



Office of the
Refugee Applications Commissioner

Annual Report 2005





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Foreword by Refugee Applications Commissioner



This is the second annual progress report on the implementation of the *Strategy Statement 2004-2006* of the Office of the Refugee Applications Commissioner. The Strategy Statement, published in 2004, sets challenging goals and objectives across the range of responsibilities and operations of the Office.

This report details the significant progress which was made during 2005 in delivering on these goals and objectives. In particular, the effective clearance of the backlog by the end of the year demonstrated the success of the strategies employed. By the end of the year the number of cases at various stages of processing was reduced to 1,169. This represented a reduction of 50% compared to 2,350 at the end of 2004.

I am pleased to report that this Office is now in a position to allocate all applicants an interview date when they apply for asylum. Applications from a number of countries are subject to prioritisation directives from the Minister and approximately 40% of cases fell into this category in 2005. Processing of such prioritised cases was further accelerated during the year, so that they are now completed within 17 working days from application date. Processing times for all other applications have also been improved so that they are now completed within eight weeks of application date. Exceptions to these are cases which cannot be processed for medical or other compelling reasons. This rate of processing meets our Strategy objective to identify as quickly as possible those in need of protection.

The continued reduction in the case backlog can be attributed to a number of factors including, reduction in the number of applications; legislative provision for prioritised cases; and the introduction of more streamlined processes. We have also placed considerable emphasis on the quality of determination training and specialised support services, to assure the quality as well as the timeliness of our decisions.

Mindful of our customer needs our Customer Service Action Plan was reviewed and a new plan was published in June, 2005. This plan maps out our customer service policies up to 2008 and will be monitored throughout this period.

In preparation for the introduction of Upward Feedback an Organisational Climate Survey was conducted in January, 2005 and while the findings of the survey were very positive, there were a number of areas identified for further improvement and an action plan to address these areas was developed following consultation with staff. We are currently in the process of making amendments to some of our procedures, to take on board the recommendations made by staff. The Organisation will continue to improve both its organisational and individual performance following the implementation of these recommendations.

Further developments in the modernisation agenda include the publication of a HR Strategy, a Training and Development Strategy and an IT Strategy. These complete the suite of corporate strategies which will guide the further development of the organisation over the next three years or so.

Finally in a year where there was considerable organisational change, I would like to pay a special tribute to the staff whose dedication, professionalism and hard work have enabled us, without compromising on quality, to eliminate backlogs, achieve current status in processing and to restructure and reorganise the organisation to respond to the changing demands going forward.

I look forward to working together with the staff in continuing to deliver on our goals and objectives and in further improving the quality of the service we provide.

A handwritten signature in black ink, reading 'Berenice O'Neill'.

Berenice O'Neill
Commissioner

Mission Statement

The mission statement of the Office of the Refugee Applications Commissioner in accordance with the Refugee Act, 1996 is:

- (i) *to investigate applications from persons seeking a declaration for refugee status and to issue appropriate recommendations to the Minister for Justice, Equality and Law Reform,*
and
- (ii) *to investigate applications by refugees to allow family members to enter and reside in the State and report to the Minister for Justice, Equality and Law Reform on such applications,*

and in so doing, to provide a high quality service to our customers through the implementation of policies and procedures which are fair and open, treating all applicants with courtesy and sensitivity.

Who is an Asylum Seeker?

An asylum seeker is a person who seeks to be recognised as a refugee in accordance with the terms of the 1951 Geneva Convention relating to the status of refugees and the related 1967 Protocol, which provide the foundation for the international system of protection of refugees.

Definition of a Refugee

The definition of a refugee in Irish law is “a person who, owing to a well founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his or her nationality and is unable or, owing to such fear, is unwilling to avail himself or herself of the protection of that country; or who, not having a nationality and being outside the country of his or her former habitual residence, is unable or, owing to such fear, is unwilling to return to it...”.



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Introduction



Legal Framework

Under the Refugee Act, 1996 two independent statutory offices were established in November, 2000 to consider applications/appeals for refugee status and to make recommendations to the Minister on whether such status should be granted. These two offices are the Office of the Refugee Applications Commissioner (ORAC), which considers applications for a declaration as a refugee at first instance and the Refugee Appeals Tribunal which considers applications for a declaration at appeal stage.¹

The statutory functions of the Refugee Applications Commissioner are set out in the Refugee Act, 1996 (as amended) by the Immigration Act, 1999, the Illegal Immigrants (Trafficking) Act, 2000 and the Immigration Act, 2003. Throughout this report, the term "Refugee Act, 1996" means the "Refugee Act, 1996 (as amended)".

The Office also has regard to the following Statutory Instruments (S.I.) in the discharge of its business:

- S.I. No. 342 of 2000 – Refugee Act, 1996 (Appeals) Regulations, 2000.
- S.I. No. 343 of 2000 – Dublin Convention (Implementation) Order, 2000.
- S.I. No. 344 of 2000 – Refugee Act, 1996 (Places and Conditions of Detention) Regulations, 2000.
- S.I. No. 345 of 2000 – Refugee Act, 1996 (Application Form) Regulations, 2000.
- S.I. No. 346 of 2000 – Refugee Act, 1996 (Temporary Residence Certificate) Regulations, 2000.
- S.I. No. 415 of 2003 – Immigration Act, 2003 (Section 7) (Commencement) Order, 2003.
- S.I. No. 422 of 2003 – Refugee Act, 1996 (Safe Countries of Origin) Order, 2003.
- S.I. No. 423 of 2003 – Refugee Act, 1996 (Section 22) Order, 2003.
- S.I. No. 714 of 2004 – Refugee Act, 1996 (Safe Countries of Origin) Order, 2004.

Functions of the Refugee Applications Commissioner

The Refugee Act, 1996 states that the Refugee Applications Commissioner shall be independent in the exercise of his or her functions which are of a statutory and non-statutory nature. The key statutory responsibilities are:

- to investigate applications from those who seek a declaration for refugee status and to issue appropriate recommendations to the Minister for Justice, Equality and Law Reform on such applications, and
- to investigate applications by refugees to allow family members to enter and reside in the State and report to the Minister for Justice, Equality and Law Reform on such applications.

Under the Act it is also the Commissioner's responsibility to:

- issue Temporary Residence Certificates to asylum seekers
- comply with any Ministerial directives concerning the prioritisation of certain categories of applicant
- direct the presentation of the Commissioner's case to the Refugee Appeals Tribunal where recommendations made by the Commissioner are appealed to the Tribunal
- furnish to the UNHCR, as well as relevant Government agencies, information as provided for in legislation.

While ultimately responsible for fulfilling these statutory functions under the Act, the Commissioner may delegate these functions to any member of her staff.

The Commissioner also has non-statutory functions. These include:

- ensuring that all applications for asylum at first stage are treated and processed in a fair, courteous and efficient manner

¹ A detailed description of the asylum process is available on ORAC's website (www.orac.ie).

- issuing directives on the practical application of the Refugee Act and on procedures and standards of work
- ensuring that adequate information on countries of origin of asylum seekers and international jurisprudence and practice in the area of asylum is available to staff
- participating in international fora on asylum related matters
- management of staff performance and training and development
- dealing with press queries
- preparation and management of the budget and Business Plan for the organisation.

Key Values of the Office

The key values that guide the work of the Office are:

- **Independence** – Independence of process and decision-making.
- **Fairness** – Fair procedures which are notified to asylum seekers.
- **Firmness** – Firmness in implementing statutory obligations.
- **Serving the key stakeholders** – Commitment to service to applicants and other stakeholders.
- **Commitment to Staff** – Recognising that staff are the most valuable resource of the Office and fostering an environment in which they can work effectively and develop their potential for the benefit of the Office specifically, and their career generally.
- **Commitment to excellence** – Performing work to a standard that will ensure high quality and timely outputs.
- **Openness** – Communicating with asylum seekers, the Minister for Justice, Equality and Law Reform, UNHCR, Non-Governmental Organisations and the public in a way which will instil confidence in the operation of the Office.
- **Efficiency in use of resources** – Ensuring efficiency in the use of available resources without compromising quality.

Funding and Staffing for the Office

Funding for the Office of the Refugee Applications Commissioner is provided by the State through the Department of Justice, Equality and Law Reform. The Act provides that “members of the staff of the Commissioner shall be Civil Servants within the meaning of the Civil Service Regulation Act, 1956”.

The Act also provides that “The Commissioner may delegate to any members of the staff of the Commissioner any of his or her functions under this Act save those conferred by Section 7”. All staff other than Services staff are designated authorised officers on appointment.

Organisational Management Structure

At the end of 2005 there were 235 staff in the Office, which taking account of work sharing arrangements represented 217 posts. An organisation chart is attached at Appendix 1.

Reporting Requirements

The reporting requirements for the Commissioner as set out in the Act are as follows:

- to submit a report to the Minister for Justice, Equality and Law Reform on his/her activities not later than 3 months after the end of each year. The Minister will lay a copy of the Annual Report before each House of the Oireachtas
- to provide to the Minister, on an ongoing basis, all necessary information to enable him/her to discharge his/her ministerial accountability and responsibility in relation to the Office
- to keep all proper and usual accounts of all monies received or expended and all such special accounts (if any) as the Minister may direct
- to submit these accounts to the Comptroller and Auditor General for audit on a date specified by the Minister. A copy or extracts from these accounts, together with the report of the Comptroller and Auditor General, will be furnished to the Minister who will bring both before each House of the Oireachtas.

(The Office of the Refugee Applications Commissioner receives an annual allocation of funds for which the Secretary General of the Department of Justice, Equality and Law Reform is the Accounting Officer and the accounts of ORAC are included in the annual Departmental accounts.)



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Key Developments in 2005



Processing of Applications for Asylum

- In 2005, the number of applications averaged 360 per month. The figure was higher in the first three months of the year, with almost 500 applications being received in March. The total of 4,323 applications reflects a continuing decrease in annual applications from a total of 4,766 in 2004 down from a peak of 11,634 in 2002.
- During the year significant progress was made in the processing of applications with the virtual elimination of backlogs and the reduction of cases on hands to 1,169 by the end of 2005. This is a reduction of almost 50% on 2,350 cases at the beginning of the year.
- The Office further streamlined the processing of prioritised applications which are now completed within 17 working days of application compared to 30 working days in 2004. In 2005, 40% of all applications received were from prioritised countries.
- Since 1st November, 2005 all other applications (except where there are medical or other compelling reasons) are processed on a current basis. Applicants are given an interview date within 15 to 20 working days of application and are generally processed and recommendations issued within a further twenty working days.
- There has been a considerable increase in the number of applicants who had previously applied for asylum in other countries. This has resulted in a corresponding increase in the number of applications being determined, under the provisions of the Dublin II Regulation, that another country is responsible for processing the applications.
- Family Reunification applications have continued to grow from 323 in 2004 to 556 in 2005, an increase of 72%. In order to address the increase, further resources were assigned to the area and new procedures were introduced to provide for more efficient investigations.

Customer Service Developments

- In line with a commitment in the *Corporate Plan 2004-2008* and *Strategy Statement 2004-2006*, the *Customer Service Action Plan* was reviewed and a new plan for 2005 to 2008 was developed.
- Two customer surveys were conducted in 2005. The first focused on the quality of our telephone service and the second on written correspondence. Such surveys continue to be used to evaluate and review quality of customer service and to inform the development of policies and procedures in the area.
- The membership of the Customer Liaison Panel was reviewed and its membership extended from seven to eleven.
- ORAC has also introduced initiatives to enhance the environment for our customers. The views of our Customer Liaison Panel were sought and in response to suggestions received, a number of modifications and improvements were made to the reception and waiting areas with the provision of special booths for interviewing families and the installation of televisions.

Human Resources/ Training Developments

- ORAC's Human Resource Strategy for the period 2005-2008 was published in Quarter 1, 2005. The implementation of this Strategy will ensure that Human Resource management supports the achievement of strategic and business objectives. A number of the elements contained in the Strategy have been implemented already. A key commitment was the production of a Training and Development Strategy 2005-2008 which was published in Quarter 3, 2005. It sets out clear goals and objectives for the provision and development of the knowledge, skills and competencies required, to assist staff in achieving the goals of the organisation and also to provide for their personal developmental training.
- In preparation for the next stage of PMDS, an Organisational Climate Survey was conducted in early 2005 followed by an Organisational Action Plan to address any issues identified from this survey.

Partnership

- ORAC continued its involvement in the Partnership process which entered its third year in 2005 and staff continued to show an interest in being involved in partnership structures and processes. The Partnership Committee, with the assistance of working groups established under its ambit, played a key role in several important organisational developments at strategic and operational levels. They also continued to be involved in the implementation of the Exceptional Performance Awards Scheme.

Corporate Developments

- In line with commitments in the Corporate Plan and Strategy Statement which were published in 2004, ORAC completed its first Information Technology Strategy covering the period 2005-2007. The Strategy provides strategic direction for IT development in ORAC, through the identification of guiding principles and key areas for IT focus. It also provides a strategic approach for involvement and co-operation with the Department and other organisations on ICT matters of shared interest.
- At the end of 2004, the Department of Justice, Equality and Law Reform engaged consultants to conduct a business analysis and review of Asylum, Immigration and Citizenship areas. Its main purpose was to review resources, systems, procedures and processes within those areas and to make recommendations where appropriate in relation to the optimum deployment of staff and the most effective and efficient use of systems in the Department and other associated agencies including ORAC. Their work continued throughout 2005.

- Efficiency and effectiveness in the use of resources continued to be a focus for the organisation. Arising from the reduction in the number of applications and the achievement of almost current status in processing, an overall review of the organisation was undertaken early in the year to identify the appropriate structures and staffing levels going forward. This involved an examination of resources, policies, procedures and operational interactions. The recommendations and changes identified were conveyed to the consultants for incorporation in their overall report.
- During 2005 there was a continued emphasis on quality decision-making with the further development of Quality Assurance systems. A framework was put in place by the QA Risk Management Working Group to facilitate the identification of quality assurance issues and appropriate remedial actions.



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Progress on 2004-2006

Strategy Statement High Level Goals



High Level Goal 1

To investigate applications for refugee status and for family reunification within minimum time frames.

Strategy Statement 2004-2006 Objectives

- *To achieve optimum productivity in processing applications for a declaration for refugee status and for family reunification, within minimum time frames and in the order of priority designated by the Minister for Justice, Equality and Law Reform.*
- *Address fully and effectively amendments to the Refugee Act.*

Progress on goal and objectives in 2005

- At the beginning of the year there were 2,350 applications on hands to be completed. 4,323 applications were received during 2005 which was a slight decrease on 4,766 received in 2004. Considerable progress was made in achieving minimum timelines for both prioritised and non-prioritised cases. A total of 5,682 cases were finalised during the year so that by the end of 2005, the number of cases on hands was reduced to 1,169 from 2,350 at the beginning of the year – a reduction of almost 50%. 74% of applications received during the year had already been completed by year end.
- In 2005, 40% of all applications were processed under the prioritised arrangements introduced by legislation in 2003. The Office continued to further streamline the processing of such

applications so that prioritised cases are now scheduled for interview within 9-12 working days of their initial application (except where this is not possible for medical or other compelling reasons) and are finalised within 17 working days of the date of application, compared to the previous time frame of six weeks.

- From 1st November, 2005, all other applicants are allocated an interview date on the date on which they apply for refugee status (except where this is not possible for medical or other compelling reasons). For such non-prioritised cases, an interview date is scheduled 15-20 working days from the date of the initial application. This means that these applicants are now interviewed within four weeks of their asylum application, and their applications are normally finalised within a further four weeks giving a total processing time of approximately eight weeks.
- ORAC also prioritises the applications of persons detained in prison. During 2005, 239 applications were received from persons detained in prison, and ORAC staff liaised with the Irish Prison Service and Garda National Immigration Bureau to ensure the efficient processing of these applications. 121 applicants were interviewed in prison (an increase of 25% compared to 2004). Others were interviewed at ORAC's offices as the applicants were released from prison prior to interview.
- ORAC received 556 applications for Family Reunification in 2005, an increase of 72% compared to 323 applications received in 2004. A total of 384 applications were processed. In recognition of the increase in such applications, additional resources were assigned to this Unit and new procedures were introduced to provide for more efficient investigation of applications.
- Cases considered under the Dublin II Regulation, which is the EU wide system for determining which country is responsible for processing applications, continued to rise. A total of 439 determinations were made under the Dublin II Regulation compared to 243 in 2004, reflecting an increase in EURODAC hits in 2005 compared to previous years.

- Simultaneously, Ireland received a total of 118 Dublin II Regulation requests from other Member States to process asylum applications in Ireland, compared to 136 requests in 2004. In 2005 ORAC agreed to accept and processed 78 such requests and rejected 32.
- ORAC continued to liaise with other countries and agencies to achieve continued effective implementation of the Dublin II Regulation. Staffing levels were increased to cope with the additional workload.
- Work practices in the organisation were adapted to take account of the diversity of the current caseload. The profile of applications shows that there are a large number of countries with a small number of applicants, e.g. at the end of 2005 in the caseload awaiting interview there were only 10 countries from which there were more than 20 applicants. In addition current cases generally are more complex than heretofore.
- ORAC continued to develop strategies to maximise the efficiency of our services and enhance the supports available to caseworkers. In this regard, country briefing papers were developed in conjunction with the Dublin Office of UNHCR, on a number of countries which are forming an increasing part of our caseload, such as Somalia, Afghanistan, Georgia and Sudan.
- ORAC introduced procedures to ensure the immediate translation of questionnaires and supporting documentation. This contributed to the speedier processing of prioritised and non-prioritised applications.
- Improved productivity in the processing of applications was facilitated by high quality training, accessible country of origin information, improved scheduling arrangements and revised policies and procedures. (See High Level Goal 2 for further details.)

To facilitate the more efficient processing of applications, new arrangements and procedures were put in place, such as:

 - The reorganisation of case processing units.
 - The revision of the standard report templates.
 - Reduced time limits for the return of questionnaires.
 - Notifying applicants of their interview date on the day they apply.
 - Allowing certain cases to be decided by a single caseworker.
- The amendments to the Refugee Act which came into effect in 2003 have resulted in productivity benefits for the appeals stage of the process. In 2005, more than 32% of all negative decisions included findings which, in line with the provisions of the Refugee Act, resulted in an accelerated appeal without oral hearing. This led to a reduction in the number of oral appeal hearings to be serviced by ORAC. (See High Level Goal 3 for further details.)

High Level Goal 2

To develop the highest standard of investigation and decision-making.

Strategy Statement 2004-2006 Objectives

- *To achieve a consistently high quality in the investigation of applications.*
- *To achieve a consistently high quality of decision-making.*
- *To have in place procedures which are fair and open.*

Progress on goal and objectives in 2005

- The maintenance of a high quality investigation and decision-making process continued to be a priority for the organisation. To assist caseworkers in achieving consistently high standards in the investigation of applications and in arriving at fair recommendations, ORAC invested in high quality training, mentoring and other supports for caseworkers. We have continued to develop training programmes specific to the refugee status determination function. These have had regard to the previous guidance and training modules provided by the UNHCR, as well as the experience and advice of asylum experts.
- During 2005, the training programme delivered to staff involved in the investigation and determination of claims included:
 - Refugee Status Determination (RSD) Training, Casework Specific Induction and Country of Origin Research Training for new caseworkers and decision-makers.

- Refugee Status Determination training for staff dealing with applications from separated children.
- RSD Workshops focusing on issues raised by caseworkers. These workshops were developed and delivered by Policy and Procedures Unit and were attended by all Case Processing staff.
- In certain negative decisions there may be additional findings under Section 13(6) of the Refugee Act. Such findings result in reduced time for submission of appeals and any such appeals are decided without an oral hearing. In order to ensure proper and consistent application of such findings, special briefings were provided to all staff involved in the investigation and determination of cases.
- The Peer Support project has been continued during 2005. This involved the provision of psychological support training to caseworkers and unit managers by the Dublin Rape Crisis Centre, and the organisation and facilitation of peer support sessions. Staff in Reception received peer support training in 2005 and further peer support sessions are planned for Reception staff in 2006. A review of the project commenced at the end of 2005.
- Under the provisions of the Refugee Act, certain persons are considered not to deserve international protection because they have been guilty of grave acts and serious common crimes. These provisions are commonly referred to as "the exclusion clauses". During 2005, there was an increase in cases where the issue of such exclusion clauses needed to be considered. Specialised training was developed in-house and provided to all caseworkers and Presenting Unit staff.
- To ensure that staff are cognisant of the different cultural and ethnically diverse backgrounds of applicants, a team of trainers from ORAC commenced the roll-out of Interculturalism Awareness training to the whole organisation in 2004. This training module was designed in consultation with the National Consultative Committee on Racism and Interculturalism (NCCRI). The roll-out of this training was completed in March, 2005 and continues to be delivered to new staff as part of Induction Training.

- ORAC continued to liaise with UNHCR with a view to improving procedures and preserving the integrity of the asylum process. In particular, meetings were held throughout the year with UNHCR and other agencies to develop a framework for the provision and interpretation of medicolegal reports. A draft framework has now been agreed and will be considered by ORAC and the other agencies prior to final approval.
- An officer was seconded to UNHCR during 2005, to be trained to mentor and guide staff on emerging international best practice in the investigation and determination of applications and thus to further develop ORAC's own mentoring and training capacity in line with UNHCR policy of agencies being self-sufficient in their training delivery.
- In order that applicants have an opportunity to fully explain their claims for refugee status, the translation of applicant's documents and the provision of interpretation at interviews is necessary for all non-English speaking applicants. There are over 100 countries in our applicant caseload and translation and interpretation was provided in over 90 languages in 2005. In a number of cases, it was necessary to arrange with the service providers for the use of telephonic interpretations and to bring interpreters in from abroad.
- Case profiling continued to be carried out during the year. Profiling is undertaken as part of the preparation of each country briefing. This involves research into the files of applicants from the country in question and ensures that recurring and complex issues relevant to ORAC's caseload are addressed in briefing papers.
- Case conferences on key countries were used extensively throughout the year and covered, among others, Somalia, Afghanistan, Georgia and Sudan.
- New procedures were introduced to enhance the level of country of origin research included in the investigation of cases. The Refugee Documentation Centre (RDC) also conducts COI research for ORAC, and all ORAC decision-makers have access to the RDC/COI database.
- ORAC continues to participate in the Refugee Documentation Centre steering group which oversees the developments in the RDC to ensure it meets the needs of those using its services.
- In accordance with Quality Assurance systems in place, the Case Processing Quality Assurance Review Group (QARG) met and reported quarterly. The group reviewed completed asylum applications and judicial reviews for issues affecting the quality of ORAC recommendations. An outcome of this procedure was the development of a comprehensive protocol relating to the receipt and translation of documentation submitted by applicants.
- In relation to QA procedures for interpretation and translation, we continued to independently verify a percentage of translated documents. Feedback in relation to interpretation at interview was given at regular operational meetings with the service providers.
- Recognising that there are certain vulnerable groups in the asylum process with special needs, ORAC has put in place specific measures to deal with applications from such groups.
- Specialised inter-agency training is provided for staff working on cases involving unaccompanied minors. The ORAC also attends an interagency unaccompanied minors working group. Regular meetings are also held with the Health Service Executive and the Refugee Legal Service to discuss operational matters relating to the processing of applications.
- Under the provisions of the Refugee Act, gender is included in the definition of 'group'. ORAC's induction training addresses issues specific to female applicants and to the management of their claims. A resource paper on the issue of gender related persecution has been used as an internal training aid in advanced training modules for caseworkers.
- Where a gender related issue has been highlighted in the information provided by a female applicant in her questionnaire, a female interviewer will always be assigned to the case and ORAC always endeavours to ensure that the interview is serviced by a female interpreter.

- ORAC continued to liaise with other agencies and bodies involved in the asylum process, including the Refugee Legal Service, Garda National Immigration Bureau, Reception and Integration Agency, Department of Health & Children, Health Service Executive (to co-ordinate unaccompanied minor issues), the Irish Prison Service and Non-Governmental Organisations. ORAC attends meetings of the inter-governmental consultation on asylum, refugee and migration policies, thus ensuring effective and regular communication with agencies in other countries.
- Judicial Review is a process whereby a remedy is sought from the High Court against the decisions of lower courts, tribunals or administrative authorities. Recommendations by ORAC to refuse a declaration for refugee status and determinations under the Dublin Regulations are liable to be judicially reviewed in accordance with Section 5 of the Illegal Immigrants (Trafficking) Act, 2000. Usually, the remedies being sought are writs of Certiorari (the quashing of a decision) or Mandamus (instructing the ORAC to do something specific e.g. to re-interview).
- At the beginning of 2005 there were 29 unresolved judicial review applications relating to ORAC processes and procedures. 135 judicial reviews were initiated in 2005. This is an increase from 116 in 2004. The increase reflects a general increase in applications for judicial review in the asylum and immigration areas. Indeed, in some cases there are a number of respondents, for instance ORAC, Refugee Appeals Tribunal and the Minister for Justice, Equality and Law Reform, in the one judicial review application. 85 applications were finalised in 2005. A total of 79 cases are outstanding at the end of the year.
- Where we are satisfied that there has been an error or omission which might in fact have had a bearing on the outcome of an investigation, an application will not be contested. In such cases, our policy is to reach a mutually agreeable settlement without delay.

High Level Goal 3

To contribute to the preservation of the integrity of the asylum process.

Strategy Statement 2004-2006 objectives

- *To identify as quickly as possible, in a firm and fair manner, those applicants who come within the definition of a refugee contained in section 2 of the Refugee Act, 1996.*
- *To detect and minimise abuse of the asylum process.*
- *To represent the Commissioner at appeal hearings at the Refugee Appeals Tribunal.*

Progress on goal and objectives in 2005

- A number of initiatives detailed already in High Level Goals 1 and 2 have also enabled ORAC to identify, as quickly as possible and in a fair manner, those applicants who come within the definition of a refugee contained in the Act. Such initiatives include reduced processing times for investigation and determination of applications and improved country of origin information.
- Country of Origin Information supports the making of quality Refugee Status Determinations. With a view to ensuring that applications are processed in a fair and consistent manner, ORAC staff can access a number of sources including the Refugee Documentation Centre and Refworld. To further enhance and improve access to COI, a new internal database was developed with extracts of country of origin information specific to the ORAC caseload.

- A language analysis (LA) tool was used by decision-makers to assist in establishing an applicant's nationality, in cases where the nationality was in doubt. A pilot LA project was operated throughout 2005 in which sixty cases were selected for analysis. The aim of the project was to assess the effectiveness of language analysis in corroborating an applicant's claimed nationality and language community. An initial review of the report suggests that language analysis has been of assistance to decision-makers in Refugee Status Determination. The project will be reviewed during 2006 with a view to assessing the overall value of its continued use.
- The processing of cases was considerably accelerated during the year. As set out in relation to High Level Goal 1, the further streamlining of processing has resulted in prioritised cases being finalised within 17 working days of the date of application and non-prioritised cases being finalised within approximately eight weeks.
- Grouping all applications from a specific country (including Somalia, China, Afghanistan, Sudan and Georgia) enabled us to expedite processing. This involved the development of in-depth briefing material, based on profiles of the caseload and extra interpreters being drafted in from abroad.
- Applicants are required to co-operate at all times with the investigation of their application. An application may be deemed withdrawn if an applicant:
 - Fails to inform the Commissioner of their address within five working days of the making of their application.
 - Fails to inform the Commissioner as soon as possible of any change of address.
 - Does not attend for interview on the date and at the time fixed for interview and does not furnish a reasonable explanation for their non-attendance within three working days.
 - Fails in their duty to co-operate or to provide information relevant to their application or is in breach of certain obligations placed upon them under the Act.
- If an application is deemed withdrawn, the investigation is terminated and a recommendation that the applicant be refused a declaration for refugee status, is forwarded to the Minister. 644 applications were deemed withdrawn in 2005.
- The EURODAC system has greatly assisted in detecting and minimising abuse of the asylum process. The increased level of determinations under the Dublin II Regulation as set out in respect of High Level Goal 2 is a clear demonstration of the benefit of the EURODAC system. It supplies the principal evidence in relation to previous asylum application claims. Since January, 2003 all applicant fingerprints are transmitted daily to a central fingerprint database in Luxembourg. Comparisons are carried out immediately and the result is usually relayed back electronically to ORAC within 10-15 minutes.
- A number of applicants refused to provide fingerprints or despite frequent efforts made by ORAC, their fingerprints could not be properly taken and verified. This necessitated involving the Garda National Immigration Bureau and a number of applicants were detained in custody until they co-operated with the provision of their fingerprints.
- In 2005, the European Commission commenced an evaluation of the Dublin II Regulation which is in operation since 1st September, 2003. ORAC compiled a report on Ireland's experience of the operation of the Regulation and submitted it to the Commission.
- The Commissioner is represented at hearings of the Refugee Appeals Tribunal by Presenting Officers. In 2005, the Refugee Appeals Tribunal scheduled 2,484 hearings, a weekly average of 52 over 48 weeks of hearings.
- The Refugee Act provides that the Refugee Appeals Tribunal may request further information in relation to cases and these are processed by the Presenting Unit. In 2005, the Presenting Unit dealt with 111 requests for further information under section 16(6) of the Act and with three requests for observations on grounds of appeal under section 16(7) of the Act. Generally, such requests were dealt with within two weeks.

High Level Goal 4

To efficiently and effectively manage our organisation and its resources having particular regard to the development of our staff and the delivery of excellent customer services.

Strategy Statement 2004-2006 Objectives

- *Develop our strategic, business planning and individual performance planning frameworks to support optimum performance by the organisation.*
- *Manage human resources to meet the business needs of the organisation and the development needs of staff.*
- *Achieve high quality customer service delivery.*
- *Maximise use of information technology.*
- *Maximise efficient use of financial resources.*

Progress on goal and objectives in 2005

- PMDS continued to provide a framework for the delivery of the organisation's strategic and business objectives through the management of individual performance. There was particular emphasis on a partnership approach to dealing with functional, operational and strategic issues. Three strategies were developed in consultation with staff during the year and five working groups, comprising of staff from various ORAC units, were appointed by the Partnership Committee to work on special projects.

