



**TUARASCÁIL BHLIANTÚIL
ANNUAL REPORT**

2010

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Don Aire Gnóthaí Pobail, Comhionannais
agus Gaeltachta:

De réir alt 30 d'Acht na dTeangacha Oifigiúla
2003, tá an Tuarascáil seo don bhliain
2010 á cur i láthair ag an gCoimisinéir Teanga.

Seán Ó Cuirreáin
An Coimisinéir Teanga

Feabhra 2011

To the Minister for Community, Equality
and Gaeltacht Affairs:

In accordance with section 30 of the Official
Languages Act 2003, this Report for the year 2010
is being presented by An Coimisinéir Teanga.

Seán Ó Cuirreáin
An Coimisinéir Teanga

February 2011

RÁITEAS MISIN

“Ag cosaint cearta teanga”

Seirbhís neamhspleách ar ardchaighdeán a chur ar fáil i gcomhlíonadh ár ndualgas reachtúil le cinntiú go ndéanann an státchóras beart de réir a bhriathair maidir le cearta teanga.

Cothrom na Féinne a chinntiú do chách trí ghearáin maidir le deacrachtaí teacht ar sheirbhísí poiblí trí Ghaeilge a láimhseáil ar bhealach atá éifeachtach, gairmiúil agus neamhchlaon.

Eolas soiléir, cruinn a chur ar fáil:

- don phobal maidir le cearta teanga, agus
- do chomhlachtaí poiblí maidir le dualgais teanga

MISSION STATEMENT

“Protecting Language Rights”

To provide an independent quality service whilst fulfilling our statutory obligations to ensure state compliance in relation to language rights.

To ensure fairness for all by dealing in an efficient, professional and impartial manner with complaints regarding difficulties in accessing public services through the medium of Irish.

To provide clear and accurate information:

- to the public in relation to language rights, and
- to public bodies in relation to language obligations.

CLÁR

Réamhrá	4
Cúlra	9
Seirbhísí Eolais & Cumarsáide	11
Faireachán	15
Scéimeanna Teanga	20
Gearáin	28
Imscrúduithe	33
Achoimrí ar Imscrúduithe 2010	35
Comhairle Contae an Chláir	35
An Roinn Oideachais agus Scileanna	37
Comhairle Cathrach Bhaile Átha Cliath	39
An Roinn Cumarsáide, Fuinnimh agus Acmhainní Nádurtha	41
An Roinn Oideachais agus Scileanna	42
An Bord um Thionóntachtaí Cónaithe Príobháideacha	44
Comhairle Cathrach Bhaile Átha Cliath	46
Iarnród Éireann	47
Coiste Gairmoideachais Chontae Chill Dara	48
Comhairle Contae Liatroma	50
An Roinn Oideachais agus Scileanna	50
Cúrsaí Airgeadais	51
Foireann agus Sonraí Teagmhála	52

CONTENTS

Foreword	4
Background	9
Information & Communications Services	11
Monitoring	15
Language Schemes	20
Complaints	28
Investigations	33
Summaries of 2010 Investigations	35
Clare County Council	35
Department of Education and Skills	37
Dublin City Council	39
Department of Communications, Energy and Natural Resources	41
Department of Education and Skills	42
Private Residential Tenancies Board	44
Dublin City Council	46
Iarnród Éireann	47
County Kildare Vocational Education Committee	48
Leitrim County Council	50
Department of Education and Skills	50
Financial Matters	51
Staff and Contact Details	52

RÉAMHRÁ

Le linn na bliana 2010, tháinig deireadh le mo chéad téarma mar Choimisinéir Teanga. Ba mhór an onóir dom gur athcheap Uachtarán na hÉireann mé do théarma eile 6 bliana ar chomhairle an Rialtais tar éis do Thithe an Oireachtais rún a rith ag moladh an athcheapacháin. B'ábhar sásaimh ar leith dom gur thacaigh páirtithe an fhreasúra leis an gcinneadh mé a athcheapadh chun na hoibre seo.

Ba mhaith liom buíochas ó chroí a ghlacadh leo sin ar fad a chuir muinín ionam, ar a n-áirítear an tUachtarán, an Rialtas agus an freasúra. Luaim go háirithe an Comhchoiste um Gnóthaí Ealaíon, Spóirt, Turasóireachta, Pobail, Comhionannais agus Gaeltachta de chuid Thithe an Oireachtais a thionóil díospóireacht ar leith faoin athcheapachán ar an 17 Feabhra 2010 agus na comhaltaí ar fad a ghlac páirt sa díospóireacht sin.

Go deimhin, le linn mo chéad téarma mar Choimisinéir Teanga agus ó athcheapadh chun na hoibre arís mé, fuair mé tacaíocht agus comhoibriú an-mhaith ar fad ón iliomad daoine. Ba mhaith liom an deis seo a thapú le buíochas a ghlacadh leosan freisin. Ina measc, bhí fostaithe de chuid na státseirbhíse agus na seirbhíse poiblí i gcoitinne, ionadaithe ó eagraíochtaí Gaeilge agus Gaeltachta, na meáin chumarsáide, lucht taighde agus acadúil, agus iliomad daoine eile nach iad. Glacaim buíochas freisin leis an Aire Gnóthaí Pobail, Comhionannais agus Gaeltachta agus le foireann a Roinne.

Bheadh sé ionann agus dodhéanta na dualgais reachtúla atá leagtha ag an Oireachtas ar an Oifig seo a chomhlíonadh gan foireann dhíograiseach a bheith inti. Glacaim leis an deis seo le mo bhuíochas pearsanta a chur in iúl don fhoireann oibre as a ndúthracht agus a ndílseacht gan staonadh.

Rabhadh

Bhí an Oifig ag feidhmiú i ndeireadh na bliana 2010 le trí cinn d'fholúntais foirne. Cúigear foirne a bhí i mbun oibre in áit an ochtair a bhí ceadaithe mar íosmhéid: is ionann sin agus ciorrú 37.5%. Is féidir príomhchúraimí reachtúla na hOifige a roinnt ina dt trí chuid: feidhmiú mar sheirbhís neamhspleách ombudsman, mar ghníomhaireacht géilliúlachta, agus mar eagraíocht chomhairleach ar chearta agus ar dhualgais reachtúla teanga. Is ceart dom sa Tuarascáil Bhliantúil seo rabhadh soiléir a thabhairt nach féidir talamh slán a dhéanamh de go mbeidh ar chumas na hOifige na dualgais sin a chomhlíonadh go hiomlán agus go cuí le barréifeacht leis na srianta foirne atá i gceist faoi láthair. Beidh gá le tosaíocht a shonrú i gcomhlíonadh na ndualgas sin go dtí go mbeidh leibhéal cuí foirne ar fáil chun na cúraimí a chomhlíonadh go hiomlán.

