

Customer Charter and Customer Action Plan

2015-2020

July 2015

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Department of Agriculture, Food and the Marine
Customer Charter 2015 – 2020

We are committed to providing our customers with the most timely, efficient and courteous service possible

Introduction

This Customer Charter is a clear statement describing the level of service our customers can expect from the Department of Agriculture, Food and the Marine. Our Customer Action Plan which follows this Customer Charter describes in detail how the commitments and standards set out in our Customer Charter, and other customer service improvements, will be delivered and evaluated by the Department.

Our Mission

The mission of the Department of Agriculture, Food and the Marine is *“To lead the sustainable development of the agri-food and marine sector and to optimise its contribution to national economic development and the natural environment”*.

Our commitment to our Customers

We are committed to providing our customers with the most timely, efficient and courteous service possible. All customers will be treated equally and we will make every effort to ensure that the services we provide meet your needs and expectations. This Customer Charter is our statement on the levels of service our customers can expect in their dealings with us.

We aim to achieve this by

- Providing comprehensive information in a user-friendly format, utilizing various communication channels, on all of our schemes and services.
- Giving you the best possible service and providing helpful advice.
- Setting real and achievable targets for service delivery which will reflect the changing expectations of our customers.
- Treating everyone properly, fairly, impartially and with courtesy.
- Striving to ensure that your rights to equal treatment established by equality legislation are upheld in the delivery of our services.
- Aiming to meet any special need you may have.

We will continue to review our quality of service to our customers.

Help us to help you by

- Quoting reference numbers (e.g. herd number, forestry contract (CN) number, vendor number etc) when contacting us about an existing application or query.
- Providing a daytime telephone number or e-mail address in your correspondence if available.
- Provide accurate and clear information and submit all necessary supporting documentation
- Check that all applications are fully completed and signed.
- Submit applications in sufficient time before the closing date and obtain proof of posting.
- Ensure correspondence is sent to the correct address
- Inform us of any changes in circumstances which may have a bearing on your application (e.g. address, phone number, mobile number, email address etc).
- Respond quickly to any queries or requests for any additional information in support of applications.
- Treating our staff with courtesy and respect.

Contact by Telephone

In order to protect your privacy rights and to comply with data protection requirements you may be required to answer security questions when dealing with the Department.

- Our staff will answer your telephone enquiries promptly and politely.
- Staff will identify themselves by full name and the name of the Section you have called.
- We will try to answer your questions straight away. If it is necessary to transfer your call you will be advised of the reason and the individual or area you are being transferred to. Your call should not be transferred more than once, where possible.
- If your query cannot be answered we promise to take your details and where possible inform you as to when you can expect to be contacted again.
- Except in exceptional circumstances (e.g. annual leave, sick leave) voicemail messages will be checked daily. Voicemail messages will be dealt with promptly and, insofar as possible calls returned within **1** working day.

Contact by Letter

- Correspondence will be acknowledged within 3 working days.
- Correspondence will be responded to in clear plain language within **20** working days.
- Where this is not possible an interim response will be issued to you within **10** working days with the contact details of the person dealing with your correspondence and the date when you can expect a full response.
- If your correspondence relates to a matter that comes within the remit of another public body, we will direct the correspondence to that body and inform you accordingly.

Contact by e-mail

- Emails requiring a response will, insofar as possible, be acknowledged within **1** working day.
- A full response will be issued within **20** working days.
- Where this is not possible an interim response will be issued to you within **10** working days with the contact details of the person dealing with your correspondence and the date when you can expect a full response.
- All e-mail correspondence will include contact name, postal address, telephone number and e-mail address.
- All staff will use automated e-mail responses when out of the office with information on alternative contacts.

Visitors to Department Offices

- Visitors to the Department will be treated with courtesy and dealt with efficiently and promptly.
- Meetings will be arranged, where possible, at a time that suits you and we will not keep you waiting unnecessarily.
- At all times we will make every effort to ensure that business is done in private and, where possible, we will provide private meeting rooms to discuss your query.
- We will try to answer your questions fully. If we cannot do this at the time of your visit we will arrange to phone you, or write to you if you prefer.
- We will ensure that our offices comply with occupational health and safety standards, as far as reasonably practicable.
- We will ensure that our offices and services are accessible for people with disabilities.

We ask our customers to

- Treat our staff in the way you would like to be treated yourself. Specifically we ask that you do not use abusive or threatening language in your communication with us.

Information Sources

- We will continue to appropriately inform clients of significant developments in a proactive way through our website, texting and the use of local and national media and will provide comprehensive information on all our schemes and services in a user-friendly format.
- Where possible, we will write to scheme participants (e.g. farmers, forest owners, processors) where there are significant changes to any scheme.
- We will arrange and attend public information meetings on major changes in policy and/or operations where appropriate.
- Staff seminars/information meetings will be arranged to keep staff updated and informed on changes and/or activities within the organisation.
- Our website will provide comprehensive and up to date information on the Department's activities and all our schemes and services.

- We are committed to the continued development and improvement of our online and text (SMS) services. This will include a facility to register for the Department's existing and future electronic services and receive updates by email and/or short messaging service (SMS).
- We will continue to expand the use of social media particularly Twitter (via the Department's official twitter account @agriculture_ie.) and explore the use of various other social media platforms.

Service through Irish

- Every effort will be made to accommodate customers who wish to conduct their business through Irish.
- We are committed to meeting our obligations under the Official Languages Act 2003.

Website and Publications

- We are committed to the ongoing maintenance and development of our website to ensure that it is accessible, informative and up to date.
- Publications will be clear and understandable and available on the website.

