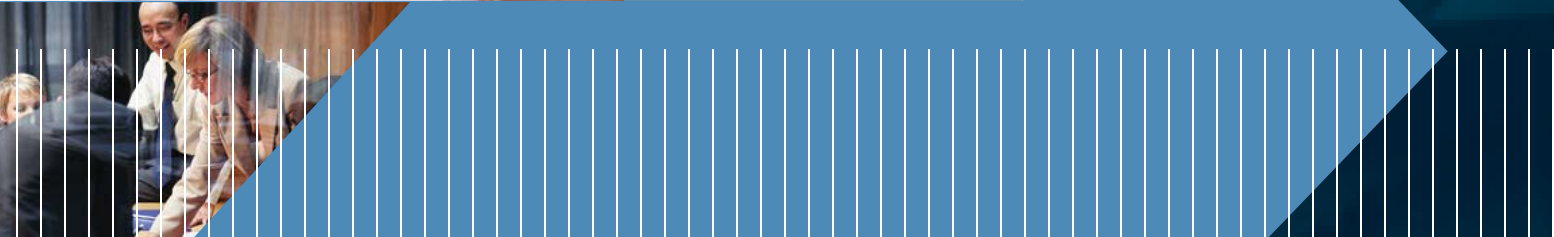


March 2006



Department of Foreign Affairs  
**Customer Service Action Plan**  
**2006-2008**





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## Foreword by the Secretary General



This Action Plan sets out how the Department of Foreign Affairs proposes to deliver high quality services to all of our customers.

The Department provides services to a wide range of customers in Ireland and abroad. These include individual members of the public, elected representatives, other Government Departments and Offices, the Embassies and Consulates of other countries, international organisations and many other statutory, voluntary and representative bodies and organisations.

From the general public's point of view the most familiar aspect of the Department's work is performed by the Passport and Consular Division. The Passport Offices in Molesworth Street, Balbriggan and Cork are among the busiest public service offices in the country. Many of our Embassies and Consulates abroad also process large numbers of applications for Irish passports, visas and other consular services. The demand for those services is expected to grow over the period of this Action Plan, as the Irish economy continues to flourish. The Department has responded to the challenge of meeting this growing demand and a number of improvements to its customer services processes have already been implemented, including the recent commissioning of a new automated passport production and issuing system. Further details of this and other initiatives are outlined in the Action Plan.

The Department's Development Cooperation Directorate, which is responsible for Ireland's policy on development in poorer countries and for managing the related aid programme ("Irish Aid") also has a wide customer base. The Directorate is due to be transferred to Limerick in the first half of 2007 under the Government's decentralisation programme. The Department's Decentralisation Implementation Plan, which is available on the Department's website, sets out the measures being taken by the Department to ensure that business continuity and high standards of customer service are maintained in the lead up to, during and after the Directorate's move to Limerick.

This Action Plan was prepared in consultation with the Department's Partnership Committee, which comprises representatives of staff associations and management. I would like to take this opportunity to thank the Committee for their valuable contribution. I would also like to thank those of our customers who participated in the consultation process that took place prior to the preparation of the Plan, and whose cooperation was of tremendous assistance in helping us to identify and prioritise the needs of our customers.

A handwritten signature in black ink, appearing to read "Dermot Gallagher". The signature is written in a cursive style and is positioned above a horizontal line.

**Dermot Gallagher**  
*Secretary General*



# 1 | Introduction

## **1.1 Background**

One of the primary aims of the ongoing Public Service Modernisation Programme is the provision of a high quality service to customers and clients of the Public Service. As part of this process, the Government produced a set of Quality Customer Service (QCS) Principles that established the levels of service Departments and Offices are expected to provide in their dealings with Customers

In December 2002, the Taoiseach, Mr Bertie Ahern, T.D. launched the "Customer Charter Initiative". A Customer Charter is a short statement describing the level of service a customer can expect from a Government Department or Office. Under the initiative, Government Departments and Offices were required to produce a Customer Charter and to include in their Annual Reports an account of their performance against the service standards set out in the Charter. The Department's Customer Charter, which was prepared under this initiative and published in 2004, sets out the standards of service we aim to provide. The Charter is publicised through leaflets at our various public offices, and is also available on our website [www.dfa.ie](http://www.dfa.ie)

This Customer Action Plan sets out how the Customer Charter commitments will be delivered. It also provides details of the services we provide and of the standards of service our customers can expect to receive from us.

