



# Customer Service **Action Plan**

**2004 – 2007**



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## Introduction

This document sets out the OPW Customer Service Action Plan for the period up to mid 2007. The Action Plan shows how we propose to deliver a better service and what precisely we are promising to our customers. It essentially sets out our promise of superior service to our Customers, outlines the ways in which we will meet their needs and sets targets for practical things we will do to achieve this.

The Plan was prepared by the OPW Quality Customer Service (QCS) Network and is endorsed by the Partnership Committee and by Management.

## *OPW Mission*

### **OPW's Mission is:**

*"To deliver in support of Government policies, high quality services in property, design, construction and procurement on time and on budget."*

The OPW is first and foremost a service organisation. Its ethos is client focus, timely delivery and value for money. The operations of OPW are carried out by seven Business Units:

- ▶ Project Management Services.
- ▶ Property Management Services.
- ▶ Property Maintenance Services.
- ▶ Architectural Services.
- ▶ Engineering Services.
- ▶ Government Supplies Agency.
- ▶ Heritage Services.

The Office is committed to delivering an efficient, courteous and quality service to all its customers and commits itself in this Plan to consistently reaching the service standards we have set ourselves. We treat all our customers equally and make every effort to provide a service that:

- ▶ Is accessible to them;
- ▶ Meets their requirements for service or business needs;
- ▶ Is consistent with all relevant legislation, and
- ▶ Accommodates needs specific to particular groups of customers covered under equality legislation.

## Background principles

In drawing up this Plan, we have had regard to some guiding principles that have been developed within both the Civil Service and in the OPW itself over the past few years. These are:

- ▶ The OPW's Customer Service Charter (published simultaneously with this document);
- ▶ The Civil Service Principles of Quality Customer Services (Appendix 1);
- ▶ OPW's own principles of consistent excellent service which are guaranteed through our various ISO accredited systems.

## Format of the Plan

The Customer Service Action Plan is, like our Charter, divided into a number of themed areas:

1. General Response;
2. Information;
3. Equality;
4. Mission delivery;
5. Dealing with problems (Complaints and Appeals).

The Plan then concludes with:

6. A programme for the evaluation of progress made under the Plan.
7. A timetable for delivery of the actions set out.

# 1. General Response

*We aim to provide services consistently at times and venues that suit our customers.*

A key part of the delivery of a Quality Customer Service relates to the ways in which staff of the Office interact with their customers, the general public and each other. We place great emphasis in our Action Plan on the timeliness and manner of our general response.

## When you telephone us, we will

- ▶ Be generally available to answer your calls during normal office hours (9:15am-1:00pm and 2:15pm-5:30pm Monday-Friday [5:15pm Friday])\*
- ▶ Answer your calls promptly;
- ▶ If we are not immediately available, an automated voicemail response will allow you to leave a message to which we can respond when we return;
- ▶ Be courteous and identify ourselves and our area of work;
- ▶ Be helpful and provide you with clear and accurate information;
- ▶ Take your details and call you back if we cannot answer your query immediately;
- ▶ If it is necessary to transfer you to another section, give you the name, section and telephone number of the person to whom you are being transferred;
- ▶ Keep internal telephone directories up to date;
- ▶ Ensure that official letterheads are kept up to date and relevant addresses, telephone numbers and e mail addresses are legibly printed;
- ▶ Ensure that any first response staff (e.g. Reception, Telephone Switch etc.) are properly trained in Customer Service techniques.

*\* Some sub offices with a strong operational focus, particularly in the Regions, may not be staffed at all times.*

## In corresponding with you, we will

- ▶ Acknowledge all written enquiries and non-routine correspondence (including faxes and e-mail) promptly;
- ▶ Aim to provide a more comprehensive reply to at least 95% of such correspondence within twenty working days;
- ▶ Use clear and simple language and keep technical/official terms and acronyms to a minimum;
- ▶ On request, provide you with a contact name, telephone number, fax number, e-mail address and where applicable a reference number or a file number;
- ▶ Send any correspondence received by us which is a matter for another Department or Agency to them immediately, and notify you of this course of action;
- ▶ Ensure that correspondence received in Irish is answered in that language.

### If you visit our offices, we will

- ▶ Be available to meet with you, by appointment, during normal office hours (9:15am-1:00pm and 2:15pm-5:30pm Monday-Friday [5:15pm Friday]). We will try to be flexible if you need to have an appointment scheduled outside these hours;
- ▶ Meet with you punctually, where you have an appointment. Should you not have an appointment, we will do our best to accommodate you;
- ▶ Receive you courteously and be fair and helpful to you;
- ▶ Direct you to the person who can deal with your enquiry as soon as possible;
- ▶ Ensure that our offices are clean and safe and provide appropriate facilities for all meetings;
- ▶ Continuously review access to our offices for all callers, including those with a disability.

### ISO accredited services

In specific terms, the OPW also guarantees a specified level of response from those Business Units and Sections that have achieved ISO accreditation. It is our intention that this guarantee will be extended to all Business Units in the future so that all our customers will be in a position to experience the consistent levels of service and quality we have been judged by this system to provide.

### More Choice

OPW are committed to providing a wider range of options to our customers. In terms of new technology, we are investing significantly to ensure maximum choice for those who need to deal with us. We will continue to participate as fully as possible so as to give a greater degree of choice in particular through the use of technology, in line with the Government's e-Strategy.

### We will

- ▶ Through our e-strategy, aim to improve the range of options for customers, suppliers, staff and other stakeholders through the continued development and application of these technologies in the areas in which we operate. This will include, for example, development of options in relation to e procurement, tendering online etc.
- ▶ In terms of offering choice through our physical presence, continue to use our Local Offices structure to deliver services to our Customers. Our offices are spread throughout Ireland to enhance local contact points (See Appendix 4).

## 2. Providing Information

*We recognise the importance of meeting the expectations of our customers for information that is timely, accurate and relevant to their needs.*

### **Freedom of Information Act**

The Freedom of Information Act, 1997 confers a number of legal rights on the general public:

- ▶ The right to seek access to information, subject to certain exemptions,
- ▶ The right to seek reasons for decisions affecting oneself,
- ▶ The right to have personal information about oneself corrected.

Should you wish to request information under the Freedom of Information Act, you should contact:

#### **Freedom of Information officer**

*Office of Public Works, 51 St Stephen's Green, Dublin 2*

*Phone: (01) 647 6033*

*Fax: (01) 647 6485*

stating clearly that you are requesting information under the Act.

#### **We will**

- ▶ Treat all requests impartially and equally, within the spirit and letter of the Act.
- ▶ Make every effort to deal outside the scope of the Act in regard to simple requests made.
- ▶ Ensure that any requests received and formally dealt with under the Act are processed by us within the statutory 28 day deadline.
- ▶ Try to ensure that all customers with whom we deal have a clear understanding of their rights and obligations in regard to Freedom of Information in all of their dealings with us.

### **OPW Website**

The OPW Website represents a substantial informational resource to customers, both internal and external.

#### **We will**

- ▶ Ensure that the website conforms to best standards for design, ease of use and practicality.
- ▶ Ensure that the information presented is relevant, accurate and up to date.
- ▶ Provide, where appropriate and feasible, links from our website to other relevant sources of information on the Internet.
- ▶ Maintain a contact point for users of the website.
- ▶ Make generally available information available in a variety of formats to suit user needs.

### 3. Equality of Treatment

*We are committed to providing services to all our customers on an equal status basis. This means that we will accommodate the needs of specific customers or groups of customer with a view to achieving an equality of treatment.*

#### **Legislative requirements**

A body of legislation exists which gives particular force to this element of Customer Service Action planning. This includes

- ▶ The Employment Equality Act 1998.
- ▶ The Equal Status Act 2000.

The Equal Status Act holds particular importance for Public Servants. It prohibits discrimination and victimisation on nine grounds:

- ▶ Gender,
- ▶ Marital Status,
- ▶ Family Status,
- ▶ Sexual Orientation,
- ▶ Religious beliefs,
- ▶ Age,
- ▶ Disability,
- ▶ Race,
- ▶ Membership of the Traveller Community.

#### **We will**

- ▶ Ensure that no-one is discriminated against by virtue of their membership of any of the groups covered by the nine categories;
- ▶ Be sensitive of the views of organisations representative of customers from across the nine categories when providing services;
- ▶ Have regard to the needs of a diverse customer base during policy formulation;
- ▶ Include training for staff on equality and diversity as part of overall customer service training.

## Physical Access

OPW is responsible, through its involvement in the Universal Access Programme, for ensuring that the principle of equality of access for all customers of the Civil Service is given practical effect by projects to provide such access at all Government Offices. We therefore consider that we have a particular responsibility in this regard to show good example.

Access to our Head Office is through 51 St Stephen's Green. Disabled access is available through our entrance at 52 St Stephen's Green and internally on our lifts. Public areas\* in all our Regional Offices are also disabled – accessible.

*\* The term "Public areas" is defined as those areas to which the public would normally have free and generally unrestricted access such as entrance foyers, waiting rooms etc.*

### We will

- ▶ Continue to ensure that proper access is maintained to all our offices where public access is required;
- ▶ Make sure that our staff with special access needs are fully catered for;
- ▶ Guarantee that we will continue to comply in all respects with relevant sections of the Safety, Health and Welfare at Work Act, 1989 in regard to safe access and egress for customers and staff.

## Irish Language

We are committed to improving the level of services available through Irish and in this regard, we will comply fully with the provisions of the Official languages Act 2003.

### We will

- ▶ Make major publications available bilingually;
- ▶ Ensure that advertisements and notices are published bilingually;
- ▶ Guarantee that correspondence in Irish will be replied to in that language.
- ▶ Guarantee that Heritage sites with a specific Irish cultural or language emphasis (e.g. Teach an Phiarsaigh, Ionad an Bhlascaoid Mhóir and Dún Aonghusa) will have staff that are fluent in Irish.

In general, our aim is to try to ensure that, over time, persons who deal with us and who wish to conduct business through Irish will have access to a staff member capable of communicating in the language of their choice.

## 4. Mission Delivery

*We are committed to providing efficient services to our customers in line with the key elements of our Mission Statement.*

The principal customers for OPW's services are other Government Departments and agencies. Additionally, we provide services to the general public through our network of Heritage sites.

In the main, the services provided are related to four broad areas of expertise:

- ▶ **Property, construction-related and facilities management services;**  
These services are delivered through the work of the Property Management, Property Maintenance, Project Management, Architectural Services and elements of the Engineering Services Business Units.
- ▶ **Heritage Services;**  
Heritage Services manage a portfolio of significant properties with an important historical and tourism emphasis.
- ▶ **River and waterway-related engineering services;**  
The Office is, through the work of the Engineering Services Business Unit, the relevant agency responsible for the design and construction of flood relief projects and is the statutory national authority for the performance and maintenance of Arterial Drainage Schemes.
- ▶ **Procurement Services;**  
The Government Supplies Agency Business Unit is the principal procurer of a wide range of products and services on behalf of the State.

### We will

- ▶ Ensure that services delivered to Customers under any of these headings which cross internal Business Unit boundaries will, as far as possible, be delivered in a fully integrated and coordinated fashion.
- ▶ Consult regularly with our Customers, with professional bodies, state agencies and other stakeholders on how to improve our services.
- ▶ Use these channels of communication in a positive and constructive way so as to ensure that the organisation remains responsive to the needs and wants of our customers, staff and other important stakeholders.
- ▶ Institute regular feedback systems with Customers/Customer groups to assess the quality of the services we provide – these systems to take various forms, including direct Customer to Provider dialogue and more formal survey instruments.
- ▶ Consult with our internal customers, our staff, in relation to Customer Service standards through the mechanism of the Partnership Committee.