The focus in the area of customer service delivery during 2005 centred on commitments in the Customer Charter and the Customer Service Action Plan, while the IT and Finance areas continued to provide and develop management information to support core business needs and planning processes in ORAC.

Business Planning

- In 2005, we continued to include risk management in our business planning and monitoring processes. Progress on business plans is formally reviewed on a quarterly basis by each unit. The management of risk is monitored on an on-going basis and reports submitted to Management twice yearly.
- A working group was established to look at the various quality assurance measures being adopted in the different areas of ORAC, to co-ordinate the ongoing review of the Business Plan Risk Register and to report back to Management.
- A framework was put in place by the working group to facilitate the identification of Quality Assurance issues and appropriate remedial actions.
- There is a clear link between the organisation's strategic plans, annual business plans and individual role profile forms. The transparency of this system is such that each individual is aware of how their individual role contributes to the delivery of the strategic and business objectives of the organisation. Training in PMDS continues to be delivered as part of Induction Training for new staff.
- In 2005, the organisation commenced the next stage of the PMDS process 'Upward Feedback', by conducting an Organisational Climate Survey and developing action plans arising from the results of the survey. A PMDS Implementation Group was established to further embed PMDS within the organisation and to oversee the implementation of 'Upward Feedback'. To this end, this group was responsible for the production of a Code of Practice, Generic Template and an Information Booklet, the amendment of PMDS form templates and guidelines to make them more user-friendly and the holding of a tender competition in November, 2005 for the design and delivery of 'Upward Feedback' training. The roll-out of training to all staff in the organisation in relation to 'Upward Feedback' will commence in Quarter 1, 2006.

- A key aspect of the development of ORAC is the continued emphasis on a participatory approach to managing change and modernisation. As the partnership process has developed in ORAC it has dealt with functional, operational and strategic issues.
- In 2005, five working groups appointed by the Partnership Committee were engaged in the following projects:

- The Internal Communications Strategy Group was established to review progress on the strategy already developed by a previous partnership working group. This review is in progress.
- The Equality Committee was established in line with the Equality Policy and Programme for ORAC. This committee continues to work together with the Equality Officer to ensure the implementation of the Equality Policy and Programme for ORAC.

Their work includes equality proofing of ORAC's organisational policies, the drawing up of guidelines for a complaint process for staff under the nine equality grounds, the development and provision of training for staff on equality issues and the provision of support to the Equality Officer and to the Disability Liaison Officer. They also raise awareness of equality issues within the organisation.

- The Corporate Social Responsibility (Local Community) Working Group was set up to examine how ORAC could offer support to the immediate locality and how staff could contribute positively through consultation with the local community and/or their local representatives. In 2005, this group ran a very successful fundraiser in aid of a local charity.
- The Corporate Social Responsibility (Environmental) Working Group was set up to examine how ORAC can contribute to environmental conservation within the organisation, including how ORAC can reduce waste. This group produced a report of their findings and the recommendations made in this report are being implemented.

- The External Communications Working Group was set up to develop and implement an external communications strategy for the Office. This group have successfully completed two stages of this strategy and are currently working on the third and final stage.

Human Resources/Training

- ORAC's first Human Resource Strategy covering the period 2005-2008 was published at the beginning of 2005. This will enable a more strategic approach to the future management of human resources and a strengthened link between the human resources and business planning functions. This document provides a framework for the development and management of our human resources so as to build long term capacity for the organisation and help us to anticipate and adapt to change. The document was developed through a partnership approach which involved consultation with all staff.
- An Implementation Plan for the HR strategy was developed, with actions integrated into business plans for all units, to ensure achievement of objectives over the period of the strategy. Implementation of the HR Strategy commenced during the year and the following are commitments which have been progressed:
 - A Training and Development Strategy for the period 2005-2008 was produced.
 - A formal HR checklist was developed for consideration by units during the business planning process and when planning and implementing specific projects.
 - Policies on Mobility, Induction and eWorking have been developed.
 - A Guide to Staff on HR related matters was developed.
 - A Code of Practice for Managing Performance/Underperformance was drawn up in consultation with managers.
 - An Information Pack was produced providing general information on issues relevant in preparing for retirement.
 - Planning for the devolution of HR functions to line managers commenced.

- As a further support for staff, Personnel Clinics were organised throughout the three ORAC buildings on a regular basis.
- A draft tender was prepared for a new time and attendance system.
- The staffing resources of the Office were kept under continuous review during the year at both unit and organisational level. In November, a realignment of resources took place within the Case Processing area to reflect changing work methods and changing application patterns and levels.
- In line with ORAC's commitment to work/life balance practices, all applications for atypical working arrangements were approved. During 2005, a working group was established to examine the feasibility of eWorking within the organisation and it is planned to commence work on the introduction of a pilot scheme in Quarter 1, 2006.
- During the year, ORAC continued to further develop and implement its Equality Policy and Programme. In January, 2005, the Equality Working Group presented a second report to the Partnership Committee covering the remaining equality grounds (Gender, Marital Status, Family Status, Membership of the Traveller Community, Religious Belief, Sexual Orientation and Age). Arising from this report, an Implementation Plan was drawn up by the HR Unit and it was circulated to all staff.
- A number of key issues outlined in the Implementation Plan were progressed in 2005 including the following:
 - Delivery of Anti-Harassment, Sexual Harassment, and Bullying Awareness training to all staff with a specific module delivered to managers.
 - Completion of the delivery of Interculturalism Awareness Training to all staff.
 - Establishment of a permanent Equality Committee.
 - Raising awareness of the availability of the Disability Liaison Officer, the Equality Officer and ORAC's Equality Policy and Programme through the display of posters throughout the three ORAC buildings, through e-mails, induction packs and the staff newsletter.
 - Raising awareness of equality and disability issues through lunch and learns, the staff newsletter, induction training and customer service training.
 - Delivery of Awareness Modules on the Customer Service Action Plan to all staff.
 - Completion of an Access Audit of all ORAC buildings.
 - Development of a pilot eWorking policy and scheme.
- A revision of 'A Positive Working Environment', an Anti-Harassment, Sexual Harassment and Bullying policy for the Civil Service came into effect on 1st September, 2005 and the training modules were adjusted to take account of the changes. One of the initiatives in the new policy was the introduction of 'Contact Persons' who will be available to provide support and information on a confidential basis to colleagues. Contact Persons for ORAC were put in place and trained in November, 2005.
- The organisation continued to develop a strategic approach to the identification, prioritisation, design, delivery and evaluation of training activities. ORAC produced its first Training and Development Strategy in 2005. The Strategy was developed through a consultation process and it sets out clear goals and objectives for the provision and development of the knowledge, skills and competencies, required to assist staff in achieving the goals of the organisation and also to provide for their personal development training. The Strategy covers the period 2005-2008 and it reflects the key objectives and principles set out in our Human Resource Strategy and also those contained in the *Framework for Civil Service Training and Development*. It underpins the organisation's commitment to staff development and to the investment in quality training, mentoring and other support structures in order to support a consistently high quality of investigation and decision-making.

- A number of commitments contained in the Strategy have been progressed during the year including the following:
 - Organisational training priorities for 2005 were agreed by senior management and these were included in the Annual Training Plan.
 - Training linked to business needs were prioritised on PMDS forms.
 - A formal list of training courses was put in place and is kept under review.
 - An Annual Training Plan for 2005 was devised. The Plan took account of both organisational training priorities and individual training needs identified on PMDS forms.
 - A PMDS Implementation Group was established.
 - A Coaching Programme for Principal Officers was put in place.
 - The roll-out of Interculturalism Awareness Training was completed.
 - An Induction Policy which sets out how new staff will be received, mentored and welcomed to the organisation was developed and issued following consultation with staff.
 - Bullying and Harassment Awareness Training was developed for both managers and staff and was rolled out to the organisation.
 - Preparations for the commencement of Upward Feedback continued with the development of a Code of Practice, Generic Template and Information Booklet and the issue of a tender for Upward Feedback Training.
 - A Policy on attendance at training courses was developed.
- The organisation continued to provide quality training and development opportunities for staff during 2005, with 953 units of training in the year. A wide variety of training courses were delivered during the year including Assertiveness Training, Communication Skills, Courtroom Skills, Customer Service Skills, First Aid Training, Supervisory Management, Train the Trainer, Time Management and Writing Skills. In addition, a tender competition for the provision of IT training in various software packages was held with a significant number of courses delivered before the end of the year.

Other training included Induction, PMDS, Language Training and Refugee Status Determination. Although the number of training units in 2005 was less than the previous year, the reduction is mainly due to fewer new staff, particularly caseworkers, being assigned and falling staff numbers generally.

- The provision of lunch and learn sessions for staff continued in 2005 with talks on topics such as:
 - Recent developments in EU Asylum Policy, including implications for Ireland.
 - Disability awareness and the work of the Forum of People with Disabilities.
 - Presenting at Appeals.
 - Partnership in ORAC.
 - Pensions.
 - Dublin II Regulation.
- Lunchtime talks were also arranged to mark 'European Week Against Racism' in March. These included talks from Integrating Ireland Network, the African Refugee Network as well as a presentation on the National Action Plan against Racism. Anti-Racist Workplace Week in November was also marked with lunchtime talks given by representatives from the Association of Refugees and Asylum Seekers in Ireland (ARASI) and Concern.

Customer Service

- In 2005, the focus in the area of customer service delivery centred on ensuring that we met the commitments outlined in our Customer Charter and our Customer Service Action Plan 2005-2008, which was published earlier in the year.
- An Implementation Plan was developed and a number of commitments have been progressed during the year including the following:
 - During 2005, a series of briefings was provided for all staff to increase awareness of the principles and commitments contained in our Customer Service Action Plan. Those principles and commitments are included in the business plans for all units and are subject to regular review.

- The existing correspondence tracking systems were further developed and enhanced. The improved system allows for more detailed analysis of progress made on commitments in relation to correspondence outlined in our Customer Service Action Plan and Customer Charter.
- The Customer Complaints Procedure was reviewed in consultation with staff and the members of our Customer Liaison Panel. The revised version of the procedure was plain English proofed by external experts.
- The Customer Service Centre developed an awareness training module for staff on standards of service commitments in the Customer Service Action Plan 2005-2008 and the Customer Charter.
- Two meetings of the Customer Liaison Panel were held during 2005. This is a very useful forum for consulting on a wide range of issues. In addition, the members of this Customer Liaison Panel are informed in writing of important developments in respect of ORAC's activities as and when they occur.
- The membership of the Panel was reviewed and the membership increased from seven to eleven to ensure the widest possible level of customer representation. The new members are the Refugee Information Service, the Association of Refugee and Asylum Seekers in Ireland, Galway Refugee Support Group and the Tallaght Intercultural Action.
- ORAC places particular emphasis on ensuring that applicants and other agencies and organisations involved in or assisting persons in the asylum process are fully informed of the exact details of each stage of the process. During the year, ORAC continued to ensure that applicants were aware of their right to legal advice and the existence of other agencies or organisations which might be able to assist them. A short version of the information leaflet has been developed and plain English proofed and will be introduced in Quarter 1, 2006. Our comprehensive Information Leaflet is available in 25 languages and we are currently reviewing, in consultation with the Customer Liaison Panel, the appropriate number of languages for the short version of the leaflet.
- The ORAC Customer Charter includes a commitment to deliver a high quality service to all our customers. With a view to monitoring this commitment, two customer surveys were conducted in 2005. The first focused on the quality of our telephone service and was conducted by randomly contacting customers who had made telephone enquiries to the ORAC in the months preceding the survey. The positive response reflects how the ORAC is continuing to meet the targets in relation to telephone callers as set out in our Customer Service Action Plan and Customer Charter.
- The second survey, which was only conducted in late December, focused on written correspondence and examined whether we were fulfilling our commitments with regard to timelines of replies and quality of information. The responses to the survey together with data from our internal correspondence tracking system is currently being analysed.
- The results of such surveys enable ORAC to evaluate and review its procedures and are used to inform customer service policy development. The main findings of both surveys can be found on ORAC's website (www.orac.ie).
- The Customer Service Centre processed 34,491 enquiries from customers in 2005. Table A at Appendix 5 gives a breakdown of the categories of these queries.

Information Technology

- ORAC's first Information Technology Strategy covering the period 2005-2007 was developed in consultation with staff through a series of workshops and was published in Quarter 4, 2005.
- The key objectives identified in this strategy are:
 - Provide strategic direction to IT decision-making in ORAC through the identification of guiding principles.
 - Identify the key areas for IT focus.
 - Provide a strategic approach towards involvement and co-operation with the Department and other organisations on ICT matters of shared interest.
 - Make recommendations regarding immediate improvements.
 - Identify a number of projects to be undertaken in the short term.
- In 2003, Section 9(A)(6) of the Refugee Act transferred responsibility for the maintenance of fingerprints to the Commissioner of An Garda Síochána. An agreement was concluded in 2005 between the Office of the Refugee Applications Commissioner, An Garda Síochána and the Department of Justice, Equality and Law Reform to effect the transfer of responsibility for the maintenance of fingerprints from ORAC to An Garda Síochána. The new arrangement regarding the holding of fingerprints came into effect from 1st January, 2006.
- The proposed introduction of an automated electronic fingerprinting system known as the Automatic Fingerprint Identification System (AFIS) was progressed to tender stage in 2005. This new system will allow for the automatic transmission of fingerprints taken in ORAC to the central fingerprint database in Garda HQ and to the EURODAC system. The tender process for this project was still on-going at the end of 2005 and this Office responded to queries raised at the tender evaluation stage.
- The Asylum IT Strategic Implementation Plan (AISIP) project aims to create an IT infrastructure between the various organisations involved in the asylum and immigration area to facilitate an integrated approach to Case Management, Accommodation Management, Country of Origin Information and File Tracking. ORAC played a key role in the project board.
- Staff from ORAC engaged with the consultants contracted by the Department of Justice, Equality and Law Reform to develop the request for tender (RFT) for the AISIP Project. The IT Unit facilitated workshops between the consultants and staff from other ORAC units and co-ordinated ORAC's responses at all stages of the RFT's development.
- The IT Unit continued to provide and develop management information to support the core business needs and planning processes of the ORAC.
- A working group, comprising of staff from key units in ORAC, was established to review the design and content of the ORAC's website and to ensure on an on-going basis, that the website continues to contain relevant and up-to-date information. Their report is due in Quarter 1, 2006.
- An IT drop-in facility was developed in 2005 whereby staff could seek assistance in dealing with any IT related issues with which they are having difficulty. The facility which is run on a no appointment basis for one half day per month has proven to be a great success.
- In 2005, 4,356 requests for assistance were received and responded to by the IT Unit who operate a help desk through which requests for assistance from staff can be made.
- Improved systems were developed for recording and tracking financial expenditure and for recording information on queries received in relation to tender competitions.

Financial Resources

- ORAC continued to ensure the effective implementation of the Financial Management System (FMS) which was introduced into the Office and other areas of the Department of Justice, Equality and Law Reform in July, 2004. This system is used to track all transactions through the purchase order, delivery and invoicing/payment stages of the process.
- ORAC's expenditure outturn for 2005 is set out in Appendix 6 of this report.

Corporate Developments

- The movement and the copying of files is a significant part of the processing of applications. As well as copying files for ORAC, copies of applicants' files are also provided to the Refugee Appeals Tribunal, the Applicant's Legal Representative and the Applicant. Table B at Appendix 5 of this report gives details of the volume of files photocopied and file movements handled by the Unit in 2005.
- The maintenance of tight deadlines for copying files is important to the overall processing times for applications. During the year, ORAC continued to meet the targets of copying files within ten working days for non-prioritised cases and within a day for prioritised cases, thus contributing positively to the overall goals of the organisation, of finalising applications within 40 working days and 17 working days respectively.
- The file movement guidelines introduced in ORAC during 2004 were reviewed in 2005, and as a result of that review, a number of minor amendments were made to the guidelines to further enhance their effectiveness.
- The Disability Act 2005 is designed to advance and underpin the participation of people with disabilities in everyday life. It establishes a statutory basis for, inter alia, access to mainstream public services and actions to support access to public buildings, services and information. It provides that public buildings must be made accessible by 2015.

A full access audit of the ORAC's buildings was conducted by the Office of Public Works and the report and recommendations received are being examined at present. The ORAC proposes to develop an Implementation Plan in 2006 around the recommendations contained in the report, to ensure that we are fully compliant with the relevant provisions of the Disability Act, 2005 within the specified time frame.

A Code of Practice has also been prepared by the National Disabilities Authority on the accessibility, under the provisions of the Disability Act, 2005, of public services and information. An Access Officer was appointed in the ORAC during the year in line with requirements under the Act.

- In relation to accessibility to public services and information, ORAC established a working group to oversee the implementation of the provisions of the Act and the actions identified in the Code of Practice. It is envisaged that the working group will develop a code of practice for the ORAC, which will identify any measures which need to be put in place to ensure that any customers with disabilities can enjoy the same access to information and services as all other customers. The group will also develop a training programme for the ORAC to ensure that staff are fully equipped to deal with persons with disabilities.

Access and disability issues were included as a standing item on the agenda for all meetings of the ORAC's Health and Safety Committee held during 2005.

- ORAC contracted external experts in late 2004 to carry out an ergonomic assessment on each of its workstations in ORAC, in compliance with the relevant provisions of the Health, Safety and Welfare at Work Act, 1989 (which was subsequently superseded by the 2005 Act). The majority of the recommendations made by the contracted company have been implemented in 2005 and it is expected that the remainder will be implemented in early 2006.



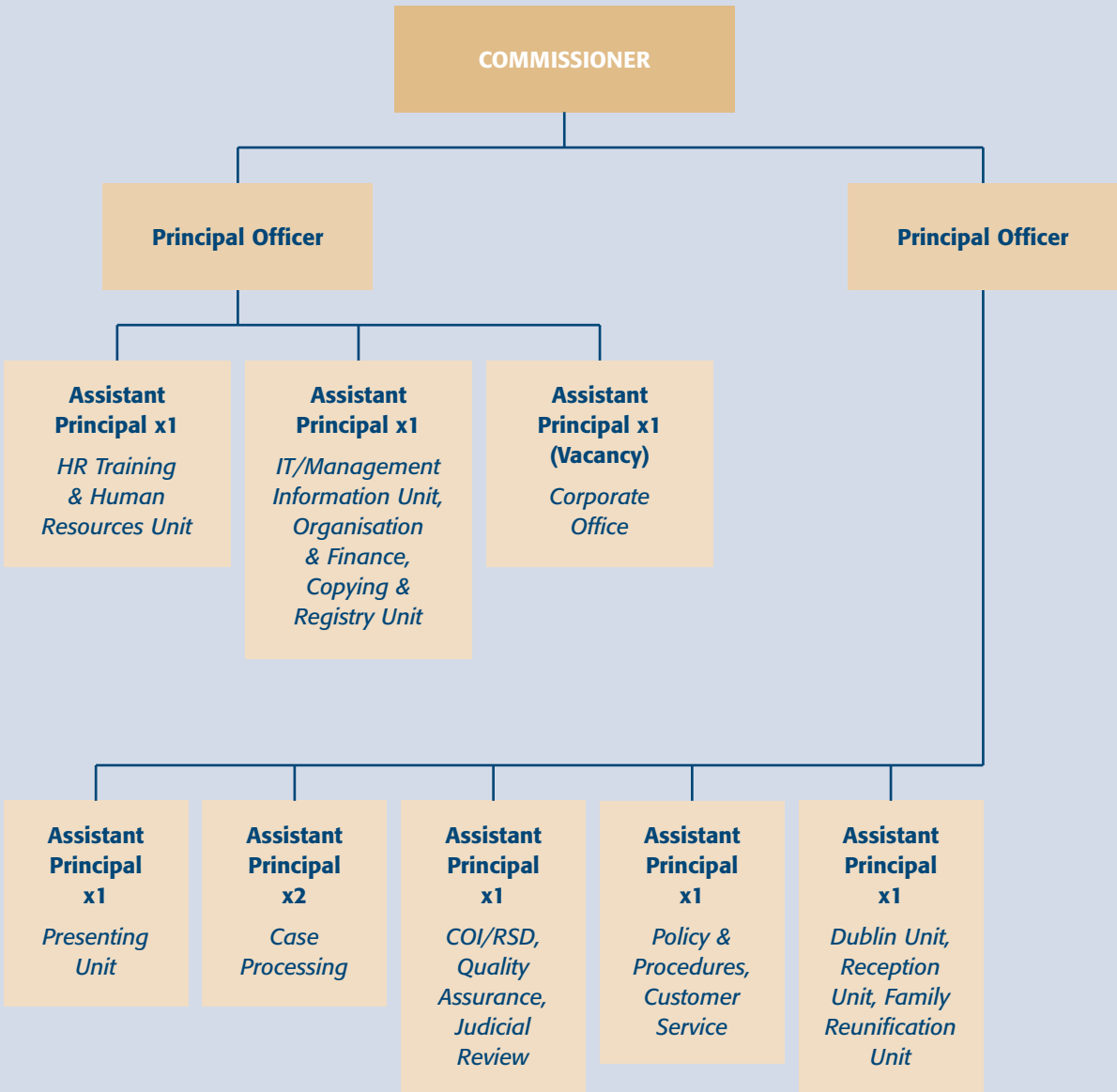


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Appendices



Appendix 1 – Organisation Chart for the ORAC



Reception Unit

The Reception Unit is an integral part of the asylum process governing the acceptance and processing of asylum applications at first instance.

Case Processing Administration Unit

The Scheduling Unit and Administration Unit were amalgamated in November, 2005. These units now operate as one entity and are now known as “Case Processing Administration Unit”

The functions of the Case Processing Administration Unit are:

- to arrange the scheduling of interviews for asylum applicants
- to arrange for interpretation and translation services
- to manage the Interview Waiting Area
- to issue decision notifications to asylum applicants and relevant parties following the investigation of asylum applications
- to process deemed withdrawn cases
- to provide administrative support to the Case Processing Units
- to process correspondence in relation to the case processing units
- to maintain and update statistical register.

Dublin Unit

The Dublin Unit is responsible for the implementation in Ireland of the Dublin Convention and Council Regulation (EC) 343 of 2003. The Unit, in general, deals with requests to transfer applications for examination of asylum claims to other Dublin Convention states and deals with requests from other states to transfer applicants for asylum to this State.

Case Processing Units

Case Processing is the core function of ORAC and involves the investigation of claims for refugee status, on a case by case basis. The primary objective of the Case Processing Units is the fair, timely and efficient investigation of applications for a declaration

as a refugee and the making of legally robust recommendations on such applications. The investigation includes the individual interviewing of applicants, the objective research of the claims made and the making of recommendations as to whether an application should be ‘granted’ or ‘refused’.

Family Reunification Unit

Family Reunification is a Unit within Case Processing Units which examines applications made by refugees for permission for certain members of their family to be allowed to enter and reside in the State.

Judicial Review

The Judicial Review Unit prepares the ORAC response to applications for judicial review and to applications for leave to apply for judicial review of first instance recommendations and/or procedures. The Unit examines the application and prepares briefing material for counsel and, where our legal advisors consider it appropriate, swears responding affidavits. If a judicial review application discloses an error or omission which is material to the first instance recommendation the Unit will seek to reach a mutually agreeable settlement without delay.

Presenting Unit

The role of the Presenting Unit is to represent the Refugee Applications Commissioner at appeal hearings before the Refugee Appeals Tribunal, to respond at appeal hearings to the issues raised in the appellant’s appeal and to assist the Member of Tribunal in reaching a fair and just recommendation. The Unit provides statutory responses under sections 16(6) and 16(7) of the Refugee Act, 1996.

Policy and Procedures Unit

The role of this Unit is to act as a central knowledge resource to lead the development and ongoing review of ORAC policy and procedures in relation to the management and investigation of claims and to co-ordinate and provide the appropriate training for staff in this regard.

Appendix 2 – Overview of Units of ORAC

COI/RSD Support Unit

The role of this Unit is to provide effective support to Case Processing and Presenting Units through developing ORAC's Country of Origin Information (COI), Quality Assurance and Refugee Status Determination (RSD) guidance resources in line with developments in legislation, jurisprudence and international best practice.

Customer Service Centre

Customer Service Centre is responsible for the developing and monitoring of customer service structures, the management of customer service enquiries and liaison with other organisations (governmental and non-governmental).

Corporate Office

The role of the Corporate Office is to oversee the provision of quality administrative and secretarial support to the Refugee Applications Commissioner and her Senior Management Team to enable her to discharge her statutory and non-statutory functions. The Office co-ordinates material in response to requests from, inter alia, Government Departments/Agencies and the media; prepares all corporate documents and is responsible for their circulation.

Human Resources Unit

The role of the Human Resources Unit is to focus on developing and implementing a strategic approach to HR Management. The Unit develops relevant HR policies and procedures for the organisation and has a locally appointed Equality and Disability Officer to ensure that all staff are aware of existing policies in relation to equal opportunities, disability and bullying and harassment. It also processes applications for family friendly schemes, transfer requests, special leave etc. and liaises with the Department of Justice, Equality and Law Reform in relation to staffing matters. It is also responsible for managing the Human Resources functions which have been devolved to ORAC from the Department (i.e. flexi-time, annual leave and special leave with pay).

HR Training Unit

HR Training Unit has responsibility for co-ordinating, facilitating and delivering training to staff. The Unit works closely with other units and in-house trainers to ensure that the training needs are identified and that the training delivered meets organisational requirements by being relevant and job specific. It also has responsibility for operating the refund of fees scheme and maintains the PMDS and Training Databases.

Organisation/Finance Unit

The Organisation/Finance Unit is primarily responsible for financial management and control, health and safety and the provision of essential support services (e.g. accommodation, equipment, supplies) to other ORAC units.

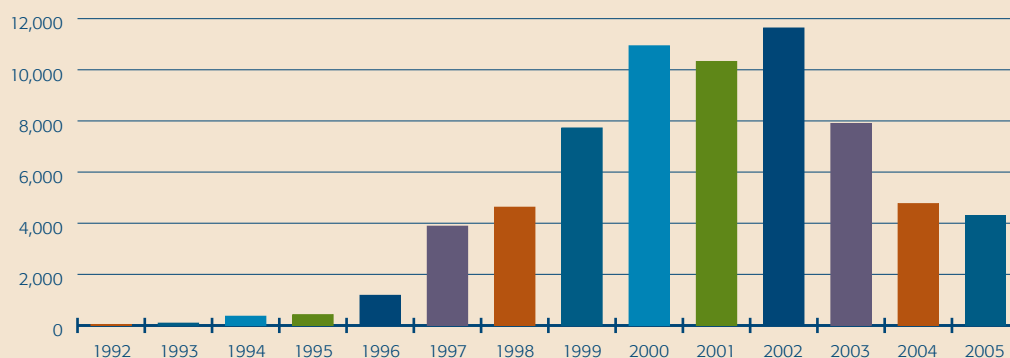
IT/Management Information Unit

The IT and Management Information Unit is responsible for the procurement, maintenance and development of all IT and fixed line telecommunications equipment and systems, software and infrastructure for ORAC. The Unit is also responsible for the compilation and circulation of statistics and management information and provides technical support and training on a range of issues.

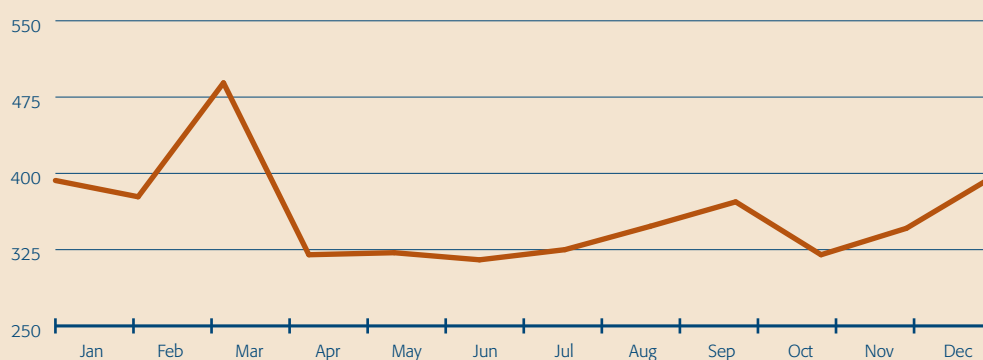
Copying/Registry Unit

The Copying/Registry Unit is responsible for file management and file copying in the ORAC.

