beidh tuaraisc ar na sonraí cuí sna Tuarasáil Bliantúil de chuid na Roinne. In a theannta san déanfaidh muid fiosrú ar ár gcustamaeirí i 2005 agus foilseofar torthaí an*

([www.dcmnr.gov.ie](http://www.dcmnr.gov.ie)) and in our Annual Report. In the meantime, 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.

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. The challenges set by this Action Plan are significant particularly in terms of the overall work programme it lays out and the specific service standards it defines. I am confident that we can, with the continuing commitment of the Department's staff, achieve all the targets that have been set.

Finally, the Department's headquarters will be moving to Cavan as part of the Government's decentralisation plan and, in addition, plans are underway for the relocation of the marine policy functions to Clonakilty, Co Cork. I would like to assure our customers, both internal and external, that we are approaching this in such a manner that will address staff concerns and will also put in place measures to ensure business continuity and the maintenance of our high customer standards in the lead up to, during and after the Department's decentralisation to Cavan and Clonakilty.

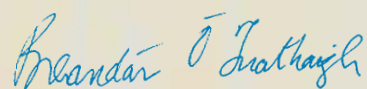


**Brendan Tuohy**  
Secretary General  
April 2004

*fhiosraithe sin ar ár líonionad ([www.dcmnr.ie](http://www.dcmnr.ie)) agus san Tuarascáil Bliantúil. Idir an dá linn tá fáilte roimh ár gcustamaeirí a dtuairimí a nochtadh dúinn i leith caighdeán na seirbhíse a fhearaimid rompu. Is mór linn a leithéad d'fháil mar gur cabhair iad dúinn díriú ar cad is féidir linn d'fheabhsú chun seirbhís níos fearr do sholáthair don chustamaeir.*

*Tá leagtha romhainn againn sa Roinn leanúint de chaighdeán ard agus seirbhís den scoth dá fhearadh again agus barr fheabhais do chur leis. I ndeireadh na dála braitheann caighdeán na seirbhíse dár gcustamaeirí ar cé chomh foirfe a leanfaidh muid an Ráiteas Straitéise, na Pleananna Oibre agus an Plean Gníomhaíochta i leith Seirbhísí dár gCustamaeirí. Ní beag an dubhshlán dúinn an Plean Gníomhaíochta seo go mór mór ó thaobh an chláir iomlán oibre agus an líon caighdeán seirbhíse atá ann. Táim cinnte de gur féidir linn gach sprioc díobh a shroichint agus na baill fóirne ag leanúint leo dá dtacaíocht don ngluaiseacht seo.*

*Mar fhocal scoir ba mhaith liom tagairt do athlonnadh ceanncheathrú na Roinne go Baile an Chabháin mar chuid den phlean díláthré agus an Rialtas agus athlonnadh ár bhfeidhmeannas i leith polaisí mara go dtí Cloch na Coillte, Contae Corcaí. Dearbhím dár gcustamaeirí laistigh agus lasmuigh den Roinn go bhfuil muid ag tabhairt faoi ar bhealach a fhreagróidh don imní a tharraingíonn an tionscadal ar na baill fóirne. Maraon leis sin feicfidh sé chuige go mbeidh leanúnachas ann i gcúrsaí gnó agus caomhnóidh sé an tard-chaighdeán seirbhíse dár gcustamaeirí roimh, le linn agus tar éis dúinn athlonnadh go Baile an Chabháin agus go dtí Cloch na Coillte.*



**Breandán Ó Tuathaigh**  
Ard Rúnaí  
Aibreán 2004

# 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 2003-2005, is:

***“To promote the sustainable development, management and regulation of the communications, energy, marine and natural resources sectors in support of national economic and social policy objectives.”***

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, marine and natural resources can be summarised as follows:

### Communications

- To contribute to sustained macro-economic growth and competitiveness and to ensure that Ireland is best placed to avail of the emerging opportunities provided by the information and knowledge society, by promoting investment in state-of-the-art infrastructures, by providing a supportive legislative and regulatory environment, and by developing a leading edge research and development reputation in the information, communications and digital technologies sectors.
- To create an environment that encourages the maintenance of high quality Irish radio and television services by both independent broadcasters and RTÉ.
- To secure a viable future for high quality public service broadcasting in the Irish market.
- To seek to retain access to a range of quality programming in analogue and digital form, on a universal and free-to-air basis.
- To ensure that Irish industry and domestic customers enjoy competitively priced, high-quality postal services on a par with the highest quality standards in key comparator economies elsewhere in the EU; to maintain nationwide postal services and network, with uniform tariffs applying throughout the State, where required by regulation, and to develop the Irish postal sector in such a way that it will underpin the key economic objective of Ireland becoming a knowledge economy.

### Energy

- The development of competitive, efficient and properly regulated energy markets, which provide customers with a choice of energy services and support sustainable economic growth.
- The protection of security of energy supply.
- Ensuring that energy supply and use are environmentally sustainable.

## Marine

- To establish, promote and enforce safety and security standards, and by doing so, prevent, as far as possible, the loss of life at sea and on inland waters and other areas, and to provide effective emergency response services.
- To safeguard the quality of the marine environment.
- To provide a framework for the provision by port companies operating within the national transport chain of port services which are efficient, effective and adequate for the needs of our trading economy.
- As provided for in the Harbours Act 1996, to oversee the transfer to alternative uses under local control, of those remaining regional ports and harbours which do not form part of the national maritime transport system for trade and travel while maintaining, in transition, an appropriate corporate governance regime.
- To expand Irish based ship ownership and ship management and to increase Irish seafarer employment.
- To help secure the sustainable development of the marine tourism sector within the national strategy for tourism development.
- To ensure that the national research effort achieves the potential of the marine resource sector.
- To support and manage the sustainable use and development of Ireland's marine territory.
- To maximise the long-term contribution of the seafood sector to the economies of coastal regions.
- To facilitate and develop harbours and coastal infrastructures, to support coastal protection works, and the sustainable development of State foreshore.

## Natural Resources

- To conserve the inland fisheries resource in its own right and its viability and economic and social contribution at national and local community level.
- To stimulate discovery of economic mineral deposits and to maximise the contribution of the mining sector to the national economy, with due regard to its environmental and social impact.
- To maximise the benefits to the national economy from exploration for, and production of, 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 acquire and maintain the currency and validity of geoscience data in order to provide timely, authoritative, impartial and up-to-date information and advice to assist relevant sectors of the economy to develop and prosper.
- To support decision making in the areas of environmental protection and sustainable management of earth resources through the provision of information and advice by the Geological Survey of Ireland, which is the national geological agency.

