



Office of Head of Service Health & Wellbeing

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Deputy James Lawless T.D.
Dail Eireann,
Leinster House,
Kildare Street,
Dublin 2.

PQ 23906/22

“To ask the Minister for Health the plans that are in place to address the backlog in the registry office, Naas which is causing delays in receiving birth and death certificates; and if he will make a statement on the matter.” – James Lawless

Dear Deputy Lawless,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question (PQ 23906/22), which you submitted to the Minister for Health for response.

The Civil Registration Service in the Eastern Region service has been successful in recruiting staff in recent months, with new staff expected to have completed training and be situated in post in the coming month. It is anticipated that this will result in an improved level of service to the general public through the availability of more appointments.

We have recently introduced an online booking system which has enabled the public to make appointments themselves for the registration of births or deaths, with a 2-3 week lead time for appointments in the Naas office. The Civil Registration Services also offers an online service for ordering certificates, available at www.certificates.ie, which are being processed on average with one to three working days.

I trust this information is of assistance to you.

Yours sincerely,

Aisling Heffernan
Head of Service, Health & Wellbeing