FOREWORD

The year 2010 brought to an end my first term as Coimisinéir Teanga. I was greatly honoured to be reappointed by the President of Ireland for another 6 year term, on the advice of the Government, following the passing of a resolution by the Houses of the Oireachtas recommending the reappointment. It was a particular source of satisfaction to me that the opposition parties supported my reappointment to this position.

I want to sincerely thank all those who showed their confidence in me, including the President, the Government and the opposition. In particular, I wish to mention the Joint Committee on Arts, Sport, Tourism, Community, Equality and Gaeltacht Affairs of the Houses of the Oireachtas which held a specific debate on my reappointment on 17 February 2010 and all the members of the Committee who participated in that debate.

During my first term as Coimisinéir Teanga, and since my reappointment to the position, I have received excellent support and cooperation from many people. I would like to take this opportunity to thank them also. These include employees of the civil and public service, representatives of Irish language and Gaeltacht organisations, the media, researchers, academics, and many others. My thanks also go to the Minister for Community, Equality and Gaeltacht Affairs and the staff of his Department.

It would be almost impossible to fulfil the statutory duties set by the Oireachtas for my Office without the Office's highly motivated staff. I take this opportunity to express my personal gratitude to the staff for their continued diligence and reliability.

Forewarning

By the end of 2010, my Office was operating with three staff vacancies. Five staff members were working where eight had been sanctioned as a minimum: this represents a reduction of 37.5%. The statutory obligations of the Office can be divided into three sections: an independent ombudsman service, a compliance agency, and an advisory body on statutory language rights and duties. I must give a clear warning in this Annual Report that it cannot be presumed that my Office will be able to fulfil these obligations fully and properly with the current staff restrictions. It will be necessary to identify priorities with regard to the performance of these duties until appropriate staffing levels are available to allow full compliance with our mandate.

Bliain Chrua

Bliain chrua a bhí inti don tír ar gach bealach agus ba léir nach mbeadh cúrsaí Gaeilge agus Gaeltachta saor ó na ciorruithe a bhí á gcur i bhfeidhm ag gach leibhéal den earnáil phoiblí. Ní fhéadfaí a bheith ag súil go bhféadfaí imfhál a chur thart timpeall ar chúrsaí teanga chun réimse saor ó ciorruithe a chruthú, fad agus a bhí gach earnáil eile den tsochaí ag fulaingt. Os a choinne sin, is cuid lárnach dár n-oidhreacht agus dár gcultúr í an teanga náisiúnta nach féidir luach a chur uirthi, agus ba cheart í a chaomhnú.

Ach tharla gníomhaíochtaí dearfacha le linn 2010 agus luaim go háirithe foilsíú Straitéis 20 Bliain an Rialtais don Ghaeilge – straitéis a thuill tacaíocht traspháirtí i dTithe an Oireachtais. Ag am a raibh ísle brí i gceist i gcuid mhór de chóras poiblí na tíre, is féidir a rá, ar a laghad, gur cuireadh i láthair an phobail plean fadtéarmach le spriocanna uailmhianacha do thodhchaí na teanga. An dúshlán atá anois ann an Straitéis sin a neartú agus a chur i bhfeidhm go cuí agus go hiomlán.

Dul Chun Cinn

Tá anailís staitistiúil agus cur síos i scríbhinn ar obair na bliana 2010 sa Tuarascáil seo. Feictear dom le fírinne go bhfuil dul chun cinn á dhéanamh de réir a chéile i soláthar seirbhísí stáit trí Ghaeilge. Táid ann a chreideann go leagtar an bhéim go rómhínic ar na háiteanna sin inar theip ar chomhlachtaí poiblí a ndualgais reachtúla teanga a chomhlíonadh go cuí agus gur beag aitheantas nó creidiúint a thugtar san iliomad cásanna sin ina mbaineann comhlachtaí poiblí barr feabhais amach i soláthar seirbhísí trí Ghaeilge.

Sampla beag sonrath amháin de sin a thagann chun cuimhne le linn na bliana 2010 is ea an bealach réamhghníomhach a chintigh baill foirne de chuid na Roinne Coimirce Sóisialaí go mbeadh na cártaí seirbhíse nua a bheidh i seilbh an phobail i gcoitinne go luath dátheangach go hiomlán agus ag teacht leis na cleachtais is fearr i dtaca le húsáid na dteangacha oifigiúla.

Cuireadh tuilleadh seirbhísí idirghníomhacha ar líne ar fáil trí Ghaeilge le linn na bliana freisin a thóg ar mhúnla seanbhunaithe an dea-chleachtais a bhí forbartha ag leithéid www.motarchain.ie, córais ar líne IMAT agus ROS na gCoimisinéirí Ioncaim, agus dreamanna eile nach iad. Sa chomhthéacs sin, smaoiním ar an tionscnamh a stiúir Coiste Gairmoideachais Bhaile Átha Cliath le córas ar líne i gcomhair iarratas ar dheontais do mhic léinn tríú leibhéal a fhorbairt thar ceann comhghuaillíochta de choistí gairmoideachais agus údaráis áitiúla eile. Áirím freisin na córais nua a forbraíodh d'údaráis áitiúla le táillí a bhailiú ó dhaoine a raibh an dara teach acu, agus, mar shamplaí eile, córas clárúcháin Oifig an Choimisinéara Cosanta Sonraí agus córas clárúcháin Oifig na gCuideachtaí.

A Difficult Year

It was a difficult year for the country on every front and it was clear that Irish language and Gaeltacht affairs would not be exempt from the cuts being implemented at all levels of the public sector. One could hardly expect to ringfence language issues while every other sector of society was suffering. On the other hand, the national language is a priceless and integral part of our heritage and our culture which must be maintained.

However, some positive events did take place during 2010, I refer particularly to the publication by the Government of the 20 Year Strategy for the Irish Language – a strategy that gained cross-party support in the Houses of the Oireachtas. At a time of widespread gloom in many areas of the public sector, the public was, at least, presented with a long-term plan with ambitious targets for the future of the language. The challenge now is to strengthen the Strategy and to implement it appropriately and fully.

Progress

This Report presents a statistical analysis and a written description of the work of this Office for the year 2010. In my opinion, gradual progress is being made in the provision of state services through Irish. There may be those who believe that too much focus is placed on those instances where public bodies have failed to properly fulfil their statutory duties, with too little recognition or credit given in the many instances where public bodies excel in providing services through Irish.

One specific example of this which comes to mind for 2010 is the proactive way in which the staff of the Department of Social Protection ensured that the new service cards, which will soon be in the possession of the general public, will be fully bilingual and in line with best practice in the use of official languages.

More interactive online services were also made available through Irish during the year, building on the well-established models provided by sites such as www.motarchain.ie, the online systems, ROS and PAYE anytime, developed by Revenue, and other such sites. In this context, I must mention the initiative led by the Dublin Vocational Education Committee to develop a bilingual online application system for third level student grants on behalf of a grouping of other vocational education committees and local authorities. I note also the new bilingual systems developed for local authorities to facilitate the collection of fees from people with second homes, and the bilingual registration systems developed by the Data Protection Commissioner's Office and the Companies Office.