Feedback and Evaluation

- Comments and suggestions on all aspects of our services are welcome. This will allow us to develop our services to fully meet your needs and serve you better. Email address below.
- Inform us of your views, comments and suggestions by email at qualityserviceunit@agriculture.gov.ie
- We have a formal Customer Complaints Procedure for responding to complaints in relation to our service delivery and commitments.
- We will measure and evaluate performance against commitments in our Charter and keep them under review to continuously improve our service.
- We will regularly survey our customers on the quality of the services we provide and will report on our performance in our Annual Report.

You can help us by

- Completing and returning any customer survey forms that we may send you.

Customer Complaints Procedure

If you are unhappy with the quality of service you have received and the issue cannot be resolved to your satisfaction with the staff member you have been dealing with and subsequently with the Senior Officer in charge of the area, you can make a formal complaint to the Quality Service Unit (see appendix 1 for further information).

Statutory Obligations

We are fully committed to fulfilling our statutory obligations in relation to Data Protection, Equality, Freedom of Information and Access to Information on the Environment, Prompt Payments of Accounts and Safety, Health & Welfare at Work.

Freedom of Information

The Department of Agriculture, Food and the Marine fully complies with the terms of the Freedom of Information Act 2014. We will make every effort to provide you with as much information as possible informally outside the terms of the Act. If your request refers to a scheme you can help us by being specific in your request and indicate to which scheme you refer. Formal requests can be made by contacting the Freedom of Information Unit by email at foi@agriculture.gov.ie.

Access to Information on the Environment

An Access to Information on the Environment Request can also be made by contacting the Freedom of Information Unit by email at foi@agriculture.gov.ie.

Data Protection

Data Protection access requests can be made by contacting the Data Protection Unit by email at foi@agriculture.gov.ie.

Should you have any queries on Freedom of Information requests, Access to Information on the Environment or Data Protection please call the Freedom of Information Unit on 057 8694327.

Department of Agriculture, Food and the Marine
Customer Action Plan 2015 - 2020

Implementing the Principles of Quality Customer Service

Quality Service Standards

In our Customer Charter we are committed to providing our customers with a high quality service. The Customer Charter will be publicised on our website to ensure that customers are aware of the level of service they can expect. In addition, the Customer Action plan provides details of how the service commitments will be delivered and evaluated over the next five years.

Action Points

- Publish and prominently display the Customer Charter on the Department website
- Invite feedback
- Ensure that Customer Surveys draw attention to the Customer Charter
- Monitor and report each year on our service delivery targets in the Department's Annual Report
- Communicate the Customer Charter and Customer Action Plan to all staff to bring a shared commitment to the goals and commitments in the Charter and Action Plan

Equality/Diversity

The Department is fully committed to providing services that meet the specific needs of all our customers and comply with equality legislation.

Action Points

- Treat all customers equally in accordance with the principles of equality and diversity and in line with relevant legislation
- Make equality and diversity awareness training available to staff.

- Supporting the employment of people with disabilities by meeting, and where possible exceeding, the statutory employment target

Physical Access

The Department is committed to providing clean, accessible public offices that ensure privacy (where possible), comply with occupational health and safety standards, as far as reasonably practicable and, as part of this, facilitate access for people with disabilities and others with specific needs.

Access Officers under the Disability Act 2005

The Department has appointed Access Officers in accordance with section 26(2) of the Disability Act 2005.

Access Officers are responsible for providing or arranging for, and co-ordinating assistance and guidance, to persons with disabilities accessing services provided by the offices and generally to act as a point of contact for people with disabilities wishing to access such services. The email address is access.officer@agriculture.gov.ie

Further contact details can be found on the Department website under Customer Service or by [clicking here](#)

Action Points

- Conduct ongoing inspections of offices to ensure ease of physical access
- Review Health and Safety policies on an ongoing basis
- Continue to provide Health and Safety training to staff
- Ensure that new and temporary accommodation provides a clean and safe environment with universal access and facilities for private and confidential meetings

Information

The Department is committed to providing information to our customers that is clear, accurate, timely and up to date. Public Information meetings will continue to be held, as appropriate, to keep customers updated in relation to new schemes or major changes to existing schemes administered by the Department. Forms, guidelines, help sheets and information leaflets will be reviewed regularly with a view to keeping them simple, clear, easy to complete and as user-friendly as possible. Our website contains full details of all our schemes and services and on-line facilities.

Action Points

- Review significant Department publications to ensure relevance and accuracy
- Provide current versions of these publications in electronic and/or print format where appropriate
- Continue to produce such documents in an accessible format for people with special needs, on request
- Continue to expand the Department's on-line and SMS services
- Organise public information meetings for customers as the need arises
- Continue consultation with relevant customer representative groups to further simplify the application process for Department schemes
- Continue to monitor and update the Department's website
- Continue to expand the use of various social media platforms

Timeliness and Courtesy

Standards of service delivery customers can expect are set out in our Customer Charter and in Appendix II of this Action Plan. These services will be delivered in a courteous manner and in a climate that fosters mutual respect between staff and customers.

Action Points

- Provide appropriate customer service training to staff

- Monitor and evaluate our performance against the standards of quality service we are committed to providing
- Monitor customer satisfaction and review and improve standards of delivery where appropriate

Complaints

We have a formal Customer Complaints Procedure for responding to complaints in relation to our service delivery and commitments. Separate procedures operate in relation to decisions under scheme applications, or complaints under the Disability Act 2005.

Details of these procedures can be found at Appendix 1 or on the Department website by [clicking here](#).

Action Points

- Ensure all customers are aware of the complaints and appeals procedures in place
- Recommend corrective action where necessary in individual cases
- Monitor the number of complaints and appeals
- Publish summary statistics on complaints received in our Annual Report
- Raise staff awareness of the cause of complaints and provide training as appropriate

Agriculture Appeals Office

A scheme applicant who remains dissatisfied with a decision of the Department of Agriculture, Food and the Marine in relation to certain designated schemes may appeal that decision to the Agriculture Appeals Office. For further information see appendix 1 or www.agriappeals.gov.ie.