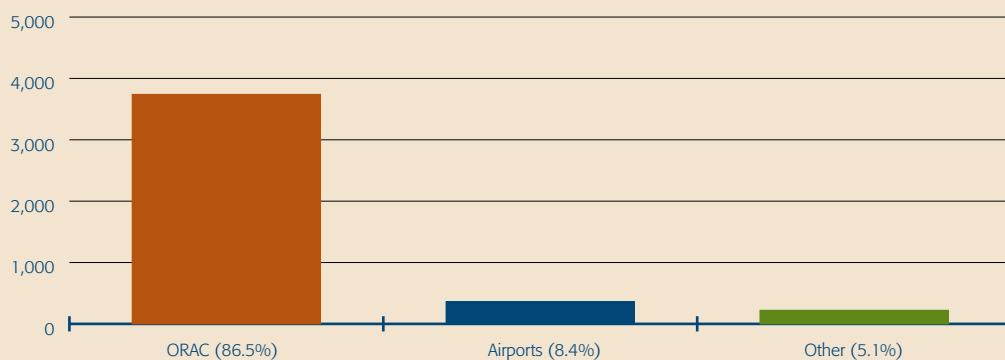
Number of applications per year from 1992 to 2005



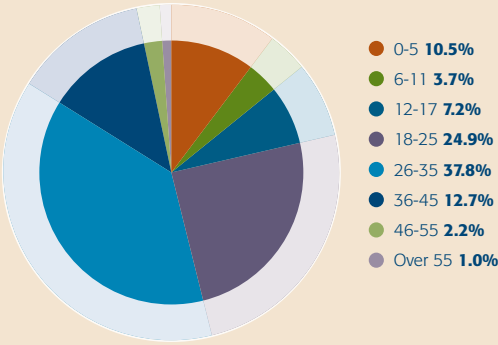
Applications received by month from 01/01/05 to 31/12/05



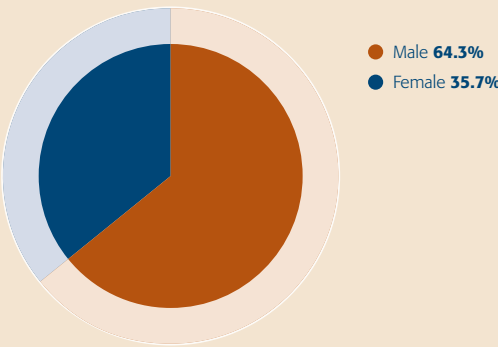
Places of Applications 2005



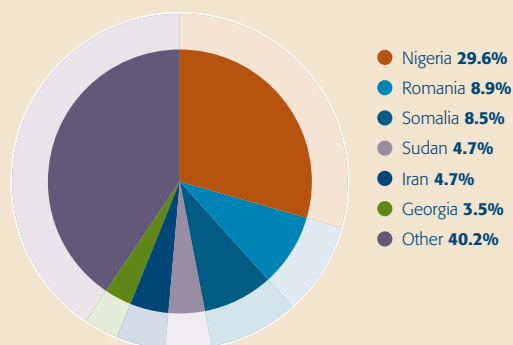
Age Stated by Applicants 2005



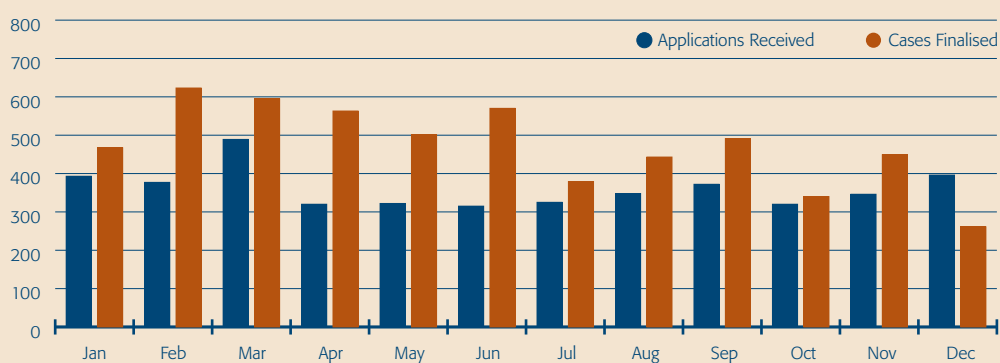
Gender Breakdown 2005



Top Six Stated Countries of Origin 2005

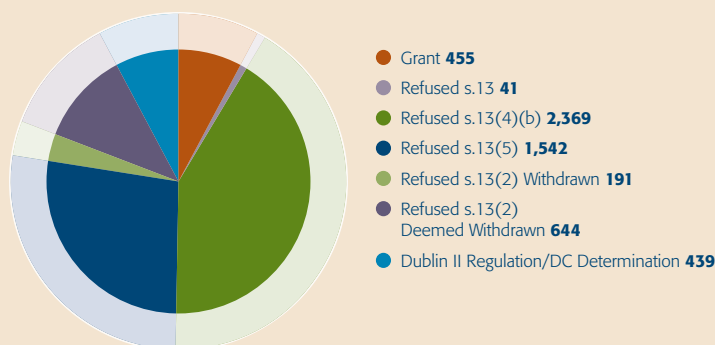


Comparison of Applications Received and Cases Finalised 2005



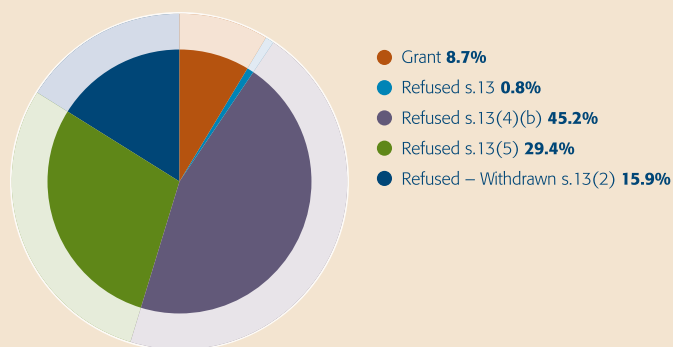
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Total
<i>Applications Received</i>	393	377	489	320	322	315	325	348	372	320	346	396	4,323
<i>Cases Finalised</i>	467	623	595	563	501	570	379	443	491	340	449	261	5,682

Cases Finalised 2005

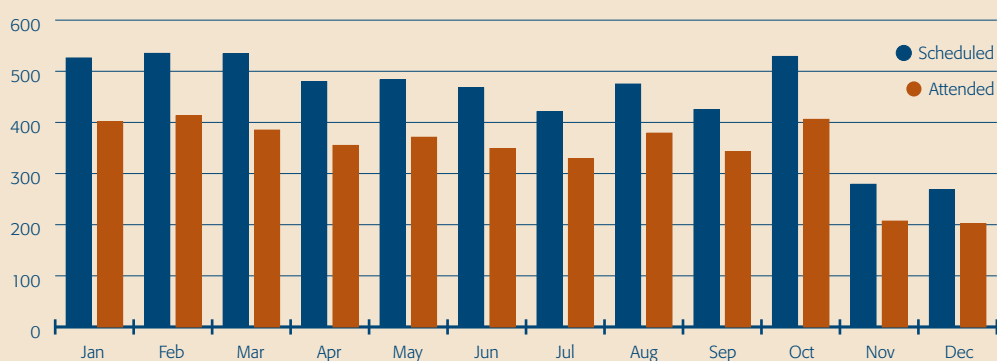


Grant:	<i>The Commissioner has made a recommendation that the applicant be granted refugee status.</i>
Refused s.13(4)(b):	<i>The Commissioner has made a recommendation that the applicant should not be granted refugee status (under the provisions of the Act applicable after 15th September, 2003). An appeal to the Tribunal must be taken within 15 days.</i>
Refused s.13(2):	<i>The Commissioner has made a recommendation that the applicant should not be granted refugee status where an application has been withdrawn or deemed to be withdrawn (under the provisions of the Act applicable after 15th September, 2003). No appeal to the Tribunal is possible.</i>
Refused s.13(5):	<i>The Commissioner has made a recommendation that the applicant should not be granted refugee status and has included in her report a finding under section 13(6) (under the provisions of the Act applicable after 15th September, 2003). An appeal to the Tribunal must be taken within 10 days.</i>
Dublin II Regulation/DC Determination:	<i>Where it is established that the applicant's claim for refugee status should be determined in another Dublin Regulation/Dublin Convention country.</i>
Refuse s.13:	<i>The Commissioner has made a recommendation that the applicant should not be granted refugee status (under the provisions of the Act which existed prior to 15th September, 2003).</i>

Recommendations Issued 2005



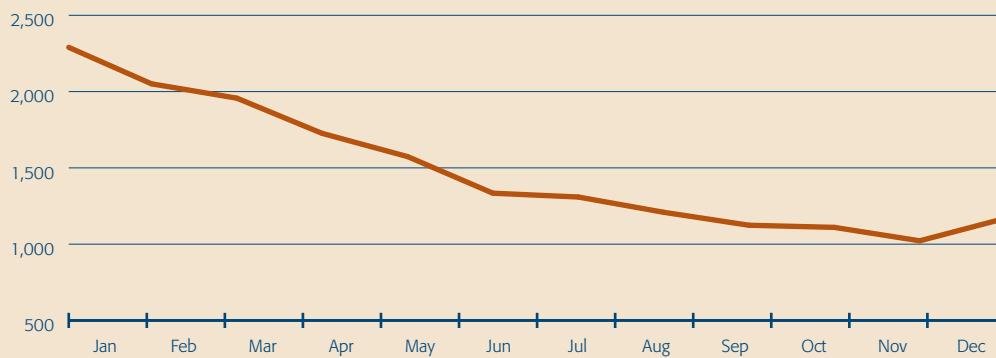
Interviews Scheduled and Attended 2005



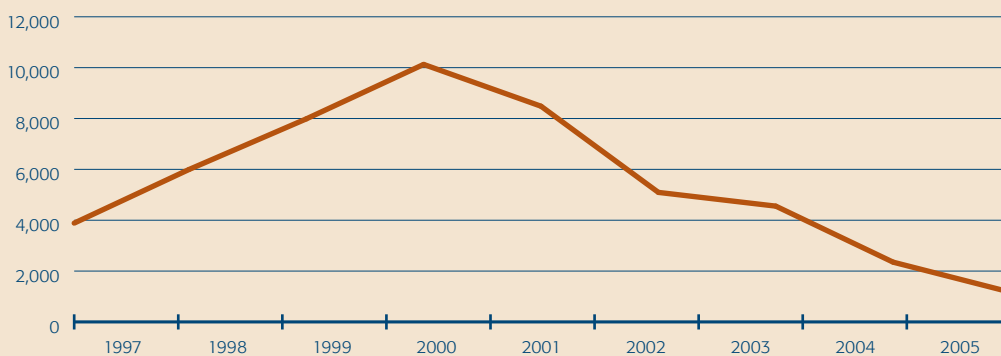
	Annual												
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<i>Scheduled</i>	526	535	534	480	483	468	421	475	425	529	279	268	5,423
<i>Attended</i>	401	413	385	355	371	349	329	379	343	406	207	202	4,140
<i>* % Attended</i>	84	87	82	86	85	85	87	89	87	89	84	90	86.25

* Applicants' attendance rate excluding interviews postponed by ORAC.

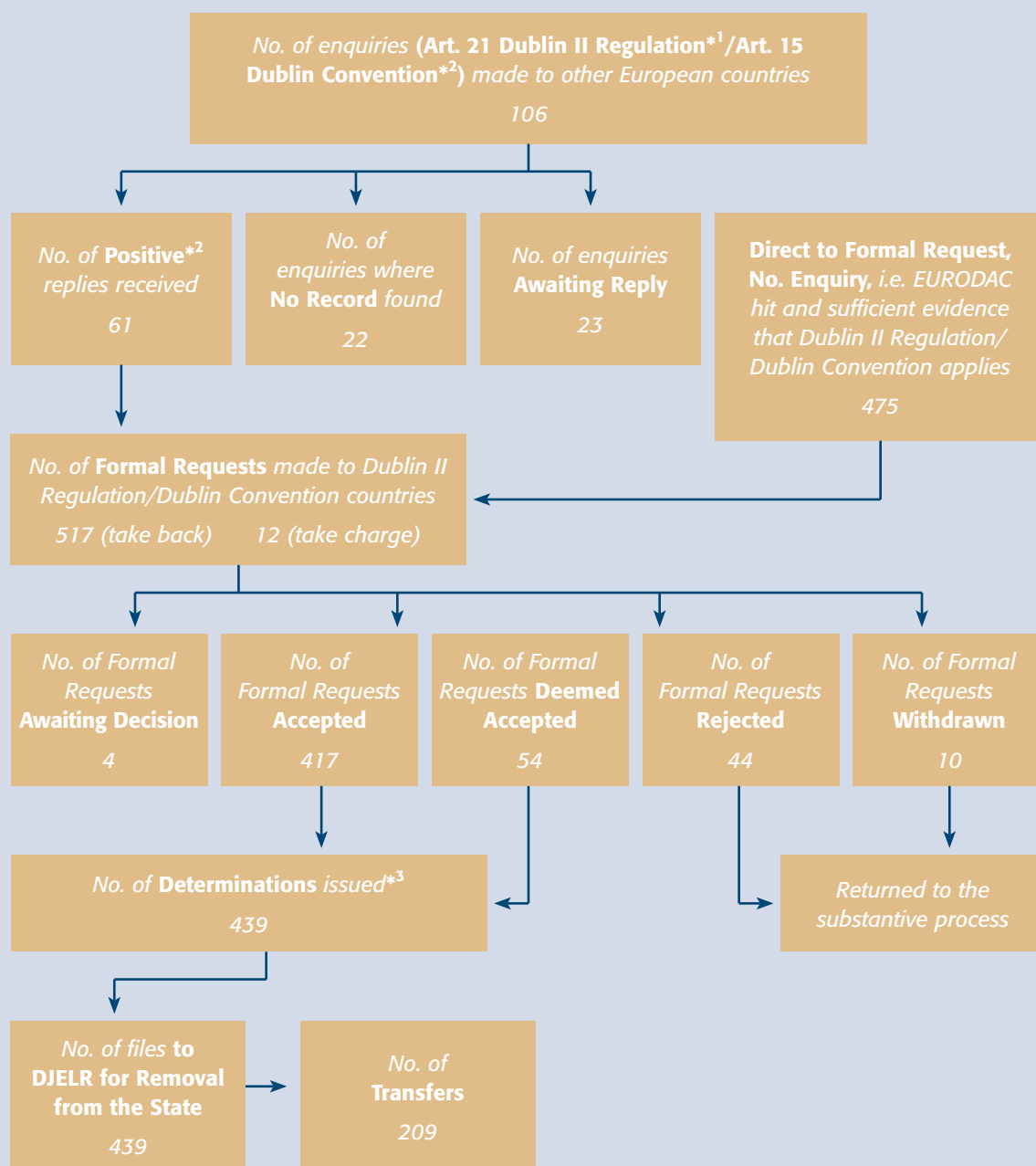
Applications Outstanding as at 01/01/05 to 31/12/05



Applications Outstanding as at end of year 1997 to 2005



Statistics for the Dublin II Regulation/Dublin Convention for the period 01/01/2005 to 31/12/2005

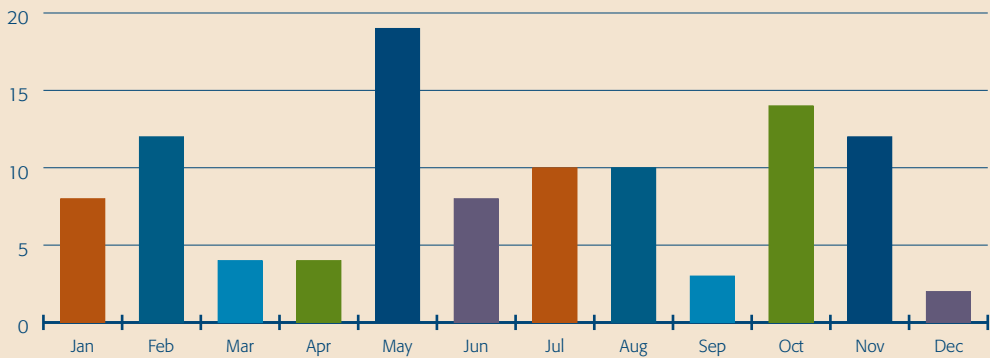


*1 In some cases enquiries are made to other Convention countries under Article 21 of the Dublin II Regulation. The enquiries are made to ascertain if the requested State has any information on the Applicant, e.g. case where State 1 rejects Ireland's formal request but indicates that another State may be responsible.

*2 Note, not all positive Art 21 enquiries automatically resulted in a formal request and cases were forwarded to Scheduling for substantive interview, reasons include humanitarian, family reasons, age of applicant.

*3 Note, not all formal requests accepted and deemed accepted, resulted in the issue of a determination.

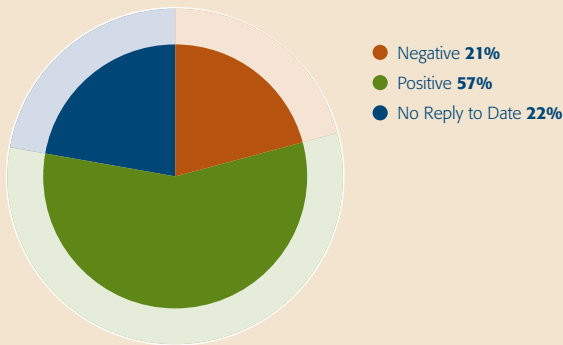
Article 21 Enquiries to Member States 2005



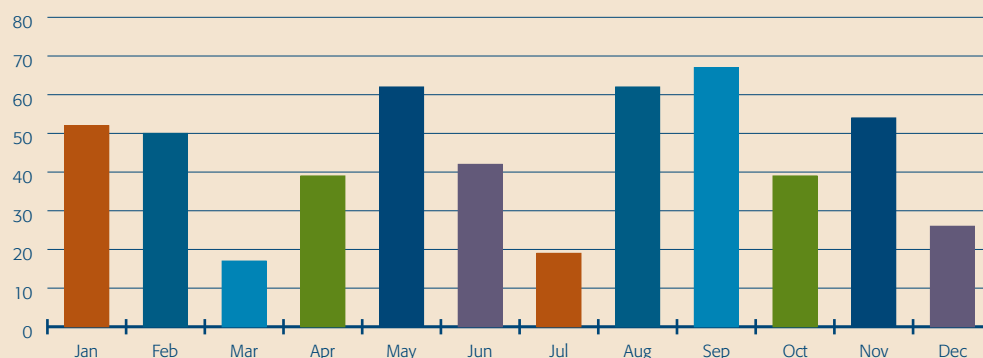
Article 21 Dublin II Regulation to other Dublin II Regulation states in 2005

Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Requests													
2005	8	12	4	4	19	8	10	10	3	14	12	2	106

Replies to Article 21s issued in 2005



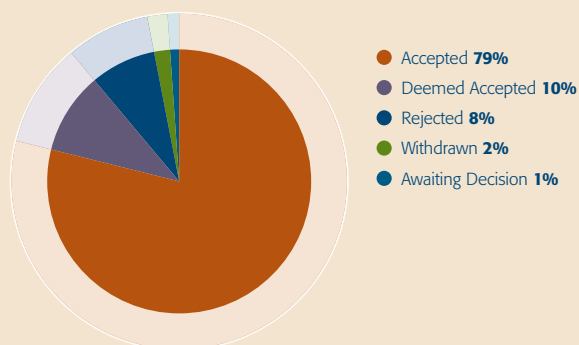
Formal Requests to Member States 2005



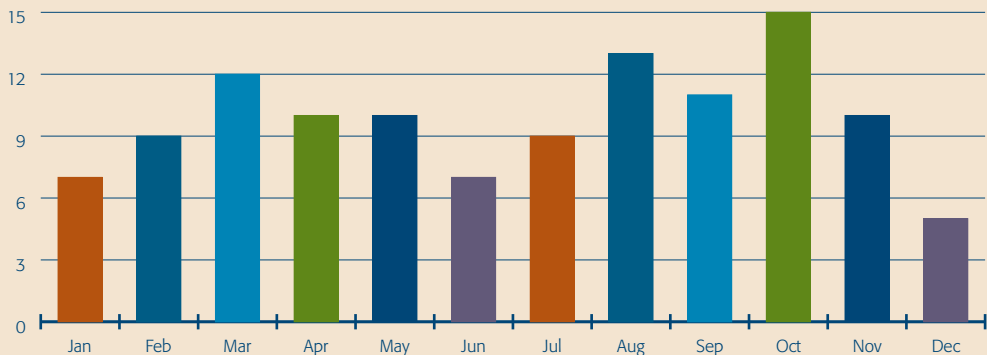
Formal Requests, 2005 to other Member States

Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Requests													
2005	52	50	17	39	62	42	19	62	67	39	54	26	529

Replies to Formal Requests Issued – 2005



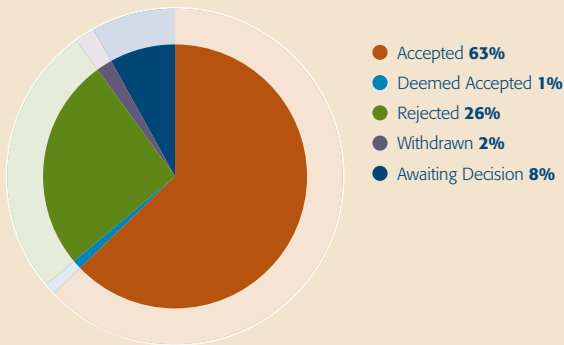
Formal Requests from other Member States to Ireland – 2005



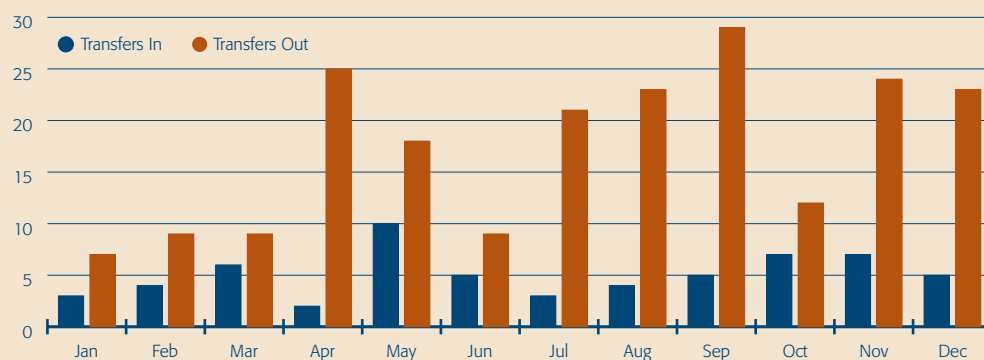
Formal Requests from other Member States to Ireland – 2005

Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Requests													
2005	7	9	12	10	10	7	9	13	11	15	10	5	118

Replies to Formal Requests from other Member States to Ireland – 2005



Transfers under the Dublin II Regulation/Dublin Convention in 2005



Transfers under the Dublin Convention/Dublin II Regulation in 2005*

Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
<i>Transfers In</i>	3	4	6	2	10	5	3	4	5	7	7	5	61
<i>Transfers Out</i>	7	9	9	25	18	9	21	23	29	12	24	23	209

* It should be noted that the above transfer figures refer to the transfers effected in 2005 and include Dublin Convention cases which were determined in 2004.

Appendix 5 – Information on queries handled by Customer Service Centre in 2005

Table A

Category	No. Processed
<i>Letters and Faxes</i>	<i>18,572</i>
<i>Phone Enquiries</i>	<i>4,616</i>
<i>E-mail Enquiries*</i>	<i>11,303</i>
Total	34,491

* E-mail enquiries received include 1,589 requests for photographs and 2,142 requests received via ORAC mail.

Table B

Category	No. Processed
<i>Files Copied</i>	<i>5,477</i>
<i>File movement transactions</i>	<i>28,475</i>
Total	33,952

Note: The total number in relation to files copied refers to the number of actual files photocopied but does not reflect the fact that in the majority of cases four copies of each file are produced.

Profile of Pay Expenditure for the Office of the Refugee Applications Commissioner: 1st January - 31st December, 2005.

The pay figure for the Office of the Refugee Applications Commissioner is amalgamated with the Refugee Integration Agency, the Refugee Appeals Tribunal, Ministerial Decisions, Immigration and Asylum Policy Units of the Department of Justice, Equality and Law Reform under Subhead D.1 of Justice Vote 19. The outturn for pay for Subhead D.1 of the Department of Justice, Equality & Law Reform was €22,758,113.

Profile of Non-Pay Expenditure for the Office of the Refugee Applications Commissioner: 1st January - 31st December, 2005.

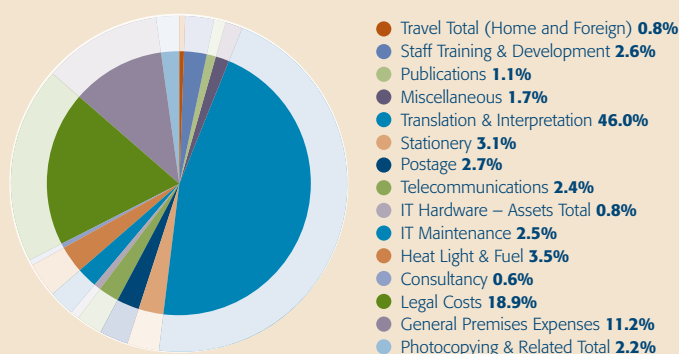
Breakdown of Non-Pay Expenditure

Description	Amount
Travel Total (Home and Foreign)	€25,528.00
Official Entertainment**	€1,108.00
Staff Training & Development	€81,329.00
Advertising**	€10,272.00
Publications	€36,194.00
Travel Agent Costs**	€11,120.00
Miscellaneous	€53,066.00
Translation & Interpretation	€1,462,224.00
Medical Expenses**	€1,539.00
Stationery	€97,015.00
Legal Expenses**	€242.00
Postage	€86,758.00
Telecommunications	€75,156.00
IT Hardware – Assets Total	€23,922.00
IT Maintenance	€80,649.00
Heat, Light & Fuel	€111,737.00
Consultancy	€17,604.00
Library & Legal Research**	€11,906.00
Office Equipment**	€14,339.00
Legal Costs	€602,364.00
General Premises Expenses	€357,429.00
Photocopying & Related Total	€69,658.00
Total*	€3,231,159.00

* As confirmed by Finance Branch, Department of Justice, Equality & Law Reform 28th February, 2006.
(This figure is provisional and is subject to change until the 2005 Appropriation Account has been published for the Justice Vote.)

** The totals in respect of these item codes are too small to represent on the pie chart below.

ORAC's 2005 Non-Pay Expenditure – €3,231,159.00



The 1996 Refugee Act

The principal piece of domestic legislation dealing with refugees and asylum seekers is the 1996 Refugee Act, which entered into force in 2000. The Act incorporates the 1951 Geneva Convention into domestic law. It provides for the establishment of ORAC as well as the Refugee Appeals Tribunal and sets out a framework for the determination of asylum applications. (The 1996 Act has been amended by the Immigration Act 1999, the Illegal Immigrants (Trafficking) Act 2000 and the Immigration Act 2003).

Declaration of Refugee Status

As referred to in section 17 of the Act, where the Minister gives to the applicant concerned, following a recommendation by the Refugee Applications Commissioner, or following a decision of the Refugee Appeals Tribunal to set aside the recommendation of the Commissioner, a statement in writing that he/she is a refugee.

Dublin Convention

The Dublin Convention provides a mechanism for determining the Convention country responsible for considering an application for asylum. The Convention was signed in Dublin on 15th June, 1990 by the member states of the European Community. All fifteen member states of the European Union have ratified the Dublin Convention. In addition, Iceland and Norway ratified the Dublin Convention in April, 2001.

Dublin II Regulation

Dublin II Regulation which came into operation on 1st September, 2003 replaces the Dublin Convention. This Regulation provides a mechanism for determining which Dublin II Regulation country is responsible for examining an application for refugee status. All EU member states are bound by the Regulation with the exception of Denmark who will continue to operate the Dublin Convention with all member states. Iceland and Norway also operate the Regulation.

EURODAC

A system for the electronic exchange of fingerprints between EU member states (with the exception of Denmark), together with Iceland and Norway. Fingerprints are transmitted daily to a central database in Luxembourg.

Temporary Residence Certificate

The Temporary Residence Certificate, provided for under section 9(3)(a) of the Refugee Act 1996, is a card given to applicants which holds their photo, name, fingerprint and other identification data.

Country of Origin Information (COI)

Country of Origin Information (COI) consists of many types of information such as legislation, news reports, maps, official documents e.g. passports, work permits. It is used as an aid to determining the substance of applications for declarations of refugee status.

EURASIL (European Union Network for asylum practitioners/ Réseau de l'UE pour les praticiens de l'asile)

A forum for asylum practitioners in the EU to exchange information on asylum issues such as refugee status determination systems and country of origin information systems.

Refugee Legal Service

The Refugee Legal Service is a service offered by the Legal Aid Board which provides legal services to applicants seeking declarations for refugee status.

UN Convention

The UN Convention signed in 1951 is an international instrument to define the legal status of refugees. The Convention relating to the Status of Refugees was adopted by a Conference of Plenipotentiaries of the UN on 28th July, 1951, and entered into force on 21st April, 1954. The principles contained in the 1951 Convention formed the basis of Irish refugee legislation.

United Nations High Commissioner for Refugees (UNHCR)

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established as of 1st January, 1951. The 1951 Convention specifically notes that the United Nations High Commissioner for Refugees is charged with the task of supervising international conventions providing for the protection of refugees, and ensuring the effective co-ordination of measures taken to deal with this problem in co-operation with the various states.



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LoCall: 1890 202418

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Website: www.orac.ie



Oifig an
Choimisinéara Iarratais do Dhídeanaithe
Tuarascáil Bhliantúil
2005





Tuarascáil Bhliantúil 2005



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Seo í an dara tuarascáil bhliantúil ar dhul chun cinn maidir le cur chun feidhme Ráiteas Straitéise 2004-2006 Oifig an Choimisinéara Iarratais do Dhídeanaithe. Sa Ráiteas Straitéise, a foilsíodh sa bhliain 2004, leagtar amach cuspóirí agus aidhmeanna dúshlánacha thar raon freagrachtaí agus oibríochtaí na hOifige.

Tugtar mionsonraí sa tuarascáil seo ar an dul chun cinn a rinneadh le linn 2004 maidir le seachadadh na spriocanna agus na gcuspoirí sin. Go sonrach, léirigh an glanadh éifeachtach a rinneadh ar an riaráiste faoi dheireadh na bliana an éifeacht a rinne na straitéisí a bhí in úsáid. Faoi dheireadh na bliana bhí líon na gcásanna ag céimeanna éagsúla próiseála laghdaithe go 1,169. Ba ionann é sin agus laghdú de 50% i gcomparáid le 2,350 ag deireadh 2004.