Ábhar sásaimh do m'Oifig a thuairisciú gur cosúil feabhas a bheith tagtha freisin ar thuiscint comhlachtaí poiblí ar úsáid na dteangacha oifigiúla i gcomharthaíocht phoiblí i gcomhréir leis na rialacháin reachtúla atá i bhfeidhm. Luaim sa chomhthéacs seo an dea-shampla atá tugtha ag Ionad Coinbhinsiúin Bhaile Átha Cliath agus ag institiúidí eile nach iad maidir le húsáid na Gaeilge agus an Bhéarla ina gcomharthaíocht siúd.

Tá dea-shampla de chineál eile tugtha ag roinnt údarais áitiúla atá tar éis socruithe a dhéanamh go réamhghníomhach, pleanáilte, le leasuithe a dhéanamh ar úsáid na dteangacha oifigiúla ar sheanchomharthaíocht nach raibh ag teacht leis na riachtanais reachtúla chuí.

Scanrúil

I ndeireadh na dála, áfach, is í an bhunfhadhb ná a laghad foirne le hinniúlacht sa Ghaeilge atá ag obair i gcóras Stáit na tíre le freastal orthu siúd arb í an Ghaeilge an teanga is rogha leo. Chonacthas dom gur scanrúil an staitistic í an 1.5% d'fhoireann riaracháin na Roinne Oideachais agus Scileanna a thuairiscigh le linn 2010 go mbeadh ar a gcumas seirbhísí a sholáthar i nGaeilge chomh maith le Béarla. Léiríonn sé níos soiléire ná aon ní eile an bhéarna idir cumas seirbhísí a sholáthar trí Bhéarla agus soláthar na seirbhísí sin trí Ghaeilge.

Gearáin agus Imscrúduithe

Rinneadh 700 gearán le m'Oifig le linn na bliana i dtaca le deacrachtaí nó fadhbanna le seirbhísí stáit á fháil trí Ghaeilge – an bhliain ba mhó ar cuireadh gearáin ón bpobal i láthair na hOifige ó bunaíodh í. Ó dhaoine aonair sa phobal i gcoitinne, ó ghníomhairí teanga agus ó eagraíochtaí teanga a tháinig na gearáin sin. Réitíodh formhór mór na gcásanna sin trí idirbheartaíocht neamhfhoirmiúil leis an gcomhlacht poiblí cuí nó trí chomhairle a chur ar an ngearánach. Is mór agam an comhoibriú a tugadh d'fhoireann na hOifige sa ghnó seo.

Seoladh 11 cheann d'imscrúduithe foirmiúla le linn na bliana 2010 sa bhreis ar cheann a bhí fós idir lámha ó dheireadh na bliana roimhe sin. Tugadh chun críche na himscrúduithe sin ach amháin i gcás ceann amháin a bhí fós idir lámha ag deireadh na bliana. Tá achoimre ar na cásanna a bhí i gceist sa chaibidil den Tuarascáil seo faoin teideal "Imscrúduithe". Ní miste a lua nach dtéitear i mbun imscrúdú ach amháin nuair atá an chosúlacht ann go bhfuil sárú reachtúil tarlaithe agus nuair a theipeann ar iarracht neamhfhoirmiúil comhréitithe.

My Office is happy to report that there seems to be an enhanced level of understanding in public bodies with regard to the use of official languages in public signage in accordance with the statutory regulations that are now in force. I note in this context the excellent example with regard to the use of Irish and English signage provided by the Dublin Convention Centre and other institutions.

A further good example is provided by those local authorities who have plans in place to proactively correct errors with regard to the use of the official languages on existing signage not in compliance with the relevant statutory language requirements.

Alarming

Ultimately, however, the basic problem with regard to the provision of services in Irish is the lack of staff with competence in the language employed in the public service and available to cater for those for whom Irish is their language of choice. It appeared to me that a alarming picture was painted by statistics provided by the Department of Education and Skills in 2010 which showed that only 1.5% of the administrative staff of the Department had the ability to provide a service in Irish of an equivalent standard to the service provided in English. This shows more clearly than anything else the gap between the ability to provide services through English and the ability to provide services through Irish.

Complaints and Investigations

During the year, 700 complaints were made to my Office about difficulties or problems accessing state services through Irish – more complaints than were made in any year since the Office was established. The complaints came from individuals in the general public, language activists and language organisations. The vast majority of cases were resolved through informal negotiations with the relevant public body or by providing advice to the complainant. I appreciate the cooperation given to staff of the Office in these instances.

A total of 11 formal investigations were commenced during 2010 in addition to one which was ongoing from the end of the previous year. These investigations were concluded, with the exception of one which was still in progress at year-end. A summary of the cases involved is available in this Report, in the chapter entitled "Investigations". It should be noted that investigations are carried out only when it appears that a statutory violation has occurred and when informal efforts to resolve the issues are not successful.

Géilliúlacht

Le linn 2010, lean m'Oifig le clár de mhioniniúchtaí ar chomhlachtaí poiblí le monatóireacht a dhéanamh ar chomhlíonadh fhorálacha Acht na dTeangacha Oifigiúla. I measc na n-iniúchtaí sin bhí ceann a léirigh gur theip go leanúnach ar 28% de na comhlachtaí poiblí cuí an leibhéal seirbhíse is bunúsáí ar fad a sholáthar trí Ghaeilge do chustaiméirí ar an teiléafón. Tá sin níos suntasaí fós nuair a chuirtear san áireamh gur bhain an t-iniúchadh le comhlachtaí poiblí a raibh scéim teanga i bhfeidhm acu le 4 bliana ar a laghad. D'éirigh le 43% de na comhlachtaí poiblí a bhí i gceist seirbhíse chuí a sholáthar trí Ghaeilge ar an teiléafón agus bhí 29% eile a rinne iarracht áirithe ach nár éirigh leo a ndualgais teanga sa réimse seo a chomhlíonadh go hiomlán agus go cuí. Tá eolas cuimsitheach tugtha faoi iniúchtaí teanga na hOifige sa chaibidil dar teideal "Faireachán" sa Tuarascáil seo.

Scéimeanna Teanga

Chuir mé in iúl i dTuarascáil Bhliantúil 2008 go raibh imní orm faoin moill a bhain le daingniú scéimeanna teanga, ar a n-áirítear an dara babhta scéimeanna teanga le comhlachtaí poiblí faoin Acht.

Níl aon mhaolú ar an imní sin nuair a fhéachtar ar na staitisticí a bhaineann leis an mbliain 2010.