## **Internal Customer**

While the primary focus of the Office relates to work done for various external customers – other Departments and Offices of State etc. – we also recognise that one of our key Customer groups is our Internal Customers – our fellow workers. Our Partnership Committee is representative of all staff and has a key function in helping Management to address the staff's needs in a constructive and cooperative manner. We will examine the supports needed by our staff to perform their work to the best standard possible and to ensure that these are available when and where they are needed.

### **We will**

- ▶ Implement fully the Performance Management and Development System;
- ▶ Establish, through the development of our Training and Development Strategy, the key needs of the staff and the organisation going forward and facilitate the delivery of those training needs, including Customer Service Training;
- ▶ Prepare and implement a new Human Resource Strategy designed to assist in the modernisation of this key management function;
- ▶ Deploy the new Management Information System to assist with the efficient provision of quality information to those who require it.

## 5. Dealing with Problems

*We undertake to provide a clear, simple system for processing complaints and appeals.*

While we make every effort to deliver our services in a way that renders complaints unnecessary, we accept that promised standards of service may not always be met and that mistakes can sometimes be made. In this event, we have put a complaints and appeals procedure in place.

1. Should you wish to make a complaint about the service provided to you, you should, in the first instance, make contact with the Customer Service Officer for the particular Business Unit you are dealing with. (Appendix 3.)

If your complaint is in relation to service delivery at Heritage sites, it can be made to the Guide or the Guide Supervisor on the site in question. Where no Guide service is available or if the complaint relates to another aspect of services offered by the Heritage Service, then the complaint should be made directly to the Customer Services Officer listed in Appendix 3 of this document.

It will be a function of the Customer Service Officer to deal with the complaint and to present solutions for the resolution to any problems that arise between the service provider (OPW) and the Customer.

2. If a complaint still exists following step 1, the matter should be referred to the relevant Principal Officer, Assistant Principal Architect or Assistant Chief Engineer in the relevant section (Appendix 2).
3. In the event that the complaint cannot be adequately dealt with following Step 2, complainants have recourse to the Ombudsman appeals procedure.

The Ombudsman has statutory authority to examine a complaint in relation to a decision of a public body where a complainant has taken reasonable steps to seek redress from the public body and has failed to obtain it.

### **The Ombudsman**

*18 Lower Leeson Street, Dublin 2*

*Phone: (01) 678 5222 (LoCall: 1890 22 30 30)*

*Fax: (01) 661 0570*

*E-mail: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)*

*Web: [www.gov.ie/ombudsman](http://www.gov.ie/ombudsman)*

### **We will**

- ▶ Deal with all enquiries/applications in regard to complaints or appeals as quickly as possible in a polite and courteous manner;
- ▶ Ensure that, in all written communication, staff provide adequate information in relation to name, contact details etc. to facilitate correspondents.

## 6. Evaluation of Progress Under this Action Plan

The standards of service delivery we have set out here represent our commitment to improve the quality of our work.

We intend to monitor these standards and critically assess whether we are, in fact, meeting the standards we have set. The Quality Customer Service Network will periodically review performance across all the Business Units with a view to:

- ▶ Reporting annually to the Management Advisory Committee in relation to the action on Customer Service during that year in both specific Business Units and in the OPW generally.
- ▶ Liaising on a regular basis with the Partnership Committee with a view to reviewing progress on the Customer Action Plan and updating targets and actions where necessary.
- ▶ Detailing progress within the Office in relation to Customer Service in the Annual Report.
- ▶ Reporting periodically to the Civil Service Quality Assurance Group in relation to progress made within the OPW generally.

## 7. Timetable for Delivery

Action Item	Timeframe
▶ Publish and make freely available through printed copies and the OPW Website, our Customer Service Charter and our Customer Service Action Plan.	October 2004
▶ Ensure, through the deployment of a focussed information and awareness campaign, that all staff, sections and Business Units are familiar with the QCS Action Plan and the commitments contained therein.	October 2004
▶ Ensure that the emergent Training and Development Strategy takes full account of the requirements of the QCS Action Plan and provides for training measures where necessary, including Induction Courses.	October 2004
▶ Devise appropriate training for existing staff on a phased basis in accordance with requirements proposed by the in-house QCS Network, (and agreed to by Line Management) ensuring particular emphasis on QCS Action Plan.	Second half 2005
▶ Develop appropriate mechanisms for customer feedback in relation to QCS issues through the PR Office and the QCS Network.	One feedback exercise by end 2004 and at least 2 per year thereafter
<b>Recurring evaluation commitments</b>	<b>Timeframe</b>
▶ QCS Officers Network to monitor progress in relation to QCS Action Plan within Business Units and to report annually to Partnership Committee.	Ongoing/Annually 2004-2007
▶ Partnership Committee to agree text for inclusion in the Annual Report in relation to progress on QCS Plan.	Annually 2004-2007
▶ QCS Officers Network to report to central Civil Service Quality Assurance Group in relation to progress on QCS Plan as appropriate or required.	As required 2004-2007

# Appendix 1

## *The Civil Service Principles of Quality Customer Services*

### **For Customers and Clients of the Public Service**

In their dealings with the public, Civil Service Departments and Public Service offices will:

#### **Quality Service Standards**

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

#### **Equality/Diversity**

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

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

#### **Physical Access**

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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 other needs.

#### **Information**

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

Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

#### **Timeliness and Courtesy**

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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 communication to ensure ease of ongoing transactions.

#### **Complaints**

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

## **Appeals**

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Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

## **Consultation and Evaluation**

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

## **Choice**

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

## **Official Languages Equality**

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

## **Better Co-ordination**

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

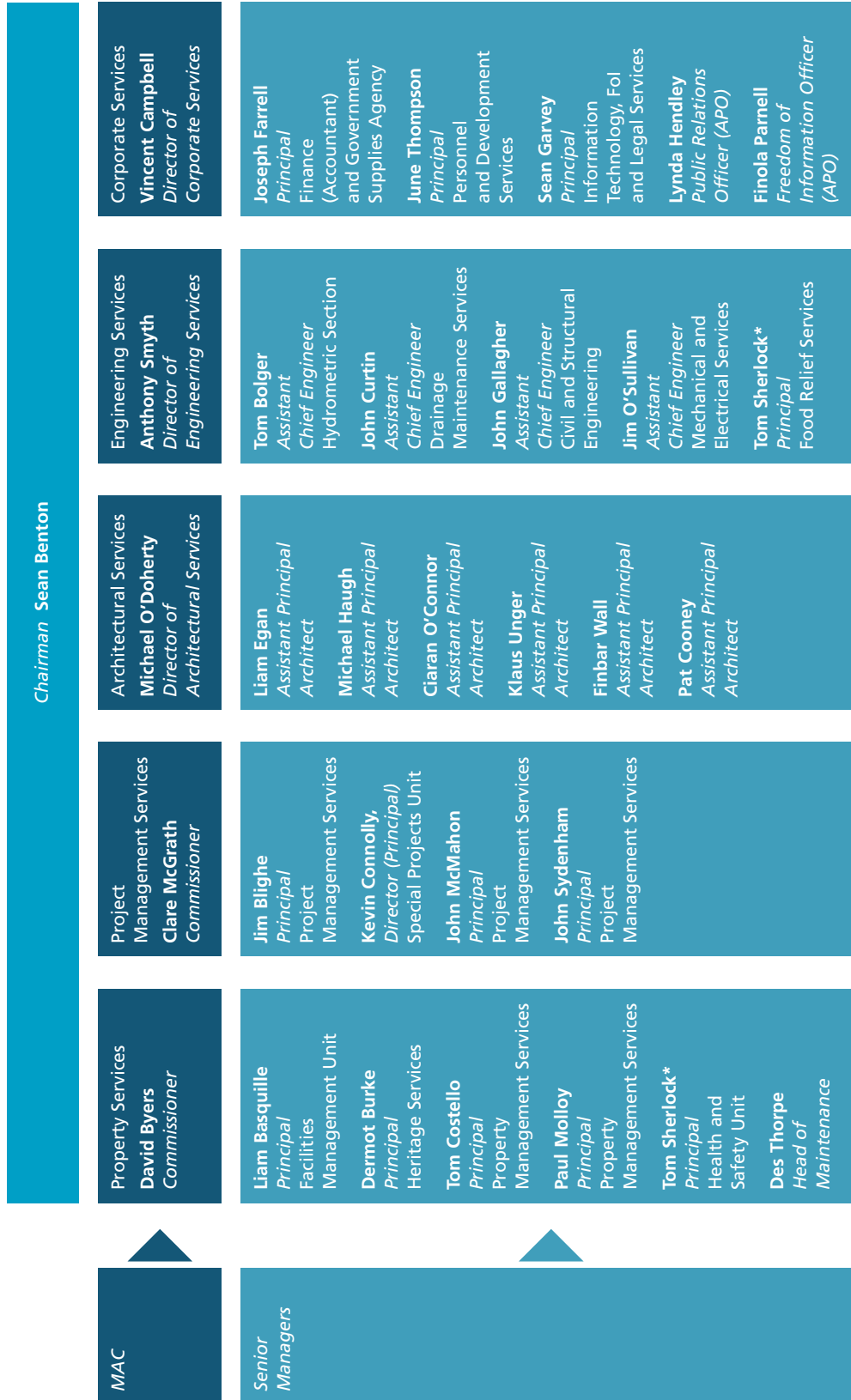
## **Internal Customer**

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Ensure staff are recognised as internal customers and that they are properly supported.

# Appendix 2

## OPW Organisation Chart



\* T. Sherlock appears under both Property Services and Engineering Services.

## Appendix 3

### *Quality Customer Service Officers Network*

<b>Name/Address</b>	<b>E-mail</b>	<b>Phone</b>
<ul style="list-style-type: none"> <li>▶ <i>Property Management Services</i> Jim Berrigan Property Management Services 51 St. Stephen's Green, Dublin 2</li> </ul>	jim.berrigan@opw.ie	(01) 647 6200
<ul style="list-style-type: none"> <li>▶ <i>Property Maintenance Services</i> Ray Williamson Property Maintenance Services 51 St. Stephen's Green, Dublin 2</li> </ul>	ray.williamson@opw.ie	(01) 647 6237
<ul style="list-style-type: none"> <li>▶ <i>Heritage Services</i> Gerry Bourke Visitor Services, 6 Ely Place, Dublin 2</li> </ul>	gerry.bourke@opw.ie	(01) 647 2450
<ul style="list-style-type: none"> <li>▶ <i>Project Management Services</i> Frank Fingleton Project Management Support Services 51 St. Stephen's Green, Dublin 2</li> </ul>	frank.fingleton@opw.ie	(01) 647 6449
<ul style="list-style-type: none"> <li>▶ <i>Architectural Services</i> Michael Haugh Assistant Principal Architect OPW Architectural Services – New Works 2 51 St. Stephen's Green, Dublin 2</li> </ul>	michael.haugh@opw.ie	(01) 647 6731
<ul style="list-style-type: none"> <li>▶ <i>Engineering Services</i> Michael Caden Engineering Services 51 St. Stephen's Green, Dublin 2</li> </ul>	michael.caden@opw.ie	(01) 647 6035
<ul style="list-style-type: none"> <li>▶ <i>Government Supplies Agency</i> Pat Granahan Deputy Director, Government Supplies Agency 51 St. Stephen's Green, Dublin 2</li> </ul>	pat.granahan@opw.ie	(01) 647 6826
<ul style="list-style-type: none"> <li>▶ <i>Corporate Services Division</i> Frank Coffey Training Unit, Corporate Services Division 51 St. Stephen's Green, Dublin 2</li> </ul>	frank.coffey@opw.ie	(01) 647 6097