It is proposed to establish a Forestry Appeals Committee to deal with appeals against license applications (felling & aerial fertilization) and appeals that do not fall within the remit of the Agriculture Appeals Office.

Consultation and Evaluation

There are very well developed structures in place for consultation with a wide range of representative bodies, including industry organisations, in the context of schemes supported by payments from EAFG (European Agricultural Guarantee Fund) and EAFRD (European Agricultural Fund for Rural Development), and in relation to policy development and regulatory matters.

Service delivery targets under the Farmers Charter of Rights 2015 - 2020 were agreed in consultation with the Farm Organisations. A monitoring committee under an independent chairman that includes representatives of the farming organisations and Department officials will monitor service delivery.

Focus groups are established as required to establish customer views and feedback on service delivery and Department schemes.

Action Points

- Carry out further surveys to establish customer feedback on service delivery
- Publish feedback from the Farmers Charter of Rights Monitoring Committee and other Panels/Focus Groups, surveys, etc. in the Department's Annual Report

Choice

We have expanded the range of services available on-line and will continue to tailor services to meet the changing needs of customers. We will use new technologies, where possible, to improve service delivery.

Action Points

- Provide maximum feasible choice to customers in accessing services
- Continue the development in information and communication technologies to improve the efficiency and effectiveness of services
- Continue the development of on-line services for scheme applications

- Continue to ensure that the principle of choice is included in issues considered by customers in as many of the consultative processes as possible

Official Languages Equality

Customers are encouraged to exercise their right to be dealt with through Irish if so desired. Services through Irish will be provided in accordance with the Official Languages Act 2003.

Action Points

- Ensure that we meet our obligations under the Official Languages Act 2003
- Publish key publications in both Irish and English
- Ensure that correspondence received in Irish is responded to in Irish
- Encourage staff through training to develop and improve their Irish skills

Co-Ordination

We are involved in networking with other Government Departments and Agencies in relation to service delivery on many fronts including Animal Health and Welfare, the Environment, Food Safety and North/South initiatives.

Action Points

- Continue to liaise with Government Departments and State Agencies, to ensure that the rural economy and society remain vibrant
- Ensured continued co-operation with other Departments and Agencies to improve co-ordination on service delivery at national and local levels
- Positively participate in the Public Service Reform Plan 2014-2016 and the Civil Service Renewal Plan 2014
- Continue to participate in the Government Task Force on Emergency Planning and take actions as appropriate

Comment and Feedback

We will work hard to meet our customers' expectations and requirements. Feedback on any aspect of our services is welcomed and we invite customers to contact us with any feedback they may have.

You can also write directly to the Quality Service Unit at

Department of Agriculture, Food and the Marine
Quality Service Unit,
Grattan Business Centre,
Dublin Road,
Portlaoise,
Co. Laois.

Tel: 057 8694331

Fax: 057 8694387

Email: qualityserviceunit@agriculture.gov.ie

Appendix I – Customer Complaints Procedure

All complaints will be dealt with promptly and in an objective and courteous manner.

If we make a mistake or fail to deliver a quality service we will apologise and try to rectify the situation without delay.

Complaints may be made in person, by telephone, by letter, by fax or e-mail. For clarity, it is helpful to get complaints in writing.

Initially complaints should be made to the Senior Officer in charge of the area to which the complaint relates. If you are not satisfied with the response received, you should contact the Quality Service Unit of the Department.

Complaints to the Quality Service Unit

You can write directly to the Quality Service Unit. All complaints will be logged on receipt and will be acknowledged within 3 working days. Where possible your complaint will be dealt with within 20 working days. If further research is needed in order to fully answer your complaint the Quality Service Unit will let you know and will try to have this completed within 30 working days.

The Quality Service Unit can be contacted at:

Quality Service Unit,
The Department of Agriculture, Food and the Marine
Grattan House,
Grattan Business Centre,
Dublin Road,
Portlaoise,
Co. Laois.

Telephone: 057 869 4331

Email: qualityserviceunit@agriculture.gov.ie

What Information Should I Provide When Making A Formal Complaint?

- Name, address and daytime telephone no(s).
- Email address if available
- Herd No. if applicable, or other appropriate reference number
- Details of the complaint
- The date(s), name of office, and, if appropriate, the name(s) of the official(s) who dealt with you

Agriculture Appeals Office

A scheme applicant who remains dissatisfied with a decision of the Department of Agriculture, Food and the Marine in relation to certain designated schemes listed in the Schedule to the Agriculture Appeals Act 2001 may appeal that decision to the Agriculture Appeals Office. The Agriculture Appeals Office is an independent statutory agency providing a free, impartial appeals service to such scheme applicants. Appeals must be lodged within 3 months of the date of the Department's decision letter. Full details of the schemes covered, appeals procedures and notice of appeal forms are available at www.agriappeals.gov.ie.

Agriculture Appeals Office
Kilminchy Court
Porltaoise
Co Laois

Tel: 057 8631900
Lo-call: 076 1064418
Fax: 057 866 7177

Email: appeals.office@agriappeals.gov.ie
Web: www.agriappeals.gov.ie

Office of the Ombudsman

If you feel that you have been unfairly treated or are not satisfied with our decision on your complaint, it is open to you to contact the Office of the Ombudsman. By law the Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in your dealings with us. The Ombudsman provides a free, impartial and independent dispute resolution service.