Tá áthas orm a rá go bhfuil sé ar chumas na hOifige seo anois dáta agallaimh a leithdháileadh ar gach iarratasóir nuair a dhéanann siad iarratas ar thearmann. Tugtar tús áite d'iarratais ó roinnt thíortha áirithe de réir ordacháin tosaíochta ón Aire agus cuimsíodh tuairim is 40% de chásanna sa chatagóir sin in 2005. Cuireadh dlús le cásanna tosaíochta mar iad i gcaitheamh na bliana ionas go dtugtar chun críche iad anois laistigh de 17 lá oibre ó dháta an iarratais. Tá feabhas tagtha ar amanna próiseála i gcás gach ceann de na hiarratais eile ionas go dtugtar chun críche iad anois laistigh de ocht seachtaine ó dháta an iarratais. Is eisceachtaí orthu seo na cásanna nach bhfuil inphróiseáilte ar chúiseanna liachta nó ar chúiseanna tábhachtacha eile. Comhlíonann an ráta próiseála seo ár gcuspoirí faoin Straitéis na daoine is gá a chosaint a shainiú a luaithe agus is féidir.

Féadfar an laghdú leantach i riaráiste na gcásanna a chur i leith roinnt tosca lena n-áirítear laghdú ar uimhir na n-iarratas; forálacha reachtacha do chásanna tús áite; agus próisis níos líomhchóirithe a thabhairt isteach. Leagamar béim nár bheag ar chaighdeán na hoiliúna cinnteoireachta agus na sainseirbhísí tacaíochta chun cáilíocht mar aon le tráthúlacht ár gcinntí a chinntiú.

Agus riachtanais ár gcustaiméirí á meabhrú againn, d'athbhreithníomar ár *bPlean Gníomhaíochta Seirbhíse* agus foilsíodh plean nua i Meitheamh, 2005. Leagtar amach sa phlean seo ár mbeartais maidir le seirbhís do chustaiméirí suas go 2008 agus déanfar faireachán air go dtí deireadh na tréimhse sin.

Faoi choinne thabhairt isteach Aiseolas Aníos rinneadh Suirbhé ar an Tímpeallacht Eagrúcháin in Eanáir, 2005. Cé go raibh tátail an suirbhé thar a bheith dearfach, aithníodh roinnt réimsí le haghaidh tuilleadh forbartha agus cuireadh plean gníomhaíochta i dtoll a chéile chun dul i gceann na réimsí seo iar dhul i gcomhairle leis an bhfoireann. I láthair na huaire, tá leasuithe á ndéanamh againn ar chuid dár nósanna imeachta, chun moltaí a rinne an fhoireann a chur san áireamh. Coinneoidh an eagraíocht uirthi ag cur lena feidhmíocht idir eagrúcháin agus aonair iar fheidhmiú na moltaí sin.

Ar an dul chun cinn a rinneadh sa chlár oibre nuachóirithe bhí foilsíú Straitéise Daonacmhainní, Straitéis Oiliúna agus Foráis agus Straitéis FT. Cuireann siad sin clabhsúr leis an tsraith straitéisí corparáideacha a threoróidh forbairt na heagraíochta sna trí bliana nó mar sin atá romhainn.

Mar fhocal scoir, i mbliain ina bhfacthas mórchuid athruithe eagrúcháin, ba mhaith liom buíochas ó chroí a ghabháil leis an fhoireann arb iad a ndíograis, a ngairmiúlacht agus a ndíogras a chumasaigh dúinn, gan dochar do chaighdeán na hoibre, an riaráiste a ghlanadh, ár stádas reatha próiseála a shroicheadh agus athstruchtúrú agus atheagrú a dhéanamh ar an eagraíocht chun freagairt d'éilimh a bheidh ag athrú de réir mar a theimid ar aghaidh.

Táim ag súil le bheith ag obair leis an bhfoireann ar sheachadadh leanúnach ár spriocanna agus ár gcuspoirí agus chun tuilleadh feabhais a chur ar chaighdeán na seirbhíse a chuirimid ar fáil.



Berenice O'Neill
Coimisinéir

Is é Ráiteas Bunchuspóra Oifig an Choimisinéara Iarratais do Dhídeanaithe de réir Acht na nDídeanaithe, 1996 ná:

- (i) *imscrúdú a dhéanamh ar iarratais ó dhaoine atá ag lorg dearbhú um stádas dídeanaí agus moltaí cuí a eisiúint don Aire Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí,*

agus
- (ii) *imscrúdú a dhéanamh ar iarratais ó dhídeanaithe go gceadófaí do dhaoine ina dteaghlach teacht isteach sa Stát agus cónaí ann agus tuairisciú don Aire Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí ar na hiarratais sin,*

agus, á dhéanamh sin dúinn, seirbhís ardcháilíochta a sholáthar dár gcustaiméirí trí bheartais agus nósanna imeachta a chur chun feidhme atá cóir agus oscailte agus caitheamh le gach iarratasóir le cúirtéis agus tuiscint.

Cé is Iarrthóir Tearmainn Ann?

Is éard is iarrthóir tearmainn ann ná duine a iarrann go n-aithneofar é nó í mar dhídeanaí de réir théarmaí Choinbhinsiún na Ginéive 1951 a bhaineann le stádas dídeanaithe agus de réir Phrótacal gaolmhar 1967, lena soláthraítear an bonn le haghaidh an chórais idirnáisiúnta chun dídeanaithe a chosaint.

An Sainmhíniú ar Dhídeanaí

Is é an sainmhíniú ar dhídeanaí i ndlí na hÉireann ná “duine atá, de dheasca eagla a bhfuil bonn léi go ndéanfar géarleanúint a imirt air nó uirthi, ar chúiseanna cine, creidimh, náisiúntachta, nó ar chúiseanna comhaltas grúpa sóisialach ar leith nó tuairim polaitíochta a bheith aige nó aici, lasmuigh de thír a náisiúntachta agus nach bhfuil sé nó sí in ann nó, de dheasca na heagla sin, nach bhfuil sé nó sí toilteanach leas a bhaint as cosaint na tíre sin; nó duine nach bhfuil náisiúnacht aige nó aici agus atá lasmuigh de thír a iarghnáthchónaithe nó a hiarghnáthchónaithe, nach bhfuil in ann nó, de dheasca na heagla sin, nach bhfuil toilteanach filleadh uirthi...”.



1

Réamhrá



An Creat Dlíthiúil

Faoi Acht na nDídeanaithe, 1996, bunaíodh dhá oifig reachtúla neamhspleácha, i mí na Samhná 2000, chun breithniú a dhéanamh ar iarratais/achomhairc ar cibé ar chóir an stádas sin a dheonú. Is iad an dá oifig sin ná Oifig an Choimisinéara Iarratais do Dhídeanaithe, a bhreithníonn iarratais ar dhearbhu mar dhídeanaí don chéad chéim agus an Binse Achomhairc do Dhídeanaithe, a bhreithníonn iarratais ar dhearbhu mar Dhídeanaí ag céim an achomhairc.¹

Tá feidhmeanna reachtúla an Choimisinéara Iarratais do Dhídeanaithe leagtha amach in Acht na nDídeanaithe, 1996 (arna leasú ag an Acht Inimisce, 1999, leis an Acht um Inimircigh Neamhdhleathacha (Gáinneáil), 2000, agus leis an Acht Inimisce, 2003). Sa tuarascáil seo, ciallaíonn an téarma “Acht na nDídeanaithe, 1996” “Acht na nDídeanaithe, 1996 (arna leasú)”.

Ina theannta sin, bíonn aird ag an Oifig ar na hIonstraimí Reachtúla (I.R.) seo a leanas agus a dualgais á chomhlíonadh aici:

- I.R. Uimh. 342 de 2000 – Na Rialacháin um Acht na nDídeanaithe, 1996 (Achomhairc), 2000.
- I.R. Uimh. 343 de 2000 – An tOrdú um Choinbhinsiún Bhaile Átha Cliath (Cur i nGníomh), 2000.
- I.R. Uimh. 344 de 2000 – Na Rialacháin um Acht na nDídeanaithe, 1996 (Ionaid agus Dálaí Coinneála), 2000.
- I.R. Uimh. 345 de 2000 – Na Rialacháin um Acht na nDídeanaithe, 1996 (Foirm Iarratais), 2000.
- I.R. Uimh. 346 de 2000 – Na Rialacháin um Acht na nDídeanaithe, 1996 (Deimhniú Cónaithe Sealadach), 2000.
- I.R. Uimh. 415 de 2003 – An tOrdú um an Acht Inimisce 2003 (Alt 7) (Tosach Feidhme), 2003.
- I.R. Uimh. 422 de 2003 – An tOrdú um Acht na nDídeanaithe 1996 (Tíortha Tionscnaimh Sábháilte), 2003.
- I.R. Uimh. 423 de 2003 – An tOrdú um Acht na nDídeanaithe 1996 (Alt 22), 2003.
- I.R. Uimh. 714 de 2004 – An tOrdú um Acht na nDídeanaithe 1996 (Tíortha Tionscnaimh Sábháilte), 2004.

Feidhmeanna an Choimisinéara Iarratais do Dhídeanaithe

Deirtear in Acht na nDídeanaithe, 1996, go mbeidh an Coimisinéir Iarratais do Dhídeanaithe neamhspleách i bhfeidhmiú a chuid nó a cuid feidhmeanna, ar feidhmeanna idir reachtúil agus neamhreachtúil iad. Is iad na freagrachtaí rithábhachtacha reachtúla ná:

- imscrúdú a dhéanamh ar iarratais uathusan atá ag lorg dearbhú ar stádas dídeanaí agus moltaí cuí a eisiúint don Aire Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí ar na hiarratais sin, agus
- imscrúdú a dhéanamh ar iarratais ag dídeanaithe go ligfí do dhaoine ina dteaghlach teacht isteach sa Stát agus cónaí ann, agus tuairisciú don Aire Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí ar na hiarratais sin.

Faoi Acht, is é freagracht an Choimisinéara freisin:

- deimhniú Cónaithe Sealadacha a eisiúint d'iarrthóirí tearmainn
- cloí le haon ordacháin ón Aire maidir le tosaíocht catagóirí áirithe iarrthóra
- cur i láthair chás an Choimisinéara leis an mBinse Achomhairc do Dhídeanaithe a threorú i gcás go ndéantar achomharc chun an Bhinse in aghaidh moltaí arna ndéanamh ag an gCoimisinéir
- faisnéis, a ndéantar foráil ina leith i reachtaíocht, a sholáthar d'Ard-Choimisinéir na Náisiún Aontaithe um Dhídeanaithe, agus do ghníomhaireachtaí cuí Rialtais.

Cé gur ar an gCoimisinéir atá an fhreagracht dheiridh as na feidhmeanna reachtúla sin a chomhlíonadh faoi Acht, féadfaidh an Coimisinéir na feidhmeanna sin a tharmligean chuig comhalta foirne.

Tá feidhmeanna neamhreachtúla ag an gCoimisinéir freisin. Orthu seo tá:

- a chinntiú maidir le gach iarratas ar thearmann ag an gcéad chéim go ndéantar iad a phróiseáil agus go bpléitear leo go cothrom, go cúirtéiseach agus go héifeachtach

¹ Tá cur síos mionsonraithe ar phróiseas an tearmainn le fáil ar shuíomh idirlín na hOifige (www.orac.ie).

- ordúcháin a eisiúint ar fheidhmiú praiticiúil Acht na nDídeanaithe agus ar nósanna imeachta agus caighdeáin oibre
- a chinntiú go mbíonn faisnéis imleor ar thíortha tionscnaimh iarrthóirí tearmainn agus ar an dlí-eolaíocht agus an gcleachtas idirnáisiúnta i réimse an tearmainn ar fáil don fhoireann
- páirt a ghlacadh i bhfórais idirnáisiúnta ar nithe a bhaineann le tearmann
- bainistiú a dhéanamh ar fheidhmíocht, agus ar oiliúint agus forás, na foirne
- plé le ceisteanna ón bpreas
- ullmhúchán agus bainistiú an bhuiséid agus Phlean Gnó na heagraíochta.

Luachanna Ríthábhachtacha na hOifige

Is iad na luachanna ríthábhachtacha is bonn treorach d'obair na hOifige ná:

- **Neamhspleáchas** – Neamhspleáchas maidir le próiseál agus cinnteoireacht.
- **Cothrom na Féinne** – Nósanna imeachta cothroma a chuirtear in iúl d'iarrthóirí tearmainn.
- **Daingne** – Daingne maidir le cur chun feidhme oibleagáidí reachtúla.
- **Freastal ar na príomhpháirtithe leasmhara** – Tiomantas i leith seirbhíse d'iarratasóirí agus do pháirtithe leasmhara eile.
- **Tiomantas don fhoireann** – A aithint gurb iad an fhoireann an acmhainn is luachmhaire atá ag an Oifig agus timpeallacht a chothú inar féidir leo obair éifeachtach a dhéanamh agus an gealladh atá iontu féin a fhorbairt chun leas na hOifige go sonrach agus chun leas a saoi oibre féin i gcoitinne.
- **Tiomantas don sárchaighdeán** – Obair a dhéanamh ar chaighdeán a chinnteoidh ardcháilíocht agus torthaí tráthúla.
- **Oscailteacht** – Cumarsáid a dhéanamh le hiarrthóirí tearmainn, leis an Aire Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí, le hArd-Choimisinéir na Náisiún Aontaithe um Dhídeanaithe, le heagraíochtaí neamhrialtasacha agus leis an bpobal ar shlí a spreagfaidh muinín as oibriú na hOifige.
- **Éifeachtacht maidir le húsáid acmhainní** – A chinntiú go mbaintear úsáid éifeachtach as na hacmhainní atá ar fáil gan cur isteach ar chaighdeán.

Maoiniú agus Foireann don Oifig

Is é an Stát, trí an Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí, a chuireann an maoiniú ar fáil le haghaidh na hOifige. Foráiltear san Acht gur "Státseirbhísigh de réir bhrí Acht Rialuithe na Stát-Sheirbhíse, 1956, a bheidh sna comhaltaí d'fhoireann an Choimisinéara".

Foráiltear san Acht freisin go bhféadfaidh "an Coimisinéir aon cheann dá fheidhmeanna nó dá feidhmeanna faoin Acht seo... a thamligeann chuig aon chomhalta d'fhoireann an Choimisinéara, seachas iadsan a bhronntar in Alt 7". Seachas foireann na seirbhísí, is oifigigh údaráithe ainmnithe ar ceapachán iad an fhoireann.

Struchtúr Bainistíochta na hEagraíochta

I ndeireadh 2005, bhí 235 duine ar fhoireann na hOifige, arb ionann é sin agus 217 post nuair a chuirtear socruithe jabroinnte san áireamh. Tá cairt eagraíochta le fáil in Aguisín 1.

Ceanglais Tuairiscithe

Is iad ceanglais tuairiscithe an Choimisinéara, de réir an Achta, na cinn seo a leanas:

- tuarascáil a chur faoi bhráid an Aire Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí ar a chuid nó a cuid gníomhaíochtaí tráth nach déanaí ná trí mhí tar éis deireadh gach bliana. Leagfaidh an tAire cóip den tuarascáil bhliantúil os comhair gach Tí de Thithe an Oireachtais.
- gach faisnéis chuí a sholáthar don Aire, ar bhonn leanúnach, chun a chur ar a chumas nó a cumas cuntasacht agus freagracht an Aire a fheidhmiú i ndáil leis an Oifig
- gach cuntas is cuí agus is gnách a choimeád ar an airgead uile a gheofar nó a chaitear agus ar chuntais speisialta (más ann) a ordóidh an tAire
- na cuntais sin a chur faoi bhráid an Ard-Reachtair Cuntas agus Ciste lena n-íniúchadh ar dháta a shonróidh an tAire. Cuirfear cóip de na cuntais sin nó sliocht astu ar fáil don Aire agus cuirfidh seisean nó sise an dá ní sin faoi bhráid gach Tí de Thithe an Oireachtais.

(Faigheann Oifig an Choimisinéara Iarratais do Dhídeanaithe leithroinnt bhliantúil cistí arb é nó í Ard-Rúnaí na Roinne Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí an tOifigeach Cuntasafóchta ina leith agus áirítear cuntais na hOifige i gcuntais bhliantúla na Roinne.)



2

Forbairtí Ríthábhachtacha 2005



Iarratais ar Thearmann a Phróiseáil

- Sa bhliain 2005, ba é 360 iarratas sa mhí líon na n-iarratas. Bhí an figiúr níos aired sa chéad trí mhí den bhliain, le 500 iarratas, nach mór, i mí Mhárta. Léiríonn an t-iomlán de 4,323 iarratas laghdú leanúnach in iarratais bhliantúla ó iomlán de 4,766 sa bhliain 2004 anuas ó bhuaic de 11,634 sa bhliain 2002.
- I gcaitheamh na bliana rinneadh an-dul chun cinn i bpróiseáil iarratas agus is amhlaidh gur glanadh na riaráistí nach mór agus gur laghdáíodh uimhir na gcásanna idir lámha go 1,169 faoi dheireadh 2005. Ba ionann é sin agus laghdú de 50% nach mór ar 2,350 cás ag tús na bliana.
- Rinne an Oifig breis líomhchóirithe ar phróiseáil na n-iarratas tosaíochta a thugtar chun críche anois laistigh de 17 lá oibre ón iarratas i gcomparáid le 30 lá oibre in 2004. Sa bhliain 2005, tháinig 40% de na hiarratais go léir a fuarthas ó thíortha tosaíochta.
- Ón 1ú Samhain 2005 i leith, déantar gach iarratas eile (seachas sna cásanna ina mbíonn cúiseanna liachta nó cúiseanna ríthábhachtacha eile) a phróiseáil ar bhonn reatha. Tugtar dáta agallaimh d'iarratasóirí laistigh de 15 go 20 lá oibre ón iarratas agus is gnáth iad a phróiseáil agus moltaí a eisiúint laistigh de fiche lá oibre eile.
- Chonacthas méadú suntasach in uimhir na n-iarratasóirí a raibh iarratas déanta acu ar thearmann i dtíortha eile. Chiallaigh sé sin méadú comhfhreagrach in uimhir na n-iarratas atá á gcinneadh, faoi fhorálacha Rialacháin Bhaile Átha Cliath II, go bhfuil tír eile freagrach as próiseáil na n-iarratas.
- Lean iarratais ar Athaontuithe Teaghlaigh ag meadú ó 323 sa bhliain 2004 go 556 sa bhliain 2005, méadú de 72%. D'fhonn freastal ar an méadú, sannadh acmhainní breise don réimse agus tugadh nósanna imeachta nua isteach ar mhaithe le imscrúduithe níos éifeachtúla.

Forbairtí sa tSeirbhís do Chustaiméirí

- De réir gealltanais sa *Phlean Corparáideach 2004-2008* agus sa *Ráiteas Straitéise 2004-2006*, rinneadh athbhreithniú ar an bPlean Gníomhaíochta um Sheirbhís do Chustaiméirí agus cuireadh plean nua don tréimhse 2005 go 2008 i dtoll a chéile.

- Rinneadh dhá shuirbhé ar chustaiméirí sa bhliain 2005. Bhí an chéad cheann dírithe ar chaighdeán na seirbhíse gutháin agus an dara ceann ar chomhfhreagras scríofa. Bhí suirbhéanna mar iad in úsáid riamh chun measúnú agus athbhreithniú a dhéanamh ar an tseirbhís do chustaiméirí agus mar bhonn eolais faoi fhorbairt beartas agus nósanna imeachta sa réimse.
- Rinneadh athbhreithniú ar chomhaltas an Phainéil Idirchaidrimh do Chustaiméirí agus leathnaíodh a chomhaltas ó sheachtar go haon duine déag.
- Tá tionscnaimh tugtha isteach ag an Oifig chun an timpeallacht dár gcustaiméirí a fheabhsú. Lorgaíodh tuairimí lucht an Phainéil Idirchaidrimh do Chustaiméirí agus, mar fhreagairt ar na moltaí a fuarthas, rinneadh mórchuid mionathruithe agus feabhsúcháin ar na láithreacha fáiltithe agus feithimh trí bhotha speisialta a chur ar fáil chun teaghlaigh a chur faoi agallamh iontu, agus trí theilifíseáin a shuiteáil.

Forbairtí Maidir le Daonacmhainní/Oiliúint

- Foilsíodh Straitéis Daonacmhainní na hOifige don tréimhse 2005-2008 i gCeathrú 1, 2005. Cinnteoidh cur i bhfeidhm na Straitéise sin go dtacóidh lucht bainistíochta Daonacmhainní le hiarrachtaí cuspóirí straitéiseacha agus gnó a bhaint amach. Tá roinnt gnéithe sa Straitéis curtha i bhfeidhm cheana féin. Gealltanais ríthábhachtach ab ea é Straitéis Oiliúna agus Foráis 2005-2008, a foilsíodh i gCeathrú 3, 2005, á chur i dtoll a chéile. Leagtar amach ann spriocanna agus cuspóirí soiléire maidir le soláthar agus forbairt an eolais, na scileanna agus na n-inniúlachtaí a bheidh riachtanach don fhoireann agus iad ag iarraidh spriocanna na heagraíochtra a bhaint amach. Déantar foráil ann chomh maith dá n-oiliúint um fhorás pearsanta.
- Faoi choinne na chéad chéime eile den CBFF, rinneadh Suirbhé ar Thimpeallacht na hEagraíochta go luath sa bhliain 2005 arna leanúint ag Plean Gníomhaíochta Eagraíochta d'fhonn réiteach a fháil ar aon saincheisteanna a tháinig chun solais sa suirbhé sin.

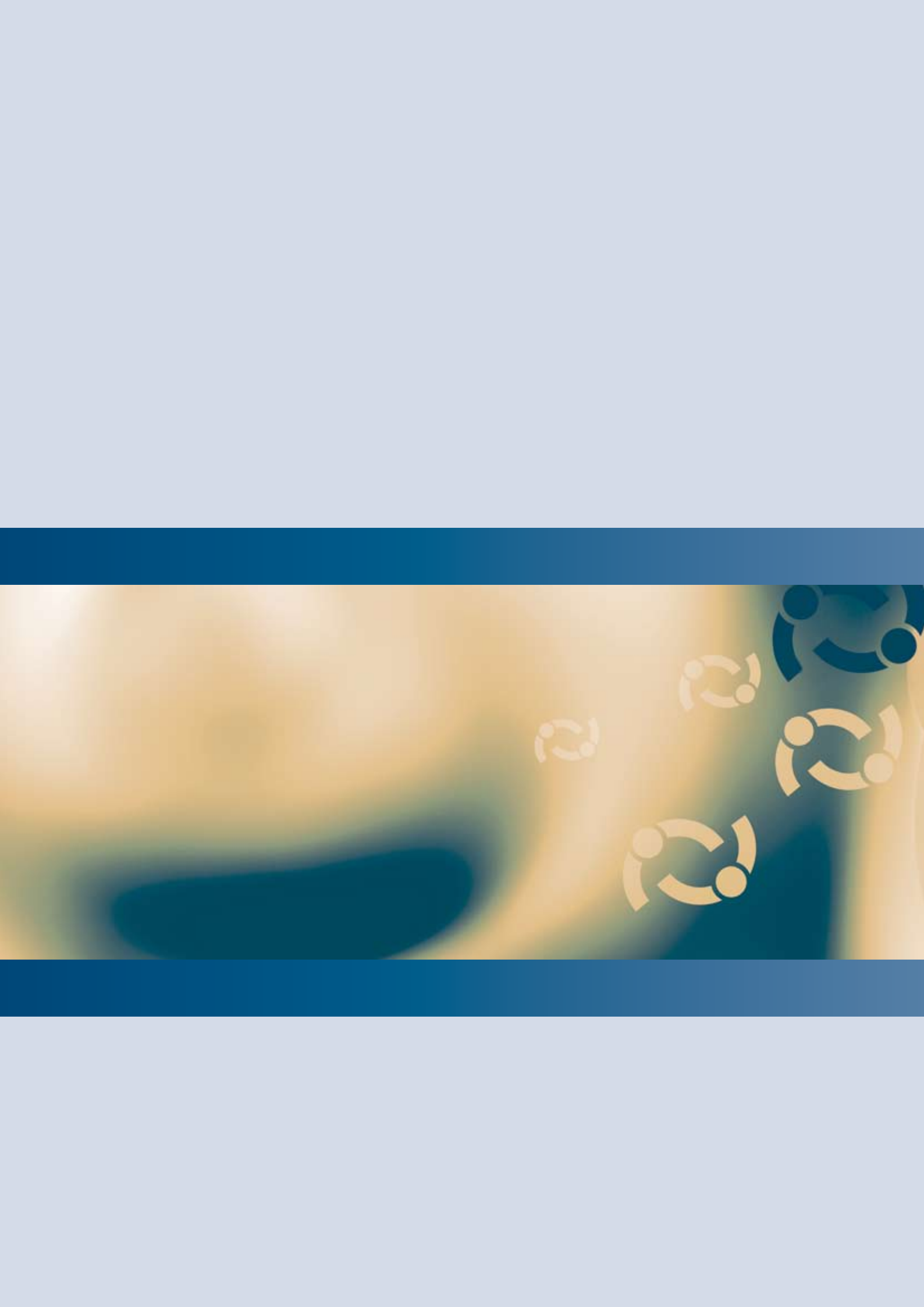
Comhpháirtíocht

- Lean an Oifig de bheith bainteach le próiseas na Comhpháirtíochta don tríú bliain as a chéile sa bhliain 2005 agus ba léir gur spéis leis an bhfoireann i gcónaí a bheith rannpháirteach sna struchtúir agus sna próisis chomhpháirtíochta. Bhí ról ríthábhachtach ag an gCoiste Comhpháirtíochta, le cúnamh na mbuíonta oibre a bunaíodh faoi, i roinnt forbairtí tábhachtacha eagraíochtúla, ag leibhéal straitéiseacha agus oibriúcháin. Bhí siad bainteach i gcónaí le cur i bhfeidhm Scéim na nDámhachtainí um Fheidhmíocht thar na Bearta.

Forbairtí Corparáideacha

- De réir gealltanais sa Phlean Corparáideach agus sa Ráiteas Straitéise a foilsíodh in 2004, thug an Oifig a céad Straitéis um Fhaisnéis Teicneolaíochta chun críche, don tréimhse 2005-2007. Treoir straitéiseach a bheidh sa Straitéis a chuirfidh treoirphrionsabail agus príomhréimsí fócais ar fáil d'fhorbairt FT. Soláthróidh sé chomh maith cur chuige straitéiseach le go mbeidh bainteach agus comhoibriú ann leis an Roinn agus le heagraíochtaí eile ar ábhair TFC is inspéise dóibh araon.
- Ag deireadh 2004, d'fhostaigh an Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí comhairligh chun tabhairt faoi anailís ghnó agus athbhreithniú ar réimsí an Tearmainn, an Inimirce agus na Saoránachta. An príomhchuspóir a bhí leis ná athbhreithniú a dhéanamh ar acmhainní, ar chórais, ar nósanna imeachta agus ar phróisis laistigh de na réimsí sin agus moltaí a dhéanamh má ba iomchuí, i dtaca le húsáid optamach na foirne agus an úsáid ab éifeachtaí a d'fhéadfaí a bhaint as córais sa Roinn agus i ngnómhaireachtaí gaolmhara eile lena n-áirítear an Oifig. Lean a gcuid oibre ar aghaidh le linn 2005.

- Lean an eagraíocht leis an mbéim a bhí aici riamh ar úsáid éifeachtach agus eifeichtúil acmhainní. De bharr an laghdaithe in líon na n-iarratas agus toisc gur baineadh amach stádas reatha, nach mór, sa phróiseáil, tugadh faoi athbhreithniú foriomlán ar an eagraíocht ag tús na bliana d'fhoill struchtúir agus leibhéal foirnithe chuig aithint don todhchaí. I gceist anseo bhí scrúdú ar acmhainní, ar bheartais, ar nósanna imeachta agus ar idirghníomhartha oibriúcháin. Cuireadh na moltaí agus na hathruithe a aithníodh in iúl do na comhairligh le hiad a chorprú sa tuarascáil dheiridh.
- I gcaitheamh 2005 bhí béim i gcónaí ar chinnteoireacht d'ardchaigdeáin agus rinneadh tuilleadh forbartha ar chórais um Dhearbhú Cáilíochta. Cheap Grúpa Oibre Bhainistíocht Priacail um Dhearbhú Cáilíochta creat a dhéanfaidh níos fusa é saincheisteanna a bhaineann le dearbhú cáilíochta agus na bearta ceartaitheacha cuí a aithint.



3

Dul chun Cinn ar Spriocanna

Ardleibhéil Ráiteas Straitéise 2004-2006



Sprioc Ardleibhéil 1

Iarratais ar stádas dídeanaithe agus ar athaontú teaghlaigh a imscrudú laistigh den tréimhse ama is lú.

Cuspóirí Ráiteas Straitéise 2004-2006

- *An méid tairgiúlachta agus is féidir a bhaint amach i bpróiseáil iarratas ar dhearbhu ar stádas dídeanaithe agus ar athaontú teaghlaigh, laistigh den tréimhse ama is lú agus san ord tosaíochta a bheidh ainmithe ag an Aire Dlí agus Cirt, Comhionannais agus Áthchóirithe Dlí.*
- *Aghaidh a thabhairt go hiomlán agus go héifeachtach ar leasuithe Acht na nDídeanaithe.*

Dul chun cinn ar sprioc agus cuspóirí i 2005

- Ag tús na bliana bhí 2,350 iarratas idir lámha. Fuarthas 4,323 iarratas le linn 2005 arb ionann é agus laghdú beag ar an 4,766 a fuarthas sa bhliain 2004. Rinneadh dul chun cinn nár bheag ó thaobh amlínte fosta do chásanna tosaíochta agus neamhthosaíochta araon a bhaint amach. Tugadh 5,682 cás chun críche i gcaitheamh na bliana ionas go raibh líon na gcásanna idir lámha ag deireadh 2005 laghdaithe go 1,169 ó 2,350 ag tús na bliana — laghdú de 50%, nach mór. Bhí 74% de na hiarratais a fuarthas le linn na bliana tugtha chun críche faoi dheireadh na bliana.
- Sa bhliain 2005, próiseáladh 40% de na hiarratais go léir faoi na socrúithe tosaíochta a tugadh isteach le reachtaíocht sa bhliain 2003. Rinne an Oifig tuilleadh líomhchóirithe ar phróiseáil iarratais mar

iad ionas go bhfaigheann cásanna tosaíochta dáta agallaimh laistigh de 9-12 lá oibre ón iarratas tosaigh (seachas i gcásanna nuair nach bhfuil sé sin indéanta ar chúiseanna liachta nó ar chúiseanna rithábachtacha eile) agus tugtar chun críche iad laistigh de 17 lá oibre ó dháta an iarratais, i gcomparáid leis an gcreat ama de shé seachtaine a bhí ann roimhe.