## Appendix 4

### *Addresses and Contact Details*

#### **Head Office**

Office of the Minister of State, Office of the Chairman, Corporate Services, Property Management Services, Project Management Services, Property Maintenance Services, Architectural Services, Engineering Services,

*51 St Stephen's Green, Dublin 2*

*Tel: (01) 647 6000*

*LoCall: 1890 213 414*

*Main Fax No: (01) 661 0747*

*Website: [www.opw.ie](http://www.opw.ie)*

*E-mail: [info@opw.ie](mailto:info@opw.ie)*

#### **Quantity Surveying Section, Professional Accountants**

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4-5 Harcourt Road, Dublin 2

(01) 647 6000

#### **Flood Relief Design Section; Structural Engineering Section**

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17-19 Lower Hatch Street, Dublin 2

(01) 647 6000

#### **Financial Services Division**

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Government Offices, Hebron Road, Kilkenny

(056) 777 2600

LoCall: 1890 213 424

#### **Government Supplies Agency**

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51 St Stephen's Green, Dublin 2

(01) 647 6000

LoCall: 1890 213 434

#### **Government Publications Sale Office**

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Sun Alliance House, Molesworth St, Dublin 2

(01) 679 3515

#### **Heritage Services**

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Dún Scéine, Harcourt Lane, Dublin 2

(01) 647 6000

#### **Heritage Services (Visitor Services Division)**

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6 Ely Place Upper, Dublin 2

(01) 647 6000

### **Furniture Branch**

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Mountshannon Road, Rialto, Dublin 8 (01) 453 1588

### **Building Maintenance Service**

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Collins Barracks, Dublin 7 (01) 676 4633

### **Dublin Castle Conference Centre**

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Dublin Castle, Dublin 2 (01) 679 3713

### **Farmleigh**

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White's Road, Castleknock, Dublin 15 (01) 815 5900

### **Central Engineering Workshop**

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Jamestown Road, Inchicore, Dublin 8 (01) 453 4204

### **Arterial Drainage Maintenance**

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Newtown, Trim, Co Meath (046) 943 1352

Fairgreen, Ardee, Co Louth (041) 685 3256

Robinstown, Mullingar, Co Westmeath (044) 48332

Ballycraine, Castlebridge, Co Wexford (053) 24181

Drumbear, Cootehill Road, Monaghan (047) 83201

Main Street, Headford, Co Galway (093) 35456

Foxford Road, Ballina, Co Mayo (096) 22065

Gallows Brae, Lifford, Co Donegal (074) 41273

Corrib Sluice Barrage, Sluice House, Galway (091) 563097

Templemungret House, Mungret, Limerick (061) 227139

Inch Bridge, Listowel, Co Kerry (068) 21166

Connaught Harbour, Portumna, Co Galway (0509) 41086

Government Buildings, Spa Road, Tralee (066) 7124479

### **Hydrology & Hydrometric Services**

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Main St., Headford, Co. Galway (Headquarters) (093) 35456

Barrack Street, Athlone, Co Westmeath (0902) 649 2918

Hebron Road, Kilkenny (056) 777 2641

Fair Green, Ardee, Co Louth (041) 685 7992

Templemungret House, Mungret, Co Limerick (061) 227139

Foxford Road, Ballina, Co Mayo (096) 22065

### Regional Architectural Offices

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Arbour Hill Gate, Collins Barracks, Dublin 7	(01) 474 2040
Dublin Castle, Dublin 2	(01) 475 5175
Govt Buildings, St Alphonsus Road, Dundalk, Co Louth	(042) 933 4221
2 Chapel Street, Sligo	(071) 42202
Government Offices, High Road, Letterkenny	(074) 21365
Barrack Street, Athlone, Co Westmeath	(0902) 92087
13 Catherine Street, Waterford	(051) 874134
Government Buildings, Portlaoise	(0502) 21133
Government Buildings, Arklow, Co Wicklow	(0402) 32761
Government Buildings, Anne St, Wexford	(053) 22470
14 Old Blackrock Road, Cork	(021) 496 6200
The Demesne, Killarney, Co Kerry	(064) 31028
2 Mallow Street, Limerick	(061) 313500
Government Offices, Thurles, Co Tipperary	(0504) 21532
16 Eyre Square, Galway	(091) 53016
Pavilion Road, Castlebar, Co Mayo	(094) 21331

### National Monuments Depots

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<i>Athenry Depot</i>	
District Works Manager, Raheen, Athenry, Co Galway	(091) 844084
<i>Kilkenny Depot</i>	
District Works Manager, Hebron Road Ind Estate, Kilkenny	(056) 772 1618
<i>Killarney Depot</i>	
District Works Manager, Ross Castle, Killarney, Co Kerry	(064) 33565
<i>Mallow Depot</i>	
District Works Manager, Mallow, Co Cork	(022) 42278
<i>Dromahair Depot</i>	
District Works Manager, Dromahair, Co Leitrim	(071) 916 4186
<i>Trim Depot</i>	
District Works Manager, Newtown, Trim, Co Meath	(046) 943 1452

## Heritage Sites

<b>A</b>	Adare Castle, Adare, Co. Limerick	(061) 396 666
	Altamont Gardens, Tullow, Co. Carlow	(059) 915 9444
	Ardfert Cathedral, Ardfert, Co. Kerry	(066) 713 4711
	Athenry Castle, Athenry, Co. Galway	(091) 844 797
	Aughnanure Castle, Oughterard Ballyhack, Co. Galway	(091) 552 214
<b>B</b>	Ballyhack Castle, Co. Wexford	(051) 389 468
	Barriscourt Castle, Carrigtwhohill, Co. Cork	(021) 488 2218
	Battle of the Boyne, Oldbridge Estate, Oldbridge, Co. Meath/Louth	(041) 988 4343
	Boyle Abbey, Boyle, Co. Roscommon	(071) 966 2604
	Brú na Bóinne Visitor Centre, Donore, Co. Meath	(041) 988 0300
<b>C</b>	Cahir Castle, Castle Street Cahir, Co. Tipperary	(052) 41011
	Carrowmore Megalithic Cemetery, Sligo Co. Sligo	(071) 61534
	Casino, Cherrymount Crescent, off Malahide Road, Marino, Dublin 3	(01) 833 1618
	Castletown, Celbridge, Co. Kildare	(01) 628 8252
	Céide Fields Ballycastle, Co. Mayo	(096) 43325
	Charles Fort Summercove Kinsale Co. Cork	(021) 477 2263
	Clonmacnoise, Shannonbridge, Co. Offaly	(090) 967 4195
	Coole Park, Coole Visitor Centre, Gort, Co. Galway	(091) 631804
	Corlea Trackway Visitor Centre, Kenagh, Co. Longford	(043) 22386
<b>D</b>	Derrynane House, National Historic Park, Caherdaniel, Co. Kerry	(066) 947 5113
	Desmond Castle Cork Street, Kinsale, Co. Cork	(021) 477 4855
	Desmond Hall, The Square, Newcastlewest, Co. Limerick	(069) 77408
	Donegal Castle, Donegal Town, Co. Donegal	(074) 972 2405
	Doneraile Park Doneraile, Co. Cork	(022) 24244
	Dún Aonghasa, Kilmurvey, Inishmore, Aran Islands, Co. Galway	(099) 61008
	Dungarvan Castle, Castle Street, Dungarvan, Co. Waterford	(058) 48144
	Dunmore Cave, Ballyfoyle, Co. Kilkenny	(056) 776 7726
	Dwyer McAllister Cottage, Derrynamuck, Knockanarrigan, Co. Wicklow	(0404) 45325/45352 (Glendalough Visitor Centre)
<b>E</b>	Emo Court, Emo, Co. Laois	(0502) 26573/(086) 810 7916
	Ennis Friary Abbey Street Ennis, Co. Clare	(065) 682 9100
<b>F</b>	Famine Warhouse (1848), Ballingarry, Co. Tipperary	(087) 908 9972
	Ferns Castle, Ferns, Co. Wexford	(054) 66411 (During Season)/ (056) 772 4623 (Out of season)
	Fota Arboretum and Gardens Fota Estate Carrigtwohill, Co. Cork	(021) 481 2728

<b>G</b>	Gallarus Castle, Ballydavid, Co. Kerry	(066) 915 6444/
		(066) 915 6371 (The Blasket Centre)
	Garden of Remembrance Parnell Square East, Dublin 1	(01) 647 2403 (Head Office)/
		(01) 874 3074 (Garden)
<b>L</b>	Glebe House and Gallery, The Derek Hill Collection Churchill, Letterkenny, Co. Donegal	(074) 913 7071
	Glendalough Visitor Centre, Glendalough, Bray, Co. Wicklow	(0404) 45325/ (0404) 45532 (Glendalough Visitor Centre)
<b>H</b>	Heywood Gardens, Ballinakill, Co. Laois	(0502) 33563
	Hill of Tara, Navan, Co. Meath	(046) 9025 903
<b>I</b>	Ilnacullin (Garinish Island) Glengarriff, Bantry, Co. Cork	(027) 63040
	Ionad an Bhlascaoid Mhóir, The Blasket Centre, Dún Chaoin, Trá Lí Co. Chiarraí	(066) 915 6444/ (066) 915 6371
	Iveagh Gardens, Clonmel Street, Dublin 2	(01) 475 7816
<b>J</b>	Jerpoint Abbey, Thomastown, Co. Kilkenny	(056) 772 4623
	John F. Kennedy Arboretum, New Ross, Co. Wexford	(051) 388171
<b>K</b>	Kilkenny Castle, Kilkenny City, Co. Kilkenny	(056) 772 1450
	Kilmacurragh, Rathdrum, Co. Wicklow	(01) 857 0909
	Kilmainham Gaol, Inchicore Road, Dublin 8	(01) 453 5984
<b>L</b>	Listowel Castle, The Square, Listowel, Co. Kerry	(01) 647 2453
	Lusk Heritage Centre, Lusk, Co. Dublin	(01) 843 7683/(01) 833 1618/ (01) 647 2461 (Head Office)
<b>M</b>	Main Guard, Sarsfield Street, Clonmel, Co. Tipperary	(052) 27484
	Maynooth Castle Maynooth, Co. Kildare	(01) 628 6744
	Muckcross Friary, Muckcross Estate, Killarney National Park, Killarney, Co. Kerry	(064) 31440
<b>N</b>	National Botanic Gardens, Glasnevin, Dublin 9	(01) 837 7596/(01) 8374388/ (01) 804 0300
	Newmills Corn and Flax Mills, Churchill Road, Letterkenny, Co. Donegal	(074) 912 5115
<b>O</b>	Old Mellifont Abbey, Tullyallen, Drogheda, Co. Louth	(041) 982 6459
	Ormond Castle, Castle Park, off Castle Street, Carrick-on-Suir, Co. Tipperary	(051) 640787
<b>P</b>	Parke's Castle, Fivemile Bourne, Co. Leitrim	(071) 916 4149
	Pearse Museum, St. Enda's Park, St. Enda's Park, Grange Road, Rathfarnham, Dublin 16	(01) 493 4208
	Phoenix Park & Ashtown House, Phoenix Park, Dublin 8	(01) 677 0095
	Portumna Castle and Gardens, Portumna, Co. Galway	(090) 974 1658