Contact details are as follows:

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

Tel: Lo-call 1890 22 30 30
Tel: 01 639 5600
Fax: 01 639 5674

Email: ombudsman@ombudsman.gov.ie
Web: www.ombudsman.gov.ie

Forestry

The Forestry Act, 2014, provides for the establishment of the Forestry Appeals Committee on a statutory basis to deal with forestry related appeals. It is proposed to establish a Forestry Appeals Committee to deal with appeals against license applications (felling and aerial fertilization) and appeals that do not fall within the remit of the Agriculture Appeals Office.

Complaints Procedure under the Disability Act 2005

1. Any individual can make a complaint if the Department has not complied with sections 25, 26, 27 or 28 of the Disability Act 2005.
2. A complaint can be made in person, by telephone or in writing by letter, fax or e-mail.
3. The complaint should be made to the Inquiry Officer at

Inquiry Officer,
Corporate Affairs
Department of Agriculture, Food and the Marine,
Grattan House,
Grattan Business Centre,
Dublin Road,
Portlaoise,
Co. Laois.
Telephone: 057 869 4324
Fax: 057 869 4287
Email: inquiryofficer@agriculture.gov.ie

4. The Inquiry Officer will screen the complaint to establish if it relates to an alleged failure by the Department to comply with sections 25, 26, 27 or 28 of the Disability Act 2005. However, if this is not the case, the complainant will be advised of alternative avenues of redress.
5. The Inquiry Officer will maintain an electronic and paper file for each complaint and will acknowledge receipt of the complaint as soon as possible but no later than 5 working days after receipt.
6. All complaints will be logged and the complainant will be informed of the contact details of the Inquiry Officer and referred to these procedures.
7. The Inquiry Officer may request further details/information from the complainant and, if deemed necessary, the Inquiry Officer will consult with all relevant parties/sections regarding the matter.
8. Information requested should be supplied to the Inquiry Officer within a maximum period of two weeks from date of request. In the absence of a response,

written reminders or telephone reminders are made as judged appropriate. In the absence of receipt of a submission from the complainant the Inquiry Officer should proceed with the investigation.

Interviews

9. In the course of the investigation it may be necessary to interview the complainant or staff members within the organisation, e.g. to discuss questions of interpretation or to elicit information. A record will be maintained. At the end of each interview, a check will be carried out to ensure that the account contained in the notes is accurate.
10. All interviews will be arranged in advance.
11. All staff members are obliged to co-operate fully with the Inquiry Officer's investigation.

Examination of Case and Report

12. The Inquiry Officer will examine all information received and record findings. Where a failure is identified, he/she will outline the steps to be taken to ensure future compliance.
13. The Inquiry Officer will prepare a written report of the results of the investigation setting out his/her findings together with a determination in relation to:-
 - whether there has been a failure by the Department to comply with the relevant provision of the Disability Act, and
 - if such a determination indicates that there has been such a failure, the steps required to be taken by the Department to comply with the relevant provision of the Act.

This will be completed within 20 working days from the date of receipt of the complaint where possible, or as soon as possible in instances where information / data are not readily available.

Notification of Decision

14. A summary of the findings and decision of the report will be given to the complainant and the Head of Corporate Affairs.
15. The complainant will be advised of his or her right of appeal to the Ombudsman at the Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2.

16. If the determination of the Inquiry Officer is that the Department has failed to comply with a provision of the Act, the Secretary General will be informed and the report will outline the steps required for compliance.

Closing a Complaint

17. Once the complainant has been given the findings of the report and been notified of the decision, the complaint file may be closed.
18. The electronic and paper file will record the result, date file closed and any other relevant details.
19. Statistics on the operation of the complaints procedure will be included in the Department's Annual Report.

Rights of the Child

The Third Optional Protocol to the Convention on the Rights of the Child on a communications procedure took effect in Ireland on 24th December 2014. This has the effect of enabling the UN Committee on the Rights of a Child to receive, consider and provide its views and recommendations in relation to alleged violations by Ireland of Convention rights as communicated by children or those acting on their behalf. A complaint can only be made to the Committee after all domestic remedies have been exhausted. Further information on this protocol is available at <http://www.ohchr.org/EN/HRBodies/CRC/Pages/CRCIndex.aspx>

Appendix II – Payment or Decision Targets

Important Note:

Some payment and delivery targets not listed below can be found in the Farmers Charter and Action Plan 2015-2020. Target delivery times are subject to all documentation and other requirements being correct at time of application.

EAGF and EAFRD Schemes (European Agricultural Guarantee Fund and European Agricultural Fund for Rural Development)

Service

- Purchase of Barley into Intervention
- Purchase of Beef into Intervention
- Purchase of Butter into Intervention
- Purchase of Skimmed Milk Powder into Intervention
- Storage of Intervention beef
- Storage and Transport of Intervention Barley
- Storage of Intervention Skimmed Milk Powder
- Storage of Intervention Butter
- Export refunds for all products are currently zero-rated

Target Delivery Time

- 30-35 days (EU regulatory requirement)
- 45-65 days (EU regulatory requirement)
- 45-65 days (EU regulatory requirement)
- 45-65 days (EU regulatory requirement)
- 15 days (with effect from 15th June 2009)
- 15 days (with effect from 15th June 2009)
- 15 days (with effect from 15th June 2009)
- 15 days (with effect from 15th June 2009)

Pigmeat and Poultry:

- Import tariff quota licences

Application periods and licence issue defined by various regulations

Cereals:

- Ordinary import licence
- Import tariff quota licence

Licence issues that day provided correct application and sufficient security is received before 12pm

Application periods and licence issue defined by regulation

Milk and Milk Products:

- export licences

Cheese to USA and Canada – licence issued that day provided a correct application is received before 12pm

Export under quota of milk powders to Dominican Republic – application periods and licence issue defined by regulation

Import licences:

- Import Tariff Quota licences
- General licence

Application periods and licence issue defined by various regulations

Licence issues that day providing correct application and sufficient security is received before 12pm

1 month (from claim)

Issued on application

Contracts to be agreed within 30 days

Contracts to be agreed within 5 working days

- School Milk

- Production Refunds in the Sugar Sector

- Aid for Private Storage (APS) of butter and cream

- Aid for Private Storage (APS) of pigmeat

- EU Co-funded promotion measures (Regs 3/2008 and 501/2008)

Conclusion of contracts

90 calendar days

Advance payment

30 calendar days

Other payments

60 calendar days

Release of securities

60 calendar days (EU regulatory requirements)

Securities will be released at the earliest opportunity following clearance of all documentation and other relevant matters.