Ní raibh an dara scéim teanga tugtha i bhfeidhm fós i ndeireadh na bliana i gcás 51 comhlacht poiblí a raibh a gcéad scéim tar éis dul "in éag", mar a deirtear i bhfo-alt 15(1) den Acht. De réir na reachtaíochta, caithfidh na comhlachtaí poiblí leanúint de sholáthar seirbhíse trí Ghaeilge de réir na ngealltanais a thug siad sna chéad scéimeanna ach níl aon dualgas orthu tuilleadh forbartha a dhéanamh ar na seirbhíse sin in éagmais scéim nua.

B'ionann na 51 scéim sin a bhí imithe in éag agus leath na scéimeanna a bhí daingnithe roimhe sin. Bhí 12 de na scéimeanna sin imithe in éag le breis agus dhá bhliain.

Sa bhreis air sin, bhí 26 comhlacht poiblí eile ann a raibh an chéad dréachtscéim iarrtha orthu ach nach raibh siad aontaithe ná daingnithe fós mar scéimeanna ag an Aire Gnóthaí Pobail, Comhionannais agus Gaeltachta. I gcás 10 gcinn acu sin, bhí breis agus 4 bliana imithe ó iarradh orthu an dréachtscéim a ullmhú agus trí bliana go leith imithe in dhá chás eile.

Tá mé den bharúil láidir fós nach bhfuil an folús seo i ndaingniú scéimeanna ag teacht lena raibh beartaithe faoi fhorálacha an Achta ná faoi na rialacháin reachtúla a rinneadh faoin Acht.

Compliance

During 2010, my Office continued to conduct detailed audits of public bodies to monitor the level of compliance with the provisions of the Official Languages Act. Among those audits was one that showed some 28% of public bodies consistently failed to provide the most basic level of service through Irish to customers who contacted them by telephone. This is all the more significant when one considers that the audit covered public bodies whose language schemes were in place for more than 4 years. Some 43% of the public bodies concerned provided an appropriate level of service in Irish on the telephone while another 29% made some effort but did not fully succeed in complying with their language obligations in this regard. Comprehensive information about this Office's language audits is available in the chapter entitled "Monitoring" in this Report.

Language Schemes

I pointed out in the Annual Report of 2008 that I had concerns about the delay in confirming language schemes with public bodies under the Act, and this includes delay in concluding the second round of language schemes.

These concerns are not allayed by the statistics relating to 2010.

At the end of the year, no second language scheme had yet been implemented for 51 public bodies whose first schemes reached "expiration", as described in subsection 15(1) of the Act. According to the legislation, public bodies must continue to provide services through Irish in accordance with the commitments given in their first scheme but, in the absence of a new scheme, a public body is not obliged to further develop these services.

The total of 51 schemes which had reached "expiration" equates to half of the schemes previously ratified. Of these schemes, 12 had expired more than two years ago.

In addition, there were 26 other public bodies whose first draft schemes had been requested by the Minister for Community, Equality and Gaeltacht Affairs but remained to be agreed and confirmed. In the case of 10 of those public bodies, more than 4 years had passed since they were requested to prepare the draft schemes and three and a half years had passed in two other cases.

I am still strongly of the opinion that this delay in the confirmation of schemes is not in accordance with what was envisioned under the provisions of the Act or under the statutory regulations made under the Act.

Acmhainn Oideachais

Le linn na bliana 2010, d'fhorbair m'Óifig acmhainn dhátheangach oideachais ar chearta teanga chun cabhrú le daltaí agus múinteoirí mar chuid den chúrsa san Oideachas Saoránach, Sóisialta agus Polaitiúil (OSSP) sa Teastas Sóisearach.

Tástáladh an acmhainn oideachais mar scéim phiólótach i 15 scoil (meascán de scoileanna Gaeltachta, Gaelscoileanna agus scoileanna a dhéanann a gcuid teagaisc trí Bhéarla) le linn na tréimhse ó Mheán Fómhair go Nollaig 2010, faoi stiúir saineolaí ón tSeirbhís Tacaíochta don Dara Leibhéal de chuid na Roinne Oideachais agus Scileanna.

Bheadh sé i gceist an acmhainn seo a chur ar fáil do gach scoil dara leibhéal sa tír ach an maoiniú cuí a bheith ar fáil don tionscnamh.

Sraith ceachtanna scoile a bhaineann le cearta teanga atá san acmhainn oideachais seo do mhúinteoirí agus do dhaltaí an chúrsa OSSP. Tugtar léargas ar chearta teanga go ginearálta agus ar chás na Gaeilge go háirithe, i gcomhthéacs cearta daonna. Tá an pacáiste foghlama gníomhaí seo ullmhaithe go dátheangach agus áirítear ann leabhar don mhúinteoir, póstaer, CD-ROM, DVD de ghearrthóga físe agus acmhainní ar líne.

Rith 2010

Ar Lá Fhéile Pádraig, ba mhór an onóir dom an teachtaireacht tacaíochta ó Uachtarán na hÉireann, Máire Mhic Ghiolla Íosa, a léamh ag ceann scríbe *Rith 2010* ar an bhFaiche Mhór i nGaillimh. Bhí sé mar aidhm ag an maratón, *Rith 2010*, a d'eagraigh Conradh na Gaeilge, tacaíocht agus spreagadh a thabhairt d'úsáid na Gaeilge mar theanga phobail chomh maith le ceiliúradh a dhéanamh ar an nGaeilge agus ar an gcultúr.

Lean an rás sealaíochta ar feadh 9 lá agus 1,600 km, timpeall na tíre, trí chúigí Uladh, Laighean, na Mumhan agus Chonnacht. Athraíodh baitín ó lámh go lámh gach ciliméadar idir na grúpaí reatha. Is istigh sa bhaitín a bhí teachtaireacht an Uachtaráin ag guí gach rath ar na daoine a ghlac páirt i *Rith 2010* agus ar lucht a eagraithe agus á moladh as an gcaoi a ndearnadh ceiliúradh ar an nGaeilge.

Educational Resource

During 2010, my Office developed a bilingual educational resource on language rights as an aid to students and teachers and as part of the Junior Certificate course in Civic, Social and Political Education (CSPE).

The educational resource was tested as a pilot scheme in 15 schools (a mixture of Gaeltacht schools, Gaelscoileanna and schools teaching through the medium of English) during the period from September to December 2010, under the guidance of an expert from the Second Level Support Service of the Department of Education and Skills.

It is planned to make the resource available to all second level schools in the country, provided the appropriate funding is available for the project.

The educational resource consists of a series of lessons relating to language rights prepared for teachers and students of the CSPE course. It gives an insight on language rights in general and Irish language rights in particular, in the context of human rights. The active learning package has been prepared bilingually and contains a teacher's manual, posters, a CD-ROM, a DVD of video clips and online resources.

Rith 2010

On St. Patrick's Day it was a great honour for me to read the message of support from the President of Ireland, Mary McAleese, at the finish of *Rith 2010* in Eyre Square, Galway. The aim of the marathon, *Rith 2010*, which was organised by Conradh na Gaeilge, was to support and encourage the speaking of Irish at community level and to celebrate the Irish language and culture.