<b>R</b>	Rathfarnham Castle, Rathfarnham, Dublin 14	(01) 493 9462
	Reginald's Tower, The Quay, Waterford	(051) 304220/ (051) 873501 (Waterford City Council)
	Rock of Cashel, Cashel, Co. Tipperary	(062) 61437
	Roscrea Heritage (Castle and Damer House), Castle Street, Roscrea, Co. Tipperary	(0505) 21850
	Ross Castle, Killarney, Co. Kerry	(064) 35851/(064) 35852
	Royal Hospital, Kilmainham, Royal Hospital, Military Road, Kilmainham, Dublin 8	(01) 612 9900
<b>S</b>	Scattery Island Kilrush, Co. Clare	(065) 682 9100 (Ennis Friary)
	Sligo Abbey, Abbey Street, Sligo, Co. Sligo	(071) 914 6406
	St. Audoen's Church, Cornmarket, High Street, Dublin 8	(01) 677 0088
	St. Mary's Abbey, Chapter House, Meetinghouse Lane, Off Capel Street, Dublin 1	(01) 872 1490/(01) 647 2461/ (01) 833 1618
	St. Mary's Church, Gowran, Co. Kilkenny	(01) 647 2453
	St. Stephen's Green Park, Dublin 2	(01) 475 7816
Swiss Cottage, Kilcommon, Cahir, Co. Tipperary	(052) 41144	
<b>T</b>	Teach an Phiarsaigh (Patrick Pearse's Cottage), Inbhear, near Rosmuc village, Co. Galway	(091) 574 292
	Tintern Abbey, Saltmills, New Ross, Co. Wexford	(051) 562650
	For bookings/enquiries from sep-Mid June	(056) 772 4623
	Trim Castle, Trim, Co. Meath	(046) 943 8619
<b>W</b>	War Memorial Gardens, Islandbridge, Dublin 8	(01) 647 2406 (Head Office)/ (01) 677 0236 (Gardens)
	Waterways Visitor Centre, Grand Canal Quay, Dublin 2	(01) 677 7510

### Heritage Card

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# Plean Gníomhaíochta Seirbhísí Custaiméirí

2004 – 2007



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## Réamhrá

Leagann an cháipéis seo amach Plean Gníomhaíochta Seirbhísí Custaiméirí an OPW don tréimhse go lár 2007. Léiríonn an Plean Gníomhaíochta conas mar a bheartaímid seirbhís níos fearr a sheachadadh agus cad go díreach a gheallaimid dár gcustaiméirí. Léirítear ár dtiomantas maidir le seirbhís den scoth a sholáthar dár gCustaiméirí, leagtar amach conas a ndéanfaimid freastal ar a gcuid riachtanas agus leagtar amach spriocanna do rudaí praiticiúla chun iad sin a bhaint amach.

D’ullmhaigh Líonra Seirbhísí Custaiméirí Ardchaighdeáin (QCS) an OPW an Plean seo agus tá sé formhuinthe ag an gCoiste Comhpháirtíochta agus ag an mBainistíocht.

## Misean an OPW

### Is é Misean An OPW:

*“Seachadadh a dhéanamh in am agus laistigh de bhuiséid, i dtacaíocht le Polasaithe Rialtais, ar sheirbhísí ardchaighdeáin i maoin, dearadh, tógáil agus fáil.”*

Is eagraíocht seirbhísí í Oifig na nOibreacha Poiblí ar dtús báire. Is é an t-éiteas atá aici ná díriú ar an gcliant, seachadadh a dhéanamh in am agus luach ar airgead a thabhairt. Comhlíonann seacht cinn d’Aonaid Ghnó oibríochtaí Oifig na nOibreacha Poiblí:

- ▶ Seirbhísí Bainistíochta Tionscadal.
- ▶ Seirbhísí Bainistíochta Maoine.
- ▶ Seirbhísí Cothabhála Maoine.
- ▶ Seirbhísí Ailtireachta.
- ▶ Seirbhísí Innealtóireachta.
- ▶ Gníomhaireacht Soláthairtí Rialtais.
- ▶ Seirbhísí Oidhreachta.

Tá an Oifig tiomanta seirbhís éifeachtúil, chúirtéiseach agus d’ardchaighdeán a sheachadadh dá custaiméirí go léir agus táthar tiomanta sa Phlean seo na caighdeáin seirbhíse atá leagtha amach againn a bhaint amach go seasta. Caithaimid le gach custaiméir go cothrom agus déanaimid gach iarracht seirbhís a sholáthar:

- ▶ A bhíonn inrochtaine dóibh;
- ▶ A fhreastalann ar a gcuid riachtanas seirbhíse nó gnó;
- ▶ A bhíonn comhsheasmhach le gach reachtaíocht chuí, agus
- ▶ A fhreastalann ar riachtanais a bhíonn sonrath do ghrúpaí custaiméirí ar leith agus atá clúdaithe faoi reachtaíocht chomhionannais.

## Prionsabail Chúlra

Agus an Plean seo á dhréachtadh, d'fhéachamar ar roinnt phrionsabal treorach a forbraíodh laistigh den Státsheirbhís agus den OPW é féin le roinnt blianta anuas. Is iad sin:

- ▶ Cairt Chustaiméirí an OPW (foilsithe ag an am céanna leis an gcáipéis seo);
- ▶ Prionsabail na Státsheirbhíse maidir le Seirbhísí Custaiméirí Ardchaighdeáin (Aguisín 1);
- ▶ Prionsabail an OPW féin maidir le seirbhís chomhsheasmhach den scoth a bhíonn deimhnithe trínár gcórais chreidiúnaithe ISO éagsúla.

## Leagan amach an Phlean

Tá an Plean Gníomhaíochta Seirbhísí Custaiméirí, ar nós ár gCairte, roinnte i réimsí téamaí éagsúla:

1. Freagra Ginearálta;
2. Eolas;
3. Comhionannas;
4. Seachadadh Mísín;
5. Déileáil le Fadhbanna (Gearáin agus Achomhraic).

Tagann an Plean chun críche le:

6. Clár maidir le meastóireacht ar an dul chun cinn atá déanta faoin bPlean.
7. Tráthchlár chun na gníomhartha atá leagtha amach a sheachadadh.

# 1. Freagra Ginearálta

*Tá sé d'aidhm againn seirbhísí a sheachadadh go leanúnach ag amanna agus ionaid a oireann dár gcustaiméirí.*

Baineann cuid lárnach de sheachadadh Seirbhís Custaiméirí d'Ardchaighdeán leis na bealaí inár féidir le foireann ár n-Oifige idirghníomhú lena gcustaiméirí, leis an bpobal go ginearálta agus lena chéile. Cuirfimid béim mhór inár bPlean Gníomhaíochta ar thráthúlacht agus ar an tslí a ndéantar ár bhfreagra ginearálta.

## Nuair a ghlaotar orainn,

- ▶ Beimid ar fáil chun freagra a thabhairt ar fhiosruithe teileafóin le linn gnáthuaire oifige (9:15am-1:00pm agus 2:15pm-5:30pm Luan-Aoine [5:15pm Aoine])\*
- ▶ Freagróimid bhur nglanna go pras;
- ▶ Mura mbímid ar fáil ar an bpointe, ceadóidh freagra guthphost uathobritheach duit teachtaireacht a fhágáil agus is féidir linn í a fhreagairt nuair a fhillimid;
- ▶ Beimid cúirtéiseach agus cuirfimid muid féin agus ár réimse oibre in aithne;
- ▶ Beimid cabhrach agus soláthróimid eolas soiléir agus cruinn duit;
- ▶ Tógfaimid bhur sonraí agus glaofaimid ar ais ort mura mbeimid in ann d'fhiosrúchán a fhreagairt ar an bpointe;
- ▶ Má bhíonn sé riachtanach tú a aistriú chuig rannóg eile, soláthróimid ainm, rannóg agus uimhir theileafóin an duine a gcuirfear tú ar aghaidh chuige/chuici;
- ▶ Coimeádfaimid eolairí agus cairt eagrúcháin inmheánacha cothrom le dáta;
- ▶ Cinnteoidimid go gcoimeádfar cinn litreach oifigiúla cothrom le dáta agus go mbíonn seoltaí cuí agus uimhreacha teileafóin agus seoltaí ríomhphoist priontáilte agus soláite;
- ▶ Cinnteoidimid go mbeidh oiliúint chúil ar gach duine ar an bhfoireann céad freagartha (eg: Ionad Fáilte, Malartán Teileafóin etc) maidir le teicnící Seirbhísí Custaiméirí.

*\* D'fhéadfadh nach mbeadh foireann i gcónaí i roinnt fo-oifigí le fócas oibríochta láidir, go háirithe sna Réigiúin.*

## Nuair a bheimid i gcomhfhreagras leat,

- ▶ Tabharfaimid admháil ar gach fiosrú scríofa agus gach comhfhreagras neamhghnách (lena n-áirítear faicseanna agus ríomhphoist) go pras;
- ▶ Tá sé d'aidhm againn, freagra cuimsitheach a thabhairt ar 95% ar a laghad de gach comhfhreagras laistigh de 20 lá oibre;
- ▶ Úsáidfaimid teanga shoiléir agus shimplí agus déanfaimid iarracht a laghad téarmaí oifigiúla/teicniúla agus acrainmneacha a úsáid agus is féidir;
- ▶ Soláthróimid ainm teagmhála, uimhir theileafóin, uimhir faics, seoltaí ríomhphoist agus nuair is infheidhme uimhir thagartha nó uimhir chomhaid duit nuair a iarrtar sin;
- ▶ Seolfaimid aon chomhfhreagras a fhaighaimid agus a bhaineann le Roinn nó Gníomhaireacht eile chucu ar an bpointe agus cuirfimid tusa ar an eolas faoi sin;
- ▶ Cinnteoidimid go bhfreagraítear aon chomhfhreagras Gaeilge a fhaightear i nGaeilge.

**Má thagann tú chuig ár n-oifigí,**

- ▶ Beimid ar fáil chun bualadh leat, ach coinne a bheith agat, le linn gnáthuaire oifige (9:15am-1:00pm agus 2:15pm-5:30pm Luan-Aoine [5:15pm Aoine]). Beimid chomh solúbtha agus is féidir más mian leat cruinniú a shocrú lasmuigh de na huaire sceadalaithe seo;
- ▶ Bualadh muid leat in am, nuair a bhíonn coinne déanta agat. Mura mbíonn coinne déanta agat, déanfaimid ár ndícheall freastal ort;
- ▶ Beimid cúirtéiseach agus beimid cothrom agus cuiditheach leat;
- ▶ Cuirfimid ar aghaidh tú chuig an duine sin a bheidh in ann déileáil le d'fhiosrúchán chomh luath agus is féidir;
- ▶ Cinnteoidimid go mbíonn ár n-oifigí glan agus sábháilte agus go soláthraítear saoráidí cuí ag gach cruinniú;
- ▶ Athbhreithneoidimid rochtain ar ár n-oifigí go leanúnach do gach duine a bhíonn ag glaoch, lena n-áirítear iad sin a mbíonn míchumas ag dul dóibh.

**Seirbhísí creidiúnaithe ISO**

Ó thaobh téarmaí sainiúla, tugann an OPW ráthaíocht freisin sainleibhéal freagra a thabhairt ó na hAonaid Ghnó agus Rannóga sin a bhfuil creidiúnú ISO bainte amach acu. Tá sé i gceist againn go leathnófaí an ráthaíocht sin chuig gach Aonad Gnó sa toadhcháil ionas go mbeidh gach custaiméir in ann leibhéal chomhsheasmhacha seirbhíse agus ardchaighdeáin, a bhíonn leagtha amach don chóras seo, a fháil.

**Tuilleadh Rogha**

Tá an OPW tiomanta raon níos leithne roghanna a sholáthar dár gcustaiméirí. Ó thaobh teicneolaíochta nua, táimid ag déanamh infheistíocht mhór chun an méid rogha agus is féidir a sholáthar dóibh sin a bhíonn ag déileáil linn. Leanfaimid a bheith rannpháirteach an méid agus is féidir linn ionas go mbeidh an méid rogha agus is féidir á sholáthar, go háirithe trí úsáid a bhaint as teicneolaíocht, ag teacht le ríomh-Straitéis an Rialtais.