## **1.2 Consultation Process**

In order to inform the preparation of this action plan we surveyed users of our website and of our passport service. The passport service survey involved the issuing of 8,000 questionnaires to Passport Office customers. The questionnaire covered various aspects of customer service including telephone contact, written correspondence and public office management.

A total of 1,709 completed passport survey questionnaires were subsequently returned. A further 478 web-based surveys were also received. The information provided by the surveys was extremely useful, particularly in terms of identifying the areas of our customer service that were of most relevance and concern to our customers and in ensuring that these areas were addressed in our Action Plan.

## 2 | Overview of the Department of Foreign Affairs

### 2.1 General

The Mission of the Department of Foreign Affairs is *“To advance Ireland’s interests and values in the European Union and in the wider world, to promote Ireland’s contribution to international peace, security and development, to protect its citizens abroad and to pursue reconciliation and partnership on the island of Ireland.”*

The Department advises the Minister for Foreign Affairs, the Ministers of State and the Government on all aspects of foreign policy and coordinates Ireland’s response to international developments. It also provides advice and support on all issues relevant to the pursuit of peace, partnership and reconciliation in Northern Ireland, and between North and South of the island, and to deepening Ireland’s relationship with Britain. One of the Department’s primary goals is *“to protect and support the interests of Irish citizens abroad, maintain and strengthen links with people of Irish ancestry, and provide a modern and efficient passport and consular service.”*

### 2.2 Structure of the Department:

The Department currently comprises twelve units at headquarters (HQ) and a total of 73 career diplomatic and consular offices abroad (referred to as “Missions”), as well as the British-Irish Intergovernmental Secretariat in Belfast and the North-South Ministerial Council Joint Secretariat in Armagh. In addition, 24 Honorary Consuls General and 62 Honorary Consuls provide assistance to Irish citizens in 59 countries.

Detailed information relating to the Headquarters Divisions and Irish Missions is available on our website.

### 2.3 Passport and Consular Services

From the general public’s point of view the most familiar aspect of the Department’s work is performed by the Passport and Consular Division. The Passport Offices and our Embassies and Consulates issue passports to Irish Citizens at home and abroad. The Passport Office has public offices in Cork and Dublin and a new state of the art production facility in Balbriggan. The Consular Section and the Missions abroad provide a range of services to Irish citizens visiting or resident in other countries. Consular Section also deals with citizenship applications from abroad, issues civil letters of freedom in connection with marriages of Irish citizens abroad and authenticates signatures on public documents for use in other countries. Missions also process applications for visas from foreign nationals wishing to visit Ireland.



## ***2.4 Development Cooperation***

The Department's Development Cooperation Directorate is responsible for administering the Government's Official Development Assistance (ODA) programme ("Irish Aid").

From its modest beginnings in 1974, the Government's total ODA budget for 2006 is €675 million. This places Ireland among the world's most generous donor countries, and well above the EU average. In response to the expanding programme and growing public interest in the area of development, the Department launched a dedicated website in 2003 providing detailed information on the programme. There is also a link on the Department's website to the Development Cooperation website. The site can also be accessed directly at [www.irishaid.gov.ie](http://www.irishaid.gov.ie)

### 3 | Implementing the Principles of Quality Customer Service

- In their dealings with customers, all Government Departments and public service bodies are required to adhere to twelve Principles of Quality Customer Service (QCS) approved by the Government in 2002. In October 2004, the Department published a Customer Charter setting out the standards of service our customers could expect to receive in their dealings with the Department. In this section we set out the actions we propose to take in order to adhere to the QCS Principles, with a view to maintaining and, where possible, improving on the standards of service set out in our Customer Charter.