The relay race lasted 9 days and 1,600 km, circuiting the country and passing through the provinces of Ulster, Leinster, Munster and Connacht. A baton was passed from hand to hand between groups of runners every kilometre. The baton contained a message from the President sending her best wishes to the runners and the organisers of *Rith 2010* and praising their celebration of the Irish language.

CÚLRA

Rinne an tUachtarán mé a athcheapadh mar Choimisinéir Teanga go foirmiúil ar an 23 Feabhra 2010 ar chomhairle an Rialtais tar éis do Thithe an Oireachtais rún a rith ag moladh an cheapacháin. Fuair an t-athcheapachán sin tacaíocht ó na páirtithe uile sa Dáil agus sa Seanad agus ó chomhaltaí an Chomhchoiste um Ghnóthaí Ealaíon, Spóirt, Turasóireachta, Pobail, Comhionannais, agus Gaeltachta.

Tá mionchur síos ar obair Oifig an Choimisinéara Teanga go dtí seo sna tuarascálacha bliantúla atá ar fáil ar shuíomh gréasáin na hOifige: www.coimisineir.ie. Tá fáil ar an suíomh freisin ar na cuntais airgeadais chuí.

Oifig neamhspleách reachtúil í Oifig an Choimisinéara Teanga a bhfuil sé mar chúram uirthi monatóireacht a dhéanamh ar an gcaoi a bhfuil forálacha Acht na dTeangacha Oifigiúla 2003 á gcomhlíonadh ag comhlachtaí poiblí an Stáit. Déanann an Oifig gach beart riachtanach chun a chinntiú go gcomhlíonann comhlachtaí poiblí a ndualgais faoin Acht féin, faoi na Rialacháin faoin Acht agus faoi scéimeanna teanga, sa chás gur ann dóibh.

Fiosraíonn m'Oifig gearáin ón bpobal i gcásanna ina gcreidtear go bhfuil teipthe ar chomhlachtaí poiblí a ndualgais a chomhlíonadh faoi Acht na dTeangacha Oifigiúla. Fiosraíonn an Oifig freisin aon ghearán bailí ina líomhnaítear nach bhfuil foráil d'aon achtachán eile a bhaineann le stádas nó le húsáid na Gaeilge á comhlíonadh.

Cuireann an Oifig comhairle ar fáil don phobal maidir lena gcearta teanga agus comhairle ar chomhlachtaí poiblí maidir lena ndualgais teanga faoin Acht. Tá sé mar phríomhchuspóir ag an Acht a chinntiú go soláthraíonn an státseirbhís agus an tseirbhís phoiblí seirbhísí Gaeilge ar bhonn níos líonmhaire agus ar chaighdeán níos airde in imeacht tréimhse ama.

Bheadh súil go mbeadh de thoradh ar fheidmiú an Achta go gcruthófaí spás nua don Ghaeilge i gcóras riaracháin poiblí na tíre. Is léiriú é ar ghné amháin de pholasaí an Stáit i leith na Gaeilge agus tá sé mar thaca leis na hiarrachtaí eile an teanga a chur chun cinn san oideachas, sa chraoltóireacht, sna healaíona, i saol na Gaeltachta agus i gcúrsaí an tsaoil go ginearálta.

Shínigh an tUachtarán Acht na dTeangacha Oifigiúla ina dhíl ar an 14 Iúil 2003 agus trí bliana ina dhiaidh sin, ar an 14 Iúil 2006, tháinig gach foráil den Acht nach raibh tagtha i bhfeidhm le hOrdú Aire roimhe sin i bhfeidhm go hoifigiúil. Chiailaigh sin go raibh bunús reachtúil ón dáta sin ar aghaidh le gach foráil de chuid an Achta.

BACKGROUND

The President formally reappointed me as Coimisinéir Teanga on 23 February 2010 on the advice of the Government following a resolution passed by Dáil Éireann and Seanad Éireann recommending the appointment. The reappointment received the support of all the parties in the Dáil and Seanad and of members of the Oireachtas Joint Committee on Arts, Sports, Tourism, Community, Equality and Gaeltacht Affairs.

A detailed account of the work of the Office since its establishment is provided in the annual reports available on the Office's website: www.coimisineir.ie. The relevant financial accounts are also available online.

The Office of An Coimisinéir Teanga is an independent statutory office whose responsibility is to monitor the manner in which the State's public bodies comply with the provisions of the Official Languages Act 2003. The Office takes all necessary measures to ensure that public bodies fulfil their obligations under the Act itself, under the Regulations made under the Act and under language schemes where these apply.

The Office investigates complaints from the public in cases where it is believed that public bodies may have failed to fulfil their obligations under the Official Languages Act. The Office also enquires into any valid complaints regarding allegations that a provision of any other enactment relating to the status or use of Irish has been contravened.

My Office provides advice to the public about their language rights and to public bodies about their language obligations under the Act. The primary objective of the Act is to ensure that the services provided through Irish by the civil and public service increase in both quantity and quality over a period of time.

It is expected that the implementation of the Act will create a new space for the language within the public administration system of the country. It is an illustration of one element of the State's Irish language policy which complements other efforts to promote the language in education, in broadcasting, in the arts, in Gaeltacht life and in Irish life generally.

The President signed the Official Languages Act into law on 14 July 2003 and three years later, on 14 July 2006, all provisions of the Act not already commenced by Ministerial Order came into effect. That meant that from this date onwards, every provision of the Act had a statutory basis.

Is ar an 1 Deireadh Fómhair 2008 a shínigh an tAire Gnóthaí Pobail, Tuaithe agus Gaeltachta na Rialacháin um Acht na dTeangacha Oifigiúla 2003 (Alt 9) 2008 (I.R. Uimh. 391 de 2008). Ba é an dáta feidhme ba thúsce faoi na Rialacháin ná an 1 Márta 2009, nuair a tháinig dualgais faoi leith i bhfeidhm maidir le húsáid na Gaeilge i gcomharthaí nua agus i stáiseanóireacht. Ní raibh aon Rialacháin déanta faoi dheireadh na bliana 2010 maidir le fógraín ná maidir le fógairtí beo béil.

Faoi na Rialacháin, tá dualgas ar chomhlachtaí poiblí a chinntiú go bhfuil a gcuid stáiseanóireachta, a gcuid comharthaíochta agus a gcuid fógairtí taifeadta béil á soláthar i nGaeilge amháin, nó i nGaeilge agus i mBéarla, de réir critéir ar leith atá daingnithe sna Rialacháin. Chuir m'Óifig go leor seisiúin eolais ar fáil do chomhlachtaí poiblí chun na Rialacháin úra a mhíniú.