- ▶ Tá sé mar aidhm againn trínár ríomh-straitéis, an raon roghanna do chustaiméirí, do sholáthróirí, don fhoireann agus do gheallshealbhóirí eile a fheabhsú trí fhorbairt agus fheidhmiú leanúnach na dteicneolaíochtaí sin sna réimsí sin ina bhfeidhmímid. Áireofar leis sin, mar shampla, roghanna a fhorbairt i ndáil le ríomh-fháil, tairiscintí a dhéanamh ar-líne etc.
- ▶ Ó thaobh rogha a sholáthar trí dhuine a bheith i láthair, leanfaimid ag baint úsáide as ár struchtúr Oifigí Áitiúla chun seirbhísí a sheachadadh dár gCustaiméirí. Tá ár gcuid oifigí scaipthe ar fud na hÉireann chun cur lenár bpointí teagmhála (Féach Aguisín 4).

## 2. Eolas a Sholáthar

*Aithnímid chomh tábhachtach atá sé freastal a dhéanamh ar gach a mbíonn ár gcustaiméirí ag súil leis trí eolas atá tráthúil, cruinn agus oiriúnach dá riachtanais a sholáthar.*

### **An tAcht um Shaoráil Faisnéise**

Bronnann an tAcht um Shaoráil Faisnéise, 1997 roinnt cearta dlí ar an bpobal ginearálta:

- ▶ An ceart rochtain a dhéanamh ar eolas, faoi réir díolúintí áirithe,
- ▶ An ceart cúiseanna a lorg ar chinntí a chuireann isteach orthu féin,
- ▶ An ceart eolas pearsanta maidir leo féin a cheartú.

Más mian leat iarratas a dhéanamh ar eolas faoin Acht um Shaoráil Faisnéise, ba chóir duit dul i dteagmháil leis:

### **An tOifigeach um Shaoráil Faisnéise**

*Oifig na nOibreacha Poiblí, 51 Faiche Stiabhna, Baile Átha Cliath 2*

*Teileafón: (01) 647 6033*

*Faics: (01) 647 6485*

agus léirigh go soiléir go bhfuil tú ag lorg eolais faoin Acht.

- ▶ Caithfimid le gach iarratas go neamhchlaonta agus go comhionann, ag teacht le spiorad agus litir an Achta.
- ▶ Déanfaimid gach iarracht go ndéileálfar le hiarratais shimplí lasmuigh de scóip an Achta.
- ▶ Cinnteoidimid go ndéanfaimid gach fiosrúchán a fhaightear agus a dhéileáiltear leo faoin Acht a phróiseáil laistigh den spriocam reachtúil 28 lá.
- ▶ Déanfaimid iarracht a chinntiú go mbíonn tuiscint shoiléir ag gach custaiméir a bhímid ag déileáil leo ar a gcuid cearta agus oibleagáidí i ndáil leis an Acht um Shaoráil Faisnéise ó thaobh an méid baint a bhíonn acu linne.

### **Láithreán Gréasáin OPW**

Is acmhainn eolais substaintiúil é Láithreán Gréasáin an OPW do chustaiméirí, inmheánacha agus seachtracha araon.

- ▶ Cinnteoidimid go mbeidh an láithreán gréasáin faoi réir na gcaighdeán is fearr deartha agus go mbeidh sé éasca agus praiticiúil le húsáid ag úsáideoirí.
- ▶ Cinnteoidimid go mbeidh an t-eolas a chuirtear i láthair oiriúnach, cruinn agus cothrom le dáta.
- ▶ Cuirfimid, nuair is oiriúnach agus indéanta sin, naisc ar fáil ónár láithreán gréasáin chuig foinsí oiriúnacha eolais eile ar an Idirlíon.
- ▶ Cuirfimid pointe aiseolais ar fáil d'úsáideoirí an láithreáin ghréasáin.
- ▶ Cuirfimid eolas a bhíonn ar fáil go ginearálta ar fáil i bhformáidí éagsúla chun a bheith oiriúnach do riachtanais úsáideoirí.

### 3. Cóir Chomhionann

*Táimid tiomanta seirbhísí a sholáthar dár gcustaiméirí ar bhonn stádaís chomhionann. Ciallaíonn sé sin go ndéanfaimid freastal ar riachtanais chustaiméirí ar leith nó grúpaí de chustaiméirí agus é mar aidhm againn cóir chomhionann a bhaint amach.*

#### **Ceanglais reachtaíochta**

Tá roinnt reachtaíochta ann a thugann cumhacht ar leith don ghné seo ó thaobh phleanáil Gníomhaíochta Seirbhísí Custaiméirí. Áirítear leis sin

- ▶ An tAcht um Chomhionannas Fostaíochta, 1998
- ▶ An tAcht um Stádas Comhionann, 2000.

Tá tábhacht ar leith leis an Acht um Stádas Comhionann do Sheirbhísigh Phoiblí. Coscann sé idirdhealú agus leatrom ar naoi bhforas:

- ▶ Inscne,
- ▶ Stádas Pósta,
- ▶ Stádas Teaghlaigh,
- ▶ Gnéaschlaonadh,
- ▶ Creideamh,
- ▶ Aois,
- ▶ Míchumas,
- ▶ Cine,
- ▶ Ball den Lucht Siúil.

- ▶ Cinnteoidimid nach ndéanfar idirdhealú in aghaidh aon duine de bharr go mbíonn siad ina mball d'aon ghrúpa atá clúdaithe ag na naoi gcatagóir;
- ▶ Beimid íogaireach maidir le dearcaí na n-eagraíochtaí a dhéanann ionadaíocht ar chustaiméirí ar fud na naoi gcatagóir nuair a bhíonn seirbhísí á gcur ar fáil;
- ▶ Beidh aird againn ar riachtanais bhunús leathan custaiméirí agus polasaí á chur le chéile againn.
- ▶ Cuirfimid oiliúint ar fáil don fhoireann maidir le comhionannas agus éagsúlacht mar chuid den oiliúint seirbhísí custaiméirí iomlán.

## Rochtain Fhisiúil

Tá an OPW freagrach, trína rannpháirtíocht sa Chlár Rochtaine Uilíoch, as a chinntiú go gcuirtear i bhfeidhm go praiticiúil comhionannas rochtaine ar an Státseirbhís do gach custaiméir trí thionscadail chun rochtain a sholáthar ag gach Oifig Rialtais. Breithnímid mar sin go bhfuil freagracht ar leith orainn sampla maith a léiriú maidir leis sin.

Is féidir rochtain a dhéanamh ar ár gCeannteathrú ag 51 Faiche Stiabhna. Tá rochtain ag daoine faoi mhíchumas trínár mbealach isteach ag 52 Faiche Stiabhna agus go himmheánach ar ár n-ardaitheoirí. Is féidir le daoine faoi mhíchumas rochtain a dhéanamh ar na limistéir phoiblí\* inár nOifigí Réigiúnacha uile.

*\* Sainmhínítear "Limistéir phoiblí" mar na limistéir sin a mbeadh saor-rochtain agus rochtain neamhshrianta ghinearálta de ghnáth ag an bpobal orthu mar fhorhallai agus seomraí feithimh srl.*

- ▶ Leanfaimid ag cinntiú go gcoimeádtar rochtain cheart ar ár n-oifigí go léir a mbíonn rochtain phoiblí riachtanach chucu;
- ▶ Cinnteoidimid go ndéantar freastal iomlán ar ár bhfoireann le riachtanais rochtana speisialta;
- ▶ Tabharfaimid ráthaíocht go leanfaimid ag cloí i ngach slí le haltanna cuí an Achta um Shábháilteacht, Sláinte agus Leas ag an Obair, 1989 maidir le rochtain shábháilte do chustaiméirí agus don fhoireann.

## An Ghaeilge

Táimid tiomanta an leibhéal seirbhísí atá ar fáil trí Ghaeilge faoi láthair a fheabhsú agus maidir leis sin, beimid ag cloí go hiomlán le forálacha Acht na dTeangacha Oifigiúla 2003.

- ▶ Cuirfimid foilseacháin mhóra ar fáil sa dá theanga;
- ▶ Cinnteoidimid go bhfoilsítear fógraíocht agus fógraí sa dá theanga;
- ▶ Cinnteoidimid go bhfreagraítear i nGaeilge aon chomhfhreagras a fhaightear i nGaeilge;
- ▶ Cinnteoidimid go mbíonn Gaeilge ar a dtoil ag an bhfoireann a bhíonn ag obair i suímh Oidhreachta le béim ar chultúr na hÉireann nó ar an teanga (e.g. Teach an Phiarsaigh, Ionad an Bhlascaoid Mhóir agus Dún Aonghusa).

Go ginearálta, is é an aidhm atá againn ná iarracht a dhéanamh, thar am, go mbeidh rochtain ag daoine a bhíonn ag déileáil linn agus a dteastaíonn uathu a ngnó a dhéanamh trí Ghaeilge ar dhuine den fhoireann a bhíonn ar a gcumas cumarsáid leo i cibé teanga is mian leo.

## 4. Seachadadh Misin

*Táimid tiomanta seirbhísí éifeachtacha a sholáthar dár gcustaiméirí de réir na bpríomhghnéithe inár Ráiteas Misin.*

Is iad na príomhchustaiméirí a bhíonn ag seirbhísí OPW ná Ranna Rialtais agus gníomhaireachtaí eile. Sa bhreis air sin, soláthraimid seirbhísí don phobal ginearálta trínár líonra de shuímh Oidhreachta.

Den chuid is mó, baineann na seirbhísí a sholáthraítear le ceathar réimse leathan saineolais:

- ▶ **Seirbhísí Maoine a bhaineann le tógáil agus bainistiú saoráidí;**  
Déantar na seirbhísí sin a sheachadadh trí Bhainistiú Maoine, Cothabháil Maoine, Bainistiú Tionscadal, Seirbhísí Ailtreachta agus gnéithe de na hAonaid Ghnó Seirbhísí Innealtóireachta.
- ▶ **Seirbhísí Oidhreachta;**  
Déanann Seirbhísí Oidhreachta bainistiú ar phórtfóilió de mhaoin shuntasach le béim thábhachtach ar an stair agus ar an turasóireachta.
- ▶ **Seirbhísí innealtóireachta a bhaineann le haibhneacha agus uiscebhealaí;**  
Is í an Oifig, trí obair an Aonaid Ghnó Seirbhísí Innealtóireachta, an ghníomhaireacht chuí a bhíonn freagrach as leagan amach agus tógáil tionscadail fhaoisimh tuilte agus is í an t-údarás náisiúnta reachtúil í chun na Scéimeanna Draenála Artairí a fheidhmiú agus a chothabháil.
- ▶ **Seirbhísí Soláthair;**  
Is é an tAonad Gnó Gníomhaireacht Soláthairtí Rialtais príomhsholáthróir raon leathan táirgí agus seirbhísí thar ceann an Stáit.

- ▶ Cinnteoidimid go seachadfar seirbhísí do Chustaiméirí faoi aon cheann de na cinnteidil seo a théann thar theorainneacha inmheánacha Aonaid Ghnó, an méid agus is féidir, ar shlí lánpháirtithe agus chomhordaithe go hiomlán;
- ▶ Rachaimid i gcomhairle go rialta lenár gCustaiméirí, le comhlachtaí gairmiúla, le gníomhaireachtaí stáit agus le geallshealbhóirí eile ar conas is féidir ár seirbhísí a fheabhsú.
- ▶ Úsáidfaimid na cainéil chumarsáide sin ar bhealach dearfach agus cuiditheach ionas go bhfanfaidh an eagraíocht freagrach do riachtanais agus éilimh ár gcustaiméirí, ár bhfoirne agus ár ngeallshealbhóirí tábhachtacha eile.
- ▶ Rachfar i mbun córais aiseolais rialta le Custaiméirí/grúpaí Custaiméirí chun caighdeán na seirbhísí a sholáthraimid a mheasúnú – beidh foirmeacha éagsúla ag na córais sin, lena n-áirítear cainteanna díreacha idir Custaiméirí agus Soláthróirí agus uirlisí suirbhéireachta níos foirmiúla.
- ▶ Rachaimid i gcomhairle le custaiméirí inmheánacha, lenár bhfoireann, i ndáil le caighdeán na Seirbhísí Custaiméirí trí mheicníocht an Choiste Comhpháirtíochta.