#### 1. Quality Service Standards

**Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.**

The Department is committed to providing a high quality of service for all our customers. The standards of service which can be expected by customers in their dealings with the Department are set out in our Customer Charter. The Charter was circulated to all staff in the Department, so that they would be fully aware of the standards of customer service expected of them. We will continue to highlight our customer service standards by

- *publicising our Customer Charter at our public offices and on our website ([www.dfa.ie](http://www.dfa.ie)):* hard and soft copies of the Charter and of the Action Plan will be available at all our public offices and on the website.
- *providing customer service training programmes for staff on a regular basis:* dedicated customer service training programmes will be provided for staff who deal directly with customers. "Customer Service" will also be included as an integral element of other generic training programmes, such as induction and management development.

#### 2. Equality/Diversity

**Ensure the rights of equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).**

**Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.**

The Department is committed to treating all our customers equally. We will seek to ensure that our services and facilities are accessible to all our customers, including those with special needs. To this end we will continue to:

- *raise awareness within the Department of the diverse needs of our wide customer base:* the Department's induction and customer service training programmes will continue to include modules on equality and diversity. A series of disability awareness workshops for all staff will also be provided over the period of this Action Plan. Information notices on relevant equality and diversity issues will also be issued from time to time.
- *facilitate staff to avail of family-friendly schemes:* the Department implements the full range of family-friendly policies and schemes and will continue to endeavour to facilitate applications for Term Time (unpaid leave during June, July and August) and Work-Sharing (job-sharing, with increased flexibility).
- *maintain the Government's employment target of 3% for disabled staff:* the Department currently exceeds this target and it is our intention to continue to do so.
- *endeavour to meet the Department's gender equality targets:* the Department has set gender equality targets for female representation at Assistant Principal / First Secretary level (35%) and at Principal Officer / Counsellor level (30%). The Department's Promotions Policy incorporates these gender equality targets. The Department also provides dedicated development programmes for female officers at clerical and middle management level.
- *comply fully with the provisions of relevant equality legislation:* of particular relevance are the Employment Equality Act, 1998 and the Equal Status Act, 2000, which together outlaw discrimination in employment matters and, inter alia, in the procurement of goods and services. The Department will continue to meet its obligations under the legislation.

### **3. Physical Access**

**Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific need.**

We have set out in our Customer Charter the standards of service which customers visiting our offices are entitled to expect. We are committed to ensuring that our public offices are clean and safe and that they meet all relevant health and safety standards. We aim to ensure that our services and facilities are accessible to all our customers, including those with special needs. To achieve this we will:

- Ensure that our public offices have:
  - Accessible paths and ramps
  - Wheelchair-accessible public entrances
  - Public counters that are suitable for wheelchair users
  - Lifts and toilet facilities that are accessible to all our customers

- Serve customers calling in person to our public offices in an orderly fashion and as promptly as possible.
- Ensure that our public office accommodation is maintained to an acceptable standard.
- Ensure that Safety Statements are in place for all of the Department's offices and that they are reviewed and updated on a regular basis.

#### **4. Information**

**Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.**

The Department strives to provide an efficient and effective information service to customers who call in person to our public offices or visit our websites, and to those who seek information by post, telephone or e-mail. The demand for our services continues to rise significantly each year and it is necessary to ensure that we maintain and, where possible, improve our services to meet the growing demand. To achieve this, we will:

- *Publish comprehensive information regarding our services on our website and ensure that the information we provide is updated regularly:* The website currently includes a series of "Quicklinks" to a number of services such as passport, visa and other consular services, including advice on issues relating to emigration and travel advice for Irish citizens planning trips overseas. All Ministerial and Departmental press releases are also immediately published on the Department's homepage. It is also possible to access and download from the website a range of Departmental publications including our Strategy Statement, Annual Reports, major policy proposals and consultation documents. The site also contains contact details for all our home-based offices as well as for our overseas Missions. A video outlining the Department's role, structure and responsibilities has also been provided on the website. Arrangements are in place to ensure that information on the website is kept up-to-date.
- *Ensure that our website meets the required accessibility criteria and standards:* the Department's website currently meets the standard of Level A of the W3C Web Content Accessibility Guidelines and it is our intention to continue to meet this high standard.
- *Develop the Department's internal communications systems, particularly through the provision of a new intranet facility:* The intranet, which is due to come on stream for most of the Department during 2006, will lead to significant improvements in the quality of information flows within the Department. This will, in turn, enable us to provide a more efficient service to our customers.

- *Continue to provide easily understood application forms and information leaflets relating to our passport and consular services:* only one form is now used in applying for a passport. The form is accompanied by an explanatory leaflet which provides information on the passport services available and the requirements in respect of entitlement, photographs and method of payment. These forms are available from Post Offices, Garda Stations and various other public offices throughout the country. In addition, posters indicating the type of photographs that are not acceptable are displayed in these offices. It is intended during the period covered by this Action Plan also to pursue the possibility of making the passport and other application forms available for downloading from the Department's website.
- *provide an efficient and effective telephone-answering and information service in relation to passport and other customers:* we will continue to provide "lo-call" access to the Department's main telephone number and to the number providing recorded general information regarding passport services. We will also ensure that the information is updated promptly as and when required. In addition, we will seek to develop our service to telephone callers, particularly during peak periods when the extremely high level of calls can lead to delays in contacting the Department or the passport information service. It is also intended during the course of 2006 to provide applicants with the facility to track the progress of their application over the internet.
- *Continue to provide an efficient visa service:* In March 2005 the Government approved the establishment of the Irish Naturalisation and Immigration Service (INIS) as an executive office within the Department of Justice, Equality and Law Reform. The new Service assumed responsibility for the Visa Section, formerly of the Department of Foreign Affairs, on 1st January 2006. The Department of Foreign Affairs retains the responsibility for the provision of a visa service at diplomatic and consular Missions abroad. We will endeavour to ensure that a high level of service is maintained at our Missions to provide an effective visa service.
- *Continue to provide a high quality consular service for our citizens at home and abroad:* The provision of consular protection and assistance to Irish citizens abroad is a Departmental priority. The growth in international terrorism and recent natural disasters have highlighted the importance of maintaining a vigilant and accessible Consular Service that is capable of responding quickly and flexibly to emergency situations whenever and wherever they may arise. The Department's responses to various recent incidents and disasters, for example in the aftermath of the Asian tsunami, the Turkish, London, Egyptian, Bali and Jordan bombings, the hurricanes in Florida, New Orleans, the Caribbean and Mexico and the kidnapping of an Irish citizen in Iraq, were generally regarded as very effective. Further refinement of the crisis management aspects of the Department's consular work will be undertaken during the period covered by this Action Plan.

## 5. Timeliness and Courtesy

**Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions.**

The Department's Customer Charter outlines our commitment to dealing with all our customers courteously, efficiently and in an equitable manner. Our customer training programmes include modules on dealing with a wide variety of types of customer. The need to respect diversity is also highlighted. Guidelines on dealing with the public, including telephone techniques, are also provided to new staff in their induction packs and in their induction training. We intend to maintain and, where possible, improve on our Customer Charter commitments during the currency of this Action Plan by:

- *continuing to develop and further improve our passport and consular services*: the first phase of a major project to modernise the systems for processing passport applications and for passport production has been completed. A new, purpose-built passport production facility commenced operations in Balbriggan in November 2004. The new processing and production systems are now being extended to all overseas Missions. When the new system is fully implemented, worldwide passport production will be centralised in Ireland. Overseas missions will be provided with the facility to issue limited validity, machine-readable passports for urgent travel purposes. The new passport system uses the most advanced technologies and will lead to a substantial improvement in the efficiency and effectiveness of the Passport Service. The passport booklet has also been completely re-designed and incorporates the most advanced security features. The new Irish passport is now one of the most secure travel documents in the world, and its introduction will help ensure that Irish citizens can continue to travel to the US for short-stay business or holiday trips without having to obtain a visa in advance. In addition, the first steps have been taken towards incorporating biometric details in the passport. It is planned to complete this project during 2006 in sufficient time to satisfy the requirements of the US authorities for continued participation in the US Visa Waiver Programme.
- *continuing to highlight the Department's high standards in regard to dealing with customers, as set out in the Charter*: all officers will continue to provide their names and sections/units when answering calls or replying to written correspondence (including e-mails).
- *implementing and, where feasible, improving, the Department's correspondence tracking systems*: the Department is currently reviewing its knowledge management processes, mainly in the context of the proposed decentralisation of the Development Cooperation Directorate (DCD) to Limerick. We are also taking this opportunity to review our correspondence tracking systems, and will implement any additional measures required to improve them.

## **6. Complaints**

**Provide a well-publicised, accessible, transparent and simple-to-use system for dealing with complaints about the quality of service provided**

and

## **7. Appeals**

**Maintain a formal, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to complaints about service.**

Although the Department is committed to providing a high quality customer service, we recognise that there are occasions when customers feel dissatisfied with the service they receive. We have therefore put in place a complaints handling procedure for use by customers with grievances, which is outlined in our Customer Charter.

The complaints procedure is intended to handle general complaints about delays and errors, as well as those about public office accommodation and facilities and other cases where the standards of service do not meet with customer expectations. It does not cover complaints about policy issues, which are handled in the policy unit concerned, or those concerning the behaviour or individual members of staff which are dealt with by the Personnel Officer.

The Department's complaints procedures incorporate an appeal system. Customers are requested to make their original complaint to the local supervisor or to the Personnel Officer, in the first instance. If they are not satisfied with the response they receive they can then write to the Department's Customer Services Officer, who will investigate the matter before responding fully to the complainant.

Customers that are not satisfied with the outcome of the Department's complaints and appeal procedure have the option of referring the matter to the Ombudsman. Contact details for the Ombudsman are:

*Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2.*

**Telephone:** 01-6395600    **Lo-Call:** 1890 223 030

**e-mail:** [ombudsman@ombudsman.irlgov.ie](mailto:ombudsman@ombudsman.irlgov.ie)

The Department will endeavour to improve the operation of its complaints and appeals procedures by:

- *establishing, before the end of 2006, an internal Customer Liaison Officers' Network:* the network will comprise officers from all relevant areas of the Department, will consider all aspects of customer service within the Department and will make recommendations aimed at rectifying any weaknesses in existing arrangements and at improving overall service standards.
- *providing training for staff on how to handle complaints from customers:* the training will be provided as part of customer service and induction training programmes.

## **8. Consultation and Evaluation**

**Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.**

The Department conducted two customer surveys during 2004, a web based general survey and a paper based survey of Passport Office customers, to inform the development of our Customer Charter and Action Plan.

We welcome and encourage feedback from our customers, including suggestions on how we might improve our services for the future. It is our intention to conduct regular evaluations of our performance against the commitments contained in our Customer Charter and this Action Plan. We will maintain and further develop our consultation and evaluation processes during the lifetime of this Plan by:

- *conducting further customer surveys:* future surveys and evaluations will focus on specific aspects of our customer services, particularly in areas that have been the subject of complaints.
- *providing comment cards at our public offices:* comment cards can provide useful real-time feedback on issues that might not otherwise come to the Department's attention at all or as quickly, enabling the Department to respond quickly to perceived deficiencies in our services.
- *continuing to report on our performance against our customer service commitments:* we will report on our performance in our Annual Reports, which will be available to customers on our website as well as in hard copy.
- *continue to consult with staff on QCS issues:* consultation with staff will take place through the proposed QCS Liaison Officers' network, and the Department's Partnership Committee.
- *endeavour to further improve our consultation and evaluation systems during the period covered by this Action Plan:* proposals to improve services will be encouraged by the Partnership Committee and the QCS Liaison Officers Network.



