



Oifig Ceannasaí Oibríochtaí,  
Oibríochtaí Pobail, Cúram Príomhúil

Seomra 243, Ospidéal Dr Steevens,  
Lána Steevens, Baile Átha Cliath 8.  
D08 W2A8.

Office of the Head of Operations,  
Community Operations - Primary Care

Rm 243, Dr Steevens Hospital,  
Steevens Lane, Dublin 8. D08 W2A8.

[www.hse.ie](http://www.hse.ie)  
[@hselive](https://twitter.com/hselive)

T: 01 6352209/2682  
E: [community.primarycare@hse.ie](mailto:community.primarycare@hse.ie)

16<sup>th</sup> February 2022

Deputy Patricia Ryan,  
Dáil Éireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

**PQ 4066/22 - To ask the Minister for Health if his attention has been drawn to the difficulties in getting birth, death and marriage certificates in general and in particular for persons living abroad; and if he will make a statement on the matter**

**- Patricia Ryan**

Dear Deputy Ryan,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question (PQ 4066/22) which you submitted to the Minister for Health for response.

I have checked with relevant colleagues across those CHO areas that hold operational responsibility for Civil Registration Services in order to respond to your query. Please see the table below, which outlines the position.

Regrettably we cannot account for any external delays e.g. postal system. Where records are not held locally, there may be some additional delays in the issuing of a birth, death or marriage certificate.

	Position
<b>Birth Certificates</b>	The majority of the applications to register a birth take place within 1 to 2 weeks following receipt of notification from acute/maternity hospitals to the Civil Registration Service. The registration of a birth may only take place following receipt of the notification of birth from the acute/maternity hospital to the CRS, many of Birth Certificates are issued at the time of registration when the person attends at the office of the service.
<b>Death Certificates</b>	The majority of applications to register a death are dealt with and take place within 1 – 5 days. Many Death Certificates are issued on a same day basis when the person attends at the office of the service.
<b>Marriage Certificates</b>	The majority of applications for a Marriage Certificate are dealt with and take place within 1 – 10 days of receipt of request for same.

In response to your query regarding the process in place for dealing with requests for birth, death and marriage certificates for persons living abroad. Please note that these requests are for replacement certificates. The applicant submits their request for the relevant certificate via phone, email or in person. The certificate is paid for by credit or debit card, cheque or cash. Within most Civil Registration Services they



are then processed within 1 – 5 days. There is no evidence to suggest a differentiation of service for person's living abroad.

Unfortunately, the Civil Registration Service (CRS) in the Eastern Region was severely impacted by the cyber-attack and transitioning to an appointments based model in October 2021. There is significant work now underway to reduce access issues, such as booking an appointment, and to improve the overall quality of the service.

Currently, in the CRS in the Eastern Region there is a backlog of requests for replacement certificates which they are actively working through and are aiming to clear within the next 30 days.

It should also be noted that it is possible to request replacement certificates from the General Registers Office (DSP GRO).

I trust this information is of assistance to you.

Yours sincerely,

A handwritten signature in black ink that reads 'Maeve Raeside'. The signature is written in a cursive, flowing style.

**Maeve Raeside**  
General Manager Primary Care  
National Community Operations