- Ón 1ú Samhain 2005 tugtar dáta agallaimh do gach iarratasóir eile ar an dáta ar a ndéanann siad iarratas ar stádas teifigh (seachas i gcásanna nach bhfuil sé sin indéanta ar chúiseanna liachta nó ar chúiseanna rithábachtacha eile). Maidir le cásanna neamhthosaíochta mar iad, socraítear dáta agallaimh 15-20 lá oibre ó dháta an iarratais tosaigh. Ciallaíonn sé sin go gcuirtear na hiarratasóirí seo faoi agallamh laistigh de cheithre sheachtain óna n-iarratas, agus de ghnáth tugtar a n-iarratas chun críche laistigh de cheithre sheachtain eile ionas gur am próiseála iomlán de ocht seachtain a bhíonn i gceist.
- Tugann an Oifig tús áite d'iarratais ó dhaoine atá faoi choimeád i bpríosún. Le linn 2005, fuarthas 239 iarratas ó dhaoine a bhí faoi choimeád i bpríosún, agus rinne foireann na hOifige idirchaidreamh le Seirbhís Phríosúin na hÉireann agus le Biúró Náisiúnta Inimisce an Gharda lena chinntiú go bpróiseálfaí na hiarratais seo go heifeachtúil. Cuireadh 121 iarratasóir faoi agallamh i bpríosún (méadú de 25% ar 2004). Cuireadh iarratasóirí eile, a scaoileadh amach as an bpríosún roimh a n-agallamh, faoi agallamh san Oifig.
- Fuair an Oifig 556 iarratas ar Athaontú Teaghlaigh sa bhliain 2005, méadú de 72% i gcomparáid le 323 iarratas in 2004. Próiseáladh 384 iarratas san iomlán. Mar aitheantas ar an méadú in iarratais mar iad, sannadh acmhainní breise don Aonad seo agus tugadh nósanna imeachta nua isteach ar mhaithe le himscrúduithe níos éifeachtúla ar iarratais.
- Tháinig méadú eile ar chásanna a breithníodh faoi Rialachán Bhaile Átha Cliath II, arb é sin córas ar fud an AE faoina gcinntear cén tír is freagrach as iarratais a phróiseáil. Rinneadh 439 cinneadh faoi Rialachán Bhaile Átha Cliath II i gcomparáid le 243 sa bhliain 2004, a léirigh méadú ar amais EURODAC in 2005 i gcomparáid le blianta roimhe sin.

- Ag an am céanna, fuair Éire 118 iarraidh ó bhallstáit eile faoi Rialachán Bhaile Átha Cliath II iarratais ar thearmann a phróiseáil in Éirinn, i gcomparáid le 136 iarraidh sa bhliain 2004. Sa bhliain 2005 thoiligh an Oifig 178 iarraidh mar iad a ghlacadh agus a phróiseáil agus diúltaíodh do 32.
- Bíonn idirchaidreamh ar siúl i gcónaí idir an Oifig agus tíortha agus gníomhaireachtaí eile d'fhonn feidhmiú éifeachtach Rialachán Bhaile Átha Cliath II a shroicheadh. Cuireadh le líon na foirne ionas go bhféadfaí an t-ualach oibre breise a chur i gcrích.
- Oiriúnaíodh cleachtais oibre na heagraíochta chun cuntas a thógáil d'éagsúlacht na gcásanna atá idir lámha. Taispeánann próifíl na n-iarratas gur iomaí tír atá ann as a dtagann líon beag iarratasóirí e.g. ag deireadh 2005, de na cásanna a bhí ag feitheamh ar agallamh, ní raibh i gceist ach 10 dtír as a dtáinig breis agus 20 iarratasóir. Ina theannta sin, is gnáthach do chásanna na linne seo a bheith níos casta ná cásanna san am atá caite.
- Bíonn straitéisí á gcur i dtoll a chéile ag an Oifig i gcónaí chun éifeachtacht na seirbhísí a uasmhéadú agus chun cur leis na tacaíochtaí atá ar fáil do chásóibrithe. Maidir leis seo, forbraíodh páipéir mhionteagaisc tíre i gcomhar le hOifig Bhaile Átha Cliath de Ard-Choimisiún na Náisiún Aontaithe um Dhídeanaithe, ar roinnt tíortha as a bhfuil líon na n-iarratas ag fás i gcónaí, mar an tSomáil, an Afganastáin, An tSeoirsia agus an tSudáin.
- Thug an Oifig isteach nósanna imeachta chun a chinntiú go n-aistrítear ceistneoirí agus doiciméadú tacaíochta láithreach. Chuir sé seo le próiseáil thapúil na n-iarratas, idir thosaíochta agus neamhthosaíochta araon.
- Ar na rudaí éagsúla a mheadaigh táirgiúlacht i ndáil le próiseáil iarratas bhí oiliúint ardcháilíochta, eolas a bheith ar fáil maidir le tír tionscnaimh, socruithe sceidealaithe níos fearr agus leasuithe ar bheartais agus ar nósanna imeachta. (Féach Sprioc Ardleibhéil 2 le haghaidh sonraí breise.)
Le próiseáil níos éifeachtaí a chumasú ar iarratais, cuireadh socruithe agus nósanna imeachta nua i bhfeidhm, mar iad seo leanas:
 - Atheagar ar na haonaid phróiseála cásanna.
 - Leasú ar na teimpléidí caighdeánacha tuairisce.
 - Laghdú sna teorainneacha ama ina gcaithfear ceistneoirí a aischur.
 - Dáta agallaimh a chur in iúl d'iarratasóirí ar lá a n-iarratas.
 - Cead a thabhairt i gcásanna áirithe do chásóibrí aonair cinneadh a dhéanamh as a stuaim féin.
- De bharr na leasuithe ar Acht na nDídeanaithe a tháinig i bhfeidhm i 2003 tháinig méadú i dtáirgiúlacht ag céim an achomhairc den bpróiseas. I 2005, i mbreis is 32% de na cinntí diúltacha go léir bhí tátail as a ceadaíodh achomharc luaithithe gan éisteacht bhéil, faoi fhorálacha Acht na nDídeanaithe. D'fhág sé sin gur tháinig laghdú ar líon na n-éisteachtaí béil a bhí le seirbhísiú ag an Oifig. (Féach Sprioc Ardleibhéil 3 le haghaidh sonraí breise.)

Sprioc Ardleibhéil 2

***An caighdeán is airde
imscrúdaithe agus
cinnteoireachta a fhorbairt.***

Cuspóirí Ráiteas Straitéise 2004-2006

- *Ardchaighdeán a bhaint amach go comhsheasmhach agus iarratais á n-imscrúdú.*
- *Ardchaighdeán cinnteoireachta a bhaint amach go comhsheasmhach*
- *Nósanna imeachta a bhíonn cothrom agus oscailte a bheith ar bun.*

Dul chun cinn ar sprioc agus cuspóirí sa bhliain 2005

- Tosaíocht ab ea riamh don eagraíocht próiseas ardchaighdeán imscrúdaithe agus cinnteoireachta a bheith i bhfeidhm. Chun cabhrú leo ardchaighdeán sheasmhacha a bhaint amach maidir le h-imscrúdú ar iarratais agus i moltaí cothroma a dhéanamh, d'infheistigh an Oifig in oiliúint, meantóireacht agus tacaíochtaí eile ardháilíochta do chásóibrithe. Táimid i gcónaí ag forbairt cláir oiliúna atá sainiúil don fheidhm chinnidh i ndáil le stádas dídeanaí. Thóg siad sin cuntas de mhodúil teoracha agus oiliúna arna soláthar roimhe seo ag Ard-Choimisiún na Náisiún Aontaithe um Dhídeanaithe, agus de thaithí agus chomhairle na saineolaithe dídine.
- I measc na míreanna a bhí ar an gclár oiliúna a cuireadh ar fáil le linn 2005 don fhoireann atá bainteach le himscrúdú na n-éileamh agus cinneadh a dhéanamh ar orthu bhí:
 - Oiliúint ar Chinnteoireacht Stádais Dídeanaí (RSD), Ionduchtúchán Sainiúil do Chásobair agus Oiliúint um Thaighde ar Thíortha Tionscnaimh do chásóibrithe agus chinnteoirí nua.
 - Oiliúint ar Chinnteoireacht Stádais Dídeanaí don fhoireann a bhíonn ag plé le hiarratais ó pháistí scartha.

- Ceardlanna RSD a dhírigh ar shaincheisteanna arna dtarraingt anuas ag cásóibrithe. Forbraíodh agus seachadadh na ceardlanna seo ag an Aonad Beartais agus Nósanna Imeachta agus d'fhreastail gach ball den fhoireann Próiseála Cásanna orthu.
- D'fhéadfaidh tátail eile a bheith i gceist i roinnt cinntí diúltacha faoi Alt 13 (6) d'Acht na nDídeanaithe. Bíonn laghdú san am chun achomhairc a dhéanamh mar thoradh ar thátail faoin Alt seo agus cinntear aon achomhairc i gcás mar seo gan éisteacht bhéil. D'fhonn a chinntiú go gcuirtear tátail mar iad i bhfeidhm i gceart agus go comhsheasmhach, cuireadh seisiúin mionteagaisc speisialta ar fáil don fhoireann go léir atá bainteach le himscrúdú agus le cinneadh a dhéanamh ar chásanna.
- Leanadh le tionscadal An Taca Comhghleacaí le linn 2005. Mar chuid de, chuir Ionad Géarchéime Éignithe Bhaile Átha Cliath oiliúint tacaíochta síceolaíche ar fáil do chásóibrithe agus do bhainisteoirí aonaid, agus eagraíodh agus cuireadh ar fáil seisiúin taca comhghleacaí. Cuireadh oiliúint i dtaca comhghleacaí ar fáil don fhoireann fáiltithe sa bhliain 2005 agus tá seisiúin taca comhghleacaí eile beartaithe don fhoireann fáiltithe sa bhliain 2006. Cuireadh tús le hathbheithniú ar an tionscadal ag deireadh 2005.
- Féadfar a mheas, faoi fhorálacha Acht na nDídeanaithe, nach bhfuil daoine áirithe i dteideal cosanta idirnáisiúnta i ngeall ar iad a bheith ciontach i dtromchionta agus i ngnáthchionta tromchúiseacha. "Na clasáil eisiatachta" a thugtar ar na forálacha seo de ghnáth. Le linn 2005, tháinig méadú ar chásanna inarb éigean saincheist maidir leis na clasáil eisiatachta a bhreithniú. Forbraíodh sainoiliúint laistigh den Oifig maidir leis an gceist agus cuireadh í ar fáil do gach cásóibrí agus don Aonad um Chur i Láthair ar fad.
- Lena chinntiú go mbíonn an fhoireann ar an eolas maidir le cúlraí éagsúla cultúrtha agus eitneacha na n-iarratasóirí, chuir foireann oiliúnóirí ón Oifig tús le hoiliúint ar Fheasacht i leith Idirchultúrachais a rolladh amach don eagraíocht ar fad sa bhliain 2004. Dearadh an modúl oiliúna seo i gcomhairle leis an gCoiste Comhairleach um Chiníochas agus Idirchultúrachas (NCCRI). Tugadh rolladh amach na hoiliúna seo chun críche i Márta, 2005 agus seachadtar ó shin í ar chomhaltaí nua foirne mar chuid den Oiliúint Ionduchtúcháin.

- Lean an Oifig den idirchaidreamh le hArd-Choimisinéir na Náisiún Aontaithe um Dhídeanaithe d'fhonn nósanna imeachta a fheabhsú agus iontaofacht an phróisis tearmainn a chaomhnú. Go sonrach, eagraíodh cruinnithe ar fud na bliana le hArd-Choimisinéir na Náisiún Aontaithe um Dhídeanaithe agus le gníomhaireachtaí eile chun creat a fhorbairt maidir le tuarascálacha liachtdhlíthiúla a sholáthar agus a léirmhíniú. Tá dréachtchreat aontaithe anois agus déanfaidh an Oifig agus ag na gníomhaireachtaí eile é a mheas sula dtabharfar an formheas deiridh.
- Tugadh oifigeach ar iasacht d'Ard-Choimisinéir na Náisiún Aontaithe um Dhídeanaithe i gcaitheamh 2005 le hoiliúint a fháil ar conas meantóireacht agus treoir a chur ar fáil don fhoireann i dtaobh an chleachtais idirnáisiúnta is fearr atá ag teacht chun cinn in imscrúdú agus cinneadh iarratas agus ar an gcaoi sin cumas meantóireachta agus oiliúna na hOifige féin a fhorbairt tuilleadh de réir bheartas UNHCR go mbeidh gníomhaireachtaí féinchothaíoch maidir le seachadadh oiliúna.
- Le deis a thabhairt d'iarratasóirí a n-éileamh ar stádas dídeanaí a mhíniú go hiomlán, is gá doiciméid iarratasóirí a aistriú agus seirbhís ateangaireachta a chur ar fáil ag agallaimh do gach iarratasóir nach cainteoir Béarla é nó í. Tá breis is 100 tír i gceist in ualach cásanna iarratas na hOifige agus cuireadh seirbhísí aistriúcháin agus ateangaireachta ar fáil i mbreis is 90 teanga sa bhliain 2005. I gcásanna áirithe, ba ghá socruithe a dhéanamh leis na soláthraithe seirbhíse chun ateangaireachtaí gutháin a úsáid agus ateangairí a thabhairt isteach ó thíortha eile.
- Leanadh le phróifiliú cásanna i gcaitheamh na bliana. Déantar próifiliú mar chuid den ullmhúchán i gcomhair seisiúin sainoiliúna faisnéise i dtaobh gach tíre. Is éard a bhíonn i gceist anseo taighde a dhéanamh ar chomhaid iarratasóirí ón tír a bheadh i gceist agus cinntítear leis go dtugtar aghaidh i bpáipéir fhaisnéise ar shaincheisteanna a thagann aníos arís agus arís eile agus ar shaincheisteanna casta a bhaineann le hualach cásanna na hOifige.
- Baineadh leas go forleathan i gcaitheamh na bliana as cáschomhdhálacha ar eochairthíortha agus clúdaíodh i measc tíortha eile an tSomáil, an Afganastáin, An tSeoirsia, agus an tSudáin.
- Tugadh nósanna imeachta nua isteach chun cur le leibhéal an taighde ar thíortha tionscnaimh a dhéantar nuair a bhíonn cásanna á n-imscrúdú. Déanann an tIonad Doiciméad Dídeanaithe (RDC) taighde COI ar son na hOifige, agus bíonn teacht ag gach cinnteoir de chuid na hOifige ar bhunachar sonraí RDC/COI.
- Tá an Oifig páirteach i gcónaí i ngrúpa stiúrtha an Ionad Doiciméad Dídeanaithe a mhaoirsíonn forbairtí sa RDC lena chinntiú go bhfreastalaíonn sé ar riachtanais iad siúd a úsáideann a sheirbhísí.
- De réir na gcóras Dearbhaithe Cáilíochta atá i bhfeidhm, tháinig an Grúpa Athbhreithnithe um Dhearbhu Cáilíochta Próiseála Cásanna le chéile agus thuiriscigh siad ar bhonn ceathrúnach. D'athbhreithnigh an grúpa iarratais chomhlánaithe ar thearmann agus athbhreithnithe breithiúnacha le haghaidh saincheisteanna a mbíonn tionchar acu ar chaighdeán mholtaí na hOifige. Ceann de thorthaí an nós imeachta seo ab ea forbairt prótacail chuimsithigh maidir le fáil agus aistriú doiciméadaithe arna chur isteach ag iarratasóirí.
- Maidir le nósanna imeachta um Dhearbhu Cáilíochta d'ateangaireacht agus d'aistriú, leanamar de fhóru neamhspleách a dhéanamh ar chéatadán de dhoiciméid aistrithe. Tugadh aiseolas i dtaca le hateangaireacht ag agallaimh ag cruinnithe rialta oibriúcháin leis na soláthraithe seirbhíse.
- Ag aithint dúinn go bhfuil aicmí áirithe soghonta sa phróiseas tearmainn a bhfuil riachtanais speisialta acu, tá an Oifig tar éis nósanna imeachta sonracha a chur ar bun chun plé le hiarratais ó na daoine sin.
- Cuirtear sainoiliúint bhreise idirghníomhaireachta ar fáil do chomhaltaí foirne a bhíonn ag plé le mionaoisigh gan tionlacan. Ina theannta sin freastalaíonn an Oifig ar ghrúpa oibre idirghníomhaireachta i ndáil le mionaoisigh gan tionlacan. Bíonn cruinnithe rialta ann le Feidhmeannacht na Seirbhíse Sláinte agus Seirbhís Dhlíthiúil na nDídeanaithe chun ceisteanna oibriúcháin a bhaineann le próiseáil iarratas a phlé.
- Faoi choimirce fhorálacha Acht na nDídeanaithe, cuimsítear inscne sa sainmhíniú ar 'ghrúpa'. In oiliúint ionduchtúcháin na hOifige, tugtar aghaidh ar shaincheisteanna a bhaineann go sonrach le baníarratasóirí agus le bainistiú a n-éileamh. Baineadh leas as páipéar taighde ar shaincheist na géarleanúna atá bainteach le hinscne mar uirlis inmheánach oiliúna i modúil ardoiliúna do chásoibrithe.
- I gcásanna ina n-aibhsítear saincheist a bhaineann le hinscne san eolas a chuireann baníarratasóir ar fáil ina ceistneoir sanntar banagallóir i gcónaí don gcás sin agus déanfaidh an Oifig gach dícheall chun a chinntiú gur bean a bheas i mbun na hateangaireachta ag an agallamh.

Dul chun cinn ar spriocanna ardleibhéil Ráiteas Straitéise 2004-2006

- Bhí idirchaidreamh ar siúl i gcónaí idir an Oifig agus gníomhaireachtaí agus comhlachtaí eile atá bainteach le próiseas na ndídeanaithe, lena n-áirítear Seirbhís Dlíthiúil na nDídeanaithe, Biúró Náisiúnta Inimisce an Gharda, An Gníomhaireacht um Fháiltiú agus Imeachadh, An Roinn Sláinte & Leanaí, Feidhmeannacht na Seirbhíse Sláinte (chun saincheistanna a bhaineann le mionaoisigh gan tionlacan a chomhordú), Seirbhís Phríosúin na hÉireann agus eagraíochtaí neamhrialtasacha. Freastalaíonn an Oifig ar chruinnithe den ghrúpa comhairliúcháin idir-rialtasach ar bheartais tearmainn, dídeanaí agus inimisce, ionas go gcinntítear cumarsáid éifeachtach agus rialta le gníomhaireachtaí i dtíortha eile.
- Próiseas is ea Athbhreithniú Breithiúnach ina lorgaítear leigheas ón Ard-Chúirt ar chinntí de chuid na gcúirteanna íochtaracha, binsí fiosrúcháin nó údarais riaracháin. Féadtar moltaí a dhéanann an Oifig dearbhú maidir le stádas dídeanaí a dhiúltú chomh maith le cinntí faoi Rialacháin Bhaile Átha Cliath a bhreithniú ag breitheamh de réir Alt 5 den Acht um Inimircigh Neamhdhleathacha (Gáinneáil), 2000. De ghnáth, is iad na leigheasanna a lorgaítear ná eascairí de Certiorari (neamhniú cinnidh) nó Mandamus (a ordáíonn an Oifig rud éigin ar leith a dhéanamh m.sh. athgallamh).
- Ag tús 2005 bhí 29 iarratas neamhréirithe ar athbhreithniú breithiúnach a bhain le próisis agus nósanna imeachta na hOifige. Tionscnaíodh 135 athbhreithniú breithiúnach sa bhliain 2005. Meadú ar 116 sa bhliain 2004 ab ea é sin. Léiríu is ea an méadú sin ar mhéadú ginearálta ar iarratais ar athbhreithniú breithiúnach sna réimsí tearmainn agus inimisce. Go deimhin, i roinnt cásanna bíonn níos mó ná freagróir amháin i gceist in iarratas ar athbhreithniú breithiúnach, mar shampla, an Oifig, Binse Achomhairc na nDídeanaithe agus an tAire Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí san aon iarratas amháin. Tógadh an cinneadh deireanach in 85 iarratas in 2005. Bhí 79 cás fós gan réiteach ag deireadh na bliana.
- I gcásanna ina mbímid sásta gur dearnadh earráid nó easnamh a d'fhéadfadh go raibh tionchar aige, i bhfírinne, ar thoradh an imscrúdaithe, ní nós linn cur i gcoinne iarratais. I gcásanna mar iad, is é an beartas againn teacht gan mhoill ar chomhaontú a bhíonn inghlactha ag an dá thaobh.

Sprioc Ardleibhéil 3

Cur ionracas an phróisis tearmainn a chaomhnú.

Cuspóirí Ráiteas Straitéise 2004-2006

- *Na hiarratasóirí sin a thagann laistigh de shainmhíniú dídeanaithe mar atá in alt 2 d'Acht na nDídeanaithe, 1996 a aithint chomh tapa agus is féidir ar bhealach diongbháilte agus cothrom.*
- *Mí-úsáid ar an bpróiseas tearmainn a bhrath agus a laghdú a mhéad is féidir.*
- *Ionadaíocht a dhéanamh ar an gCoimisinéir ag éisteachtaí achomhairc ag an mBinse Achomhairc do Dhídeanaithe.*

Dul chun cinn ar sprioc agus cuspóirí in 2005

- Chumasaigh roinnt tionscnamh a mionsonraíodh cheana féin i Spriocanna Ardleibhéil 1 agus 2 don Oifig na hiarratasóirí sin a thagann faoin sainmhíniú ar dhídeanaí atá san Acht a aithint a luaithe agus is féidir agus ar shlí chothrom. Ar na tionscnaimh sin laghdaíodh amanna próiseála d'imscrúdú agus cinneadh iarratas agus feabhsaíodh an t-eolas breisithe a bhí ar fáil ar thíortha tionscnaimh.
- Taca do chinntí ardchaighdeán stádas dídeanaí is ea eolas faoi thíortha tionscnaimh a bheith ar fáil. D'fhonn a chinntiú go bpróiseálta iarratais ar shlí atá cothrom agus comhsheasmhach, tá teacht ag foireann na hOifige ar acmhainní éagsúla lena n-áirítear an tIonad Doiciméad Dídeanaí agus Refworld. Chun an teacht ar COI a fheabhsú tuilleadh, forbraíodh bunachar sonraí nua inmheánach ar a bhfuil sleachta d'eolas faoi thíortha tionscnaimh a bhaineann go sonrach le hualach cásanna na hOifige.

- D'úsáid cinnteoirí uirlis scagtha teanga (LA) mar chabhair chun náisiúnacht iarratasóirí a dhéanamh amach i gcásanna ina raibh an náisiúnacht faoi amhras. Oibríodh treoirscéim LA le linn 2005 inar roghnaíodh seasca cás le haghaidh anailise. Ba í an aidhm a bhí leis an tionscadal éifeachtacht na hanailise ar theanga a mheas mar bhealach chun éileamh an iarratasóra maidir le náisiúnacht agus pobal teanga a chomhthacú. Tugann athbhreithniú tosaigh ar an tuarascáil le fios gur chabhraigh an scagadh teanga le cinnteoirí i gCinnteoireacht Stádais Dídeanaí. Athbhreithneofar an tionscadal le linn 2006 le féachaint an fiú leanúint leis.
- Cuireadh luathú nár bheag le próiseáil cásanna i gcaitheamh na bliana. Mar a leagadh amach maidir le Sprioc Ardleibhéil 1, is amhlaidh anois go dtugtar cásanna tosaíochta chun críche laistigh de 17 lá oibre ó dháta an iarratais agus cásanna neamhthosaíochta laistigh de ocht seachtaine, nó geall leis.
- D'éirigh linn an bpróiseáil a bhrostú trí iarratais ó thíortha ar leith (lena n-áirítear an tSomáil, an tSín, an Afganastáin, an tSúdáin agus an tSeoirsia) a ghrúpáil. Chuige seo d'fhorbraíomar ábhar faisnéise grinnstaidéir, bunaithe ar phróifíllí den ualach cásanna agus ar obair ateangairí breise a tugadh isteach ó thíortha eile.
- Ní mór d'iarratasóirí comhoibriú i gcónaí leis an imscrúdú ar a n-iarratas. Féadfar iarratas a mheas mar iarratas a tarraingíodh siar má theipeann ar an iarratasóir:
 - A sheoladh nó a seoladh a chur in iúil don gCoimisinéir laistigh de chúig lá oibre ón uair a dhéantar an t-iarratas.
 - Aon athrú ina sheoladh nó a seoladh a chur in iúil don gCoimisinéir chomh luath agus is féidir.
 - A bheith i láthair chun agallaimh ar an dáta agus ag an am a shocraítear don agallamh agus míniú réasúnta a thabhairt ar an neamhláithreacht sin laistigh de thrí lá oibre.
 - A ndualgas maidir le comhoibriú a chomhlíonadh nó eolas a sholáthar maidir lena n-iarratas nó má sháraítear oibleagáidí áirithe a leagtar air nó uirthi faoin Acht.
- Má mheastar iarratas mar iarratas a tarraingíodh siar, cuirtear deireadh leis an imscrúdú agus cuirtear moladh ar aghaidh go dtí an Aire go ndíoltófaí stádas dídeanaí don iarratasóir sin. Measadh 644 iarratas in 2005 mar iarratais a tarraingíodh siar.
- Ba mhó mar a chabhraigh córas EURODAC le mí-úsáid an phrósís tearmainn a bhrath agus a íoslaghdú. Léiriú soiléir ar bhuntáiste chóras EURODAC is ea an méadú i gcinntí faoi Rialachán Bhaile Átha Cliath II mar atá leagtha amach faoi Sprioc Ardleibhéil 2. Cuireann sé ar fáil an príomhfhianaise i dtaca le hiarratais ar thearmann a rinneadh roimhe. Ó Eanáir 2003 i leith, aistrítear gach méarlorg iarratasóra in aghaidh an lae chuig bunachar lárnach méarlorg i Lucsamburg. Déantar comparáid láithreach bonn agus is gnáthach an toradh a bheith faighte go leictreonach ag an Oifig in imeacht 10-15 nóiméad.
- Dhiúltaigh roinnt iarratasóirí méarloirg a sholáthar nó in ainneoin iarrachtaí iomadúla fhoireann na hOifige, níorbh fhéidir a méarloirg a thógáil i gceart agus a fhíorú. Ba ghá é sin a chur in iúl do Bhiúró Náisiúnta Inimisce an Gharda agus coinníodh roinnt iarratasóirí faoi choimeád nó gur chomhoibriú siad maidir le soláthar a méarlorg.
- Sa bhliain 2005, chuir Coimisiún na hEorpa tús le hathbhreithniú ar Rialachán Bhaile Átha Cliath II atá i bhfeidhm ón 1ú Meán Fómhair, 2003. Thiomsaigh an Oifig tuarascáil ar thaithí na hÉireann maidir le hoibriú an Rialacháin agus cuireadh é sin ar aghaidh go dtí an Coimisiún.
- Gníomhaíonn Oifigh an Aonaid um Chur i Láthair mar ionadaithe an Choimisinéara ag éisteachtaí den Bhinse Achomhairc do Dhídeanaithe. Sa bhliain 2005, sceidil an Binse Achomhairc do Dhídeanaithe 2,484 éisteacht, arb ionann é agus meán seachtainiúil de 52 thar 48 seachtain d'éisteachtaí.
- Forálann Acht na nDídeanaithe go bhféadann an Binse Achomhairc do Dhídeanaithe eolas breise a iarraidh i dtaca le cásanna agus próiseáil iad seo ag an Aonad um Chur i Láthair. Sa bhliain 2005, phléigh an tAonad um Chur i Láthair le 111 iarraidh ar eolas breise faoi alt 16 (6) den Acht agus trí iarraidh ar bhreathnú ar fhorais achomhairc faoi alt 16(7) den Acht. Is gnáthach iarrataí mar iad a réiteach laistigh de dhá sheachtain.

Sprioc Ardleibhéil 4

Ár n-eagraíocht agus na hacmhainní a bhainistiú go héifeachtúil agus go héifeachtach le haírd ar leith ar fhorbairt ár bhfoirne agus ar sheachadadh seirbhísí custaiméirí den scoth.

Cuspóirí Ráiteas Straitéise 2004-2006

- *Ár gcreata oibre straitéiseacha, pleanála gnó agus feidhmíochta aonair a fhorbairt chun tacú le sárfeidhmíocht na heagraíochta.*
- *Acmhainní daonna a bhainistiú chun freastal ar riachtanais gnó na heagraíochta agus ar riachtanais forbartha na foirne.*
- *Seachadadh seirbhíse custaiméirí ar ardchaighdeán a bhaint amach.*
- *Úsáid theicneolaíocht an eolais a uasmhéadú.*
- *Úsáid éifeachtúil acmhainní airgeadais a uasmhéadú.*

Dul chun cinn ar sprioc agus cuspóirí sa bhliain 2005

- Bhí creat á sholáthar i gcónaí ag CBFF chun seachadadh cuspóirí straitéiseacha agus gnó na heagraíochta trí fheidhmíocht aonair a bhainistiú. Cuireadh béim ar leith ar chur chuige comhpháirtíochta i leith saincheistanna feidhmiúla, oibriúcháin agus straitéiseacha a réiteach. Forbraíodh trí straitéis i gcomhar leis an bhfoireann i gcaitheamh na bliana agus ceapadh cúig ghrúpa oibre, comhdhéanta de bhaill foirne ó aonaid éagsúla den Oifig, ag an gCoiste Comhpháirtíochta chun dul ag obair ar thionscadail

speisialta. I réimse na seirbhísí do chustaiméirí, is ar ghealltanais sa Chairt Chustaiméirí agus sa Phlean Gníomhaíochta Seirbhíse do Chustaiméirí a díriodh in 2005, agus bhí eolas bainistíochta á sholáthar agus á fhorbairt i gcónaí ag réimsí FT agus Airgeadais chun tacú le príomhriachtanais ghnó agus próisis phleanála san Oifig.