## 9. Choice

**Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.**

The Department supports the principle of providing customers with as much choice as possible, although the nature of some of the services we provide can limit our flexibility in this regard. We have already taken a number of measures that have resulted in improvements in this area, including the following:

- the Passport Office in Molesworth Street continues to provide a service to those members of the public who require passports urgently.
- a Duty Officer service is also provided at weekends, to deal with urgent passport-related issues.
- a separate Departmental Duty Officer service is provided to the public outside of office opening hours and at weekends, to deal with urgent consular matters.
- staff in our diplomatic and consular Missions regularly make themselves available outside of office opening hours to deal with emergency situations.
- The "Passport Express" system, which provides a ten-day turnaround service for customers (provided their application form has been completed properly and all the necessary documentation has been included) has now been extended to a large number of post offices in Northern Ireland as well as to Glasgow and Liverpool (in cooperation with Post Office Ltd).
- payments for passports can now be made by debit or credit card.
- passport fees have been waived for persons aged 65 years and over.

Notwithstanding these improvements, we will continue to explore possibilities for further improving the choices available to our customers, including:

- *examining the possibilities provided by existing and emerging technologies with a view to providing our customers with improved quality, choice and access to our services:* we are currently in the process of providing an intranet that will improve communications and information transfer between our offices at home and abroad. Other ongoing initiatives include the provision of a new Automated Visa Applications and Tracking System (AVATS), which is being developed in conjunction with the Department of Justice, Equality and Law Reform, and the extension of the Automated Passport System to our Missions abroad. We will also carefully examine the possibility of improving service delivery in the context of the decentralisation of our Development Cooperation Directorate to Limerick in 2007.

- *continuing to make as much information as possible available on our website:* we will continue to publish on our website major reports and policy documents, passport and consular information, travel advice and press statements. We will also examine the possibility of enabling customers to download application forms for passport and other services.
- *regularly reviewing the current opening arrangements for our public offices at home and abroad:* the current opening hours of our passport and other public offices at home and abroad are broadly in line with, and in many cases exceed, those of other EU countries. We also provide a duty officer service which is not generally available in other EU countries. We will, nonetheless, review our current opening hours to see if more flexibility can be provided within existing resources without adversely impacting on other aspects of service delivery.
- *extending the range of credit cards that can be used to pay for passport services:* it is intended to progress this matter during 2006.

## **10. Official Languages Equality**

### **Provide quality service through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.**

We are committed to providing a quality service to those of our customers who wish to conduct their business with the Department through Irish. We are also committed to meeting in full our obligations under the Official Languages Act, 2003. A sub-group has been established by the Department's Partnership Committee to develop proposals to meet the challenges posed by the Act in relation to the delivery of services through Irish.

Arrangements are being made to provide a full Irish version of the Department's website. Significant progress has already been made in this regard and much of the site's content is now available in both Irish and English.

The Department's Strategy Statement, covering the period 2005-2007, has been published in both languages, as will all future major policy documents.

During the period covered by this Action Plan we will:

- reply in Irish to all correspondence received in Irish.
- continue to make every effort to accommodate customers who contact the Department by telephone or who call to the Department in person and who wish to conduct their business through the Irish language.
- meet our current and future obligations under the Official Languages Act, 2003, including the preparation of a "Scheme" under Section 11 of the Act within the timeframe notified to the Department by the Minister for Community, Rural and Gaeltacht Affairs.

- continue to provide as much material as possible in Irish on our website.
- continue to provide a range of training options for officers who are interested in developing their Irish language skills, including training courses, self learning packs, in-house conversation classes and more formal training programmes, in conjunction with Gaeleagras and other Irish language institutions.

