

MINISTRY PAPER #110/15

ANNUAL REPORT OF THE REGISTRAR GENERAL'S DEPARTMENT FOR THE FINANCIAL YEAR 2008/2009

The Ministry Paper on the Annual Report of the Registrar General's Department for the financial year 2008/2009 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*

- A total of 374,388 applications were received by the Agency, a reduction of 3%. Of this figure, 336,232 applications were processed and delivered to customers during the financial year.

- During the review period, a total of 1,383 registry weddings were performance at the Head Office and Regional Offices of the RGD.

- During the period under review, the Agency introduced four new products in an effort to further improve customer services: online

express service, online search request, hotel interface and cyber vendexing.

- For the period under review, online requests received for births, deaths and marriages stood at 79,056. Over two hundred (200) persons were trained to execute services for cyber vendexing.
- During the financial year, a total of 35,357 online applications were received. Of this figure, 21,478 were applications for Seven Day services.

2.2 Island Record Office

- The Agency reported that 620 deed polls were prepared during the review, a decline of 37% when compared with the previous year.
- During the review period, genealogical research requests totalled 1,474, a decline of 29% when compared with the previous year.

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 \$488,221,682 which included Certificate Production at \$236,503,379, Express Fees at \$134,465,000 and Island Records Office at \$49,219,126. Total operating expenses amounted to 622,955,596, resulting in a deficit of \$134,733,914.
- 3.3 The Auditor, Auditor General's Department, concluded that the financial statements gave a true and fair view of the financial position of the Agency as at March 31, 2009.


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April 2, 2015
File No. 346/11"