National Funding

Service

Target Delivery Time

Scheme of Investment Aid for the Development of the Commercial Horticulture Sector

- Processing of Grant Applications
- Processing of Payments Claims

within 10 weeks
within 10 weeks

Scheme of Investment Aid for the Development of the Cereal Sector

- Processing of Grant Applications
- Processing of Payment Applications

15 weeks
1 month

Disease Eradication Schemes/Disease Control

Regional Office Services

Service

Target Delivery Time

- Interpret test reports
- Check and issue permits
- Finalisation of herdnumber application
(after receipt of all required information)
- Collect reactors – once valuation process concluded

- TB/Bruceellosis breakdown – veterinary investigative work
- Private test permission (sale)
- Issue permit to buy into a restricted herd following DVO investigation
- Issue certificates of stock/herd profiles
- Haulier payments
- Valuer Fee Payments
- Farm Relief Service Payments
- Private Veterinary Practitioners fees on AHCS
- Compensation Payments
- Supplies to Veterinary Practitioners
- Issue of CMMS compliance certificates

10 days.
1 day

6 weeks
10 days average (subject to medication/welfare etc. issues)
60 days
same day
1 day
5 days
30 days (Prompt Payment Period)
15 days (Prompt Payment Period)
30 days (Prompt Payment Period)
30 days (Prompt Payment Period)
3 weeks
5 days
Same day issue for applications received before 3pm

AIM Division

- Issue of supplies of original bovine tags following receipt of valid application
- Issue of replacement bovine tags following receipt of valid application
- Issue of original bovine passports following receipt of valid application
- Issue of Certificate of bovine Compliance following receipt of valid application

15 working days
3 working days
1 working days
Same day issue for applications received before 3pm

- Issue of supplies of original tags following receipt of valid application
- Issue of replacement tags following receipt of valid application
- Issue of original passports following receipt of a valid application
- Approval/issue of replacement passports following receipt of valid application

15 working days
3 working days
1 working days
8 working days

BSE Eradication

- Respond to suspect case

1 working day

Class A Disease Surveillance

- Respond to suspect case (excluding BSE)

same day

- Arrange valuation & payment

1-30 days

Beef

Service

Issuing of Export Licences to Meat Processors/Live Cattle Traders

- 5 day licence

Issuing of Import Licences

- Thin Skirt (GATT)
- Frozen Beef (GATT)
- Balance Sheet Beef
- Hilton
- Commercial (full duty)

In connection with the above – security release/forfeiture

Target Delivery Time

5 days

1 day

1 day

1 day

1 day

1 day

1 day

8 weeks

Pigmeat

Service

- Process Applications for Approval of pigmeat production plants

- Issue of Licences/Approvals for pigmeat premises

Target Delivery Time

4 months

2 days

Sheep

Service

- Lamb Price Reporting System

Wool Marketing Act 1968

- Inspections carried out

- Wool Price Reporting System

- Approve or refuse applications for registration
as a wool buyer or wool exporter

- Issue of Tariff Quota Licences for Specified Countries

Target Delivery Time

Weekly

Ongoing

Fortnightly

6 months

1 working day

Beef/Sheep Meat

Service

- Process Applications for Approval for beef/
sheep meat export production plants

- Issue of Approvals

- Issue of Health Certificates

- Issue of Veterinary Certificates

Target Delivery Time

4 months

2 days

2 days

2 days

Poultry/Game Meat

Service

- Process Applications for Approval of poultry/game meat production
plants/hatcheries/supply farms

- Issue of Approvals for poultry/game meat production plants/
hatcheries/supply farms

- Process Applications for Approval of egg packing centres and egg
and poultrymeat producers under marketing standards legislation

- Blood Sampling of Birds for Export

- Issue of Health Certificates

- Issue of Veterinary Certificates

Target Delivery Time

4 months

2 days

2 months

5 days

2 days

2 days

Livestock Breeding

Service

Kerry Cattle Premium Scheme:

- Applications

- Payments

Target Delivery Time

Forwarded to Kerry Cattle Society
within 3 days of receipt
Made within 3 weeks of return
of form from Society

Live Stock (Artificial Insemination) Act, 1947 and Regulations 1948

- Issuing of Semen Distribution Licences

6 weeks

■ Issuing of Field Service Licences	8 weeks
■ Issuing of D.I.Y.A.I. Licences	3 weeks
■ Approval for D.I.Y.A.I. training courses	4 weeks
■ Issuing ovine AI Licences	4 weeks

European Communities (Bovine Breeding) Regulations 2009. S.I. 19 of 2009 (as amended)
Approval of:

■ Semen Collection Centres	
1. 1st stage: Approval of Plans	6 weeks
2. 2nd Stage: Approval of Premises	8 weeks
■ Ova/Embryo Collection/Production Teams	10 weeks
■ Cattle Breed Societies for the maintenance of Herd Books	6 months

European Communities (Pure-bred Sheep and Goat Flock-book) Regulations, 1994 SI No.16 of 1994

■ Sheep Flock Book Approvals	6 months
■ Issue of Sheep Flock Register books to registered flock owners	1 week
■ Issue of Sheep dispatch document books to registered flock owners	3 weeks