## **11. Better Co-ordination**

### **Foster a more co-ordinated and integrated approach to delivery of public services.**

The Department is committed to fostering an integrated approach to delivering services to the public. An example of our commitment was the development of the integrated visa and immigration "one stop shop" facility at Burgh Quay, in conjunction with the Department of Justice, Equality and Law Reform.

Going forward, we will:

- continue to cooperate with the Department of Justice, Equality and Law Reform in the development of the new Automated Visa Applications and Tracking System.
- contribute to the development of eGovernment initiatives.
- continue to participate in and make a positive contribution to inter-departmental customer service groups, including the QCS Network and QCS Working Group.

## **12. Internal Customer**

### **Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.**

The Department recognises the very positive contributions made by staff in delivering high quality services to our customers. The Partnership Committee, which comprises representatives from all of the main staff associations, plays an important role in relation to the development of customer service policy and standards. A sub-group of Partnership made a significant contribution to the development of the Department's Customer Charter and the main Committee was also involved in the preparation of both the Charter and this Action Plan.

The Department's staff also recognise and accept that they are customers of each other and that they should apply the same service standards in their dealings with each other as when dealing with external customers. Further initiatives will be taken during the currency of this Action Plan to strengthen the internal customer service ethos within the Department, including:

- promoting and encouraging internal customer service initiatives within the Department.
- “the internal customer” will continue to be included in customer service training programmes.
- continuing to provide, and facilitate staff in availing of, family friendly work schemes, including e-working.
- developing an internal communication strategy.

## 4 | Contact Details for the Department of Foreign Affairs

The Department's Headquarters is: **Iveagh House, 80 St. Stephen's Green Dublin 2.**

*Our other main offices are located at:*

- 76/78 Harcourt Street, Dublin 2 (Corporate Services, European Union Division);
- Bishop's Square, Redmond Hill, Dublin 2 (Development Cooperation Directorate; Bilateral Economic Relations Division and the Inspection Unit).
- Hainault House, 69/71 St. Stephen's Green (Passport and Consular, Legal and Cultural Divisions)

### **PUBLIC OFFICES**

#### **Passport Office:**

- Dublin: Molesworth Street, Dublin 2.
- Cork: 1a, South Mall, Cork.

#### **Consular Services:**

- Hainault House, 69/71 St. Stephens Green, Dublin 2.

#### **Dublin Offices**

- Our Main telephone No: is (01) 4780822 or LoCall 1890 426700

If you know the extension number of the officer you wish to speak with you may contact him/her directly by dialling (01) 408 + extension.

#### **Passport Office**

The Cork office deals with applications from people residing in Munster. The Dublin office deals with all other applications

- Dublin: Enquiries (01) 6711633 or Lo Call 1890 426888 E-Mail: [passportdublin@dfa.ie](mailto:passportdublin@dfa.ie)
- Cork: Enquiries (021) 4944700 or Lo Call 1890 426900 E-Mail: [passportcork@dfa.ie](mailto:passportcork@dfa.ie)

*Recorded Information (24 hour service); (01) 6797600 or Lo Call 1890 426800*

## Consular Services

- Documentation Authentication (01) 4082174
- Civil Letter of Freedom for marriage abroad (01) 4082568
- Irish Citizenship by descent( Foreign Births Register) (01) 4082555  
(above from 10:00am - 12:30pm)
- Travel Advice;Welfare of Prisoners;Assistance Abroad (01) 4082585 / 4082302 /4082378

## Website

The Department's website is [www.dfa.ie](http://www.dfa.ie)

Irish Aid also has a website at [www.irishaid.gov.ie](http://www.irishaid.gov.ie)

The Passport Office can be accessed at [www.passport.ie](http://www.passport.ie)

Details of the Departmental Offices abroad, including Embassies and Consulates, and Honorary Consuls, can be found on the Department's website.