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 Services We Provide

Our work includes a significant range of services which we provide directly to the public. Among these are:

- Licensing of sea-fishing boats;
- Passenger boat licensing;
- Passenger Ship Safety Certification;
- Cargo Vessel Safety Certification;
- Certification of Vessel Crews;
- Sea fisheries and seafood control;
- Certification of Sea Food premises;
- Management of Fishery Harbour Centres;
- Licensing and leasing under the Foreshore Acts;
- Licensing and regulation of aquaculture;
- 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;
- Marine search and rescue, search and recovery, pollution, salvage and emergency response services;
- Inland search and rescue services;
- National Marine Communications network, and maritime navigation safety communications and public correspondence;
- Marine safety awareness and pollution awareness;
- Administration of Farm Electrification Grant Scheme for Disadvantaged Areas;
- Administration of marine tourism grant scheme.

Further details of the Department's services are available in the guide we publish pursuant to section 15 of the Freedom of Information Acts 1997 and 2003 (which can be accessed on the Department's website: [www.dcmnr.gov.ie](http://www.dcmnr.gov.ie)).

## 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.

## Contacting the Department

The Department's head office is located at 29-31 Adelaide Road, Dublin 2. The telephone number is (01) 6782000, the switchboard is manned from 8.45 a.m. to 6.00 p.m. Monday to Thursday and from 8.45 a.m. to 5.30 p.m. on Friday. If you know the extension number of the person at head office you wish to contact you can telephone directly by prefacing the extension number with (01) 678. We also have a *LoCall* number, 1890 44 99 00, which allows you to telephone the head office from anywhere in the country for the price of a local call.

Appendix A contains a full list of all our offices in some 25 locations in Dublin and throughout the country. Contact details for some of our main services are given in Appendix B.

The Department's headquarters will be moving to Cavan as part of the Government's decentralisation plans. Arrangements for this are being made under the guidance of the Decentralisation Implementation Committee established by Government. In addition, plans are underway for the relocation of the marine policy functions to Clonakilty, Co Cork. Work is also progressing on the establishment of a new independent national agency, bringing together the services provided by the Irish Coast Guard and the Maritime Safety Directorate of the Department.

# 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 2006, and the objectives and targets which we have adopted in respect of the Principles.

## 1. Quality Service Standards

We are committed to providing a high quality of service for all of our customers. Accordingly we have defined, in Part I of 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 Part II of Appendix C, 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 Appendix C. 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 are focussed in the main 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.dcmnr.gov.ie](http://www.dcmnr.gov.ie)).

We have, in tandem with this Action Plan, published a Customer Charter. The Customer 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 poster/brochure and compliments this Action Plan which is a more detailed document about how we will deliver the standards in the Charter. The Customer Charter will be made available at reception areas in our public offices and on the Department's website ([www.dcmnr.gov.ie](http://www.dcmnr.gov.ie)). Copies will also be made available to our regular customers. A copy of our Customer Charter is reproduced at Appendix H.

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.

## 2. Equality/Diversity

The Department is committed to treating all our customers equally, while ensuring equality of opportunity, access and outcome under the nine grounds i.e. gender, marital status, family status, age, disability, race, sexual orientation, membership of the traveller community and religious belief. 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 are fully respected. We will work to address any difficulties with access to our services which may be encountered by people experiencing poverty or social exclusion, and any geographic barriers to accessing our services.

Within the Department we will:

- raise awareness of equality/diversity issues in the Department through information distribution and educational talks;
- ensure there are no barriers to participation in promotion competitions;
- maintain and enhance existing compliance with the Government's employment target of 3% for disabled staff and ensure through our induction programme, assignment policy and the services of our Disability Liaison Officer that:
  - n the needs of disabled staff are identified and catered for;
  - n disabled staff are fully integrated into the Department's workforce and across Divisions;
  - n mobility and exposure to a range of work experience is available;
  - n a person's disability will not be a barrier to career development opportunity;
- in consultation with the Civil Service Commission, put in place a pilot work experience scheme for members of the Travelling Community and refugees;
- launch a Departmental Equality Action Plan.

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

### 3. Physical Access

We have, in Part I of Appendix C, set out the standards of service which customers visiting our offices are entitled to expect. We are committed to ensuring that our public offices are clean and safe, compliant with occupational health and safety standards, and facilitate access for people with disabilities and others with special needs.

We will, during 2004, establish a Task Group to oversee a survey by a suitable external agent of the accessibility of our public offices for people with disabilities or special needs, and of the quality of these offices from the point of view of customer comfort and privacy. This survey will form the basis for any actions necessary to ensure that our offices conform with our overall commitment to high service standards. We will take full account, in carrying out any necessary upgrading of our public offices, of customers' views as conveyed to us through the comment cards which will be available at all of our offices.

In addition, we will:

- observe the Department's Code of Practice on receiving callers to the Department;
- ensure that our public offices have:
  - n accessible paths, ramps, etc from the car park to the entrance;
  - n at least one wheelchair accessible public entrance;
  - n a suitable passenger lift in buildings above a certain size;

- n suitable communication aids for people with hearing impairments in places such as meeting and conference rooms;
- n large print and Braille on signage to aid visually impaired people;
- n 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 and Safety Statements are in place in respect of all of the Department's offices.

#### 4. 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.

In addition:

- Our 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;
- We will, 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;
- We will also 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;
- We will continue to publish a wide range of downloadable application forms on our website ([www.dcmnr.gov.ie](http://www.dcmnr.gov.ie)) together with information on all services provided by the Department;
- Facilities will be put in place during 2004 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;
- We will make available all of our official publications on the website ([www.dcmnr.gov.ie](http://www.dcmnr.gov.ie));
- We will seek to make best use of Information and Communications Technology in providing information and services;
- Our website ([www.dcmnr.gov.ie](http://www.dcmnr.gov.ie)) will be 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;
- We intend to 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.

## 5. Timeliness and Courtesy

We are committed to delivering a quality service to all of 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;
- introduce, on a phased basis, correspondence tracking systems in each business unit to ensure effective monitoring of compliance 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.

## 6. 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 G. 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 on applications for aquaculture licences and decisions of the licensing authority in relation to sea-fishing boat licensing on or after 1 August 2003 (see pages 41 and 42) – accordingly, the procedure in Appendix G does not apply in those cases.

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.dcmnr.gov.ie](http://www.dcmnr.gov.ie)) and Customer 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.

## 7. 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 on our Customer 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 (such as the Sea Fisheries Liaison Group, the Aquaculture Forum, the Geological Consultative Committee, the Seabed Technical Advisory Committee, etc) 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 such as the Food Safety Authority of Ireland, the Naval Service and Air Corps.

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;
- develop a complete online public consultation package to include fora and interactive facilities for comments building on previous initiatives;
- provide customer comment cards in all reception areas and on our website ([www.dcmnr.gov.ie](http://www.dcmnr.gov.ie));
- conduct a customer survey in 2005 and publish the results on our website ([www.dcmnr.gov.ie](http://www.dcmnr.gov.ie)) and in our Annual Report;

- 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 and telephone surveys. The engagement of external evaluation and validation consultants will be considered and reports received from the consultants will be published on the website ([www.dcmnr.gov.ie](http://www.dcmnr.gov.ie)) and in our Annual Report;
- 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.