Le linn na bliana 2010, dhaingnigh an tAire Gnóthaí Pobail, Comhionannais agus Gaeltachta tuilleadh scéimeanna teanga faoi Acht na dTeangacha Oifigiúla agus faoi dheireadh na bliana 2010 bhí 87 scéim teanga sa chéad bhabhta scéimeanna agus 18 scéim teanga sa dara babhta. Chlúdaigh na scéimeanna daingnithe móriomlán de 191 comhlacht poiblí.

Ag deireadh na bliana 2010, bhí 26 comhlacht poiblí ag ullmhú dréachtscéimeanna den chéad uair agus bhí treoir tugtha ag an Aire do 54 comhlacht poiblí an dara dréachtscéim a ullmhú. Scéimeanna nua atá i gceist sa dara babhta scéimeanna a leathnóidh agus a fhorbróidh na seirbhísí trí Ghaeilge atá á gcur ar fáil ag comhlachtaí poiblí mar thoradh ar chur i bhfeidhm a gcéad scéimeanna teanga. I gcaitheamh na bliana, lean m'Óifig de phróiseas léirmheasa agus iniúchta ar chomhlachtaí poiblí a raibh scéimeanna teanga daingnithe acu.

D'aontaigh an Rialtas Straitéis 20 Bliain don Ghaeilge ar an 30 Samhain 2010 agus sheol an Taoiseach an Straitéis sin ar an 21 Nollaig 2010. Tá sé mar aidhm ag an Straitéis líon na ndaoine a úsáideann an Ghaeilge ar bhonn laethúil taobh amuigh den chóras oideachais a mhéadú go 250,000 duine as seo go ceann 20 bliain.

On 1 October 2008, the Minister for Community, Rural and Gaeltacht Affairs signed the Official Languages Act 2003 (Section 9) Regulations 2008 (S.I. No. 391 of 2008). The earliest implementation date under the Regulations was 1 March 2009, when specific obligations came into effect with regard to the use of Irish on new signage and stationery. No Regulations had been made by the end of 2010 regarding advertisements or live oral announcements.

Under the Regulations, public bodies are obliged to ensure that their stationery, their signage and their recorded oral announcements are provided in Irish only, or in Irish and English, in accordance with certain provisions set out in the Regulations. My Office provided a significant number of information sessions to public bodies to explain the new Regulations.

During 2010, the Minister for Community, Equality and Gaeltacht Affairs confirmed additional language schemes and by the end of 2010, a total of 87 first round schemes and 18 second round schemes, which covered 191 public bodies, had been confirmed under the Official Languages Act.

By the end of 2010, 26 public bodies were preparing draft schemes for the first time and the Minister had directed 54 public bodies to prepare their second draft scheme. This second round of schemes consists of new schemes that will lead to the expansion and development of the services in Irish provided by public bodies as a result of the implementation of their first language scheme. During the year, my Office continued its assessment and audit process of public bodies which had schemes agreed.

The Government agreed a 20-Year Strategy for the Irish Language on 30 November 2010 and An Taoiseach launched the Strategy on 21 December 2010. The aim of the Strategy is to increase the number of people using the Irish language on a daily basis outside the education system to 250,000 people over the next 20 years.

SEIRBHÍSÍ EOLAIS & CUMARSÁIDE

Le linn na bliana 2010, lean m'Oifig le feachtais éagsúla le heolas a scaipeadh faoi Acht na dTeangacha Oifigiúla 2003 agus faoi obair na hOifige féin.

Acmhainn Oideachais

Le linn na bliana 2010, d'fhorbair m'Oifig acmhainn dhátheangach oideachais ar chearta teanga chun cabhrú le daltaí agus múinteoirí mar chuid den chúrsa san Oideachas Saoránach, Sóisialta agus Polaitiúil (OSSP) sa Teastas Sóisearach.

Tástáladh an acmhainn oideachais, *Cearta Teanga*, mar scéim phiólótach i 15 scoil (meascán de scoileanna Gaeltachta, Gaelscoileanna agus scoileanna a dhéanann a gcuid teagaisc trí Bhéarla) le linn na tréimhse ó Mheán Fómhair go Nollaig 2010, faoi stiúir saineolaí ón tSeirbhís Tacáíochta don Dara Leibhéal de chuid na Roinne Oideachais agus Scileanna.

Ag brath ar an aiseolas ón scéim phiólótach sin, d'fhéadfadh leasuithe a bheith le déanamh ar an acmhainn sula gcuirfí ar fáil í do gach scoil dara leibhéal sa tír. Beidh sin ag brath freisin ar mhaoiniú cuí a bheith ar fáil don tionscnamh.

Sraith ceachtanna scoile a bhaineann le cearta teanga atá san acmhainn oideachais seo do mhúinteoirí agus do dhaltaí an chúrsa OSSP. Tugtar léargas ar chearta teanga go ginearálta agus ar chás na Gaeilge go háirithe, i gcomhthéacs cearta daonna. Tá an pacáiste foghlama gníomhaí seo ullmhaithe go dátheangach agus áirítear ann leabhar don mhúinteoir, póstaer, CD-ROM, DVD de ghearrthóga físe agus acmhainní ar líne (www.coimisineir.ie).

Tá sé ar cheann d'fheidhmeanna Oifig an Choimisinéara Teanga comhairle a chur ar an bpobal maidir lena gcearta teanga. Faoi láthair, fágann formhór mór na n-ógánach sa tír seo an córas oideachais ar bheagán tuisceana faoi chearta teanga nó faoin tábhacht atá le cosaint agus le cur chun cinn ár dteanga náisiúnta. Tá an Oifig seo den bharúil le tamall gur riachtanas é dul i ngleic leis an bhfolús seo agus daoine óga a chur ar an eolas faoi chearta teanga réasúnta luath ina saol seachas a bheith ag fanacht go dtiocfaidh siad in inmhe nó in ábaltacht, tráth a gcuirfeadh cuid theoranta acu féin suim san ábhar.

Bheadh súil go spreagfaidh an acmhainn oideachais seo díospóireacht i measc daltaí scoile maidir le cearta teanga agus go gcabhróidh sí go mór leo tuisceant níos fearr a fháil ar an ábhar tábhachtach seo. Bheadh súil freisin go gcabhróidh sí leo a bhféiniúlacht mar shaoránaigh a fhorbairt i dtír a bhfuil dhá theanga oifigiúla aici – Gaeilge agus Béarla.

INFORMATION & COMMUNICATIONS SERVICES

During 2010, my Office continued with various campaigns to promote awareness of the Official Languages Act 2003 and the work of the Office.

Educational Resource

During 2010, a bilingual educational resource on language rights was developed as an aid to students and teachers and as part of the course in Civic, Social and Political Education (CSPE) for the Junior Certificate.

The educational resource, *Language Rights*, was tested as a pilot scheme in 15 schools (a mixture of Gaeltacht schools, Gaelscoileanna and schools teaching through the medium of English) during the period from September to December 2010, under the guidance of an expert from the Second Level Support Service of the Department of Education and Skills.