Pleanáil Ghnó

- Sa bhliain 2005, chuireamar bainistíocht priacal san áireamh inár bpróisis phleanáil ghnó agus monatóireacha, mar a rinneadh roimhe. Déanann gach aonad athbhreithniú foirmiúil ar a bpleananna gnó gach ceathrú. Déantar faireachán ar bhainistiú priacal ar bhonn leanúnach agus cuirtear tuairiscí ar aghaidh chuig lucht bainistíochta faoi dhó sa bhliain.
- Bunaíodh grúpa oibre chun féachaint ar na bearta eagsúla um dhearbhu cáilíochta atá á nglacadh i réimsí éagsúla na hOifige, chun comhordú a dhéanamh ar an athbhreithniú leantach de Chlárleabhar Priacal an Phlean Ghnó agus tuairiscí do lucht bainistíochta.
- Chuir an grúpa oibre creat ar fáil faoina bhféadfaí saincheistanna um Dhearbhú Cáilíochta agus bearta ceartaitheacha cuí a aithint gan dua.
- Tá nasc soiléir le sonrú idir pleananna straitéiseacha, pleananna bliantúla gnó agus foirmeacha ról-phróifílithe aonair na heagraíochta. I ngeall ar a thrédhearcach is atá an córas seo bíonn tuiscint ag an oibrí aonair ar an tslí a gcabhraíonn a n-obair siúd chun cuspóirí straitéiseacha agus ghnó na heagraíochta a sheachadadh. Bhí oiliúint i gcúrsaí CBFF ar fáil i gcónaí mar chuid den Oiliúint Ionductúcháin do chomhaltaí nua foirne.
- Sa bhliain 2005, chuir an eagraíocht tús leis an gcéad chéim eile den phróiseas CBFF, 'Aiseolas Aníos' le Suirbhé ar Thimpeallacht na hEagraíochta agus pleananna gníomhaíochta a cuireadh i dtoll a chéile bunaithe ar thorthaí an suirbhé. Bunaíodh Grúpa Feidhmiúcháin CBFF chun CBFF a leabú tuilleadh san eagraíocht agus chun maoirsiú a dhéanamh ar chur i bhfeidhm An chórais 'Aiseolas Aníos'. Chuige sin, bhí an grúpa seo freagrach as na rudaí seo a leanas a tháirgeadh: Cód Cleachtais, Teimpléad Cineálach agus Leabhrán Eolais, leasuithe ar theimpléidí foirmeacha CBFF agus treoirleite le hiad a dhéanamh níos fusa don úsáideoir iad a úsáid chomh maith le comórtas tairisceana a rith i Samhain, 2005, chun oiliúint sa chóras 'Aiseolas Aníos' a dhearadh agus a sheachadadh. Cuirfear tús le rolladh amach oiliúna don fhoireann ar fad i dtaobh an chórais 'Aiseolas Aníos' i gCeathrú 1, 2006.

- Gné ríthábhachtach d'fhorbairt na hOifige is ea an bhéim leanúnach a chuirtear ar chur chuige comhpháirtíochta i leith athruithe agus nuachóirithe. De réir mar a tháinig forbairt ar an bpróiseas comhpháirtíochta san Oifig úsáideadh é chun saincheistanna feidhmiúla, oibriúcháin agus straitéiseacha a réiteach.

- In 2005, bhí cúig ghrúpa oibre arna gceapadh ag an gCoiste Comhpháirtíochta ag obair ar na tionscadail seo a leanas:

- Bunaíodh an Grúpa um Straitéis Chumarsáide Inmheánach chun athbhreithniú a dhéanamh ar an dul chun cinn a bhí déanta faoin straitéis a d'fhorbair grúpa oibre comhpháirtíochta roimhe seo. Tá an t-athbhreithniú sin ar siúl i láthair na huaire.
- Bunaíodh an Coiste Comhionannais de réir an Chlár agus Bheartas Comhionannais don Oifig. Oibríonn an coiste seo i gcomhar leis an Oifigeach Comhionannais d'fhonn a chinntiú go bhfeidhmítear an Clár agus Beartas Comhionannais don Oifig. Áirítear ar obair an choiste seiceáil a dhéanamh ar gach ceann de bheartais eagrúcháin na hOifige le haghaidh comhionannais, treoirlínte a dhréachtadh do phróiseas gearáin don fhoireann faoi na naoi bhforas comhionannais, oiliúint a fhorbairt agus a sholáthar don fhoireann ar shaincheistanna comhionannais agus tacaíocht a sholáthar don Oifigeach Comhionannais agus don Oifigeach Idirchaidrimh Míchumais. Ina theannta sin, cuireann siad feachtas maidir le saincheistanna comhionannais chun cinn laistigh den eagraíocht.
- Cuireadh an Grúpa Oibre um Fhreagracht Shóisialta Chorpáraideach (Pobal Áitiúil) ar bun chun féachaint conas a d'fhéadfadh an Oifig tacaíocht a thairiscint do phobal an cheantair mháguaird agus mar a d'fhéadfadh an fhoireann maith a dhéanamh trí dhul i gcomhairle leis an bpobal áitiúil agus/nó a n-ionadaithe áitiúla. Sa bhliain 2005, bhí an-toradh ar ócáid bhailithe airgid a reachtáil an grúpa seo ar mhaithe le carthanas áitiúil.
- Cuireadh an Grúpa Oibre um Fhreagracht Shóisialta Chorpáraideach (Imshaol) ar bun féachaint conas a d'fhéadfadh an Oifig maith a dhéanamh ar son chaomhnú an imshaoil laistigh den eagraíocht, lena n-áirítear laghdú a dhéanamh ar dhramhail na hOifige. Chuir an grúpa seo tuarascáil i dtoll a chéile dá dtáil agus tá na moltaí a rinneadh sa tuarascáil seo á gcur i bhfeidhm.

- Cuireadh an Grúpa Oibre um Chumarsáid Sheachtrach ar bun chun straitéis chumarsáide seachtraí a fhorbairt agus a fheidhmiú ar son na hOifige. Tá dhá chéim den straitéis curtha i gcrích ag an ngrúpa agus táthar ag obair ar an tríú céim, arb í an chéim dheiridh.

Forbairtí Daonacmhainní/Oiliúint

- Clúdaíonn an chéad Straitéis Daonacmhainní de chuid na hOifige, a foilsíodh ag tús 2005, an tréimhse 2005-2008. Cumasóidh an straitéis seo don eagraíocht cur chuige níos straitéisí a ghlacadh i leith bhainistiú daonacmhainní amach anseo agus neartóidh sé an nasc idir feidhmeanna na ndaonacmhainní agus na pleanála gnó. Creat is ea an doiciméad seo d'fhorbairt agus do bhainistiú ár ndaonacmhainní d'fhonn acmhainn fhadtéarmach a fhorbairt ar son na heagraíochta agus a bheith ullamh d'athruithe. Forbraíodh an doiciméad trí chur chuige comhpháirtíochta ina ndeachas i gcomhar leis an bhfoireann ar fad.

- Forbraíodh Plean Feidhmiúcháin don Straitéis Daonacmhainní agus comhtháthaíodh na bearta isteach i bpleananna gnó do na haonaid ar fad, d'fhonn a chinntiú go sroichfí na cuspóirí le linn thréimhse na straitéise.

Cuireadh tús le feidhmiú na Straitéise Daonacmhainní i gcaitheamh na bliana agus is iad seo a leanas na gealltanais a ndearnadh dul chun cinn orthu:

- Cuireadh Straitéis Oiliúna agus Forbartha don tréimhse 2005-2008 i dtoll a chéile.
- Cuireadh seicliosta foirmiúil daonacmhainní i dtoll a chéile le go mbreithneodh na haonaid é le linn an phróisis phleanála agus nuair a bhíonn tionscadail shonracha á bpleanáil agus á bhfeidhmiú.
- Réitíodh beartais ar ghluaisteacht, ionduchtúchán agus ar ríomhObair.
- Cuireadh treoir i dtoll a chéile don fhoireann ar nithe atá bainteach le daonacmhainní.
- Dréachtaíodh Cód Cleachtais do Bhainistiú Feidhmíochta/Tearcfheidhmíochta i gcomhar leis na bainisteoirí.
- Cuireadh Paca Eolais i dtoll a chéile ina bhfuil eolas ginearálta ar shaincheistanna a bhaineann le hullmhú don scor.
- Cuireadh tús leis an bpleanáil do tharmligeán feidhmeanna daonacmhainní do bhainisteoirí líne.

Dul chun cinn ar spriocanna ardleibhéil Ráiteas Straitéise 2004-2006

- Mar thacaíocht bhreise don fhoireann, eagraíodh Clinicí Pearsanra ar fud trí fhoirgneamh na hOifige ar bhonn rialta.
- Réitíodh dréacht-tairiscint do chóras nua ama agus tinrimh.
- Coimeádadh acmhainní foirnithe na hOifige faoi athbhreithniú leanúnach i gcaitheamh na bliana ag leibhéil an aonaid agus na heagraíochta araon. I mí na Samhna, rinneadh ailíniú ar acmhainní laistigh de réimse na Próiseála Cásanna a léireoidh modhanna oibre mar aon le patrúin agus leibhéil iarratais atá ag athrú.
- De réir thiomantas na hOifige i leith cleachtais oibre a oireann do shaol an teaghlaigh a fheidhmiú, ceadaíodh gach iarratas ar shocrú oibre aitiopiciúil. Bunaíodh grúpa oibre in 2005 chun féachaint an mbeadh sé indéanta ríomhObair a thabhairt isteach san eagraíocht agus tá sé beartaithe dul i mbun oibre ar threoirscéim a thabhairt iseach i gCeathrú 1, 2006.
- Choimeád an Oifig uirthi ag déanamh tuilleadh forbartha agus feidhmithe ar a Clár agus Beartas Comhionannais i gcaitheamh na bliana. Chuir an Grúpa Oibre Comhionannais an dara tuarascáil i láthair an Choiste Comhpháirtíochta I mí Eanáir 2005. Chlúdaigh an tuarascáil seo na forais chomhionannais a bhí fós le clúdach (Inscne, Stádas Pósta, Stádas Teaghlaigh, Comhaltas den Lucht Siúil, Creideamh, Treoshuíomh Gnéasach agus Aois). Mar thoradh ar an tuarascáil seo, dhréachtaigh an tAonad Daonacmhainní Plean Feidhmiúcháin a scaipeadh ar an fhoireann go léir.
- Rinneadh dul chun cinn sa bhliain 2005 ar roinnt cheisteanna ríthábhachacha a choimrítear sa Phlean Feidhmiúcháin agus iad seo a leanas san áireamh:
 - Oiliúint fheasachta maidir le ciapadh, ciapadh gnéasach, agus bulaíocht a sheachadadh don fhoireann ar fad agus modúl sonrach a sheachadadh do bhainisteoirí.
 - Seachadadh Oiliúna ar Fheasacht Idirchultúrachais don fhoireann ar fad a thabhairt chun críche.
 - Buanchoiste Comhionannais a chur ar bun.
 - Feasacht a mhéadú i leith infhaighteacht Oifigeach Idirchaidrimh Míchumais, Oifigeach Comhionannais agus i leith Beartas agus Clár Comhionannais na hOifige trí phóstaear a chur ar taispeáint ar fud thrí fhoirgneamh na hOifige, trí ríomhphoist, pacaí ionduchtúcháin agus nuachtlitir na foirne.
 - Feasacht a mhéadú i leith saincheisteanna comhionannais agus míchumais trí ócáidí “lón agus foghlaim”, nuachtlitir na foirne, oiliúint ionduchtúcháin agus oiliúint i seirbhísí do chustaiméirí.
 - Modúil Fheasachta a sheachadadh do gach ball foirne maidir leis an bPlean Gníomhaíochta Seirbhíse.
 - Iniúchadh Rochtaine ar gach foirgneamh de chuid na hOifige a thabhairt chun críche.
 - Treoirbheartas agus treoirscéim ríomhOibre a fhorbairt.
- Tháinig athbhreithniú ar ‘Timpeallacht Oibre Dearfach’, beartas frithchiaptha, ciaptha ghnéasaigh agus bulaíochta don Státseirbhís, i bhfeidhm an 1ú Meán Fómhair, 2005 agus oiriúnaíodh na modúil oiliúna chun cuntas a thógáil de na hathruithe. Tionscnamh amháin sa bheartas nua ná ‘Teagmhálaithe’, a bheidh ar fáil chun tacaíocht agus eolas a chur ar fáil go rúnda do chomhghleacaithe. Ceapadh Teagmhálaithe don Oifig agus oileadh iad i mí na Samhna 2005.
- Bhí cur chuige straitéiseach á fhorbairt ag an eagraíocht i gcónaí i leith gníomhaíochtaí oiliúna a aithint, tús áite a thabhairt dóibh, iad a dhearadh, a sheachadadh agus a mheas. Chuir an Oifig a céad Straitéis Oiliúna agus Forbartha i dtoll a chéile sa bhliain 2005. Forbraíodh an straitéis trí phróiseas comhairliúcháin agus leagtar amach spriocanna agus cuspóirí soiléire ann maidir le soláthar agus forbairt an eolais, na scileanna agus na n-inniúlachtaí a bheidh ag teastáil ón bhfoireann chun spriocanna na heagraíochta a shroicheadh. Déantar soláthar ann dá bhforás pearsanta chomh maith. Clúdaíonn an straitéis an tréimhse 2005-2008 agus léiríonn sí na cuspóirí agus na prionsabail ríthábhachtacha atá leagtha amach i Straitéis Daonacmhainní na hOifige mar aon leo siúd atá le fáil sa Chreat d’Oiliúint agus d’Fhorás na Státseirbhíse. Buntacaíonn sé tiomantas na heagraíochta i leith fhorás foirne agus infheistíocht a dhéanamh in oiliúint ardcháilíochta, meantóireacht, agus i struchtúir tacaíochta eile d’fhonn tacú le hardchaighdeán seasmhach imscrúdaithe agus cinnteoireachta.

Dul chun cinn ar spriocanna ardleibhéil Ráiteas Straitéise 2004-2006

- I gcaitheamh na bliana, rinneadh dul chun cinn ar roinnt ghealltanais atá sa straitéis agus na cinn seo a leanas san áireamh:
 - Aontáíodh tosaíochtaí oiliúna na heagraíochta do 2005 ag lucht bainistíochta sinsearaí agus cuireadh iad seo san áireamh sa Phlean Oiliúna Bliantúil.
 - Tugadh tús áite ar fhoirmeacha CBFF d'oiliúint a raibh baint aige le riachtanais ghnó.
 - Tionsaíodh liosta foirmiúil de chúrsaí oiliúna agus coimeádtar faoi athbhreithniú é.
 - Ceapadh Plean Oiliúna Bliantúil do 2005. Thóg an Plean cuntas de thosaíochtaí oiliúna na heagraíochta agus de riachtanais oiliúna na gcomhaltaí aonair a aithníodh ar fhoirmeacha CBFF.
 - Bunaíodh Grúpa Feidhmiúcháin CBFF.
 - Cuireadh Clár Oiliúnóra i bhfeidhm do Phríomhoifigigh.
 - Tugadh rolladh amach oiliúna ar fheasacht idirchultúrachais chun críche.
 - Forbraíodh Beartas Ionduchtúcháin i gcomhar leis an bhfoireann a leagann amach an chaoi a ghlacfar le comhaltaí nua foirne, a gcuirfear meantóireacht ar fáil dóibh agus a gcuirfear fáilte rompu.
 - Forbraíodh oiliúint ar fheasacht i leith bulaíochta agus ciaptha do bhainisteoirí agus do bhaill foirne araon agus rolladh amach í san eagraíocht.
 - Leanadh leis an ullmhúchán faoi choinne an chóras Aiseolas Aníos trí Chód Cleachtais, Teimpléad Cineálach agus Leabhrán Eolais a fhorbairt agus eisíodh iarraidh ar thairiscint le haghaidh Oiliúna um Aiseolas Aníos.
 - Forbraíodh beartas um fhreastal ar chúrsaí oiliúna.
 - Lean an eagraíocht uirthi sa bhliain 2005 ag cur deiseanna oiliúna agus foráis den scoth ar fáil don fhoireann, agus cuireadh 953 aonad oiliúna ar fáil le linn na bliana. Seachadadh éagsúlacht mhór cúrsaí oiliúna lena n-áirítear Oiliúint Treallúis, Scileanna Cumarsáide, Scileanna Seomra Cúirte, Scileanna um Sheirbhís do Chustaiméirí, Oiliúint Gharchabhrach, Bainistíocht Maoirseachta, Oiliúint don Oiliúnóir, Bainistíú ar Am agus Scileanna Scríbhneoireachta. Lena chois sin, ritheadh comórtas tairisceana d'fhonn oiliúint FT a sholáthar i bpacáistí eagsúla bogearraí agus seachadadh mórchuid cúrsaí roimh dheireadh na bliana. Ar an oiliúint eile a cuireadh ar fáil bhí ionduchtúchán, CBFF, oiliúint teanga agus oiliúint maidir le cinnteoireacht stádais dídeanaí. Bíodh gurbh ísle an líon aonad oiliúna in 2005 ná sa bhliain roimhe, féadtar an laghdú a chur síos den chuid is mó don laghdú i líon na mball foirne nua, go háirithe cásoibrithe, atá á sannadh agus titim ghineareálta i líon na foirne.
 - Leanadh de sheisiúin "lón agus foghlaim" a chur ar fáil don fhoireann sa bhliain 2005 agus eagraíodh cainteanna ar thopaic mar:
 - Forbairtí nua i mBeartas Tearmainn an AE, lena n-áirítear impleachtaí d'Éirinn.
 - Feasacht ar mhíchumas agus obair Fhóram na nDaoine faoi Mhíchumas.
 - Conas cás a chur i láthair ag achomhairc.
 - Comhpháirtíocht san Oifig.
 - Pinsin.
 - Rialachán Bhaile Átha Cliath II.
 - Eagraíodh cainteanna eile ag am lóin mar chomóradh ar 'Sheachtain na hEorpa in Éadan an Chiníochais' i mí an Mhárta. San áireamh anseo bhí cainteanna ó Líonra Éireann um Imeascadh, Líonra de Theifigh Afraiceacha mar aon le cur i láthair ar an bPlean Náisiúnta Gníomhaíochta in éadan an Chiníochais. Comóradh an tSeachtain Fhrithchiníochas san Áit Oibre, i mí na Samhna, le cainteanna ó ionadaithe Chumann na nDídeanaithe, Lucht Iarrtha Tearmainn in Éirinn (ARASI) agus Concern ag am lóin.
- ### Seirbhís do Chustaiméirí
- Maidir le seachadadh na seirbhíse do chustaiméirí díríodh sa bhliain 2005 ar chomhlíonadh na ngealltanais a tugadh inár gCairt Chustaiméirí agus inár bPlean Gnímh Seirbhíse do Chustaiméirí 2005-2008, a foilsíodh níos luaithe sa bhliain.
 - Cuireadh Plean Feidhmiúcháin i dtoll a chéile agus brostaíodh roinnt ghealltanais i gcaitheamh na bliana lena n-áirítear:
 - Sraith ábhar faisnéise a cuireadh ar fáil don fhoireann ar fad le linn 2005 chun feasacht a mhéadú i dtaobh na bprionsabail agus na ngealltanais atá sa Phlean Gnímh um Seirbhís do Chustaiméirí againn. Áirítear na prionsabail agus na gealltanais sin i bplean gnó gach aonaid agus déantar athbhreithniú orthu go rialta.

Dul chun cinn ar spriocanna ardleibhéil Ráiteas Straitéise 2004-2006

- Rinneadh tuilleadh forbartha ar na córais rianta comhfhreagrais a bhí ann cheana. Faoi gcóras feabhsaithe is féidir anailís níos mionsonraithe a dhéanamh ar an dul chun cinn atá déanta ar ghealltanais i dtaca le comhfhreagras atá leagtha amach sa Phlean Gnímh Seirbhíse do Chustaiméirí agus sa Chairt Chustaiméirí.
- Rinneadh athbhreithniú ar an Nós Imeachta Gearán do Chustaiméirí i gcomhar leis an bhfoireann agus le baill dár bPainéal Idirchaidrimh do Chustaiméirí. Sheiceáil saineolaithe lasmuigh den eagraíocht gur Béarla soiléir a bhí sa leagan leasaithe den nós imeachta.
- D'fhorbair an Ionad Seirbhíse do Chustaiméirí modúl oiliúna feasachta don fhoireann maidir leis na gealltanais i dtaobh caighdeán seirbhíse atá sa Phlean Gnímh Seirbhíse do Chustaiméirí 2005-2008 agus sa Chairt Chustaiméirí.
- Eagraíodh dhá chruinniú den Phainéal Idirchaidrimh do Chustaiméirí i gcaitheamh 2005. Is úsáideach an fóram comhairliúcháin é seo maidir le raon leathan saincheisteanna. Lena chois sin, cuirtear baill an Phainéil Idirchaidrimh seo do Chustaiméirí ar an eolas i scríbhinn i dtaobh forbairtí tábhachtacha i ngníomhaíochtaí na hOifige de réir mar a thiteann siad amach.
- Rinneadh athbhreithniú ar chomhaltas an phainéil agus méadaíodh an líon ó sheachtar go haon duine déag d'fhonn an leibhéal ionadaíochta is leithne is féidir a thabhairt do chustaiméirí. Is iad na comhaltaí nua Seirbhíse Eolais na nDídeanaithe, Cumann Lucht Iarrtha Tearmainn agus Didíne in Éirinn, Grúpa Tacáíochta na Gaillimhe do Dhídeanaithe agus Beart Idirchultúrtha Thamhlachta.
- Leagann an Oifig béim ar leith ar a chinntiú go mbíonn iarratasóirí chomh maith le gníomhaireachtaí agus eagraíochtaí eile atá bainteach le nó atá ag cuidiú le daoine sa phróiseas tearmainn ar an eolas go hiomlán maidir lena bhfuil i gceist go díreach i ngach céim den phróiseas. Lean an Oifig uirthi i gcaitheamh na bliana ag cinntiú go raibh iarratasóirí feasach i dtaobh a gcearta ar chomhairle dlí agus gurb eol dóibh go bhfuil gníomhaireachtaí agus eagraíochtaí eile ann a d'fhéadfadh a bheith in ann cabhrú leo. Cuireadh leagan gearr den bhileog eolais i dtoll a chéile agus seiceáilteadh gur Béarla soiléir a bhí ann. Tabharfar isteach é i gCeathrú 1, 2006. Tá ár mbileog eolais iomlán ar fáil i 25 cinn de theangacha agus tá athbhreithniú ar siúl faoi láthair i gcomhar leis an bPainéal Idirchaidrimh do Chustaiméirí féachaint cén líon teangacha is ceart an leagan gearr den bhileog a fhoilsiú iontu.
- Folaítear gealltanais i gCairt Chustaiméirí na hOifige seirbhíse ardchaigdeáin a sheachadadh dár gcustaiméirí uile. D'fhonn monatóireacht a dhéanamh ar an ngealltanais sin, rinneadh dhá shuirbhé ar chustaiméirí sa bhliain 2005. Ba ar cháilíocht ár seirbhíse teileafóin a dhírigh an chéad cheann trí theagmháil randamach a dhéanamh le custaiméirí a raibh fiosruithe teileafóin déanta acu leis an Oifig sna míonna díreach roimh an suirbhé. Léiríonn an fhreagairt dhearfach a fuarthas go bhfuil a spriocanna maidir le glaoiteoirí teileafóin atá leagtha amach sa Phlean Gnímh Seirbhíse do Chustaiméirí 2005-2008 agus sa Chairt Chustaiméirí á gcomhlíonadh ag an Oifig i gcónaí.
- Dhírigh an dara suirbhé, a rinneadh ag deireadh mhí na Nollag, ar chomhfhreagras scríofa agus bhí sé dírithe ar an cheist an raibh an Oifig ag comhlíonadh a gealltanais maidir leis an am a ghlacann sé freagra a fháil agus caighdeán an eolais. Tá anailís á déanamh i láthair na huaire ar fhreagraí an suirbhé agus ar shonraí ónár gcóras inmheánach rianta comhfhreagrais.
- Cuireann torthaí suirbhéanna mar iad ar chumas na hOifige a nósanna imeachta a mheas agus a athbhreithniú agus úsáidtear na torthaí mar bhonn eolais d'fhorbairt an bheartais seirbhíse do chustaiméirí. Tá príomhthátail an dá shuirbhé le léamh ar láithreán gréasáin na hOifige (www.orac.ie).
- Phróiseáil an tIonad Seirbhíse do Chustaiméirí 34,491 iarraidh ó chustaiméirí sa bhliain 2005. Gheofar miondealú de chatagóirí na n-iarrataí seo i dTábla A in Agusín 5.

Teicneolaíocht Faisnéise

- Forbraíodh céad Straitéis um Theicneolaíocht Faisnéise na hOifige, a chlúdaíonn an tréimhse 2005-2007, i gcomhar leis an bhfoireann i sraith ceardlanna agus foilsíodh í i gCeathrú 4, 2005.
- Ba iad na príomhchuspóirí a aithníodh sa straitéis sin:
 - Treoir straitéiseach a sholáthar san Oifig maidir le cinnteoireacht TF trí phrionsabail treoracha a aithint.
 - Na príomhréimsí d'fhócas FT a aithint.
 - Cur chuige straitéiseach a cheapadh i leith bainteacht agus comhoibriú leis an Roinn agus le heagraíochtaí eile ar chúrsaí TFC is leas leo araon.
 - Moltaí a dhéanamh i dtaobh feabhsúchán a d'fhéadfaí a dhéanamh láithreach.
 - Roinnt tionscadal a aithint a d'fhéadfaí tabhairt fúthu sa ghearrthearma.
- Sa bhliain 2003, faoi Alt 9(A)(6) d'Acht na nDídeanaithe, aistríodh an fhreagracht maidir le méarlorg a chothabháil chuig Coimisinéir an Gharda Síochána. Tugadh comhaontas chun críche sa bhliain 2005 idir Oifig an Choimsinéara Iarratais do Dhídeanaithe, An Garda Síochána agus an Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí chun éifeacht a thabhairt d'aistriú na freagrachta maidir le cothabháil na méarlorg ón Oifig chuig An Garda Síochána. Tháinig an socrú nua maidir le seilbh na méarlorg i bhfeidhm ón 1 Eanáir, 2006.
- Brostaíodh tabhairt isteach an uathchórais leictreonach méarlorg ar a dtugtar an Córas Aitheantas Méarlorg Uathoibríoch go céim na tairisceana sa bhliain 2005. Faoi gcóras nua seo, féadfar méarloirg a thógfear san Oifig a thraschur go huathoibríoch chuig an bunachar lárnach méarlorg i gCeanncheathrú an Gharda agus chuig córas EURODAC. Bhí an próiseas tairisceana don tionscadal seo fós ar siúl ag deireadh 2005 agus d'fhreagair an Oifig seo ceisteanna a d'eascair as céim mheastóireachta na tairisceana.
- Is í an aidhm atá le tionscadal an Phlean Feidhmiúcháin Straitéiseach um FT Tearmainn (AISIP) bonneagar FT a chruthú idir na heagraíochtaí éagsúla atá bainteach le réimse an tearmainn agus na h-inimírce d'fhonn cur chuige comhtháite i leith cásbhainistiú, bainistiú cóiríochta, eolas ar thíortha tionscnaimh agus rianú comhad a éascú. Bhí ról rithábachtach ag an Oifig ar bhord an tionscadail.
- Chuaigh foireann ón Oifig i gcomhar le comhairligh a bhí ar conradh ag an Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí d'fhonn an iarraidh ar thairiscintí (RFT) a réiteach don Tionscadal AISIP. D'éascaigh an tAonad FT ceardlanna idir na comhairligh agus foireann ó aonaid eile de chuid na hOifige agus comhordaíodh freagraí na hOifige ag gach céim de fhorbairt an RFT.
- Bhí eolas bainistíochta á sholáthar agus á fhorbairt i gcónaí ag an Aonad FT mar thaca le riachtanais ghnó agus próisis phleanála na hOifige.
- Bunaíodh grúpa oibre, comhdhéanta de fhoireann ó príomhaonaid na hOifige, chun athbhreithniú a dhéanamh ar dheardh agus ar ábhar láithreán gréasáin na hOifige, agus chun féachaint chuige go mbíonn an t-eolas ar an láithreán bainteach le hábhar agus cothrom le dáta i gcónaí. Tá súil lena dtuarascáil i gCeathrú 1, 2006.
- Forbraíodh áis bhuail isteach FT sa bhliain 2005 faoi mar a bhféadann baill foirne cabhair a lorg chun fadhb FT ar bith atá acu a réiteach. Is iontach an toradh atá ar an áis seo a bhíonn ar fáil ar leathlá amháin sa mhí. Ní gá coinne a dhéanamh.
- Sa bhliain 2005, fuarthas 4,356 iarraidh ar chúnamh a d'fhreagair an tAonad FT a oibríonn deasc cabhraidh ag a bhféadann baill foirne chabhraigh a iarraidh.
- Cuireadh leis na córais a bhí ann chun caiteachas airgeadais a thaifead agus a rianú agus chun eolas a thaifead ar iarrataí a fuarthas i dtaca le comórtais tairisceana.