## 8. 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 through the feedback mechanisms outlined in **Section 7** (*Consultation and Evaluation*);
- operate a voicemail service outside of normal office hours;
- advise customers of our *LoCall* number which will allow them telephone our offices in Adelaide Road, Beggars Bush and Leeson Lane in Dublin from anywhere in the country for the price of a local call;
- consider the feasibility of introducing electronic payment transfers in respect of grant payments;
- 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.

## 9. 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 in the Department's website ([www.dcmnr.gov.ie](http://www.dcmnr.gov.ie));
- encourage staff to attend Irish language training courses as part of their development programme.

In addition, we will, in accordance with Section 11 of the Official Languages Act, 2003, and in consultation with the Department of Community, Rural and Gaeltacht Affairs, prepare a statutory scheme 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 to be adopted to ensure that any service not provided through the medium of Irish will be so provided within a specified timeframe.

## 10. 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.

## 11. 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);
- the allocation of 5% of payroll to training and development in 2004;
- improvements in the work environment;
- the provision of better communications and information technology;
- the provision of information to staff (e.g. the intranet and a Staff Magazine);
- 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 amongst 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 and provided for;

- ensure that all new staff receive training on quality customer service and dealing with the internal customer;
- provide an annual average of 10 days training and development for each member of staff commencing in 2004;
- increase the spend on training and development from 4% of payroll in 2003 to 7% by 2005;
- progressively implement the Human Resources Strategy for the Department (published in July 2003) over the period of this Action Plan;
- complete a review of the impact of Work/Life balance policies (including worksharing) on business delivery generally and strategies to ensure efficiency and effectiveness;
- review Flexible Working Hours practices;
- develop and implement a teleworking policy;
- 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 amongst 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;
- investigate best practice for dealing with the internal customer and, where possible, organise meetings, presentations, courses and workshops on this issue;
- ensure that service to the internal customer forms part of the Annual Business Plans of each of the Department’s business units;
- put in place an 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 Statement of Strategy for the Department published in June 2003, 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 2005 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 I. We will, over the next year, 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. Progress in achieving these standards and delivering on these actions and initiatives will be monitored systematically and reports will be made to the Department's Management Committee every six months. 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 which we submitted in July 2003 to the Civil Service Performance Verification Group under *Sustaining Progress*.

## APPENDIX A: Location Of Department's Offices

The Department's Headquarters Office is currently located at **29-31 Adelaide Road, Dublin 2**  
Tel: 01 6782000; *LoCall* number: 1890 44 99 00. The Department also has offices throughout the country as follows:

Leeson Lane, Dublin 2.  
Tel: 01 6782000

Exploration and Mining Division, Beggars Bush, Haddington Road, Dublin 4.  
Tel: 01 6782000

Petroleum Affairs Division, Beggars Bush, Haddington Road, Dublin 4.  
Tel: 01 6782000

Geological Survey of Ireland, Beggars Bush, Haddington Road, Dublin 4.  
Tel: 01 6782000

Accounts Branch, Michael Davitt House, Castlebar, Co. Mayo.  
Tel: 094 9024744

Engineering Division, "Oak House", Bessboro Road, Mahon, Cork.  
Tel: 021 4515100

Engineering Division, Upper Main Street, Ballyshannon, Co. Donegal.  
Tel: 071 9852561

Engineering Division, Ross House, Merchants Road, Galway.  
Tel: 091 564514

Engineering Division, 3 Greenview Terrace, Princes Quay, Tralee, Co. Kerry.  
Tel: 066 7127235

Irish Coast Guard Headquarters, Leeson Lane, Dublin 2.  
Tel: 01 6782000

Irish Coast Guard Marine Rescue Co-Ordination Centre, Leeson Lane, Dublin 2.  
Tel: 01 6620922

Irish Coast Guard Engineering and Central Stores,  
Unit 1, Rosemount Business Park, Ballycoolin Road, Dublin 11.  
Tel: 01 8228852/39

Irish Coast Guard Marine Rescue Sub-Centre Malin Head, Malin Head, Co. Donegal.  
Tel: 074 9370103

Irish Coast Guard Marine Rescue Sub-Centre Valentia, Valentia Island, Co. Kerry.  
Tel: 066 9476109

*[In addition, there are 52 Irish Coast Guard Coastal Units located throughout the country]*

Marine Survey Office, 26/27 Eden Quay, Dublin 1.  
Tel: 01 8744900

Marine Survey Office, Government Buildings, Sullivan's Quay, Cork.  
Tel: 021 4968992

Marine Radio Affairs Unit, Marine Survey Office, Francis Street, Ennis, Co. Clare.  
Tel: 065 6865699

Mercantile Marine Office, 26/27 Eden Quay, Dublin 1.  
Tel: 01 8744693

Mercantile Marine Office, Government Buildings, Sullivan's Quay, Cork.  
Tel: 021 4968989

Sea Fisheries Control and Enforcement, "Oak House", Bessboro Rd, Mahon, Cork.  
Tel: 021 4515100

Sea Fisheries Control and Enforcement, Dingle Harbour Office, Dingle, Co. Kerry.  
Tel: 066 9151152

Sea Fisheries Control and Enforcement, Castletownbere, Co. Cork.  
Tel: 027 70439

Sea Fisheries Control and Enforcement, Dunmore East Harbour, Co. Waterford.  
Tel: 051 383135

Sea Fisheries Control and Enforcement, Auction Hall, Killybegs, Co. Donegal.  
Tel: 074 9731264

Sea Fisheries Control and Enforcement, Rossaveel, Co. Galway.  
Tel: 091 572405

Sea Fisheries Control and Enforcement, Ross House, Merchants Road, Galway.  
Tel: 091 568313

Sea Fisheries Control and Enforcement, Auction Hall, West Pier, Howth, Co. Dublin.  
Tel: 01 8321910

Castletownbere Fishery Harbour Centre, Harbour Office, Castletownbere, Co. Cork.  
Tel: 027 70220

Dunmore East Fishery Harbour Centre, Harbour Office, Dunmore East, Co. Waterford.  
Tel: 051 383166

Howth Fishery Harbour Centre, Harbour Office, Howth, Co. Dublin.  
Tel: 01 8322252

Killybegs Fishery Harbour Centre, Harbour Office, Killybegs, Co. Donegal.  
Tel: 074 9731032

Rossaveel Fishery Harbour Centre, Harbour Office, Rossaveel, Co. Galway.  
Tel: 091 572108