### **Custaiméirí Inmheánach**

Cé go mbaineann príomhfhócas na hOifige le hobair a dhéantar ar son custaiméirí seachtracha éagsúla – Ranna eile agus Oifigí Stáit etc – aithnímid freisin gur Custaiméirí Inmheánacha iad ceann dár bpríomhghrúpaí Custaiméirí – ár gcomhghleacaithe. Déantar ionadaíocht ar gach duine den fhoireann ar ár gCoiste Comhpháirtíochta agus tá príomhfheidhm ag an gcoiste cuidiú le Bainistíocht chun aghaidh a thabhairt ar riachtanais na bhfoirne ar bhealach cuiditheach agus comhoibritheach. Scrúdóimid na tacaíochtaí a bhíonn ag teastáil ónár bhfoireann chun a gcuid oibre a dhéanamh chuig an caighdeán is fearr agus a chinntiú go mbíonn siad ar fáil san áit a bhíonn siad ag teastáil agus nuair a bhíonn siad ag teastáil.

- ▶ Feidhmeoimid an Córas Bainistíochta Feidhmíochta agus Forbartha go hiomlán.
- ▶ Gheobhaimid amach, trínár Straitéis Forbartha agus Oiliúna a fhorbairt, príomhriachtanais na foirne agus na heagraíochta ag dul chun cinn agus éascóimid seachadadh na riachtanais oiliúna sin, lena n-áirítear Oiliúint Seirbhísí Custaiméirí.
- ▶ Ullmhóimid agus feidhmeoimid Straitéis Acmhainní Daonna nua a bhíonn leagtha amach chun cuidiú le nuachóiriú an phríomhfheidhm bainistíochta sin.
- ▶ Bainfimid leas as an gCóras Eolais Bainistíochta nua chun cuidiú le heolas d'ardchaighdeán dóibh sin a dteastaíonn sé uathu a sholáthar go héifeachtach.

## 5. Déileáil le Fadhbanna

### *Féachfaimid le córas simplí soiléir próiseála gearán agus achomharc a sholáthar.*

Cé go ndéanfaimid gach iarracht ár seirbhísí a sheachadadh ar bhealach ionas nach mbeidh aon ghearán ann, glacaimid leis go bhféadfadh sé tarlú nach ndéantar na caighdeáin seirbhíse a bhíonn geallta a sheachadadh i gcónaí agus go dtarlaíonn botúin ó am go ham. Sa chás go dtarlaíonn sé sin, tá nós imeachta gearán agus achomharc curtha ar bun.

1. Má theastaíonn uait gearán a dhéanamh faoi sheirbhís a soláthraíodh duit, ba chóir duit, ar an gcéad dul síos, teagmháil a dhéanamh leis an Oifigeach Seirbhísí Custaiméirí don Aonad Gnó ar leith a mbíonn tú ag déileáil leis. (Aguisín 3.)

Má bhaineann do ghearán le seachadadh seirbhísí ag láithreacha oidhreachta is féidir do ghearán a dhéanamh leis an Treoraí nó an Maoirseoir Treoraí ar an láthair atá i gceist. Mura bhfuil seirbhís Treorach ar fáil nó má bhaineann an gearán le gné eile de na seirbhísí a thairgeann an tSeirbhís Oidhreachta ba chóir an gearán a dhéanamh díreach leis an Oifigeach Seirbhísí Custaiméirí liostaithe in Aguisín 3 den cháipéis seo.

Is é feidhm an Oifigeach Seirbhísí Custaiméirí Oifigigh déileáil leis an ngearán agus réitigh a chur i láthair maidir le haon fhadhbanna a thiochfaidh aníos idir an soláthróir seirbhíse (OPW) agus an Custaiméir.

2. Mura mbíonn aon réiteach tar éis Chéim 1 a leanúint, ba chóir an ní sin a chur ar aghaidh chuig an bPríomhoifigeach, Príomhaitire Cúnta nó Príomhinnealtóir Cúnta cuí sa rannóg chuí (Aguisín 2.)
3. Mura mbíonn aon réiteach faighte tar éis Chéim 2 a leanúint, is féidir le gearánaithe leas a bhaint as nós imeachta achomharc an Ombudsman.

Tá údarás reachtúil ag an Ombudsman scrúdú a dhéanamh ar ghearán i ndáil le cinneadh comhlachta poiblí nuair a bhíonn céimeanna réasúnacha tógtha ag an ngearánaí chun sásamh a lorg ón gcomhlacht poiblí agus nár éirigh leo é sin a fháil.

#### **An Ombudsman**

*18 Sráid Chill Mochargán Íochtarach, Baile Átha Cliath 2*

*Teileafón: (01) 678 5222 (LoCall: 1890 22 30 30)*

*Faics: (01) 661 0570*

*Ríomhphost: ombudsman@ombudsman.gov.ie*

*Láithreán Gréasáin: www.gov.ie/ombudsman*

- ▶ Déileálaimid le gach fiosrúchan/iarratas i ndáil le gearáin nó hachomhairc chomh tapa agus is féidir ar bhealach béasach agus cúirtéiseach;
- ▶ Cinnteoidimid, i ngach comhfhreagrú scríofa, go soláthraíonn an fhoireann eolas cuí i ndáil le hainm, sonraí teagmhála etc chun cuidiú le comhfhreagruithe.

## 6. Meastóireacht ar Dhul chun cinn faoin bPlean Gníomhaíochta Seo

Léiríonn caighdeáin an tseachadta seirbhísí atá leagtha amach ár dtiomantas feabhas a chur ar chaighdeán ár n-oibre.

Tá sé beartaithe againn monatóireacht a dhéanamh ar na caighdeáin sin agus measúnú criticiúil a dhéanamh ar cibé an bhfuilimid ag comhlíonadh na gcaighdeán atá leagtha amach againn. Déanfaidh an Líonra Seirbhísí Custaiméirí Caighdeáin athbhreithniú feidhmíochta ar gach Aonad Gnó go tréimhsiúil chun:

- ▶ Tuairisciú bliantúil don Choiste Comhairleach Bainistíochta maidir le gníomh i leith Seirbhísí Custaiméirí le linn na bliana sin in Aonaid Ghnó ar leith agus san OPW go ginearálta.
- ▶ Idirchaidreamh ar bhonn rialta leis an gCoiste Comhpháiritíochta chun athbhreithniú a dhéanamh ar dhul chun cinn ó thaobh Phlean Gníomhaíochta Custaiméirí de agus spriocanna agus gníomhaíochtaí a thabhairt cothrom le dáta más gá.
- ▶ Mionsonrú a dhéanamh ar dhul chun cinn laistigh den oifig maidir le Seirbhísí Custaiméirí sa Tuarascáil Bhliantúil.
- ▶ Tuairisciú go tréimhsiúil don Ghrúpa Dearbhú Cáilíochta na Státseirbhíse maidir le dul chun cinn a rinneadh laistigh d'Oifig na nOibreacha Poiblí go ginearálta.

## 7. Tráthchlár do Sheachadadh

### Ítim Gníomhaíochta

- ▶ Láithreán Gréasáin Oifig na nOibreacha Poiblí ár gCairt Seirbhísí Custaiméirí agus ár bPlean Gníomhaíochta Seirbhísí Custaiméirí a fhoilsiú agus a bheith ar fáil go fairsing i bhfoirm cóipeanna priontáilte.
- ▶ A chinntiú, trí fheachtas feasachta agus eolas dírithe, go bhfuil eolas ag gach rannóg foirne agus Aonaid Ghnó ar an bPlean Gníomhaíochta QCS agus na tiomantais atá tugtha ann.
- ▶ A chinntiú go nglacann an Straitéis Forbartha agus Oiliúna atá ag teacht chun cinn san áireamh go hiomlán riachtanais Phlean Gníomhaíochta QCS agus go soláthraíonn sé do bhearta oiliúna nuair is gá lena n-áirítear Cúrsaí Insealbhairthe.
- ▶ Oiliúint oiriúnach a cheapadh don fhoireann atá ann ar bhonn céimithe de réir riachtanas a mholann Líonra QCS in-tí, (agus a mbeidh comhaontaithe leo ag an mBainistíocht Líne) ag cinntiú go bhfuil béim ar leith ar an bPlean Gníomhaíochta QCS.
- ▶ Meicníochtaí oiriúnacha a fhorbairt d'aiseolas custaiméirí maidir saincheisteanna QCS tríd an Oifig Caidrimh Phoiblí agus trí chórus an QCS.

### Fráma-Ama

Deireadh Fómhair 2004

Deireadh Fómhair 2004

Deireadh Fómhair 2004

An dara leath de 2005

Cleachtadh aiseolais amháin do gach Aonad Gnó faoi dheireadh 2004 agus ar a laghad 2 sa bhliain ina dhiaidh sin

### Tiomantais Mheasúnachta Atréimhseacha

- ▶ Líonra Oifigeach QCS chun monatóireacht a dhéanamh ar dhul chun cinn maidir leis an bPlean Gníomhaíochta QCS laistigh d'Aonaid Ghnó agus tuairisciú go bliantúil don Choiste Comhpháirtíochta.
- ▶ Téacs le comhaontú ag an gCoiste Comhpháirtíochta maidir le dul chun cinn ar an bPlean QCS a bheidh le cur sa Tuarascáil Bhliantúil.
- ▶ Líonra Oifigeach QCS chun tuairisciú do Lár-Ghrúpa Dearbhú Cáilíochta na Státseirbhíse maidir le dul chun cinn ar an bPlean QCS mar is gá nó is cuí.

### Fráma-Ama

Leanúnach/Bliantúil 2004-2007

Bliantúil 2004-2007

Mar a éilítear 2004-2007

# Aguisín 1

## *Prionsabail na Státseirbhíse maidir le Seirbhísí Custaiméirí Ardchaighdeáin*

### **Do chustaiméirí agus do chliant na Seirbhíse Poiblí**

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

#### **Caighdeáin Seirbhíse Cáilíochta**

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

#### **Comhionannas/Éagsúlacht**

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

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

#### **Rochtain Fhisiceach**

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

#### **Eolas**

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

Leanúint den tiomáint le haghaidh simpliú rialacha, rialachán, foirmeacha, bileoga eolais agus gnásanna.

#### **Tráthúlacht agus Cúirtéis**

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

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

## **Gearáin**

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

## **Achomhairc**

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

## **Comhairliúchán agus Measúnú**

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

## **Rogha**

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

## **Comhionannas na dTeangacha Oifigiúla**

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Seirbhísí ardchaighdeán a sholáthar trí Ghaeilge agus/nó go dhátheangach agus custaiméirí a chur ar an eolas maidir lena gceart chun roghnú go ndéileálfaí leo thrí cheann nó cheann eile de na teangacha oifigiúla.

## **Comhordú Níos Fearr**

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Cur chuige níos comhordaithe agus níos comhtháite do sheachadadh seirbhísí poiblí a chothú.