Acmhainní Airgeadais

- Chinntigh an Oifig i gcónaí go raibh an Córas Bainistíochta Airgeadais (CBA) a tugadh isteach san Oifig agus i réimsí eile den Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí i mí Iúil 2004 ag feidhmiú go héifeachtach. Baintear leas as an gcóras chun súil a choimeád ar gach idirbheart ó chéim an ordaithe ceannaigh, go céim an tseachadta agus céim an tsonraisc/céim na híocaíochta den phróiseas.
- Leagtar amach caiteachas na hOifige don bhliain in Aguisín 6.

Forbairtí Corparáideacha

- Cuid suntasach de phróiseáil iarratas is ea comhaid a aistriú agus a chóipeáil. Cuirtear cóipeanna de chomhaid iarratasóirí ar fáil ní amháin don Oifig ach ina theannta sin don Bhinse Achomhairc do Dhídeanaithe, d'ionadaithe dlíthiúla an iarratasóra agus don iarratasóir féin. Tá sonraí de líon na gcomhad a fótachóipeáladh agus a aistríodh faoi stiúir an Aonaid sa bhliain 2005 le fáil i dTábla B in Aguisín 5.
- Braitheann amanna próiseála foriomlána d'iarratais ar na sprioc-amanna dochta a bhíonn i bhfeidhm do chóipeáil comhad. I gcaitheamh na bliana chloígh an Oifig leis an sprioc comhaid a fhótachóipeáil laistigh de dheich lá oibre i gcásanna neamhthosaíochta agus in aon lá amháin i gcásanna tosaíochta, ionas gur chabhraigh sé sin le spriocanna foriomlána na heagraíochta a shroicheadh, mar atá, iarratais a thabhairt chun críche laistigh de 40 lá oibre agus 17 lá oibre faoi seach.
- Rinneadh aithbhreithniú ar na treoirlínte um aistriú comhad a tugadh isteach san Oifig sa bhliain 2004 agus mar thoradh ar an athbhreithniú sin, rinneadh mionleasuithe éagsúla ar na treoirlínte chun cur lena n-éifeachtacht.
- Dearadh an tAcht Míchumais 2005 chun rannpháirtíocht daoine faoi mhíchumas a chur chun cinn sa saol laethúil. Bunaíonn sé bonn reachtúil le haghaidh, i measc rudaí eile, rochtain ar sheirbhísí poiblí príomhshrutha agus bearta a thacóidh le rochtain ar fhoirgnimh, ar sheirbhísí agus ar eolas poiblí. Foráiltear ann go gcaithfear foirgnimh phoiblí a dhéanamh inrochtana faoi 2015.

Rinneadh iniúchadh iomlán rochtana ar fhoirgnimh na hOifige ag Oifig na nOibreacha Poiblí agus tá an tuarascáil agus na moltaí a fuarthas á scrúdú i láthair na huaire. Tá sé beartaithe ag an Oifig Plean Feidhmiúcháin a fhorbairt sa bhliain 2006 a bheidh bunaithe ar na moltaí atá sa tuarascáil d'fhonn a chinntiú go ngéillfimid go hiomlán do na forálacha ábhartha san Acht Míchumais, 2005, laistigh den tréimhse sonraithe.

Ullmhaíodh Cód Cleachtais i gcomhar leis an Údarás Náisiúnta Míchumais chomh maith, faoi fhorálacha an Acht Míchumais, 2005, maidir le hinrochtana seirbhísí agus eolas poiblí. Ceapadh Oifigeach Rochtana san Oifig le linn na bliana de réir cheanglas faoin Acht.

- Maidir le rochtain ar sheirbhísí agus ar eolas poiblí, bhunaigh an Oifig grúpa oibre chun maoirsiú a dhéanamh ar fheidhmiú fhorálacha an Achta agus na mbeart a aithníodh sa Chód Cleachtais. Meastar go gcuirfidh an grúpa oibre cód cleachtais i dtoll a chéile don Oifig, ina n-aithneofar aon bheart is gá a ghlacadh d'fhonn a chinntiú go mbeidh an teacht céanna ag custaiméirí faoi mhíchumas ar eolas agus ar sheirbhísí is a bheidh ag gach custaiméir eile. Ina theannta sin forbróidh an grúpa clár oiliúna don Oifig d'fhonn a chinntiú go mbeidh an fhoireann lánábalta déileáil le daoine faoi mhíchumas. Cuimsíodh saincheisteanna rochtana agus míchumais mar bhuanmhír ar an gclár oibre do gach cruinniú a bhí ag Coiste Sláinte agus Sábháilteachta na hOifige le linn 2005.
- D'fhostaigh an Oifig saineolaithe seachtracha ag deireadh 2004 chun measúnacht earganamaíoch a dhéanamh ar gach stáisiún oibre san Oifig, de réir fhorálacha ábhartha an Achta um Shábháilteacht, Sláinte agus Leas ag an Obair, 1989 (ar tháinig Acht 2005 ina áit ina dhiaidh sin). Cuireadh formhór na moltaí a rinne an chuideachta ar conradh i bhfeidhm Sa bhliain 2005 agus meastar go bhfeidhmeofar an chuid eile go luath sa bhliain 2006.

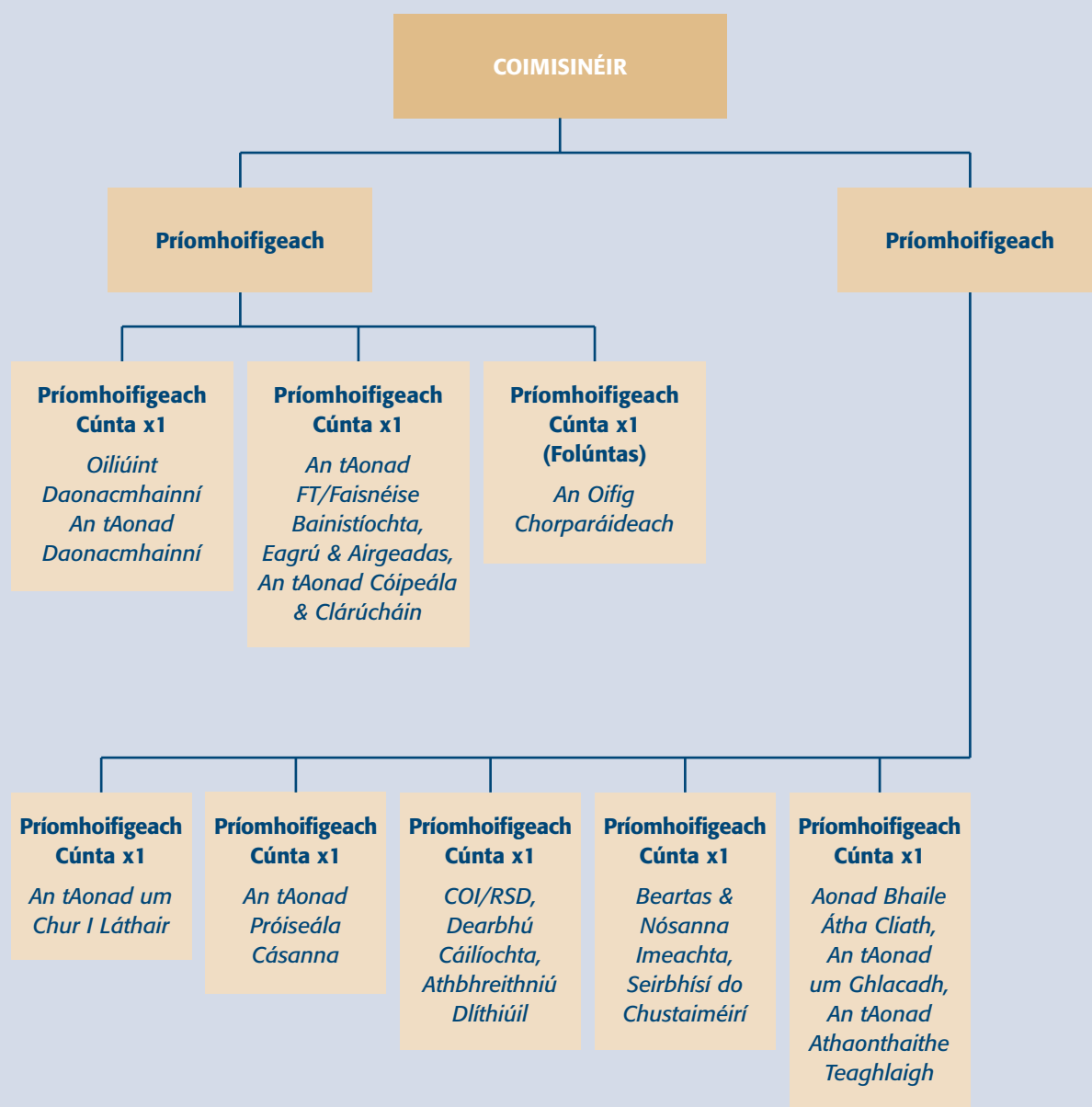




4

Aguisíní





An tAonad um Ghlacadh

Dlúthchuid den phróiseas tearmainn lena rialaítear glacadh agus próiseáil iarratais ar thearmann ag an gcéad chéim is ea an tAonad um Ghlacadh.

An tAonad Riaracháin um Próiseáil Chásanna

Cónascadh an tAonad Sceidealaithe agus an tAonad Riaracháin i mí na Samhna, 2005. Feidhmíonn siad i dteannta a chéile anois mar aonán amháin ar a dtugtar “An tAonad Riaracháin um Próiseáil Chásanna”. Is iad feidhmeanna an Aonad Riaracháin um Próiseáil Chásanna:

- agallaimh a sceidealú do lucht iarrtha tearmainn.
- Socruithe a dhéanamh maidir le seirbhísí ateangaireachta agus aistriúcháin.
- an Limistéar Feithimh d'Agallaimh a bhainistiú.
- fógraí cinnte a eisiúint do lucht iarrtha tearmainn agus do pháirtithe leasmhara eile i ndiaidh imscrúdú ar iarratais ar thearmann.
- próiseáil a dhéanamh ar chásanna a mheastar a bheith tarraingthe siar.
- tacaíocht riaracháin a chur ar fáil do na hAonaid Phróiseála Cásanna.
- comhfhreagras a phróiseáil ar son na n-aonad próiseála cásanna.
- clárleabhar staitistiúil a chothabháil agus a choimeád cothrom le dáta.

Aonad Bhaile Átha Cliath

Tá Aonad Bhaile Átha Cliath freagrach as Coinbhinsiún Bhaile Átha Cliath agus Rialachán 343 de 2003 ón gComhairle a chur chun feidhme in Éirinn. Pléann an tAonad i gcoitinne le hiarrataí chun iarratais ar scrúdú éileamh ar thearmann a aistriú go dtí stáit eile de chuid Choinbhinsiún Bhaile Átha Cliath agus pléann sé le hiarrataí ó stáit eile go n-aistreofaí iarratasóirí ar thearmann ó stáit eile go dtí an Stát seo.

Aonaid Phróiseála Cásanna

Is é Próiseáil Cásanna an bhunfheidhm atá ag an Oifig agus baineann sé sin le himscrúdú a dhéanamh ar éilimh ar stádas dídeanaí, ar bhonn cás iar gcás. Is é príomhchuspóir na nAonad Phróiseála Cásanna ná imscrúdú rathúil, cothrom agus éifeachtach a dhéanamh ar iarratais ar dhearbhu mar dhídeanaí agus

moltaí atá láidir ó thaobh dlí de a dhéanamh i leith na n-iarratas sin. San áireamh san imscrúdú sin bíonn agallamh aonair ar iarratasóirí, taighde oibiachtúil ar na héilimh a dhéantar, agus moltaí a dhéanamh ar cibé ar chóir an t-iarratas a ‘dheonú’ nó a ‘dhiúltú’.

An tAonad Athaontaithe Teaghlaigh

Is Aonad é an tAonad Athaontaithe Teaghlaigh laistigh dena hAonaid Phróiseála Cásanna a scrúdaíonn iarratais arna ndéanamh ag dídeanaithe go gceadófaí do dhaoine áirithe ina dteaghlach teacht isteach sa Stát agus cónaí ann.

Athbhreithniú Breithiúnach

Réitíonn an tAonad Athbhreithniú Breithiúnach freagra na hOifige ar iarratais ar athbhreithniú dlíthiúil agus ar iarratais ar chead chun iarratas a dhéanamh ar athbhreithniú dlíthiúil ar mholtaí agus/nó nósanna imeachta chéad chéime. Scrúdaíonn an tAonad an t-iarratas agus réitítear ábhar faisnéise do na habhcóidí agus, i gcás gur cuí lenár gcomhairleoirí dlí é, mionnaítear siad mionnscribhinní freagarthacha. Má léiríonn athbhreithniú dlíthiúil earráid nó neamhghníomh atá ábhartha do mholadh chéad chéime an Aonaid, déanfaidh an tAonad iarracht teacht ar shocrú comhshásúil gan mhoill.

An tAonad um Chur i Láthair

Is é ról an Aonaid um Chur i Láthair ionadaíocht a dhéanamh thar ceann an Choimisinéara Iarratais do Dhídeanaithe ag éisteachtaí achomhairc os comhair an Bhinse Achomhairc do Dhídeanaithe, freagairt ag éisteachtaí achomhairc do na saincheisteanna a tharraingtear anuas in achomharc an achomharcóra agus chun cabhrú leis an gComhalta Binse teacht ar mholadh a shroicheadh a bheidh cothrom agus cóir. Soláthraíonn an tAonad freagraí reachtúla faoi ailt 16(6) agus 16(7) d'Acht na nDídeanaithe, 1996.

An tAonad Beartais agus Nósanna Imeachta

Is é ról an Aonaid seo ná feidhmiú mar lár-acmhainn eolais chun treoir a thabhairt maidir le forbairt agus athbhreithniú leantach ar bheartas agus nósanna imeachta na hOifige i ndáil le bainistiú agus imscrúdú éileamh, agus an oiliúint chuig a sholáthar agus a chomhordú don bhfoireann ón taobh sin de.

An tAonad Tacaíochta COI/RSD

Is é ról an Aonaid seo ná tacaíocht éifeachtach a sholáthar do na hAonaid Próiseála Cásanna agus an Aonad um Chur i Láthair trí fhorbairt a dhéanamh ar acmhainní teoracha na hOifige um Fhaisnéis Tíre Tionscnaimh (COI), Dearbhú Cáilíochta agus Cinnteoireacht Stádais Dídeanaí (RSD) de réir na bhforbairtí sa reachtaíocht, sa dlí-eolaíocht agus sa chleachtas idirnáisiúnta is fearr.

An tIonad Seirbhíse do Chustaiméirí

Tá an tIonad Seirbhíse do Chustaiméirí freagrach as forbairt agus monatóireacht a dhéanamh ar struchtúir seirbhíse do chustaiméirí, iarrataí seirbhíse do chustaiméirí agus teagmháil le heagraíochtaí eile (idir rialtasach agus neamhrialtasach).

An Oifig Chorporáideach

Is é ról na hOifige Corparáidí maoirsiú a dhéanamh ar sholáthar na tacaíochta ardchaighdeán riaracháin agus rúnaíochta don Choimisinéir Iarratais do Dhídeanaithe agus dá Fhoireann Bainistíochta Sinearaí chun a chur ar a cumas a feidhmeanna reachtúla agus neamhreachtúla a chomhlíonadh. Déanann an Oifig Chorporáideach comhordú ar ábhar, mar fhreagra ar iarrataí ó, inter alia, Ranna agus Gnómháireachtaí Rialtais agus na meáin; réitíonn sí na doiciméid chorporáideacha uile agus tá sí freagrach as iad a dháileadh.

An tAonad Daonacmhainní

Is é ról an Aonaid Daonacmhainní ná díriú ar chur chuige straitéiseach a fhorbairt agus a chur chun feidhme i ndáil le bainistiú daonacmhainní. Forbraíonn an tAonad beartais agus nósanna imeachta cuí daonacmhainní le haghaidh na heagraíochta agus tá Oifigeach Comhionannais agus Míchumais, a ceapadh go háitiúil, aige chun a chinntiú go bhfuil an fhoireann uile ar an eolas faoi bheartais reatha i ndáil le deiseanna fostaíochta, le míchumas, agus le bulaíocht agus ciapadh. Ina theannta sin, déanann sé próiseáil ar iarratais ar scéimeanna a oireann don teaghlach, iarrataí ar aistriú, saoire speisialta, srl. agus déanann

sé tadhall leis an Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí i ndáil le cúrsaí foirne. Tá sé freagrach freisin as bainistiú a dhéanamh ar na feidhmeanna daonacmhainní a cineadh chuig an Oifig ón Roinn (i.e. fleisc-am, saoire bhliantúil agus saoire speisialta le pá).

An tAonad Oiliúna Daonacmhainní

Tá freagracht ar an Aonad Oiliúna Daonacmhainní as oiliúint a chomhordú, a éascú agus a sheachadadh don fhoireann. Oibríonn an tAonad go dlúth le hAonaid eile agus le hoiliúnóirí inmheánacha d'fhonn a chinntiú go ndéantar na riachtanais oiliúna a aithint agus go bhfuil an oiliúint a dhéantar a sheachadadh ag freastal ar riachtanais na heagraíochta toisc go bhfuil sí cuí agus dírithe ar an bpost. Tá freagracht air freisin as an scéim aisiocaíochta táillí a oibriú agus coimeádann sé na Bunachair CBFF agus Oiliúna chun dáta.

An tAonad Eagraíochta agus Airgeadais

Tá an tAonad Eagraíochta agus Airgeadais freagrach go príomha as bainistiú agus rialú airgeadais, sláinte agus sábháilteacht agus as seirbhísí riachtanacha tacaíochta a sholáthar (e.g. cóiríocht, trealamh, soláthairtí, srl) d'aonaid eile den Oifig.

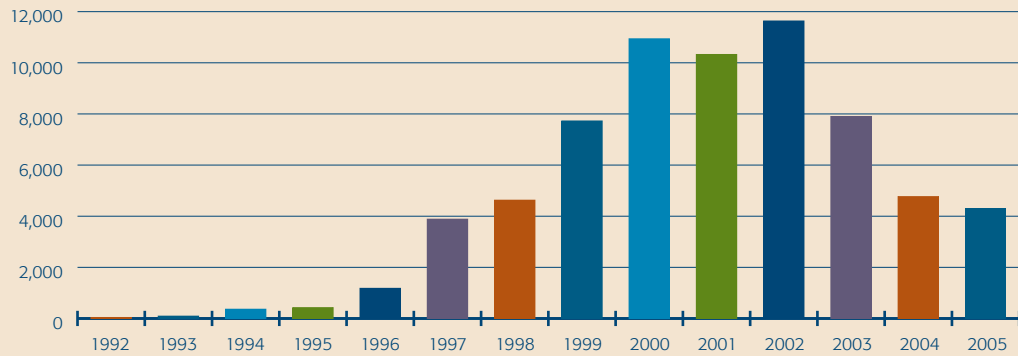
An tAonad Teicneolaíochta Faisnéise/Faisnéise Bainistíochta

Tá an tAonad Teicneolaíochta Faisnéise/Faisnéise Bainistíochta freagrach as sainfháil, cothabháil agus forbairt an trealamh, na gcóras, na mbogearraí agus an bhonneagair don teicneolaíocht fhaisnéise agus don teileachumarsáid líne socraithe uile don Oifig. Tá an tAonad freagrach freisin as tiomsú agus dáileadh an staidrimh agus na faisnéise bainistíochta agus soláthraíonn sé tacaíocht theicniúil agus oiliúint ar raon saincheistanna teicneolaíochta faisnéise.

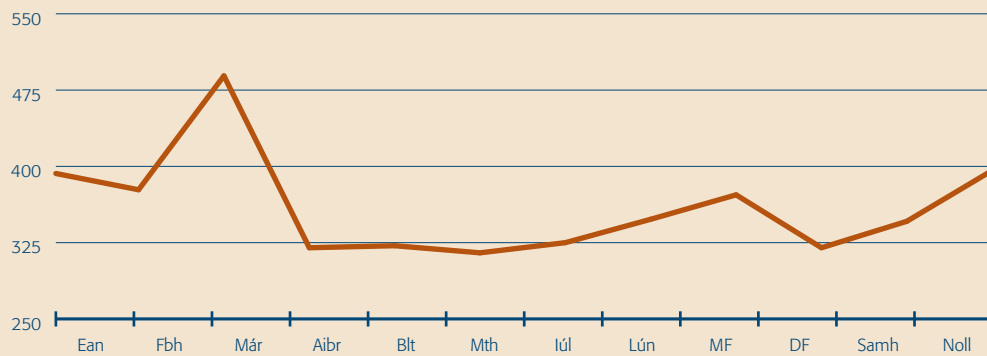
An tAonad Cóipeála/Clárúcháin

Tá an tAonad Cóipeála/Clárúcháin freagrach as bainistiú agus cóipeáil comhad san Oifig.

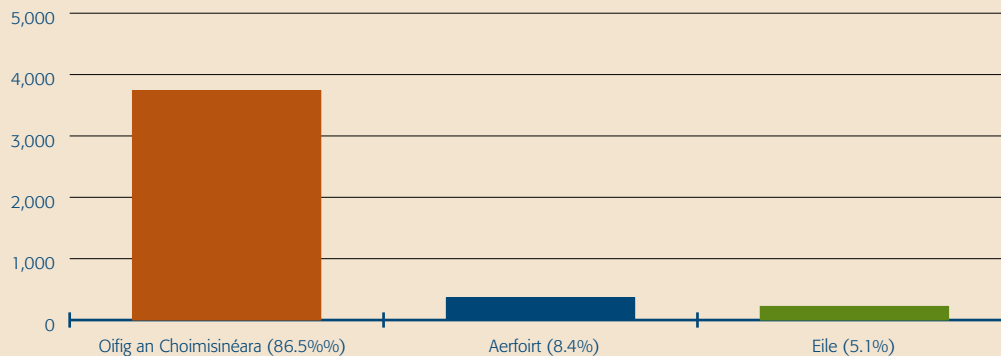
An líon iarratas in aghaidh na bliana ó 1992 go 2005



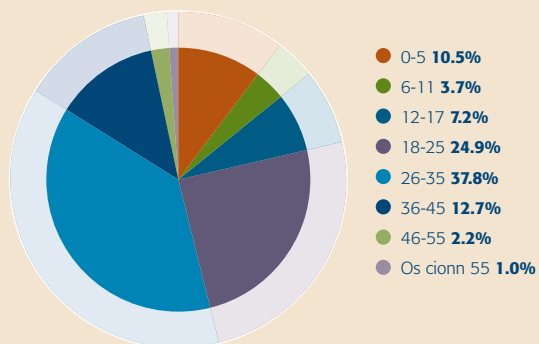
Iarratais a fuarthas de réir míosa ó 01/01/05 go 31/12/05



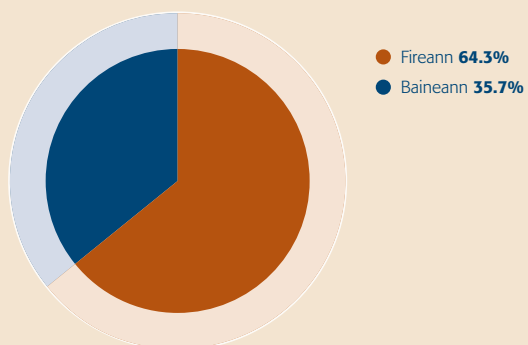
Áiteanna a rinneadh na hiarratais 2005



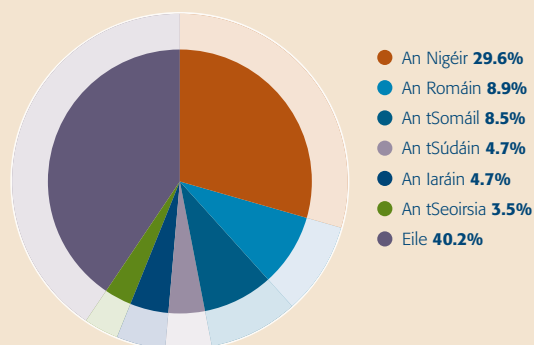
An Aois a Thug Iarratasóirí 2005



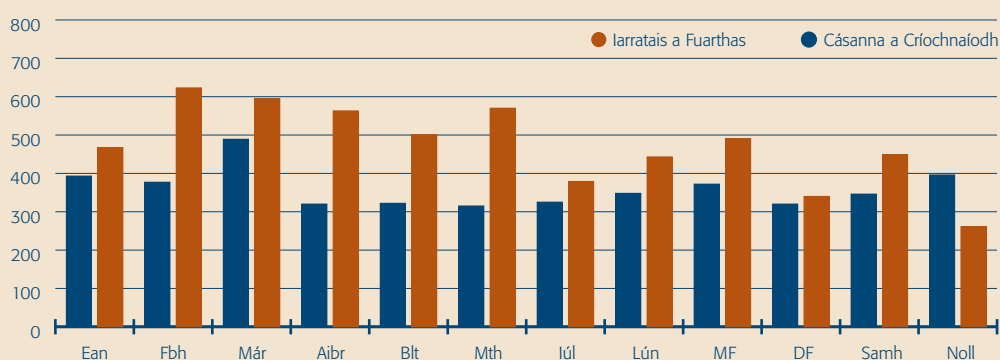
Miondealú ar Inscne 2005



Na Sé Thír Thionscnaimh is Mó a Luadh 2005

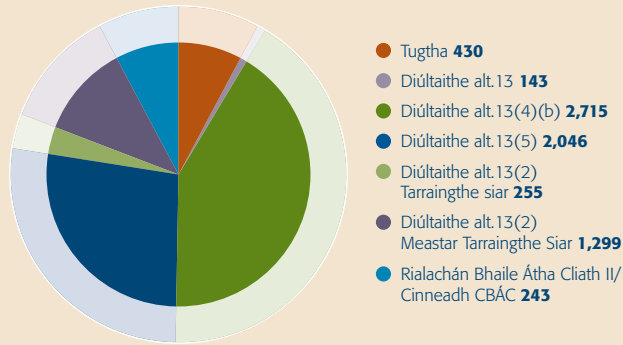


Comparáid idir Iarratais a Fuarthas agus Cásanna a Críochnaíodh 2005



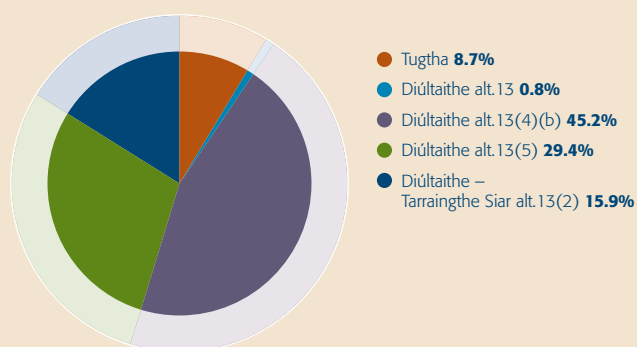
													Iomlán
Mí	Ean	Fbh	Már	Aibr	Blt	Mth	Iúl	Lún	MF	DF	Samh	Noll	Bliantúil
Iarratais													
a Fuarthas	393	377	489	320	322	315	325	348	372	320	346	396	4,323
Cásanna a													
Críochnaíodh	467	623	595	563	501	570	379	443	491	340	449	261	5,682

Cásanna a Críochnaíodh 2005

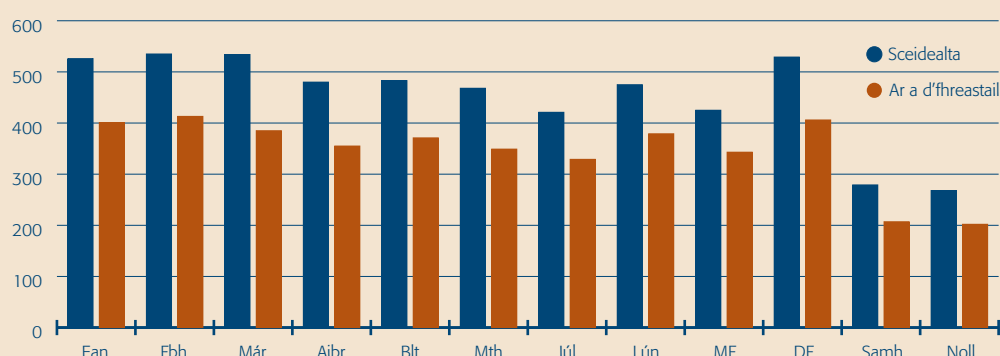


Tugtha:	Tá an Coimisinéir tar éis moladh a dhéanamh go dtabharfaí stádas dídeanaí don iarratasóir.
Diúltaithe alt.13(4)(b):	Tá an Coimisinéir tar éis moladh a dhéanamh nach dtabharfaí stádas dídeanaí don iarratasóir (faoi fhorálacha an Achta is infheidhme tar éis 15 Meán Fómhair 2003). Ní mór achomharc a dhéanamh chun an Bhinse laistigh de 15 lá.
Diúltaithe alt.13(2):	Tá an Coimisinéir tar éis moladh a dhéanamh nach dtabharfaí stádas dídeanaí don iarratasóir i gcás gur tarraingíodh iarratas siar nó gur measadh é a bheith tarraingthe siar (faoi fhorálacha an Achta is infheidhme tar éis 15 Meán Fómhair 2003). Ní ceadmhach achomharc a dhéanamh chun an Bhinse.
Diúltaithe alt.13(5):	Tá an Coimisinéir tar éis moladh a dhéanamh nach dtabharfaí stádas dídeanaí don iarratasóir agus tá tátal áirithe ina tuarascáil aici faoi alt 13(6) (faoi fhorálacha an Achta is infheidhme tar éis 15 Meán Fómhair 2003). Ní mór achomharc a dhéanamh chun an Bhinse laistigh de 10 lá.
Rialachán BhÁC/ Cinneadh CBAC:	I gcás go bhfaightear amach gur chóir éileamh an iarratasóra ar stádas dídeanaí a chinneadh i dtír eile de chuid Rialachán Bhaile Átha Cliath/Choinbhinsiún Bhaile Átha Cliath.
Diúltaithe alt.13:	Tá an Coimisinéir tar éis moladh a dhéanamh nach dtabharfaí stádas dídeanaí don iarratasóir (faoi fhorálacha an Achta ab infheidhme roimh 15 Meán Fómhair 2003).