## 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	Eamonn Confrey Private Secretary Tel: (01) 6782004 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782029 Email: eamonn.confrey@dcmnr.gov.ie	Minister's Office 29-31 Adelaide Rd Dublin 2
Processing correspondence/ representations to the Minister of State	John Creaney Private Secretary Tel: (01) 6782021 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782059 Email: john.creaney@dcmnr.gov.ie	Minister of State's Office Leeson Lane Dublin 2
Liaising with the media and members of the public	Tom McLoughlin Media and Information Officer Tel: (01) 6782441 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782339 Email: tom.mcloughlin@dcmnr.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	Nuala Free Tel: (01) 6782603 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782649 Email: nuala.free@dcmnr.gov.ie	Freedom of Information Unit Leeson Lane Dublin 2
Administration of Farm Electrification Grant Scheme for Disadvantaged Areas	Colette Maguire Tel: (01) 6782934 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782939 Email: colette.maguire@dcmnr.gov.ie	Electricity (Corporate) Division 29-31 Adelaide Rd Dublin 2
Services for seafarers: <ul style="list-style-type: none"> <li>• recording of sea service;</li> <li>• issuing discharge books and identity cards</li> </ul>	<b>Dublin:</b> Sharon McGrath Tel: (01) 8744693 Fax: (01) 8744702 Email: sharon.mcgrath@dcmnr.gov.ie	Mercantile Marine Office 26/27 Eden Quay Dublin 1
Other services include: <ul style="list-style-type: none"> <li>• Collection of fees for surveys of vessels;</li> <li>• Maintenance of records of ships on Irish register</li> </ul>	<b>Cork:</b> Marian Breen Tel: (021) 4968989 Fax: (021) 4968617 Email: marion.breen@dcmnr.gov.ie	<b>and</b> Government Buildings Sullivan's Quay Cork

Service Provided	Contact	Division
Provision of 24-hour marine emergency response services (search and rescue, pollution, salvage, casualty)	Marine Rescue Co-ordination Centre: Tel: (01) 6620922 (24 hours) (01) 6620923 (24 hours) (01) 6782324 (Daytime)	Irish Coast Guard Leeson Lane Dublin 2
Raising awareness of safety at sea and pollution	or  Tel: 999 or 112 and ask for Coast Guard	
National Marine Communications network, and navigation safety communications and public correspondence	Fax: (01) 678 2269 Email: admin@irishcoastguard.ie	
<b>Search and Recovery</b>		
Conducting surveys of cargo and fishing vessels and passenger boats and ships	<b>Dublin:</b> Tel: (01) 8788463 (01) 8744900 (01) 8743325	Marine Survey Office 26/27 Eden Quay Dublin 1
Issuing Certificates of Competency	Fax: (01) 8724491 Email: mso@dcmnr.gov.ie	<b>and</b>  Government Buildings Sullivan's Quay Cork
Arranging examinations for deck and engineer officers in the Merchant Marine and fishing fleet	<b>Cork:</b> Tel: (021) 4968992 Fax: (021) 4968617 Email: domcork@eircom.net	
Conducting radio surveys and inspections of passenger, cargo and fishing vessels	Eamonn Rossiter Tel: (01) 6782366 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6783109	Radio Survey Maritime Radio Affairs Unit Leeson Lane Dublin 2
Conducting radio operator examinations for Merchant Marine and Fishing Fleet personnel	Email: eamonn.rossiter@dcmnr.gov.ie	

Service Provided	Contact	Division
Information and applications for foreshore leases, licences and consents	Garry Purcell Tel: (01) 6782134 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782159 Email: <a href="mailto:garry.purcell@dcmnr.gov.ie">garry.purcell@dcmnr.gov.ie</a>	Coastal Zone Management Division Leeson Lane Dublin 2
Information and applications for aquaculture licences	Denise Hyland Tel: (01) 6782066 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6785868 Email: <a href="mailto:denise.hyland@dcmnr.gov.ie">denise.hyland@dcmnr.gov.ie</a>	
Information and applications for Dumping at Sea Permits	Margaret Mulhall Tel: (01) 6782052 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6785868 Email: <a href="mailto:margaret.mulhall@dcmnr.gov.ie">margaret.mulhall@dcmnr.gov.ie</a>	
Coast Protection Works Fishery Harbour Works	Peadar Ward Tel: (01) 6782471 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782159 Email: <a href="mailto:peadar.ward@dcmnr.gov.ie">peadar.ward@dcmnr.gov.ie</a>	Sea Fisheries Administration Division Leeson Lane Dublin 2
Applications for sea-fishing boat licences & registration of sea-fishing boats	Dermot Donegan Tel: (01) 6782474 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782369 Email: <a href="mailto:dermot.donegan@dcmnr.gov.ie">dermot.donegan@dcmnr.gov.ie</a>	Sea Fisheries Administration Division Leeson Lane Dublin 2
Administration of market support framework. BIM Corporate Governance. Seafood Processing Measure	Kathleen Regan Tel: (01) 6782520 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782389 Email: <a href="mailto:kathleen.regan@dcmnr.gov.ie">kathleen.regan@dcmnr.gov.ie</a>	Sea Fisheries Policy and Development Division 29–31 Adelaide Rd Dublin 2
Fish stock management	Sean Murray Tel: (01) 6782506 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782389 Email: <a href="mailto:sean.murray@dcmnr.gov.ie">sean.murray@dcmnr.gov.ie</a>	Sea Fisheries Policy and Development Division 29–31 Adelaide Rd Dublin 2

Service Provided	Contact	Division
Information and queries about: (a) sea fisheries control, (b) the regulation of fishery products, (c) the regulation of shellfish production and marketing	Andrew Kinneen Tel: (01) 6782540 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782419 Email: andrew.kinneen@dcmnr.gov.ie	Sea Fisheries Control and Enforcement Leeson Lane Dublin 2
Applications for approval numbers under EU Directives 91/492 and 91/493 as amended	Carol Judge Tel: (01) 6782547 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782419 Email: carol.judge@dcmnr.gov.ie	Sea Fisheries Control and Enforcement Leeson Lane Dublin 2
Inspection – technical advice to the fisheries sector	<b>Eastern Region:</b> [Vacancy] Senior Sea Fisheries Officer Tel: (01) 6782541 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782419 Email: aoife.smyth@dcmnr.gov.ie	Sea Fisheries Control and Enforcement Leeson Lane Dublin 2
	<b>West &amp; NorthWest Region:</b> Pat McGarvey Senior Sea Fisheries Officer Tel: (074) 9731264 Fax: (074) 9731819 Email: pat.mcgarvey@dcmnr.gov.ie	Sea Fisheries Control and Enforcement Killybegs Harbour Co. Donegal
	<b>Southern Region:</b> Jim Condon Senior Sea Fisheries Officer Tel: (021) 4515100 Fax: (021) 4515121 Email: jim.condon@dcmnr.gov.ie	Sea Fisheries Control and Enforcement "Oak House" Bessboro Road Mahon Cork
Fish Health Control	Denis Maher Tel: (01) 6782513 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782519 Email: denis.maher@dcmnr.gov.ie	Sea Fisheries Policy and Development Division 29-31 Adelaide Rd Dublin 2
Operation of the Fishery Harbour Centres	Peadar Ward Tel: (01) 6782471 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782159 Email: peadar.ward@dcmnr.gov.ie	Sea Fisheries Administration Division Leeson Lane Dublin 2