## **Custaiméir Inmheánach**

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

## Aguisín 2

### Cairt Eagraíochta Oifig na nOibreacha Poiblí

Cathaoirleach Sean Benton	
MAC	Seirbhís Corparáideacha <b>Vincent Campbell</b> Stiúrthóir Seirbhíse Corparáideacha
Bainisteoirí Sínearach	<p><b>Joseph Farrell</b> Príomhoifigeach Airgeadas (Cuntasóir) agus Gníomhaireacht Soláthairí Rialtais</p> <p><b>June Thompson</b> Príomhoifigeach Seirbhíse Pearsanra agus Forbartha</p> <p><b>Sean Garvey</b> Príomhoifigeach Teicneolaíocht an Eolais, Seirbhís Dílthiúla agus Fol</p> <p><b>Lynda Hendley</b> Oifigeach Cairimh Phoiblí (APO)</p> <p><b>Finola Parnell</b> An tOifigeach Shaoráil Faisnéise (APO)</p>
	<p>Seirbhís Innealtóireachta <b>Anthony Smyth</b> Stiúrthóir Seirbhíse Innealtóireachta</p> <p><b>Tom Bolger</b> Príomhinnealtóir Cúnta An Rannóg Hidriméadrach</p> <p><b>John Curtin</b> Príomhinnealtóir Cúnta Seirbhíse Cothabhála Draenála</p> <p><b>John Gallagher</b> Príomhinnealtóir Cúnta Seirbhíse Leictreach agus Meicniúla</p> <p><b>Jim O'Sullivan</b> Príomhinnealtóir Cúnta Seirbhíse Leictreach agus Meicniúla</p> <p><b>Tom Sherlock*</b> Príomhoifigeach Seirbhíse Faoisimh Tuilte</p>
	<p>Seirbhís Ailtireachta <b>Michael O'Doherty</b> Stiúrthóir Seirbhíse Ailtireachta</p> <p><b>Liam Egan</b> Príomhailtire Cúnta</p> <p><b>Michael Haugh</b> Príomhailtire Cúnta</p> <p><b>Ciaran O'Connor</b> Príomhailtire Cúnta</p> <p><b>Klaus Unger</b> Príomhailtire Cúnta</p> <p><b>Finbar Wall</b> Príomhailtire Cúnta</p> <p><b>Pat Cooney</b> Príomhailtire Cúnta</p>
	<p>Seirbhís Bainistíochta Tionscadal <b>Clare McGrath</b> Coimisinéir</p> <p><b>Jim Blighe</b> Príomhoifigeach Seirbhíse Bainistíochta Tionscadal</p> <p><b>Kevin Connolly,</b> Stiúrthóir (Príomhoifigeach) Aonad Tionscadal Speisialta</p> <p><b>John McMahon</b> Príomhoifigeach Seirbhíse Bainistíochta Tionscadal</p> <p><b>John Sydenham</b> Príomhoifigeach Seirbhíse Bainistíochta Tionscadal</p>
	<p>Seirbhís Maoine <b>David Byers</b> Coimisinéir</p> <p><b>Liam Basquille</b> Príomhoifigeach Aonad Bainistíochta Saoráidí</p> <p><b>Dermot Burke</b> Príomhoifigeach Seirbhíse Oidhreachta</p> <p><b>Tom Costello</b> Príomhoifigeach Seirbhíse Bainistíochta Maoine</p> <p><b>Paul Molloy</b> Príomhoifigeach Seirbhíse Bainistíochta Maoine</p> <p><b>Tom Sherlock*</b> Príomhoifigeach Aonad Sábháilteachta agus Sláinte</p> <p><b>Des Thorpe</b> Ceann Cothabhála</p>

\* Tá T. Sherlock faoi Sheirbhís Maoine agus faoi Sheirbhís Innealtóireachta.

## Aguisín 3

### *Líonra Oifigeach Seirbhísí Custaiméirí Ardchaighdeáin*

<b>Ainm/Seoladh</b>	<b>Ríomhphost</b>	<b>Teileafón</b>
<ul style="list-style-type: none"> <li>▶ <i>Seirbhísí Bainistíochta Maoine</i> Jim Berrigan Seirbhísí Bainistíochta Maoine 51 Faiche Stiabhna, Baile Átha Cliath 2</li> </ul>	jim.berrigan@opw.ie	(01) 647 6200
<ul style="list-style-type: none"> <li>▶ <i>Seirbhísí Cothabhála Maoine</i> Ray Williamson Seirbhísí Cothabhála Maoine 51 Faiche Stiabhna, Baile Átha Cliath 2</li> </ul>	ray.williamson@opw.ie	(01) 647 6237
<ul style="list-style-type: none"> <li>▶ <i>Seirbhísí Oidhreacht</i> Gerry Bourke Seirbhísí Cuairteoirí 6 Plás Ely, Baile Átha Cliath 2</li> </ul>	gerry.bourke@opw.ie	(01) 647 2450
<ul style="list-style-type: none"> <li>▶ <i>Seirbhísí Bainistíochta Tionscadal</i> Frank Fingleton Seirbhísí Tacaíochta Bainistíochta Tionscadal 51 Faiche Stiabhna, Baile Átha Cliath 2</li> </ul>	frank.fingleton@opw.ie	(01) 647 6449
<ul style="list-style-type: none"> <li>▶ <i>Seirbhísí Ailtireacht</i> Michael Haugh Príomhailtire Cúnta Seirbhísí Ailtireachta Oifig na nOibreacha Poiblí – Oibreacha Nua 2 51 Faiche Stiabhna, Baile Átha Cliath 2</li> </ul>	michael.haugh@opw.ie	(01) 647 6731
<ul style="list-style-type: none"> <li>▶ <i>Seirbhísí Innealtóireacht</i> Michael Caden Seirbhísí Innealtóireachta 51 Faiche Stiabhna, Baile Átha Cliath 2</li> </ul>	michael.caden@opw.ie	(01) 647 6035
<ul style="list-style-type: none"> <li>▶ <i>Gníomhaireacht Soláthairtí Rialtais</i> Pat Granahan Leas-Stiúrthóir Gníomhaireacht Soláthairtí Rialtais 51 Faiche Stiabhna, Baile Átha Cliath 2</li> </ul>	pat.granahan@opw.ie	(01) 647 6826
<ul style="list-style-type: none"> <li>▶ <i>An Rannán Seirbhísí Corparáideacha</i> Frank Coffey An tAonad Oiliúna An Rannán Seirbhísí Corparáideacha 51 Faiche Stiabhna, Baile Átha Cliath 2</li> </ul>	frank.coffey@opw.ie	(01) 647 6097

## Aguisíní 4

### Seoltaí agus Sonraí Teagmhála

#### Príomhoifig

Oifig an Aire Stáit, Oifig an Chathaoirligh, Seirbhísí Corparáideacha, Bainistíocht Seirbhísí Maoine, Seirbhísí Bainistíochta Tionscadal, Seirbhísí Cothabhála Maoine, Seirbhísí Ailtreachta, Seirbhísí Innealtóireachta.

51 Faiche Stiabhna, Baile Átha Cliath 2

Teil: (01) 647 6000

LóGhlao: 1890 213 414

Príomhuimhir Faics: (01) 661 0747

Láithreán Gréasáin: [www.opw.ie](http://www.opw.ie)

Ríomhphost: [info@opw.ie](mailto:info@opw.ie)

#### An Rannóg Suirbhéireachta Cainníochta, Cuntasóirí Gairmiúla

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4-5 Bóthar Fhearchair, Baile Átha Cliath 2

(01) 647 6000

#### An Rannóg Deartha Faoisimh Tuilte; An Rannóg Innealtóireachta Struchtúrtha

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17-19 Sráid Hatch Íochtarach, Baile Átha Cliath 2

(01) 647 6000

#### Rannán na Seirbhísí Airgeadais

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Oifigí Rialtais, Bóthar Hebron, Cill Chainnigh

(056) 777 2600

LóGhlao: 1890 213 424

#### Gníomhaireacht Soláthairtí Rialtais

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51 Faiche Staibhna, Baile Átha Cliath 2

(01) 647 6000

LóGhlao: 1890 213 434

#### Oifig Dhíolta Foilseachán Rialtais

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Teach Sun Alliance, Sráid Theach Laighean, Baile Átha Cliath 2

(01) 679 3515

#### Seirbhísí Oidhreachta

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Dún Scéine, Lána Fhearchair Baile Átha Cliath 2

(01) 647 6000

#### Seirbhísí Oidhreachta (An Rannán Seirbhísí Cuairteoirí)

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6 Plá Ely Uachtarach, Baile Átha Cliath 2

(01) 647 6000

**Brainse Troscán**


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Bóthar Bhaile Uí Bheoláin, Rialto, Baile Átha Cliath 8 (01) 453 1588

**Seirbhís Cothabhála Foirgneamh**


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Dún Uí Choileáin, Baile Átha Cliath 7 (01) 676 4633

**Ionad Comhdhála Chaisleán Bhaile Átha Cliath**


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Caisleán Bhaile Átha Cliath, Baile Átha Cliath 2 (01) 679 3713

**Farmleigh**


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Bóthar White, Caisleán Cnucha, Baile Átha Cliath 15 (01) 815 5900

**An Phríomhcheardlann Innealtóireachta**


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Bóthar Jamestown, Inis Chór, Baile Átha Cliath 8 (01) 453 4204

**Cothabháil Draenála Artairí**


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An Baile Nua, Baile Átha Troim, Co na Mí	(046) 9431352
Fairgreen, Baile Átha Fhirdhia, Co Lú	(041) 685 3256
Baile Roibín, An Muileann gCearr, Co na hIarmhí	(044) 48332
Ballycraige, Droichead an Chaisleáin, Co Loch Garman	(053) 24181
Drumbear, Bóthar Muinchille, Muineachán	(047) 83201
An Príomhshráid, Áth Cinn, Co na Gaillimhe	(093) 35456
Bóthar Bhéal Easa, Béal an Átha, Co Mhaigh Eo	(096) 22065
Gallows Brae, Leifear, Co Dhún na nGall	(074) 41273
Corrib Sluice Barrage, Teach Sluice, Gaillimh	(091) 563097
Teach Templemungret, Mungairit, Luimneach	(061) 227139
Droichead Inse, Lios Tuathail, Co Chiarraí	(068) 21166
Cuan Chonnachta, Port Omna, Co na Gaillimhe	(0509) 41086
Tithe an Rialtais, Bóthar Spa, Trá Lí	(066) 7124479

**Seirbhísí Hidriméadrach & Hidreolaíochta**


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An Príomhshráid, Áth Cinn Co na Gaillimhe	(Ceanncéathrú) (093) 35456
Sráid na Beairice, Baile Átha Luain, Co na hIarmhí	(0902) 6492918
Bóthar Hebron, Cill Chainnigh	(056) 7772641
Fair Green, Baile Átha Fhirdhia, Co Lú	(041) 685 7992
Teach Templemungret, Mungairit, Co Luimnigh	(061) 227139
Bóthar Bhéal Easa, Béal an Átha, Co Mhaigh Eo	(096) 22065

**Oifigí Réigiúnacha Ailtireachta**

Teach Steward's, Bóthar White, Caisleán Cnucha, Baile Átha Cliath 15	(01) 812 8122
Caisleán Bhaile Átha Cliath, Baile Átha Cliath 2	(01) 475 5175
Tithe an Rialtais, Bóthar Naomh Alphonsus, Dún Dealgan, Co Lú	(042) 933 4221
2 Chapel Street, Sligeach	(071) 42202
Oifigí Rialtais, High Road, Leitir Ceanainn,	(074) 21365
Sráid na Beairice, Baile Átha Luain, Co na hIarmhí	(0902) 92087
13 Sráid Catherine, Co Phort Láirge	(051) 874134
Tithe an Rialtais, Port Laoise	(0502) 21133
Tithe an Rialtais, An tInbhear Mór, Co Chill Mhantáin	(0402) 32761
Tithe an Rialtais, Sráid Anne, Loch Garman	(053) 22470
14 Old Blackrock Road, Corcaigh	(021) 4966 200
An Demesne, Cill Airne, Co Chiarraí	(064) 31028
2 Sráid Mallow, Luimneach	(061) 313500
Oifigí Rialtais, Durlas, Co Thiobraid Árann	(0504) 21532
16 An Fhaiche Mhór, Gaillimh	(091) 53016
Bóthar Pavilion, Caisleán an Bharraigh, Co Mhaigh Eo	(094) 21331