Depending on the feedback received in relation to the pilot scheme, the resource may be amended before it is made available to all second level schools throughout the country. Distribution is also dependent on the provision of appropriate funding.

Language Rights consists of a series of lessons relating to language rights prepared for teachers and students of the CSPE course. It gives an insight on language rights in general and Irish language rights in particular, in the context of human rights. The active learning package has been prepared bilingually and contains a teacher's manual, posters, a CD-ROM, a DVD of video clips and online resources (www.coimisineir.ie).

One of the functions of the Office of An Coimisinéir Teanga is the provision of advice or assistance to the public with regard to their language rights. Currently, most young people leave school with little understanding of language rights or of the importance of protecting and promoting our national language. This Office has long been of the opinion that it is important to tackle this lack of understanding at an early stage in their lives rather than waiting until these young people reach maturity, by which time only a limited number may show any interest in the subject.

It is hoped that this educational resource will spark debate among students with regard to language rights and help them to achieve a much better understanding of this important subject. It is hoped also that it will help students to become aware of their identity as citizens of a country with two official languages – Irish and English.

Ba mhaith le hOifig an Choimisinéara Teanga an deis seo a thapú le buíochas ó chroí a ghlacadh le gach duine a chabhraigh i bhforbairt na hacmhainne oideachais seo mar scéim phiolótach.

Comhairle do Chomhlachtaí Poiblí

Ceann d'fheidhmeanna na hOifige seo is ea comhairle nó cúnaimh a sholáthar do chomhlachtaí poiblí a thagann faoi scáth na reachtaíochta maidir lena ndualgais faoi Acht na dTeangacha Oifigiúla.

Le linn na bliana 2010, rinne oifigigh ó chomhlachtaí poiblí teagmháil le m'Oifig ar 185 ócáid éagsúil le ceisteanna sonracha nó le comhairle a fháil maidir le dualgais teanga faoin Acht. Bhain beagnach leath na bhfiosrúcháin seo le comhairle maidir leis na Rialacháin nua faoi chomharthaíocht, stáiseanáireacht agus fógaírtí taifeadta béil.

Foilsíodh bileog in 2010 ina dtugtar eolas faoin gcóras atá i m'Oifig le gearáin agus imscrúduithe foirmiúla a fhiosrú agus a riaradh. Is féidir an bhileog eolais *Gearáin chuig Oifig an Choimisinéara Teanga* a íoslódáil ón suíomh gréasáin ag an nasc www.coimisineir.ie/gearain&imscruidithe.

Ar ndóigh, dá mhéad comhairle agus eolas soiléir, cruinn a chuirtear ar fáil do chomhlachtaí poiblí faoina ndualgais faoin Acht, is ea is fearr is féidir a chinntiú go gcloítear le forálacha an Achta.

My Office would like to take this opportunity to thank very sincerely all those who helped develop this educational resource as a pilot scheme.

Advice to Public Bodies

The functions of this Office include provision of advice or assistance to public bodies coming under the aegis of the legislation with regard to their obligations under the Official Languages Act.

In 2010, officials from public bodies contacted my Office on 185 separate occasions with specific questions or seeking advice about their language obligations under the Act. Almost half of these queries related to advice sought in relation to the new Regulations on signage, stationery and recorded oral announcements.

My Office published a brochure in 2010 explaining the system used to consider complaints and to conduct investigations. The leaflet entitled *Complaints to the Office of An Coimisinéir Teanga* can be downloaded from the website through the link www.coimisineir.ie/complaints&investigations.

Undoubtedly, the more clear and accurate the advice and information that is provided to public bodies regarding their obligations under the Act, the easier it will be to ensure compliance with the provisions of the Act.



Suíomh Gréasáin

Feidhmíonn an suíomh gréasáin www.coimisineir.ie mar fhoinsé eolais faoi gach a mbaineann le hOifig an Choimisinéara Teanga, le hAcht na dTeangacha Oifigiúla agus leis na Rialacháin nua maidir le húsáid na Gaeilge agus an Bhéarla i gcomharthaíocht, i stáiseanóireacht agus i bhfógairtí taifeadta béil. Tá cóip le fáil ar an suíomh de gach scéim teanga atá daingnithe faoin Acht, de gach Ordú Logainmneacha agus Ionstraim Reachtuil eile atá déanta faoin Acht agus den ábhar atá foilsithe ag m'Oifig, idir thuarascálacha bliantúla agus achoimrí ar imscrúduithe oifigiúla. Anuas air seo, más mian le duine comhairle a lorg nó gearán a dhéanamh, is féidir foirm ghearáin ar líne a chomhlánú agus a sheoladh go leictreonach chuig m'Oifig. Baineann leibhéal inrochtaineachta AA ar a laghad le gach leathanach den suíomh.

Sa tréimhse ó thús Eanáir 2010 go deireadh mhí na Nollag 2010, bhí 769,791 “amas” nó “hits” ar an suíomh agus 98,911 cuairt éagsúil.

Tá Treoirleabhar d'Acht na dTeangacha Oifigiúla le fáil ar an suíomh gréasáin chun cúnaimh a thabhairt don phobal maidir lena gcearta teanga agus go háirithe chun comhairle a chur ar chomhlachtaí poiblí maidir lena ndualgais faoin Acht. Tá soiléiriú tugtha sa Treoirleabhar faoi na Rialacháin maidir le húsáid na Gaeilge ar stáiseanóireacht, comharthaíocht agus fógairtí taifeadta béil. Tá an Treoirleabhar dátheangach, ina bhfuil 68 leathanach, ar fáil go príomha i bhfoirm leictreonach agus is féidir é a íoslódáil ón suíomh ag www.coimisineir.ie/treoirleabhar. Ón dáta ar foilsíodh é i bhfómhar na bliana 2008, scaipeadh timpeall 3,800 cóip chrua den Treoirleabhar ar chomhlachtaí poiblí ag seisiúin eolais agus ar iarratas. Le linn na bliana 2010, rinneadh breis agus 7,500 cóip den Treoirleabhar a íoslódáil den suíomh gréasáin – 5,892 den suíomh i mBéarla agus 1,762 den suíomh i nGaeilge.

Meáin Chumarsáide

Le linn na bliana 2010, lean mé d'agallaimh a dhéanamh leis na meáin chumarsáide le léargas a thabhairt ar obair na hOifige, ar fheidhmiú an Achta agus ar cheisteanna gaolmhara. Ba mhaith liom buíochas a ghabháil leis na hiriseoirí ar fad a chuir an oiread sin suime in obair na hOifige le linn na bliana agus a chabhraigh le cur chun cinn na hoibre sin trína gcuid tuairisceoireachta i mBéarla agus i nGaeilge.