Service Provided	Contact	Division
Fishery Harbour Centres	[Vacancy] Harbour Master Howth Fishery Harbour Centre Tel: (01) 8322252 Fax: (01) 8326948	Fishery Harbour Centre Howth Co. Dublin
	[Vacancy] Harbour Master Dunmore East Fishery Harbour Centre Tel: (051) 383166 Fax: (051) 383607	Fishery Harbour Centre Dunmore East Co. Waterford
	Capt John Donnelly Harbour Master Rossaveel Fishery Harbour Centre Tel: (091) 572108 Fax: (091) 572131 Email: jcdonnelly@eircom.net	Fishery Harbour Centre Rossaveel Co. Galway
	Mr Kris Dennison Acting Harbour Master Castletownbere Fishery Harbour Centre Tel: (027) 70220 Fax: (027) 70329 Email: harbourmaster@eircom.net	Fishery Harbour Centre Castletownbere Co. Cork
	Capt Patsy Kelly Harbour Master Killybegs Fishery Harbour Centre Tel: (074) 9731032 Fax: (074) 9731840 Email: harbourm@eircom.net	Fishery Harbour Centre Killybegs Co. Donegal
Information and applications for minerals prospecting licences and State Mining Facilities	Ena Howley Tel: (01) 6782663 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6609627 Email: ena.howley@dcmnr.gov.ie	Exploration and Mining Division Beggars Bush Haddington Road Dublin 4
	Rosemarie Gorman Tel: (01) 6782667 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6609627 Email: rosemarie.gorman@dcmnr.gov.ie	
Information and applications for oil and gas exploration & development operations	Rory Boyd Tel: (01) 6782691 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6604462 Email: rory.boyd@dcmnr.gov.ie	Petroleum Affairs Division Beggars Bush Haddington Road Dublin 4

Service Provided	Contact	Division
<b>Geological Survey of Ireland</b>	Tel: (01) 6782000 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6681782 Email: gsi.ie	Geological Survey of Ireland Beggars Bush Haddington Road Dublin 4
Public Office	Bernie Mockler Tel: (01) 6782868	
Quaternary/Geotechnical	John Butler Tel: (01) 6782785	
Ocean Drilling Programme	Eibhlin Doyle Tel: (01) 6782814 Brian McConnell Tel: (01) 6782847	
National Seabed Survey	Enda Gallagher Tel: (01) 6782834	
Bedrock	Andy Sleeman Tel: (01) 6782852	
Heritage/Tourism	Matthew Parkes Tel: (01) 6782858	
Groundwater	Kathryn Hill Tel: (01) 6782781	
Data Digital, GIS, Website	Koen Verbruggen Tel: (01) 6782864	
Minerals	Irene Hogan Tel: (01) 6782751	
Access to Core Store/ Lecture Theatre Bookings	Clive Murray Tel: (01) 6782855	
Archives	Matthew Parkes Tel: (01) 6782858	
Library	David Ivers Tel: (01) 6782867	
Accounts Payable	Margaret Nolan Tel: (01) 6782820	

## 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
<b>Communications</b>		
Promotion and support of investment in state-of-the-art telecommunications infrastructures	Kieran Duffy Tel: (01) 6783181 Fax: (01) 6783099 Email: kieran.duffy@dcmnr.gov.ie	Communications (Development) Division 29-31 Adelaide Rd Dublin 2
Formulation of policy and legislation in relation to Ireland's telecommunications sector. Corporate governance of ComReg	Joanne McCormack Tel: (01) 6782945 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782919 Email: Joanne.mccormack@dcmnr.gov.ie	Communications Regulatory Affairs Division Leeson Lane Dublin 2
Corporate governance issues in relation to the Digital Hub Development Agency; Oversight responsibilities in relation to Media Lab Europe	Stjohn O'Connor Tel: (01) 6783121 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6783099 Email: stjohn.o'connor@dcmnr.gov.ie	Digital Hub Unit Broadcasting Policy 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	Breege O'Sullivan Tel: (01) 6782952 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782929 Email: breege.o'sullivan@dcmnr.gov.ie	Postal Division Leeson Lane Dublin 2
Formulation of broadcasting policy in a national and European context	Joe Meleady Tel: (01) 6783094 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6783099 email: joe.meleady@dcmnr.gov.ie	Broadcasting Policy Division 29-31 Adelaide Rd Dublin 2

Service Provided	Contact	Division
<b>Energy</b>		
Corporate governance and shareholding issues in relation to Bord Gáis Éireann	<p>Greg McDermott            Tel: (01) 6782968            1890 44 99 00 (<i>LoCall</i>)            Fax: (01) 6782969            Email: greg.mcdermott@dcmnr.gov.ie</p> <p>Fiona Hynes            Tel: (01) 6782972            email: fiona.hynes@dcmnr.gov.ie</p>	Gas Corporate Division 29–31 Adelaide Rd Dublin 2
Corporate governance and shareholding issues in relation to Bord na Móna plc	<p>Breda Holly            Tel: (01) 6782963            1890 44 99 00 (<i>LoCall</i>)            Fax: (01) 6782969            Email: breda.holly@dcmnr.gov.ie</p>	Peat Division 29-31 Adelaide Rd Dublin 2
Corporate governance and shareholding issues in relation to the Electricity Supply Board (ESB)	<p>John McGeown            Tel: (01) 6782933            1890 44 99 00 (<i>LoCall</i>)            Fax: (01) 6782939            Email: john.mcgeown@dcmnr.gov.ie</p>	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	<p>Gary Dalton            Tel: (01) 6782965            1890 44 99 00 (<i>LoCall</i>)            Fax: (01) 6782969            Email: gary.dalton@dcmnr.gov.ie</p>	Oil Supply Division 29-31 Adelaide Rd Dublin 2
Corporate Governance in relation to Sustainable Energy Ireland	<p>Joe Gallagher            Tel: (01) 6783205            1890 44 99 00 (<i>LoCall</i>)            Fax: (01) 6783209            Email: joe.gallagher@dcmnr.gov.ie</p>	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.	<p>Kevin Broderick            Tel: (01) 6782964            1890 44 99 00 (<i>LoCall</i>)            Fax: (01) 6782969            Email: kevin.broderick@dcmnr.gov.ie</p>	Oil Supply Division 29-31 Adelaide Rd Dublin 2

Service Provided	Contact	Division
Supply Levy schedule; Provision of reports to EU and International Energy Agency;	Donal Begley Tel: (01) 6782966 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782969 Email: donal.begley@dcmnr.gov.ie	Oil Supply Division 29-31 Adelaide Rd Dublin 2
Maintenance of statistical base to support informed contribution on oil issues to national emergency decision-making.	Clare Kilkenny Tel: (01) 6782971 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 678 2969 Email: clare.kilkenny@dcmnr.gov.ie	
Formulation of policy and legislation in relation to Ireland's natural gas market.	Jonathan Harte Tel: (01) 6782272 Fax: (01) 6782089 Email: jonathan.harte@dcmnr.gov.ie	Gas Policy Division Leeson Lane Dublin 2
Formulation and implementation, as appropriate, of policy in relation to liberalisation and regulation of the electricity sector;	Owen Duffy Tel: (01) 6783135 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6783139 Email: owen.duffy@dcmnr.gov.ie	Electricity Regulation Division 29-31 Adelaide Rd Dublin 2
Corporate governance issues in relation to the Commission for Energy Regulation and EirGrid	Denise Lafferty Tel: (01) 6783133 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6783139 Email: denise.lafferty@dcmnr.gov.ie	
<b>Marine and Natural Resources</b>		
Support for maritime transport including the development of the shipping and commercial port sectors	<b>Shipping:</b> Kieron McCann Tel: (01) 6782412 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782319 Email: kieron.mccann@dcmnr.gov.ie	Maritime Transport Division 29-31 Adelaide Rd Dublin 2
	<b>Commercial Harbours &amp; Ports:</b> Patrick McHale Tel: (01) 6782271 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782319 Email: patrick.mchale@dcmnr.gov.ie	