Diseases of Animals Act, 1966 (Foot-and-Mouth Disease) (Regulation of Sheep Shearing) Order, 2001, SI No. 228 of 2001

■ Registration of Sheep Shearers	1 week
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Council Directive 92/65/EEC and Regulation 13 of the Europeans Communities (Trade in Animals and Animal Semen, Ova and Embryos) Regulations 1996. SI No. 12 of 1996

■ Approval of ovine Semen Collection Centres	6 months
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European Communities (Breeding Pig Herd-book and Register) Regulations, 1994, SI No.16 of 1994

■ Pig Herd Book Approvals	6 months
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European Communities (Trade in Porcine Semen – Animal Health) Regulations, 1993, SI No.242 of 1993

■ Pig Semen Collection Centre Approvals	6 months
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European Communities (Equine) Regulations 2014 SI 207 of 2014

■ Decision on approval of bodies for the purposes of maintaining stud books	6 months
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Regulations, 2011 S.I. 357 of 2011 (as amended)

■ Decision of applications for exemptions for restrictive competitions	12 weeks
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Canine Semen Licence Importation/Exportation
 2 weeks |

Cattle & Sheep claims for funding
 3 months |

European Communities (Beef Carcase Classification) Regulations, SI No. 363 of 2010. Issuing of licence to classify beef carcasses

Test applicant within 4 weeks of receipt of valid application. Issue licence within 2 weeks of successful completion of test.

Equine Infrastructures

Service

■ Equine Building Proposal Applications – Decision to Approve/Refuse	26 weeks
■ Equine Building Proposal Claims – Decision to Approve/Refuse	8 weeks
■ Equine Research Proposal Applications – Decision to Approve/Refuse	13 weeks
■ Equine Research Proposal Claims – Decision to Approve/Refuse	4 weeks
■ Equine Scheme Proposal Applications – Decision to Approve/Refuse	4 weeks
■ Equine Scheme Proposal Claims - Decision to Approve/Refuse	4 weeks

Target Delivery Time

Animal Products

Service

- Issuing of Health Certification for Export of Hides
- Sheep and Goats – Import/Export requirements
- Live Animals import/export licences

Target Delivery Time

24 hours
Same day
7 days

Animal By-Products

Service

Process Applications for Approval of

- Rendering Plants
 - Fat Melters
 - Stores for storage of processed animal by-products
 - Hauliers of animal by-products
 - Premises for the usage of animal by-products for scientific purposes
 - Traders for marketing of animal by-products
 - Pet Food Plants
 - Knackeries
 - Composting plants
- Issue of Approvals

Target Delivery Time

4 months
4 months
4 weeks
2 weeks
2 weeks
2 weeks
2 months
2 months
4 months
5 days

Animal Welfare

Service

- Inspection/Approval of Cattle Vessels and Ferries
- Approval of Lairages and Portal Facilities

Target Delivery Time

3 weeks
2 months

Veterinary Medicines

Service

- Licence to Wholesale Animal Remedies
- Licence to Retail Animal Remedies
- Licence to sell Animal Remedies by Mail Order
- Licence to sell Animal Remedies via the Internet
- Licence to Solicit Orders for Animal Remedies
- Licensing Research Trials on Veterinary Medicines
- Registration of Sellers of Companion Animal Medicines
- Licence to Manufacture, Distribute Medicated Feedingstuff
- Licensing of Animal Remedies in “Certain Health Situations” under Regulation 16
- Licences to import Animal Remedies under Regulation 17 e.g. animal remedies for a research trial or for scientific research or analysis.
- Licence to import an animal remedy authorised in another Member State under the ‘Cascade’- Regulation 18
- Registration of veterinary practitioners for the purpose of purchasing from a licensed wholesaler, animal remedies imported from another Member State under the ‘Cascade’
- Licence to import etc. a vaccine under the Diseases of Animals Act 1966 (Control on Animal and Poultry Vaccines) Order 2002

Target Delivery Time

11 weeks
11 weeks
11 weeks
11 weeks
11 weeks
10 weeks
3 weeks
10 weeks
10 weeks
6 weeks
6 weeks
3 weeks
4 weeks

Milk Products

Service

- Food Safety and Quality Assurance of Milk Products
Quality control of casein exported to the USA
Butterfat check testing
Certification of Dairy Products for export:
- Regular
 - Specific

Target Delivery Time

Ongoing
Ongoing
Ongoing
5 days
14 working days

Process Applications for Approval of:

- Milk & Milk Product establishments 4 months
- Issue of Approvals 2 days

Sugar Products

Service

- Import Licences
- Export Licences

Target Delivery Time

- 3 working days
- 5 working days

Horticulture/Plant Health

Service

Issue of Licences for importation of plants, plant products and other objects subject to controls

Target Delivery Time

1 week

Issuing of plant health certificates, (Phytosanitary Certificates for third country exports, unless tests required

2 days

Inspection of plants/plant products and other objects, from third countries

2 days

Registration of plant producers/importers/traders

Within 1 month of application

Sampling of plants, soil and other growing media etc. on nurseries/farms for nematode analysis

6 weeks

Payment of aid for measures to improve the marketing and production of honey

1 month

Payment of annual grant to Federation of Irish Beekeepers

1 month

Plant Breeders Rights

- Applications

1 week

- Registration of Varieties

- with positive DUS

(Distinctiveness, Uniformity, and Stability)

4 weeks

- otherwise

2 years

Payment of aid for grass seed production

2 months

Conservation of agricultural genetic resources – decisions on application for funding

12 weeks

Crop Variety Testing

Service

Decision on application to have a variety accepted for testing.

Target Delivery Time

4 weeks

(contingent on all varieties arriving by the notified date.)