**Iostaí Séadchomharthaí Náisiúnta**

<i>Iosta Bhaile Átha an Rí</i>	
Bainisteoir Oibreacha Ceantair, Raheen, Baile Átha an Rí, Co na Gaillimhe	(091) 844084
<i>Iosta Chill Chainnigh</i>	
Bainisteoir Oibreacha Ceantair, Eastát Tionsclaíoch Bhóthar Hebron, Cill Chainnigh	(056) 772 1618
<i>Iosta Chill Airne</i>	
Bainisteoir Oibreacha Ceantair, Caisleán an Rois, Cill Airne, Co Chiarraí	(064) 33565
<i>Iosta Mhala</i>	
Bainisteoir Oibreacha Ceantair, Mala, Co Chorcaí	(022) 42278
<i>Iosta Dhroim dá Thiar</i>	
Bainisteoir Oibreacha Ceantair, Droim dá Thiar, Co Liatroma	(071) 916 4186
<i>Iosta Bhaile Átha Troim</i>	
Bainisteoir Oibreacha Ceantair, Newtown, Baile Átha Troim, Co na Mí	(046) 943 1452

**Láithreacha Oidhreachta**

Caisleán Átha Dara, Áth Dara, Co Luimnigh	(061)396 666
Gairdíní Altamont, An Tulach, Co Cheatharlach	(059) 915 9444
Ard-Eaglais Ard Fhearta, Ard Fhearta, Co Chiarraí	(066) 713 4711
Caisleán Bhaile Átha an Rí, Baile Átha an Rí, Co na Gaillimhe	(091) 844 797
Caisleán Achadh na nlú, Uachtar Ard, Co na Gaillimhe	(091) 552 214
Caisleán Bhaile Hac, Co Loch Garman	(051) 389 468
Caisleán Chúirt an Bharraigh, Carraig Thuathail, Co Chorcaí	(021) 488 2218
Cath na Bóinne, Oldbridge Estate, Oldbridge, Co na Mí/Lú	(041) 988 4343
Mainistir Mhainistir na Búile, Mainistir na Búile, Co Ros Comáin	(071) 966 2604
Ionad Cuairteora Bhrú na Bóinne, Dún Uabhair, Co na Mí	(041) 988 0300
Caisleán na Cathrach, Sráid an Chaisleáin, An Chathair, Co Thiobraid Árann	(052) 41011
Reilig Mheigiliteach Carrowmore, Sligeach, Co Shligigh	(071) 61534
An Casino, Corrán Chnocán na Silíní, ó Bhóthar Mhullach Íde, Marino, Baile Átha Cliath 3	(01) 833 1618
Baile an Chaisleáin, Cill Droiched, Co Chill Dara	(01) 628 8252
Achaidh Chéide, Baile an Chaisil, Co Mhaigh Eo	(096) 43325
Daingean Shéarlais, Summercove, Cionn tSáile, Co Chorcaí	(021) 477 2263
Cluain Mhic Nóis, Droichead na Sionainne, Co Uíbh Fhailí	(090) 967 4195
An Chúil, Ionad Cuairteora na Cúile, An Gort, Co na Gaillimhe	(091) 631804
Ionad Cuairteora Rianta Chorr Liath, Caonach, Co an Longfoirt	(043) 22386
Teach Dhoire Fhionáin, Páirc Náisiúnta Staire, Cathair Dónall, Co Chiarraí	(066) 947 5113
Caisleán Deasmhumhan, Sráid Chorcaí, Cionn tSáile, Co Chorcaí	(021) 477 4855
Halla Deasmhumhan, An Chearnóg, An Caisleán Nua, Co Luimnigh.	(069) 77408
Caisleán Dhún na nGall, Baile Dhún na nGall, Co Dhún na nGall	(074) 972 2405
Páirc Fhiadhúlra Dhún ar Aill, Dún ar Aill, Co Chorcaí	(022) 24244
Dún Aonghasa, Cill Mhuirbhígh, Inis Mór, Árainn, Co na Gaillimhe	(099) 61008
Caisleán Dhún Garbhán, Sráid an Chaisleáin, Dún Garbhán, Co Phort Láirge	(058) 48144
Dearc Fhearna, Baile an Phoill, Co Cill Chainnigh	(056) 776 7726
Teach Uí Dhuibhir Mhic Alastair, Doire na Muc, Cnoc an Aragain, Co Chill Mhantáin	(0404) 45325/45352 (Ionad Cuairteora Ghleann dá Loch)
Cúirt loma, loma, Co Laoise	(0502) 26573/086 810 7916
Mainistir na hInse, Sráid na Mainistreach, Inis, Co an Chláir	(065) 682 9100
Famine Warehouse (1848), Baile an Gharraí, Co Thiobraid Árann	(087) 908 9972
Caisleán Fhearna, Fearná, Co Loch Garman -	(054) 66411 (Le linn an tséasúir) (056) 7724623 (Lasmuigh den séasúr)
Crannlann agus Gairdíní Fhóta, Eastát Fhóta, Carraig Thuathail, Co Chorcaí	(021) 481 2728

Caisleán Ghallaruis, Baile na nGall, Co Chiarraí	(066) 915 6444/915 6371 (Ionad an Bhlascaoid)
An Gairdín Cuimhneacháin, Cearnóg Pharnell, Baile Átha Cliath 1	(01) 647 2403 (Ceanncheathrú)/ (01) 874 3074 (Gairdín)
Teach agus Gailearaí na Gléibe, The Derek Hill Collection Mín an Lábáin Leitir Ceanainn, Co Dhún na nGall	(074) 913 7071
Ionad Cuairteora Ghleann dá Loch, Gleann dá Loch, Bré Co Chill Mhantáin	(0404) 45325/(0404) 45532 (Ionad Cuairteora Ghleann dá Loch)
Gairdíní Heywood, Baile na Cille, Co Laoise	(0502) 33563
Teamhair na Rí, An Uaimh, Co na Mí	(046) 9025 903
Oileán na gCuileann (Garinis), An Gleann Garbh, Beantraí, Co Chorcaí	(027) 63040
Ionad an Bhlascaoid Mhóir, Dún Chaoin, Trá Lí Co Chiarraí	(066) 915 6444/ (066) 915 6371
Gairdíní Uíbh Eathach, Sráid Chluain Meala, Baile Átha Cliath 2	(01) 475 7816
Mainistir Sheiriopúin, Baile Mhic Andáin, Co Cill Chainnigh	(056) 772 4623
Crannlann John F. Kennedy, Ros Mhic Thriúin, Co Loch Garman	(051) 388 171
Caisleán Chill Chainnigh, Cathair Chill Chainnigh, Co Cill Chainnigh	(056) 772 1450
Kilmacurragh, Ráth Droma, Co Chill Mhantáin	(01) 857 0909
Príosún Chill Mhaighneann, Bóthar Inse Chór, Baile Átha Cliath 8	(01) 453 5984
Caisleán Lios Tuathail, An Chearnóg, Lios Tuathail, Co Chiarraí	(01) 647 2453
Ionad Oidhreachta Lusca, Lusca, Co Baile Átha Cliath	(01) 843 7683/(01) 833 1618 (01) 647 2461 (Príomhoifig)
Main Guard, Sráid Sarsfield, Cluain Meala, Co Thiobraid Árann	(052) 27484
Caisleán Mhaigh Nuad, Maigh Nuad, Co Chill Dara	(01) 628 6744
Mainistir Mhucrois, Eastát Mhucrois, Páirc Náisiúnta Chill Airne, Cill Airne, Co Chiarraí	(064) 31440
Garraithe Náisiúnta na Lus, Glas Naíon, Baile Átha Cliath 9	(01) 837 7596/8374388 (01) 804 0300
Muilte Arbhair agus Lín an Mhuilinn Úir, Bóthar Mhín an Lábáin, Leitir Ceanainn, Co Dhún na nGall	(074) 912 5115
An Mhainistir Mhór, Tullaigh Álainn, Droichead Átha, Co Lú	(041) 982 6459
Caisleán Urmhumhan, Páirc an Chaisleáin, amach ó Shráid an Chaisleáin, Carraig na Siúire, Co Thiobraid Árann	(051) 640 787
Caisleán Parke, Abhainn an Chartúin, Co Liatroma	(071) 916 4149
Músaem na bPiarsach, Páirc Naomh Éanna, Bóthar na Gráinsí, Ráth Fearnáin, Baile Átha Cliath 16	(01) 493 4208
Teach Ashtown agus Pháirc an Fhionnuisce, Páirc an Fhionnuisce, Baile Átha Cliath 8	(01) 677 0095
Caisleán agus Gairdíní Phort Omna, Port Omna, Co na Gaillimhe	(090) 974 1658

Caisleán Ráth Fearnáin, Ráth Fearnáin, Baile Átha Cliath 14	(01) 493 9462
Túr Reginald, An Ché, Port Láirge	(051) 304220/
Comhairle Cathrach Phort Láirge)	(051) 873 501
Carraig Phódraig, Caiseal, Co Thiobraid Árann	(062) 61437
Ionad Oidhreachta Ros Cré (Castle and Damer House) Sráid an Chaisleáin, Ros Cré, Co Thiobraid Árann	(0505) 21850
Caisleán an Rois, Cill Airne, Co Chiarraí	(064) 35851/2
An tOspidéal Ríoga, Cill Mhaighneann, An Bóthar Míleata, Cill Mhaighneann, Baile Átha Cliath 8	(01) 612 9900
Inis Chathaigh, Cill Rois, Co an Chláir	(065) 682 9100
	(Mainistir na hInse)
Mainistir Shligigh, Sráid na Mainistreach, Sligeach, Co Shligigh	(071) 914 6406
Eaglais Naomh Audoen, Margadh an Arbhair, An tSráid Ard, Baile Átha Cliath 8	(01) 677 0088
Mainistir Mhuire, Teach Chapter, Lána Theach an Tionóil, Amach ó Shráid Capel, Baile Átha Cliath 1	(01) 872 1490/ (01) 647 2461/(01) 833 1618
St. Mary's Church, Gabhrán Co Cill Chainnigh	(01) 647 2453
Páirc Fhaiche Stiabhna, Baile Átha Cliath 2	(01) 4757816
An Teach Eilvéiseach, Cill Chuimín, An Chathair, Co Thiobraid Árann	(052) 41144
Teach an Phiarsaigh, Inbhear, Gar do Bhaile Rosmuc, Co na Gaillimhe	(091) 574 292
Mainistir Tintern, Muileann an tSáile, Mainistir Mhic Thriúin, Co Loch Garman	(051) 562650
D'áirithintí/Fiosruithe ó Mheán Fómh-Lár Meithimh	(056) 7724623
Caisleán Bhaile Átha Troim, Baile Átha Troim, Co na Mí	(046) 943 8619
Páirc Náisiúnta Chuimhneacháin Chogaí na hÉireann, Droichead na hInse, Baile Átha Cliath 8	(01) 647 2406 (Príomhoifig) (01) 677 0236 (Gairdíní)
Ionad Cuairteora na nUiscebhealaí, Cé na Canála Móire, Baile Átha Cliath 2	(01) 677 7510

## Cárta Oidhreachta

Callsave 1850 600 601

