

MINISTRY PAPER #23/14

ANNUAL REPORT OF THE REGISTRAR GENERAL'S DEPARTMENT FOR THE FINANCIAL YEAR 2003/2004

The Ministry Paper on the Annual Report of the Registrar General's Department for the financial year 2003/2004 is being tabled for information in the Parliament.

1. INTRODUCTION

1.1 The Registrar General's Department (RGD) was established in 1879 and became an Executive Agency in 1999. There are two distinct arms of the RGD, the General Register Office and the Island Records Office. The General Register Office has sole responsibility for the registration of births, stillbirths, marriages, adoptions and deaths. The Island Record Office is responsible for safekeeping of historical and public documents.

1.2 To facilitate access to the public, the RGD which is located at Twickenham Park, St. Catherine operates nine (9) regional offices: Savanna-la-Mar, Westmoreland; Montego Bay, St. James; Port Antonio, Portland; Santa Cruz, St. Elizabeth; Mandeville, Manchester; St. Ann's Bay, St. Ann; Duke Street, Kingston; May Pen, Clarendon and Portmore, St. Catherine.

2. KEY PERFORMANCE INDICATORS

2.1 *General Register Office*

- During the period under review, a total of 69,859 registrations were reported and 525 registry weddings were conducted at the RGD.
- The Agency distributed 91,924 promotional materials during the period under review. A total of 55 interviews were conducted via radio and television along with 2 press conferences, radio features on customer service issues, Talk Back Live sessions and the Annual Prayer Breakfast. The Agency also participated in and supported national events such as Breast Cancer Month, Father's Day and Child's Month activities
- The monitoring of operating procedures was further enhanced with the implementation of the Application Tracking System (ATS) and the

Customer Online Query System (COQS) respectively. The average waiting time for customers at the various offices was estimated to be reduced from 90 minutes to 56 minutes.

2.2 *Island Record Office*

- The Agency reported that 26,270 documents filed with the Island Records Office during the financial year.
- During the review period, the Agency launched the Genealogical Handbook. Genealogical search hours totaled 1,518 during the period.

3. FINANCIAL STATEMENT AND AUDITED ACCOUNTS

- 3.1 The compensation package paid to the members of the Advisory Board and Senior Management of the Agency for the period under review is included in the Annual Report.
- 3.2 The total income to the RDG amounted to \$325,462,473.67 which included Certificate Production at \$141,316,997.64, Express Fees at \$118,484,200.00 and the Island Records Office at \$36,282,398.13. Expenditure amounted to \$347,186,508.25, resulting in a deficit of \$21,724,034.58.
- 3.3 The Auditor General's Department disclosed that Local District Registrar Fees totalling \$4,502,650, collected by the Agency during the financial year were treated as expenditure credits instead of income, contrary to generally accepted accounting standards.
- 3.4 The Auditors concluded that except for the effects of adjustments concerning the issue described at paragraph 3.3, proper accounting records were kept and that the financial statements presented fairly, in all material respects, the financial position of the Agency as at March 31, 2004.


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