Entry to the National Catalogue of Agricultural Plant Varieties

V.C.U. test results available from National List trial

- General After

2 years (min.) trialing

- Grasses After

3 years (min.) trialing

- Clover After

4 years (min.) trialing

Recommended List trial results available

- General After

3 years (min.) trialing

- Clover After

4 years (min.) trialing

Issuing of Recommended Lists:

- Winter Cereals

27 September

- Spring Cereals

18 January

- Sugar Beet

30 September

- Forage Maize

1 March

- Herbage 31 January

All of the above dates are dependent on the weather conditions prevailing during the growing season and particularly at time of harvest

Seed Testing Laboratory

Service

1. Germination Tests (including Fluorescence)
2. Analytical Purity Tests on seeds and mixtures of seeds
3. Moisture Testing
4. Biochemical Test for Viability of seeds
5. 1000 Grain weight (only) on all seeds
6. Hectolitre weight on all seeds
7. Screening Test – Cereals
8. Germination Capacity Test – Malting Barley

Target Delivery Time

Target Times will depend on different species

10 days
4 days
6 days
6 days
6 days
6 days
4 days

Seed Pathology Services:

1. General Pathology Tests
2. Loose Smut Test

21 days
21 days

Plant Health Laboratory

1. Routing plant disease samples
2. All other plant disease samples

1 month
On request

Feedingstuff Microscopy Laboratory

1. Feedingstuffs for the presence of animal protein (microscopy)
Feedingstuffs for the presence of animal protein (microscopy)
2. Feedingstuffs for the presence of animal protein (microscopy and PCR)
3. Prohibited materials for feedingstuffs
4. Botanical impurities

Priority – 2 days (48hrs)
Other – 5 days for 80% of samples
10 days for 80% of samples
5 days for 80% of samples
On request

Entomology Laboratory

1. Insect and arachnid samples
- All other entomology related samples

5 days
On request

Potatoes

Service

Meet Pre Basic seed orders from Potato Foundation Seed growers
Supplying nucleus potato microplants to private sector
minituber producers
D.U.S Testing of new potato varieties
Registration/Licensing of potato growers and packers
Laboratory testing of leaf samples from private sector potato
minituber producers
Inspecting/sealing seed potato consignments
Issue of phytosanitary certificates
Eelworm sampling

Target Delivery Time

3 weeks
4 weeks
2 growing seasons
Within 1 week of application
1 week
October – April on request
Within 1 week of application
Within 4 weeks of application

Pesticide Registration and Controls Division

Service

Authorisation of a New Plant Protection Product in the central zone
(IE as zonal RMS)

Target Delivery Time

12 months
(up to 6 months additional time may be required where further data is deemed necessary)
120 days

Authorisation of a New Plant Protection Product by mutual recognition
Authorisation (re-registration) of a Plant Protection Product following
inclusion in Annex I (via mutual recognition)

12 months

Administrative modification

3 months

Parallel Trade Permit

45 days

Extension for minor uses

3 months

Approval to use a PPP in trial(s)

6 weeks

Amendment to approval to use a PPP in a trial (s)	4 weeks
Test Facility Trial Permit	2 months
Extension to Test Facility Trial Permit	1 month
Annual Renewal of Test Facility Permit	2 months
Preparation of Draft Assessment Report for new or existing Active Substances	12 months
Notification of an existing or new biocidal product	4 months
Administrative change to an authorised biocidal product	1 month
Minor change to an authorised biocidal product	7 months
Major change to an authorised biocidal product	11 months
Preparation of Competent Authority Report for a new or existing biocidal active substance	14 months
Preparation of Competent Authority Report for a new or existing biocidal active substance on to Annex I	14 months
Granting of a trial permit to conduct experimental trials with biocidal products	2 months
Authorisation of biocidal products containing an approved active substance(s)	14 months
Mutual recognition in sequence of an authorisation for a biocidal product granted by another Member State	6 months
Mutual recognition in parallel of an authorisation for a biocidal product granted by another Member State	5 months
Authorisation of a same biocidal product	3 months
Simplified Authorisation of biocidal products containing an active substance(s) listed in Annex I	4 months
Preparation of a Product Assessment Report for a Union Authorisation of a biocidal product containing an approved active substance(s)	14 months
Renewal of a biocidal product authorisation	10-14 months
Renewal of approval for an active substance	10-16 months
Granting of a parallel import permit for biocidal products	3 months
Granting of back-to-back notifications and authorisations for biocidal products	3 months
Trivial amendments to notifications and authorisations for biocidal products	4 months
Certificate of Free Sale for an authorised or notified biocidal product	1 month
Other	
<i>Service</i>	<i>Target Delivery Time</i>
■ Issue of ethyl alcohol licences	2 days
■ Grant Aid for Institutional Research and Development	8 weeks
■ Food Institutional Research Measure – Payments based on progress reports	8 weeks
■ Capital Investment Scheme for the Marketing and Processing of Agricultural Products – Payment of Claims	3 months

Forest Service

<i>Service</i>	<i>Target Delivery Time</i>
■ Tree Felling licences	Decisions on applications within 4 months of receipt of applications
■ Registration of seed stands	Decision on application within 6 months
■ Issuing of Certificates of Provenance	Decision on applications within 1 month
■ Issuing of Phytosanitary Certificates	Decision on applications and processing within 2 weeks
■ Forest pest and disease diagnostic service	Samples processed for analysis within 2 weeks. Diagnostic result within 3 months, dependent on nature of the sample.