Service Provided	Contact	Division
Establishment and enforcement of safety/security and operational standards	Eilis O'Connor (safety) Tel: (01) 6782342 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782349 Email: eilis.o'connor@dcmnr.gov.ie	Maritime Safety Directorate Leeson Lane Dublin 2
	Paul Vickers (security) Tel (01) 6782266 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782349 Email: paul.vickers@dcmnr.gov.ie	
Maritime Safety policy and establishment of new maritime safety agency, incorporating Maritime Safety Directorate and the Irish Coast Guard, to deliver coordinated and cost-effective safety services	Mary Kinsella Tel: (01) 6782202 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782349 Email: mary.kinsella@dcmnr.gov.ie	
Preservation and protection of the marine environment	Caoimhin Ó Ruairc Tel: (01) 6782343 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782349 Email: caoimhin.oruairc@dcmnr.gov.ie	
Collection of charges from Fishery Harbour Users	Des Moore Tel: (01) 6782476 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782369 Email: des.moore@dcmnr.gov.ie	Sea Fisheries Administration Division Leeson Lane Dublin 2
Support for the conservation and development of the seafood sector	Denis Murphy Tel: (01) 6782513 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782519 Email: denis.murphy@dcmnr.gov.ie	Sea Fisheries Policy and Development Division 29-31 Adelaide Rd Dublin 2
Support for the development of the aquaculture sector	Denis Maher Tel: (01) 6782512 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782519 Email: denis.maher@dcmnr.gov.ie	Sea Fisheries Policy and Development Division 29-31 Adelaide Rd Dublin 2

Service Provided	Contact	Division
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	George O'Doherty Tel: (01) 6782381 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782539 Email: george.o'doherty@dcmnr.gov.ie	Inland Fisheries Division Leeson Lane Dublin 2
Support for the development of the marine and natural resources sectors through effective research and technology development	<b>Marine:</b> Eileen Walsh Tel: (01) 6782383 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782449 Email: eileen.walsh@dcmnr.gov.ie	Marine Leisure and Research Division Leeson Lane Dublin 2
	<b>Minerals Exploration and Mining:</b> Dr Piers Gardiner Tel: (01) 6782673 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6609627 Email: piers.gardiner@dcmnr.gov.ie	Exploration and Mining Division Beggars Bush Haddington Road Dublin 4
	<b>Oil and Gas Exploration and Development:</b> Des Byrne Tel: (01) 6782693 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6604462 Email: des.byrne@dcmnr.gov.ie	Petroleum Affairs Division Beggars Bush Haddington Road Dublin 4
<b>Engineering Services</b>		
Provision of engineering services to the Department	Dr. Gerard Farrell Tel: (01) 6782080 1890 44 99 00 ( <i>LoCall</i> ) Fax: (01) 6782129 Email: gerard.farrell@dcmnr.gov.ie	Engineering Division Leeson Lane Dublin 2
<b>Financial matters</b>		
Payment of invoices, grants, etc. Payment of certain pensions	Michael Hegarty Tel: (094) 9042914 Fax: (094) 9024196 Email: michael.hegarty@dcmnr.gov.ie	Accounts Branch Michael Davitt House Castlebar Co. Mayo

## APPENDIX C PART I

# Our 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 D.

### 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 E. We will also introduce, on a phased basis, correspondence tracking systems 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 F. We will ensure also that comment cards are available at all our public offices, so that customers who visit the offices can let us know how well we are meeting their requirements.

## APPENDIX C PART II

### Specific Service Standards

Service Provided	Customers Include	Standards of Service	Performance Indicators
Grant-Aid for the electrification of farm buildings by ESB in disadvantaged areas	ESB, farmers	Decision within 1 week of receipt of application from ESB.	Proportion of cases decided within the target period.
Aquaculture Licensing	Fish farmers, members of the public, bodies corporate (including co-operatives and Central and Regional Fisheries Boards)	Decisions on applications within 6 months <sup>1</sup> (8 months <sup>1</sup> for more complex applications).	Proportion of cases decided within the target period.
Foreshore licensing (excluding aquaculture)	Licence applicants, members of the public, bodies corporate (including statutory bodies)	Decisions within 4 - 5 months <sup>1</sup> on strategic/priority applications (e.g. infrastructure projects). Decisions within 10 - 12 months <sup>1</sup> on all other applications.	Proportion of cases decided within the target period.
Dumping at Sea permits: Annual permits	Port authorities	Decisions on applications within 4 - 5 months.	Proportion of cases decided within the target period.
5 yearly permits	Port authorities	Decisions on applications within 6 months.	Proportion of cases decided within target period.
Sea-Fishing Boat Licensing	Fishermen	Substantive response to applications for licences to issue within 3 weeks of receipt of application.	Proportion of cases in which substantive reply issues within 3 weeks. <sup>2</sup>
Sea-Fishing Boat Registration	Fishermen	Certificate of registration to issue within 4 weeks of receipt of all supporting documentation.	Proportion of cases in which certificate of registration issues within 4 weeks.

<sup>1</sup> Provided that all required information (incl. EIS) is supplied in time and that other permitting aspects (e.g. planning permission, IPC licence etc) do not cause delay.

<sup>2</sup> Licensing decisions made on or after 1 August 2003 may be appealed to an independent Statutory Appeals Officer under the Fisheries (Amendment) Act 2003 (No. 21) – see pages 41-42.

Service Provided	Customers Include	Standards of Service	Performance Indicators
Permits for domestic movements and importation of fish/shellfish	Fish farmers	Decisions on permits within 2 weeks of receipt of applications.	Proportion of applications processed to decision within 2 weeks.
Importation licences for live coldwater fish	Members of the public, pet shop owners	Decisions on applications within 1 week of receipt of fish health certificate from applicant.	Proportion of applications processed to decision within 1 week.
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.
Passenger Ship Safety Certificates	Owners of Passenger Ships	Safety Certificates to be renewed annually on foot of surveys conducted by the Marine Survey Office.	Average time taken from application to survey ships and issue Certificates.