Moltaí a Eisíodh 2005



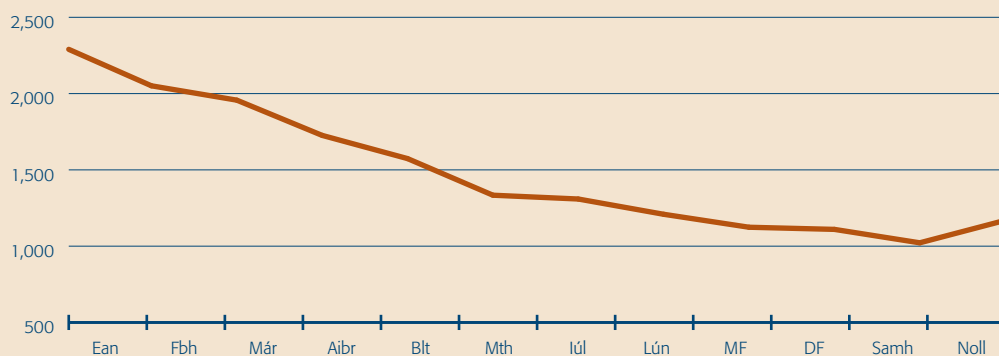
Agallaimh a Sceidealáíodh agus ar Freastalaíodh Orthu 2005



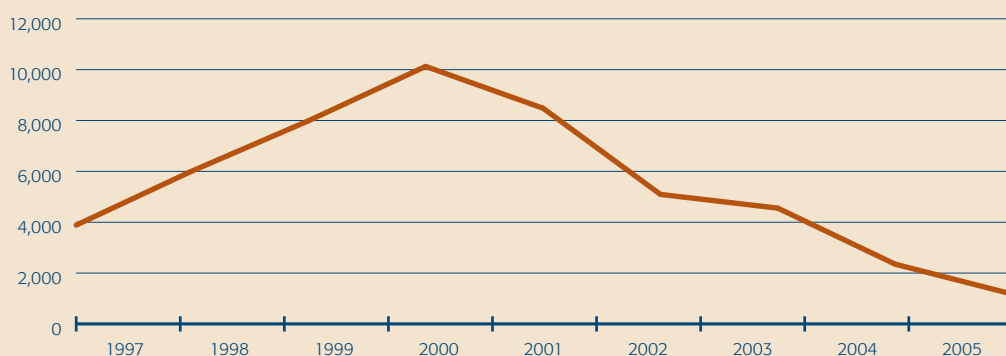
Mí	Eanáir	Febrúair	Márta	Aibreán	Béaltaine	Míun	Iúil	Lúnasa	Meán Fómhair	Deireadh Fómhair	Samhain	Nollaig	Iomlán
Arna sceidealadh	526	535	534	480	483	468	421	475	425	529	279	268	5,423
Ar a d'fhreastail	401	413	385	355	371	349	329	379	343	406	207	202	4,140
* % a d'fhreastail	84	87	82	86	85	85	87	89	87	89	84	90	86.25

* Ráta freastail na n-iarratasóirí gan agallaimh a chuir an Oifig ar ceal san áireamh.

Iarratais Fós le Réiteach Amhail ar 01/01/05 go 31/12/05

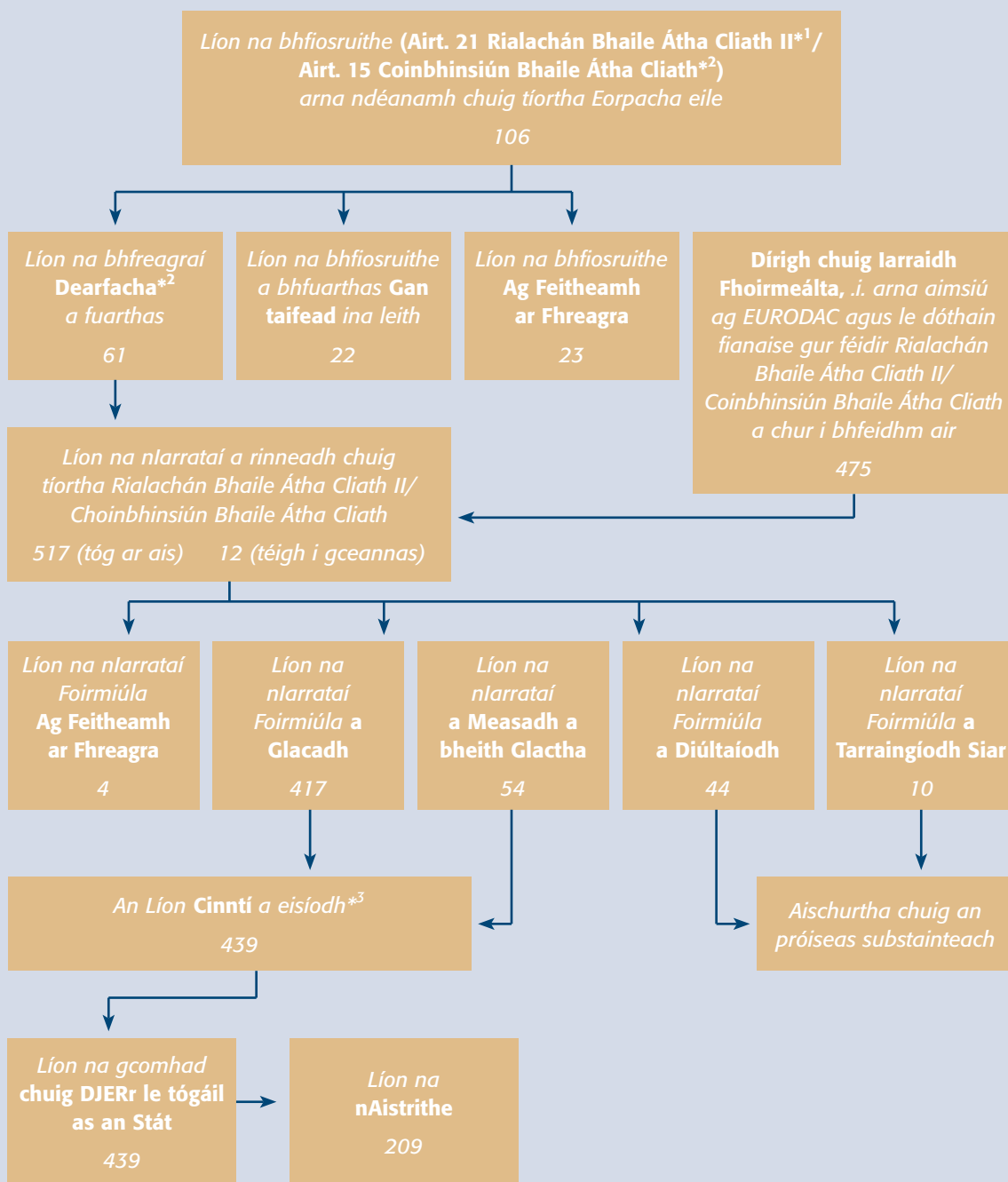


Iarratais Fós le Réiteach Amhail ag Deireadh na Blana ó 1997 go 2005



Aguisín 4 – Staitisticí Maidir le Rialachán Bhaile Átha Cliath II/ Coinbhinsiún Bhaile Átha Cliath

Staitisticí maidir le Rialachán Bhaile Átha Cliath II/Choinbhinsiún Bhaile Átha Cliath don tréimhse 01/01/2005 go 31/12/2005



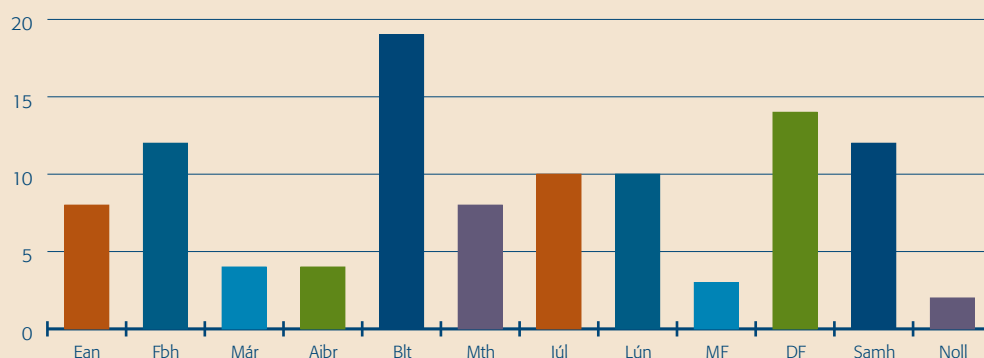
*1 I roinnt cásanna déantar fiosruithe ar thíortha eile an Choinbhinsiún faoi alt 21 de Rialachán Bhaile Átha Cliath II. Déantar na fiosruithe le fáil amach an bhfuil aon eolas ag an Stát iarrtha faoin iarratasóir, m.sh. i gcás mar go ndiúltaíonn Stát 1 d'iarraidh fhoirmiúil na hÉireann ach go dtugann le fios go bhféadfadh Stát eile a bheith freagrach.

*2 Tabhair foai deara: ní dhéantar iarraidh fhoirmiúil go huathoibríoch mar thoradh ar gach fiosrú dearfach faoi alt 21 agus cuireadh cásanna ar aghaidh chuig an Aonad Sceidealaithe le haghaidh agallaimh shubstaintiúil, ar chúiseanna daonnachtúla, cúiseanna teaghlaigh, nó mar gheall ar aois an iarratasóra.

*3 Tabhair foai deara: níor eisíodh cinneadh i gcás gach iarratas fhoirmiúil a glacadh nó a measadh a bheith glactha.

Aguisín 4 – Staitisticí Maidir le Rialachán Bhaile Átha Cliath II/ Coinbhinsiún Bhaile Átha Cliath

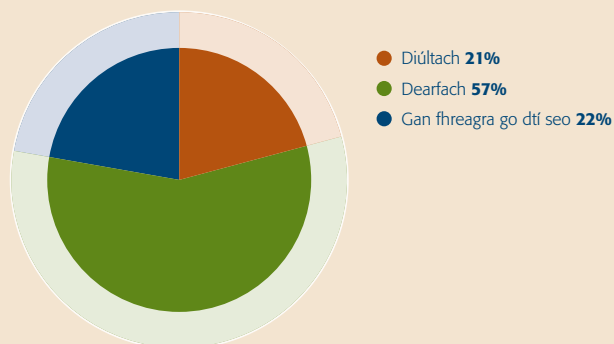
Airteagal 21 Fiosruithe chuig Ballstáit 2005



Airteagal 21 Rialachán Bhaile Átha Cliath II chuig stáit eile de chuid Rialachán Bhaile Átha Cliath II sa bhliain 2005

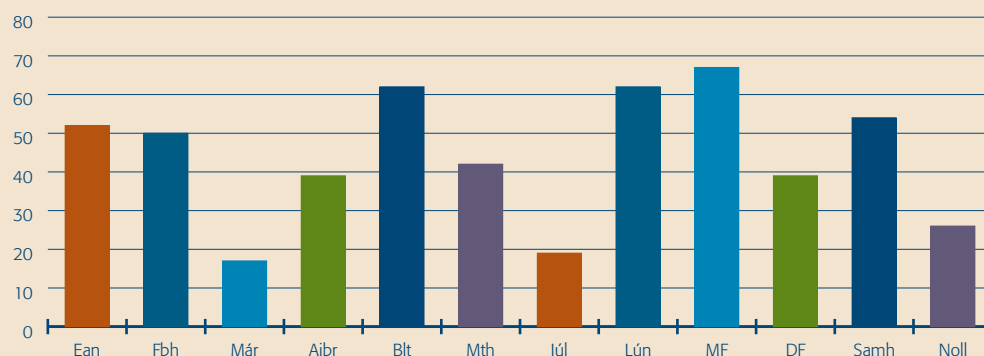
Mí	Eanáir	Febrúair	Márta	Aibreán	Bealtaine	Meitheamh	Iúil	Lúnasa	Meán Fómhair	Deireadh Fómhair	Samhain	Nollaig	Iomlán
2005	8	12	4	4	19	8	10	10	3	14	12	2	106

Freagraí ar Fhiosruithe faoi Airteagal 21 arna eisiúint sa bhliain 2005



Aguisín 4 – Staitisticí Maidir le Rialachán Bhaile Átha Cliath II/ Coinbhinsiún Bhaile Átha Cliath

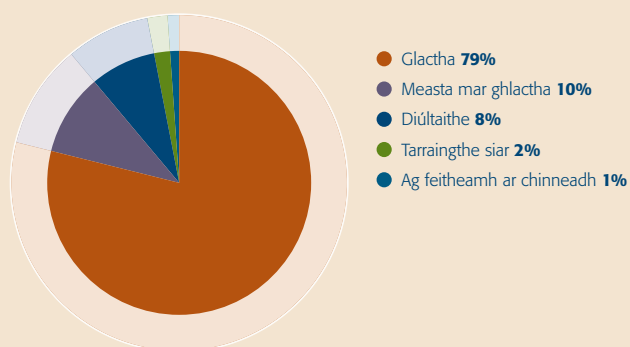
Iarrataí Foirmiúla chuig Ballstáit 2005



Iarrataí foirmiúla, 2005 chuig ballstáit eile

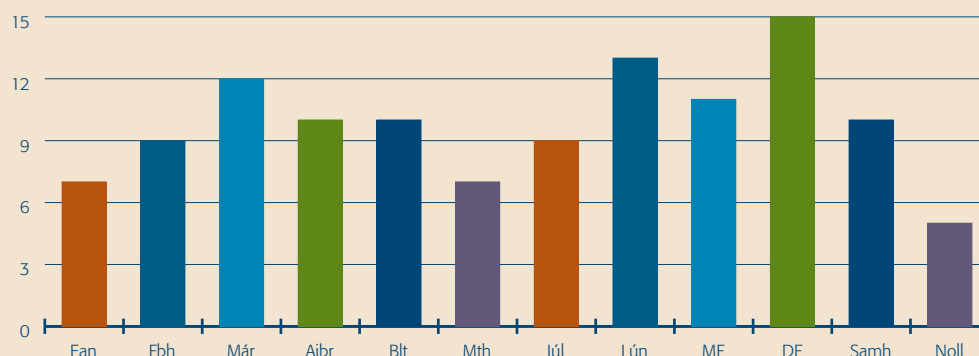
Mí	Ean	Fbh	Már	Aibr	Blt	Mth	Iúl	Lún	MF	DF	Samh	Noll	Iomlán
<i>Iarrataí</i>													
2005	52	50	17	39	62	42	19	62	67	39	54	26	529

Freagraí ar Iarrataí Foirmiúla a eisíodh – 2005



Aguisín 4 – Staitisticí Maidir le Rialachán Bhaile Átha Cliath II/ Coinbhinsiún Bhaile Átha Cliath

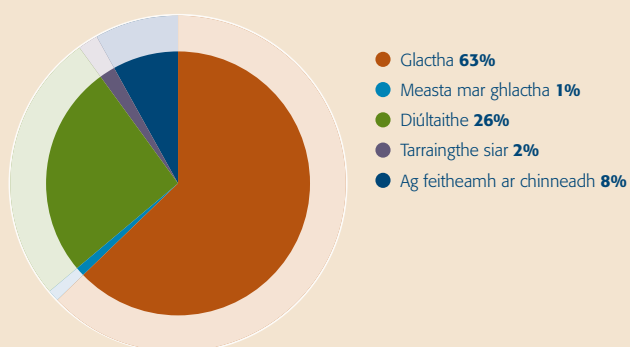
Iarrataí Foirmiúla a Fuarthas ó Bhallstáit eile – 2005



Iarrataí foirmiúla a fuarthas ó bhallstáit eile – 2005

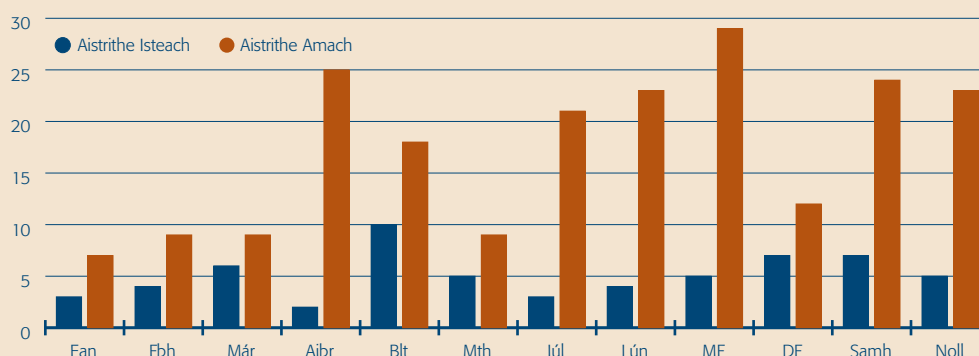
Mí	Ean	Fbh	Már	Aibr	Blt	Mth	Iúl	Lún	MF	DF	Samh	Noll	Iomlán
<i>Iarrataí</i>													
2005	7	9	12	10	10	7	9	13	11	15	10	5	118

Freagraí ar Iarrataí Foirmiúla a Fuarthas ó Bhallstáit eile – 2005



Aguisín 4 – Staitisticí Maidir le Rialachán Bhaile Átha Cliath II/ Coinbhinsiún Bhaile Átha Cliath

Aistrithe faoi Rialachán Bhaile Átha Cliath II/ Choinbhinsiún Bhaile Átha Cliath sa bhliain 2005



Aistrithe faoi Rialachán Bhaile Átha Cliath II/Choinbhinsiún Bhaile Átha Cliath sa bhliain 2005*

Mí	Ean	Fbh	Már	Aibre	Bli	Mth	Iúil	Lún	MF	DF	Samh	Noll	Iomlán
<i>Aistrithe Isteach</i>	3	4	6	2	10	5	3	4	5	7	7	5	61
<i>Aistrithe Amach</i>	7	9	9	25	18	9	21	23	29	12	24	23	209

* Is cóir a nótaíl gur tagairt iad na figiúirí aistrithe thuas d'aistrithe a tharla sa bhliain 2005 agus go bhfolaíonn siad cásanna Choinbhinsiún Bhaile Átha Cliath a cinneadh sa bhliain 2004.

Aguisín 5 – Eolas ar fhiosruithe arna láimhseáil ag an Ionad Seirbhíse do Chustaiméirí sa bhliain 2005

Tábla A

Catagóir	Líon a próiseáladh
<i>Litreacha agus Facsanna</i>	<i>18,572</i>
<i>Fiosruithe Gutháin</i>	<i>4,616</i>
<i>Fiosruithe Ríomhphoist*</i>	<i>11,303</i>
Iomlán	34,491

* Áirítear ar na fiosruithe ríomhphoist a fuarthas 1,589 iarraidh ar ghrianghraif agus 2,142 iarraidh a fuarthas trí phostas na hOifige.

Tábla B

Catagóir	Líon a próiseáladh
<i>Na comhaid a cóipeáladh</i>	<i>5,477</i>
<i>Idirbhearta gluaiseachta comhad</i>	<i>28,475</i>
Iomlán	33,952

Nóta: Is tagairt é an líon iomlán i dtaca le comhaid a cóipeáladh do líon iarbhír na gcomhad a fótachóipeáladh ach ní léiríú é go ndéantar ceithre chóip de gach comhad i bhformhór na gcásanna.

Próifíl an chaiteachais ar phá d'oifig an Choimisinéara Iarratais do Dhídeanaithe: 1 Eanáir - 31 Nollaig 2005

Tá an figiúr pá d'Oifig an Choimisinéara Iarratais do Dhídeanaithe comhnasctha leis an nGníomhaireacht um Ghlacadh agus Lanpháirtithe, leis an mBinse Achomhairc do Dhídeanaithe, leis an Aonad um Chinntí Aire, leis na hAonaid Inimrice agus Tearmainn de chuid an Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí faoi Fhomhírcheann D.1 den Vóta Dlí agus Cirt 19. Ba é an t-astoradh pá d'Fhomhírcheann D.1 de chuid na Roinne Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí ná €22,758,113.

Próifíl an chaiteachais neamhphá d'oifig an Choimisinéara Iarratais do Dhídeanaithe: 1 Eanáir - 31 Nollaig 2005

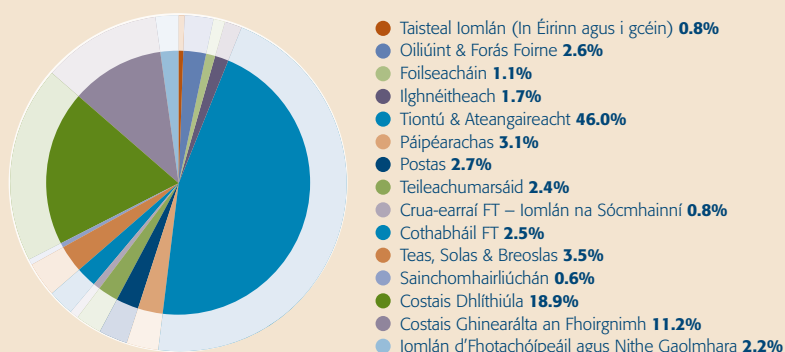
Miondealú ar an gcaiteachas neamhphá

Cur síos	Méid
<i>Iomlán Taistil (In Éirinn agus i gcéin)</i>	€25,528.00
<i>Siamsa Oifigiúil**</i>	€1,108.00
<i>Oiliúint & Forás Foirne</i>	€81,329.00
<i>Fógraíocht**</i>	€10,272.00
<i>Foilseacháin</i>	€36,194.00
<i>Costais Ghníomhairí Taistil**</i>	€11,120.00
<i>Ilghnéitheach</i>	€53,066.00
<i>Aistriúchán & Ateangaireacht</i>	€1,462,224.00
<i>Costais Liachta**</i>	€1,539.00
<i>Páipéarachas</i>	€97,015.00
<i>Costais Dlí**</i>	€242.00
<i>Postas</i>	€86,758.00
<i>Teileachumarsáid</i>	€75,156.00
<i>Crua-earraí FT – Iomlán na Sócmhainní</i>	€23,922.00
<i>Cothabháil FT</i>	€80,649.00
<i>Teas, Solas & Breosla</i>	€111,737.00
<i>Sainchomhairliúchán</i>	€17,604.00
<i>Leabharlann & Taighde Dlí**</i>	€11,906.00
<i>Trealamh Oifige**</i>	€14,339.00
<i>Costais Dlí</i>	€602,364.00
<i>Costais Ghinearálta na bhFoirgneamh</i>	€357,429.00
<i>Iomlán d'Fotachóipeáil &rl</i>	€69,658.00
Iomlán*	€3,231,159.00

* Mar a dhearbhaigh an Brainse Airgeadais, An Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí 28ú Feabhra 2006. (Figiúr sealadach é seo a d'fhéadfadh athrú nó go bhfoilsítear Cuntas Leithreasa 2005 don Vóta Ceartais.)

** Tá na hiomláin do chóid na míreanna sin ró-bheag chun iad a thaispeáint ar an bpíchart thíos.

Caiteachas neamhphá na h-oifige 2005 – €3,231,159.00



Acht na nDídeanaithe 1996

Is é Acht na nDídeanaithe, a tháinig i bhfeidhm sa bhliain 2000, an príomhmhír reachtaíochta intíre a déileálann le dídeanaithe agus lucht iarrtha tearmainn. Corpraíonn an tAcht Coinbhinsiún na Ginéive 1951 sa dlí náisiúnta intíre. Foráiltear ann do bhunú na hOifige agus an Bhinse Achomhairc do Dhídeanaithe agus leagtar amach creat ann i leith cinnteoireachta maidir le h-iarratais ar thearmann. (Leasaíodh Acht 1996 leis an Acht Inimirc 1999, leis an Acht um Inimircigh Neamhdhleathacha (Gáinneáil), 2000, agus leis an Acht Inimirc, 2003).

Dearbhú Stádais Dídeanaí

Faoi mar a thagraítear dó in alt 17 den Acht, áit a dtugann an tAire ráiteas i scríbhinn don iarratasóir, tar éis moladh a fháil ón gCoimisinéir Iarratais do Dhídeanaithe, nó tar éis cinneadh de chuid an Bhinse Achomhairc do Dhídeanaithe moladh de chuid an Choimisinéara a dhíchur, á rá gur dídeanaí é nó í.

Coinbhinsiún Bhaile Átha Cliath

Le Coinbhinsiún Bhaile Átha Cliath, soláthraítear modh chun cinneadh a dhéanamh i dtaobh cad í an tír Choinbhinsiúin atá freagrach as breithniú a dhéanamh ar iarratas ar thearmann. Shínigh Ballstáit an Chomhphobail Eorpaigh an Coinbhinsiún i mBaile Átha Cliath ar an 15ú Meitheamh 1990. Tá gach ceann de chúig bhallstát déag an Aontais Eorpaigh tar éis Coinbhinsiún Bhaile Átha Cliath a dhaingniú. Lena chois sin, dhaingnigh an Íoslainn agus an Iorua Coinbhinsiún Bhaile Átha Cliath, 1 mí Aibreáin 2001.

Rialachán Bhaile Átha Cliath II

Tagann Rialachán Bhaile Átha Cliath II, a tháinig i bhfeidhm an 1 Meán Fómhair 2003, in ionad Choinbhinsiún Bhaile Átha Cliath. Leis an Rialachán sin, soláthraítear modh chun cinneadh a dhéanamh i dtaobh cé acu tír de Rialachán Bhaile Átha Cliath II atá freagrach as scrúdú a dhéanamh ar iarratas ar stádas dídeanaí. Tá gach Ballstát den Aontas Eorpach faoi cheangal ag an Rialachán ach amháin an Danmhairg a leanfaidh ar aghaidh ag oibriú Choinbhinsiúin Bhaile Átha Cliath leis na ballstáit ar fad. Oibríonn an Íoslainn agus an Iorua an Rialachán freisin.

EURODAC

Córas chun méarloirg a mhalartú go leictreonach idir bhallstáit an Aontais Eorpaigh (ach amháin an Danmhairg), i dteannta na hÍoslainne agus na hIorua. Déantar méarloirg a thraschur in aghaidh an lae go dtí bunachar lárnach i Lucsamburg.

Deimhniú Cónaithe Sealadach

Séard atá sa Deimhniú Cónaithe Sealadach, dá ndéantar foráil faoi alt 9(3)(a) d'Acht na nDídeanaithe, 1996, ná cárta a thugtar d'iarratasóirí agus a bhfuil a ngrianghraf, a n-ainm, a méarlorg agus sonraí céannachta eile ar taispeáint air.

Faisnéis Tíre Tionscnaimh (COI)

Bíonn cineálacha iomadúla faisnéise san áireamh san Fhaisnéis Tíre Tionscnaimh – reachtaíocht, tuarascálacha nuachta, léarscáileanna, doiciméid oifigiúla e.g. pasanna, ceadanna oibre, srl. Úsáidtear an fhaisnéis mar chabhair chun cinneadh a ghlacadh maidir le substaint na n-iarratas ar dhearbhu stádais dídeanaí.

Gluais Téarmaí EURASIL (Gréasán an Aontais Eorpaigh do chleachtóirí tearmainn/Réseau de l'UE pour les praticiens de l'asile)

Is fóram é seo do chleachtóirí tearmainn san Aontas Eorpach chun faisnéis a mhalartú ar shaincheistean na tearmainn mar chórais chun stádas dídeanaí a chinneadh agus córais faisnéise tíre tionscnaimh, mar shamplaí.

Seirbhís Dlí na nDídeanaithe

Is seirbhís í an tSeirbhís Dlí do Dhídeanaithe a sholáthraíonn an Bord Cúnaimh Dhlí agus cuireann sí seirbhísí dlí ar fáil d'iaratasóirí atá ag lorg dearbhú stádais dídeanaí.

Coinbhinsiún na Náisiún Aontaithe

Is ionstraim idirnáisiúnta é Coinbhinsiún na Náisiún Aontaithe a síníodh sa bhliain 1951 chun stádas dídeanaí ó thaobh an dlí de a shainmhíniú. Ghlac Comhdháil Lánchumhachtach de chuid na Náisiún Aontaithe an Coinbhinsiún a bhaineann le Stádas Dídeanaí an 28 Iúil 1951, agus tháinig sé i bhfeidhm an 21 Aibreán 1954. Tá reachtaíocht na hÉireann i ndáil le dídeanaithe bunaithe ar na prionsabail i gCoinbhinsiún 1951.

Ard-Choimisinéir na Náisiún Aontaithe um Dhídeanaithe (UNHCR)

Bunaíodh Oifig Ard-Choimisinéir na Náisiún Aontaithe um Dhídeanaithe amhail ar 1 Eanáir 1951. Nótáiltear go sonrach i gCoinbhinsiún 1951 go bhfuil de chúram ar Ard-Choimisinéir na Náisiún Aontaithe um Dhídeanaithe maoirsiú a dhéanamh ar choinbhinsiúin idirnáisiúnta lena ndéantar foráil maidir le cosaint do dhídeanaithe, agus a chinntiú go ndéantar comhordú éifeachtach ar na bearta a dhéantar chun dul i ngleic leis an bhfadhb sin i gcomhar leis na stáit éagsúla.



Oifig an Choimisinéara Iarratais do Dhídeanaithe

79-83 Sráid an Mhóta Íochtarach, Baile Átha Cliath 2

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