Appendix III – State Sponsored Agencies under the Aegis of the Department of Agriculture, Food and the Marine

Agency	Contact Details	Main Responsibility
<p>An Bord Bia Clanwilliam Court, Lower Mount Street, Dublin 2.¹</p>	<p>Tel: 01 668 5155 Fax: 01 668 7521 Email: info@bordbia.ie Web: www.bordbia.ie</p>	<p>An Bord Bia is responsible for promoting and assisting the market development of Irish food, including seafood, and drink products and the production, marketing and consumption of horticultural produce, including amenity horticulture. This is achieved through the delivery of a wide range of specialist marketing and promotion activities.</p>
<p>Aquaculture Licences Appeals Board Kilminchy Court, Dublin Road, Portlaoise, Co Laois.</p>	<p>Tel: (057) 8631912 Email: info@alab.ie Web: www.alab.ie</p>	<p>The Aquaculture Licences Appeals Board was established on 17 June 1998 under S. 22 of the Fisheries (Amendment) Act, 1997. All Board members are engaged on a part-time basis. The function of the Board is to provide an independent authority for the determination of appeals against decisions of the Minister on aquaculture licence applications. A person aggrieved by a decision of the Minister on an aquaculture licence application, or by the revocation or amendment of an aquaculture licence, may make an appeal within one month of publication (in the case of a decision) or notification (in the case of revocation/amendment).</p>
<p>Bord Iascaigh Mhara (BIM) PO Box 12, Crofton Road, Dun Laoghaire, Co Dublin</p>	<p>Tel: 01 214 4100 Fax : 01 284 1123 Email: info@bim.ie Web: www.bim.ie</p>	<p>BIM is the Irish State agency with responsibility for developing the Irish Sea Fishing and Aquaculture industries. BIM provides a range of services including advisory, financial, technical, marketing and training supports to all sectors of the Irish seafood Industry.</p>
<p>Bord na gCon - Irish Greyhound Board Green Park, Dock Road, Limerick</p>	<p>Tel: 061 448000 Fax: 061 303788 Email: pr@igb.ie Web: www.igb.ie</p>	<p>The Irish Greyhound Board - Bord na gCon - is a commercial semi-state body which is responsible for the control and development of the greyhound industry in the Republic of Ireland. The Board regulates the greyhound racing including the licensing of the different tracks, the issuing of permits to officials, bookmakers, trainers and the implementation of the rules of racing.</p>
<p>Coillte Teoranta The Irish Forestry Board, Newtownmountkennedy, Co. Wicklow.</p>	<p>Tel: 01 201 1111 Fax: 01 201 1199 Email: pr@coillte.ie Web: www.coillte.ie</p>	<p>Coillte Teoranta manages state-owned forestry and related activities on a commercial basis under the Forestry Act 1988.</p>
<p>Horse Racing Ireland Ballymany, The Curragh, Kildare</p>	<p>Tel: (0)45 455 455 Fax: 353 (0)45 455 456 Email: info@hri.ie Web: www.goracing.ie</p>	<p>Horse Racing Ireland was established under the Horse and Greyhound Racing Act 2001 and its purpose is to develop and promote Ireland as a world centre of excellence for horse racing and breeding.</p>

¹ Bord Bia also has offices in Amsterdam, Dusseldorf, London, Madrid, Milan, Moscow, Paris, New York and Shanghai.

<p><i>The Irish National Stud Company Limited</i> Tully, Kildare.</p>	<p>Tel: 045 521 251 Fax: 045 522 129 Email: stud@irish-national-stud.ie Web: www.irish-national-stud.ie</p>	<p>The core business of the National Stud is thoroughbred breeding. It combines an active role in the development and promotion of Irish bloodstock with its role as one of the country's major tourist attractions.</p>
<p><i>The Marine Institute</i> Rinville, Oranmore, Co. Galway.</p>	<p>Tel: 091 387 200 Fax: 091 387 201 Email: institute.mail@marine.ie Web: www.marine.ie</p>	<p>The Marine Institute is the national agency responsible for marine research, technology development and innovation (RTDI). The Institute seeks to assess and realise the economic potential of Ireland's 220 million acre marine resource; promote the sustainable development of marine industry through strategic funding programmes and essential scientific services; and safeguard our marine environment through research and environmental monitoring.</p>
<p><i>National Milk Agency</i> IPC House, 35/39 Shelbourne Road, Ballsbridge, Dublin 4.</p>	<p>Tel: 01 660 3396 Fax: 01 660 3389 Email: natmilk@eircom.net Web: www.nationalmilkagency.ie</p>	<p>The National Milk Agency ensures the maintenance of an adequate supply of liquid milk within the State for liquid consumption.</p>
<p><i>Sea Fisheries Protection Agency (SFPA)</i> Park Road, Clogheen, Clonakilty, Co. Cork.</p>	<p>Tel: 023 885 9300 Fax: 023 885 9720 Email: sfpa_info@sfpa.ie Web: www.sfpa.ie</p>	<p>The SFPA has a role in sea-fisheries conservation and seafood safety. Its role in sea fisheries conservation is to secure compliance with Irish legislation that gives effect to the European Union's Common Fisheries Policy. The SFPA's role in seafood safety is the protection of consumers' health and consumers' interests.</p>
<p><i>Teagasc</i> Head Office, Oak Park, Carlow.</p>	<p>Tel: 059 917 0200 Fax: 059 918 2097 Email: info@teagasc.ie Web: www.teagasc.ie</p>	<p>Teagasc, the Agriculture and Food Development Authority, is the national body providing integrated research, advisory and training services to the agriculture and food industry and rural communities.</p>
<p><i>Veterinary Council of Ireland</i> 53 Lansdowne Road, Ballsbridge, Dublin 4.</p>	<p>Tel: 01 668 4402 Fax: 01 660 4373 Email: info@vci.ie Web: www.vci.ie</p>	<p>The Veterinary Council of Ireland regulates and manages the practice of veterinary medicine and veterinary nursing in the state in the public interest.</p>