Service Provided	Customers Include	Standards of Service	Performance Indicators
Licensing of Passenger Boats	Passenger boat owners	All boats to be surveyed within 4 weeks of receipt of application for a licence and, depending on the outcome of the survey, licence to be granted.	Proportion of boats surveyed within 4 weeks of receipt of application.
Cargo Ship Safety Certificates	Owners of Irish registered cargo ships	Certificates (Cargo Ship Safety Certificate and/or Cargo Ship Safety Radio Certificate) to be issued within 5 working days of receipt of declarations from the Marine Survey Office that satisfactory surveys have been completed.	Proportion of certificates issued within 5 working days.
Issue of Certificates of Competency and Certificates of Equivalent Competency	Seafarers	Certificates issued within 4 weeks of application.	Proportion of Certificates issued within this timeframe.
Irish Seafarers Identification Cards, Discharge Books and entries to Discharge Books	Seafarers	All applications dealt with upon receipt at counter.	All cases dealt with within the target period.
Efficient Deck Hand (EDH) Certificates; Able Bodied (AB) Certificates	Seafarers	Certificates dealt with upon receipt of qualification at counter.	All cases dealt with within the target period.
Registering Name of Vessel, Applications for Change of Name of Vessel, Applications for Signal Letters	Owners of Irish Registered Vessels	Applications will be processed within 1 week of receipt.	All cases dealt with within the target period.

Service Provided	Customers Include	Standards of Service	Performance Indicators
Search and Rescue Services	Members of the public, sailors, fishermen, commercial shipping	All 999 and 112 telephone calls and maritime distress signals to be responded to immediately.	Time taken to respond to calls and distress signals.
		Irish Coast Guard and Air Corps Helicopters will be ready to proceed within 15 minutes between 7.30 a.m. and 9.00 p.m. and within 45 minutes outside these hours throughout the year.	Time taken to deploy helicopters.
		Helicopters will reach by day 40 nautical miles off-shore in one hour and by night or in bad weather 100 nautical miles in two hours.	Time taken to reach location of incident.
		Irish Coast Guard Coastal Units' initial response teams ready to proceed within 20 minutes 24 hours a day.	Time taken to proceed.
		Majority of Irish Coast Guard Coastal Units' initial response team will reach the worst location possible for the Unit within 60 minutes.	Time taken to reach location of incident.

# APPENDIX D Code of Practice for Telephone Use

## Answering the Telephone

- All calls should be answered within 20 seconds.
- When answering a call staff will give their 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, 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 a 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 we are unable to facilitate the customer in this regard we will arrange for a colleague to do so. If this is not possible at the time of the call, we 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 enable them to decide if the call is for them.

## Voicemail

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

## APPENDIX E 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, if available), 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:
  - n Emails should be checked every day;
  - n Timely response to issue to all email messages requiring a reply;
  - n 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;
  - n 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 F 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 and 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 G Complaints/Appeals 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 not more than 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, Marine and Natural Resources  
Leeson Lane  
Dublin 2  
Telephone: (01) 6782070; *LoCall*: 1890 44 99 00; Fax: (01) 6782119  
Email: [customer.service@dcmnr.gov.ie](mailto:customer.service@dcmnr.gov.ie)  
Web: [www.dcmnr.gov.ie](http://www.dcmnr.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);
  - 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; and
  - 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, whenever 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) 6785 222  
*LoCall*: 1890 22 30 30  
 Fax: (01) 6610 570  
 Email: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)

## Notes:

### Aquaculture Licensing

1. Appeals against Ministerial decisions to grant or to refuse to grant aquaculture licences may be made, on a prescribed Notice of Appeal form, to the independent statutory

Aquaculture Licences Appeals Board  
 Holbrook House (Floor 3)  
 Holles Street  
 Dublin 2  
 Telephone: (01) 6620 331  
 Fax: (01) 6620 340  
 Email: [info@alab.ie](mailto:info@alab.ie)  
 Web: [www.alab.ie](http://www.alab.ie)

### Sea-Fishing Boat Licensing

2. An appeal against sea-fishing boat licensing decisions (including decisions to amend or revoke sea-fishing boat licences) made on or after 1 August 2003 may be made, on a prescribed Notice of Appeal, to any of the following statutory Appeals Officers:

Mr Niall Beirne BL  
 Appeals Officer  
 P.O. Box 5939  
 The Law Library  
 Distillery Building  
 145/151 Church Street  
 Dublin 7

Ms Miriam Reilly BL  
 Appeals Officer  
 Suite 3.10.1  
 158-159 Church Street  
 Dublin 7

Mr Michael Vallely BL  
 Appeals Officer  
 The Law Library  
 Four Courts  
 Dublin 7

Details of the appeals arrangements for sea-fishing boat licensing are posted on the Department's website at [www.dcmnr.gov.ie](http://www.dcmnr.gov.ie)

# APPENDIX H Customer Charter

## Introduction

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

The Department's headquarters will be moving to Cavan as part of the Government's decentralisation plan and, in addition, plans are underway for the relocation of the marine policy functions to Clonakilty, Co Cork. We would like to assure our customers that we are approaching this in such a manner that will put in place measures to ensure business continuity and the maintenance of our high customer standards in the lead up to, during and after the Department's decentralisation to Cavan and Clonakilty.

This Charter sets out the standards of service you are entitled to expect from the Department.

## Our Commitments To You

### Telephone Enquiries

- Our *LoCall* number is 1890 44 99 00;
- 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 *LoCall* number, if available), 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 and 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 other services, as appropriate;
- Our website ([www.dcmnr.gov.ie](http://www.dcmnr.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;
- All complaints will be dealt with promptly, 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.

\*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.

### Consultation/Feedback

- We welcome and encourage you to provide us with feedback;
- We are committed to developing and enhancing a complete online public consultation package to include fora and interactive facilities for comments;
- To ensure your views and comments (both positive and negative) are communicated to us we will provide free-post comment cards in all reception areas and an on-line feedback facility on our website ([www.dcmnr.gov.ie](http://www.dcmnr.gov.ie)).

### Evaluation/Reporting

- We will evaluate our performance by measuring the delivery of services using correspondence tracking and telephone surveys;
- We will report on our performance in our Annual Report and on our website;
- We will carry out a customer survey in 2005;
- We will publish the results of the survey in our Annual Report and on our website ([www.dcmnr.gov.ie](http://www.dcmnr.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.dcmnr.gov.ie](http://www.dcmnr.gov.ie));
- We will meet our commitments under the Official Languages Act 2003.

## Where to Find Us

The Department's Headquarters Office is located at **29-31 Adelaide Road, Dublin 2**.  
Our other main offices are located at:

Leeson Lane, Dublin 2  
Beggars Bush, Haddington Road, Dublin 4  
Michael Davitt House, Castlebar, Co. Mayo

The Department also has offices in a number of other locations throughout the country (see our website: [www.dcmnr.gov.ie](http://www.dcmnr.gov.ie)).

## Contact Details

### Dublin offices:

**Telephone:** (01) 6782000

You can telephone a staff member directly, if you know their extension number, by replacing the last four digits of the phone number with the extension number you require.

**LoCall number:** 1890 44 99 00

**Fax:** (01) 6782449

### Castlebar:

**Tel:** (094) 9024744

**Fax:** (094) 9024196

**Website:** <http://www.dcmnr.gov.ie>

**Email address:** [webmaster@dcmnr.gov.ie](mailto:webmaster@dcmnr.gov.ie)

**Staff email:** [firstname.lastname@dcmnr.gov.ie](mailto:firstname.lastname@dcmnr.gov.ie)

### Customer Services Manager:

Noreen O'Mahony  
Strategic Change & Modernisation Division  
Department of Communications, Marine and Natural Resources  
Leeson Lane  
Dublin 2

**Tel:** (01) 6782070

**Fax:** (01) 6782119

**Email:** [noreen.o'mahony@dcmnr.gov.ie](mailto:noreen.o'mahony@dcmnr.gov.ie)

# APPENDIX I: Non-Commercial Bodies under the Aegis of the Department

Body	Main Role
Commission for Communications Regulation (ComReg)	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	Promotion and development of an international Digital enterprise area in Dublin City.
Broadcasting Commission of Ireland	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	Consideration and adjudication on complaints regarding broadcast material.
Commission for Energy Regulation (CER)	The CER is the independent body responsible for regulating and overseeing the liberalisation of the electricity and gas markets in Ireland, which is proceeding on a phased basis.
Sustainable Energy Ireland	Statutory body responsible for implementing Government policy on energy efficiency and renewable energy.
National Oil Reserves Agency	Arranging for the acquisition and storage of national contingency oil stocks.
Central Fisheries Board	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)	Conservation, protection and development of inland fisheries.
Bord Iascaigh Mhara	Promotion and development of the sea fishing and aquaculture industries.

Marine Institute

Undertaking, co-ordinating and promoting marine research and development in Ireland. The Marine Institute is the National Reference Laboratory for Marine Biotoxins, Fish Disease, Shellfish Disease and Farmed Fish Disease.

Foyle, Carlingford and  
Irish Lights Commission

Implementation Body under the British-Irish Agreement Act, 1999, responsible for fisheries and marine tourism and leisure promotion in the Foyle and Carlingford areas.

# Prionsabail Seirbhíse Cáilíochta do Chustaiméirí agus Cliant na Seirbhíse Poiblí

Ina ndéileálacha leis an bpobal, déanfaidh Ranna na Státseirbhíse agus oifigí na Seirbhíse Poiblí:

- **Caighdeán Seirbhíse Cáilíochta**

Ráiteas a fhoilsiú a chuireann síos ar chineál agus cáilíocht na seirbhíse lenar féidir le custaiméirí a bheith ag súil, agus é a chur ar taispeáint go feiceálach ag pointe seachadta na seirbhíse.
- **Comhionannas/Éagsúlacht**

Na cearta chun comhchóra bunaithe ag reachtaíocht comhionannais, agus oiriúnú don éagsúlacht, a chinntiú chun go gcuirfí leis an gcomhionannas do na grúpaí a chlúdaítear faoin reachtaíocht comhionannais (faoi chúiseanna inscne, stádais phósta, stádas teaghlaigh, claonta ghnéasaigh, creidimh, aoise, míchumais, cine agus ballraíochta den Lucht Taistil).

Bacainní ar rochtain chun seirbhísí do dhaoine faoi bhochtanas agus eisiamh sóisialta, agus dóibh sin a bhfuil bacainní geografacha ar a rochtain chun seirbhísí, a aithint agus obair a dhéanamh chun fáil réidh leo.
- **Rochtain Fhisiceach**

Oifigí poiblí glana, inrochtana a sholáthar chun príobháideachas a chinntiú, chun déanamh de réir na gcaighdeán ag an obair agus na gcaighdeán sábháilteachta agus, mar chuid de sin, rochtain a éascú do dhaoine le míchumas agus daoine eile le sainriachtanais.
- **Eolas**

Cur chuige réamhghníomhach a ghlacadh maidir le heolas a sholáthar atá soiléir, tráthúil agus cruinn, atá ar fáil ag gach pointe teagmhála, agus a chomhlíonann riachtanais daoine le sainriachtanais. A chinntiú go mbaintear leas iomlán as an bhféidearthacht a thugtar le Teicneolaíocht an Eolais agus go leanann an t-eolas a bhíonn ar fáil ar láithreáin ghréasáin na seirbhíse poiblí na treoirlínte ar fhoilseachán gréasáin.

Leanúint den tiomáint le haghaidh simpliú rialacha, rialachán, foirmeacha, bileoga eolais agus gnásanna.
- **Tráthúlacht agus Cúirtéis**

Seirbhísí cáilíochta a thabhairt le cúirtéis, tuiscint agus a laghad moille, ag cothú atmaisféar comh-mheasa idir soláthróir agus custaiméir.

Ainmneacha teagmhála a thabhairt i ngach cumarsáid chun réadas na n-idirbheart leanúnach a chinntiú.
- **Gearáin**

Córas dea-fhógartha, inrochtana, trédhearcach agus simplí-le-húsáid a chothabháil chun déileáil le gearáin faoi cháilíocht na seirbhíse a sholáthraítear.
- **Achomhairc**

Ar an dul céanna, córas foirmithe, dea-fhógartha, inrochtana, trédhearcach agus simplí-le-húsáid le haghaidh achomhairc/lathbhreithniú a chothabháil do chustaiméirí atá míshásta le cinntí maidir le seirbhísí.
- **Comhairliúchán agus Measúnú**

Cur chuige struchtúrtha don chomhairliúchán éifeachtach leis an gcustaiméir, agus rannpháirtíocht uaidh/uaithe, a sholáthar maidir le forbairt, seachadadh agus athbhreithniú na seirbhísí. A chinntiú go ndéantar measúnú éifeachtach ar an seachadadh seirbhíse.
- **Rogha**

Rogha a sholáthar, nuair is féidir, sa seachadadh seirbhíse ina n-áirítear modhanna íocaíochta, suíomh pointí teagmhála, uaireanta oscailte agus amanta seachadta. Teicneolaíochtaí nua-eascartha agus reatha a úsáid chun an uasmhéid rochtana agus rogha, agus cáilíocht seachadta, a chinntiú.
- **Comhionannas Teangacha Oifigiúla**

Seirbhísí cáilíochta a sholáthar trí Ghailge agus/nó go dátheangach agus custaiméirí a chur ar an eolas faoina gceart an rogha a bheith acu go ndéileálfai leo trí cheann de na teangacha oifigiúla.
- **Comhordú Níos Fearr**

Cur chuige níos comhordaithe agus níos comhtháite do sheachadadh seirbhísí poiblí a chothú.
- **Custaiméir Inmheánach**

A chinntiú go n-aithnítear an fhoireann mar chustaiméirí inmheánacha agus go dtugtar an tacaíocht chuí dóibh agus go dtéitear i gcomhairle leo go cuí maidir le ceisteanna seachadta seirbhíse.

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