Website

The website www.coimisineir.ie serves as a comprehensive information point with regard to the Office of An Coimisinéir Teanga, the Official Languages Act and the new Regulations in relation to the use of Irish and English on signage, stationery and recorded oral announcements. A copy is available on the website of all language schemes confirmed under the Act, of all Placenames Orders and other Statutory Instruments made under the Act and of all material published by my Office, including annual reports and summaries of official investigations. In addition, if a member of the public wishes to seek advice or make a complaint, there is an online form available that can be completed and sent electronically to my Office. All pages of the website are, at a minimum, AA accessible.

In the period from the beginning of January 2010 to the end of December 2010, the number of “hits” on the website was 769,791 and the number of individual visits was 98,911.

A Guidebook to the Official Languages Act is available on the website to provide assistance to the public in relation to their language rights and in particular to provide advice to public bodies in relation to their obligations under the Act. The Guidebook explains the Regulations in relation to the use of Irish on stationery, signage and recorded oral announcements. The 68 page bilingual Guidebook is available primarily in electronic format and can be downloaded from the website at www.coimisineir.ie/guidebook. Since its publication in autumn 2008, approximately 3,800 hard copies of the Guidebook have been distributed to public bodies at information sessions and on demand. During 2010, more than 7,500 copies of the Guidebook were downloaded from the website – 5,892 from the website in English and 1,762 from the website in Irish.

Media

During 2010, I continued to undertake media interviews in order to provide an insight into the work of the Office, the implementation of the Act, and related matters. I would like to thank all the journalists who showed such an interest in the work of the Office during the year and who helped to progress that work through their reports in English and in Irish.

Duaiseanna an Choimisinéara Teanga

Tá ceangal ag m'Óifig leis an gcúrsa céime MA sa Chleachtas Dátheangach in Fiontar in Ollscoil Chathair Bhaile Átha Cliath, áit a mbronnar Bonn Óir an Choimisinéara Teanga ar an gcéimí a fhaigheann na marcanna is airde sa tráchtas iarchéime.

Is ar Mhuircheartach Ó Séaghdha a bronnadh Bonn Óir na bliana 2010 dá thráchtas ag ócáid bhronnadh na gcéimeanna in Fiontar, Ollscoil Chathair Bhaile Átha Cliath ar an 2 Samhain.

Tá sé mar aidhm ag an gcúrsa MA sa Chleachtas Dátheangach – a bhfuil Stiúrthóir Fhiontar, an Dr Peadar Ó Flatharta, ina cheannas – oiliúint a chur ar fhoireann a bheidh ag obair sna hearnálacha poiblí agus deonacha le seirbhís ardcháilíochta do chustaiméirí a bhainistiú agus a sholáthar go dátheangach, ag freagairt go háirithe do riachtanais Acht na dTeangacha Oifigiúla. Tugtar an t-eolas agus an scil is gá dóibhsean atá páirteach lena chinntiú go soláthrófar seirbhís ardcháilíochta dhátheangach don phobal – seirbhís a bheidh ag teacht le caighdeáin idirnáisiúnta.

Bronntar duais bhliantúil chomh maith don aiste taighde is fearr sa scrúdú sochtheangeolaíochta don chéim BA in Ollscoil na hÉireann, Gaillimh. Ar Claire Dunne a bronnadh Duais an Choimisinéara Teanga 2010.



Bronnadh Bonn Óir na bliana 2010 ar Mhuircheartach Ó Séaghdha don chéim MA sa Chleachtas Dátheangach in Fiontar, Ollscoil Chathair Bhaile Átha Cliath.

The 2010 Gold Medal was presented to Muircheartach Ó Séaghdha for the MA degree in Bilingual Practice in Fiontar, Dublin City University.

Prizes of An Coimisinéara Teanga

My Office is associated with the MA degree course in Bilingual Practice in Fiontar in Dublin City University, where the Gold Medal of An Coimisinéara Teanga is presented annually to the graduate who receives the highest marks for their postgraduate thesis.

The 2010 Gold Medal was presented to Muircheartach Ó Séaghdha for his thesis at the graduation ceremony in Fiontar, Dublin City University on 2 November.

The aim of the MA course in Bilingual Practice – under the stewardship of the Director of Fiontar, Dr Peadar Ó Flatharta – is to train people who will work in the public and voluntary sectors in the management and delivery of high quality bilingual customer services, in response to the requirements of the Official Languages Act in particular. This course provides participants with the knowledge and skills necessary to ensure that the public is provided with a high quality bilingual service in accordance with international standards.

An award is also presented annually for the best research essay in the sociolinguistics examination for the BA degree in the National University of Ireland, Galway. An Coimisinéara Teanga's prize for 2010 was presented to Claire Dunne.



Is í Claire Dunne a bhuaigh Duais an Choimisinéara Teanga 2010 don chéim BA in Ollscoil na hÉireann, Gaillimh. Feictear an Dr James J. Browne, Uachtarán na hOllscoile, ag bronnadh a céime uirthi.

Claire Dunne won An Coimisinéara Teanga's prize for 2010 for the BA degree in the National University of Ireland, Galway. She is seen receiving her degree from Dr James J. Browne, President of NUI Galway.

FAIREACHÁN

Scéimeanna Teanga

Is iad na scéimeanna teanga an chroí-mheicníocht atá sa reachtaíocht chun cur le réimse agus caighdeán na seirbhísí Gaeilge a bhíonn á dtairiscint ag na comhlachtaí poiblí. Tá ról tábhachtach ag an Oifig seo ó thaobh cinntiú, chomh fada agus is féidir, go gcomhlíontar gach a mbíonn geallta go reachtúil ag na comhlachtaí poiblí sna scéimeanna sin. Ar an mbunús sin, díreann cuid mhaith d'acmhainn faireacháin na hOifige ar mhonatóireacht a dhéanamh ar chur i bhfeidhm fhorálacha na scéimeanna teanga.

Cuireadh i gcrích clár leathan iniúchtaí ar scéimeanna teanga le linn na bliana 2010. Fearacht blianta eile, scrúdaíodh an dul chun cinn a bhí déanta ag comhlachtaí poiblí tar éis do chéadbhliain feidhme na scéime a bheith caite. Tugadh faoi dhian-iniúchadh ar scéimeanna teanga a raibh a dtréimhse feidhme trí bliana tagtha chun críche. Sna cásanna seo, lorgaíodh fianaise agus cruthúnas a léireodh go raibh gealltanais na scéime curtha i bhfeidhm ag an gcomhlacht poiblí go cuí agus go hiomlán. Sna cásanna nach rabhthas sásta leis an mbealach ina raibh eilimintí áirithe den scéim teanga comhlíonta ag an gcomhlacht poiblí, rinneadh iarracht teacht ar réiteach sásúil maidir leis na gealltanais a bhí faoi amhras. Baineadh sin amach i bhformhór mór na gcásanna.

Faoi dheireadh na bliana 2010, bhí an próiseas iniúchta críochnaithe i gcás 33 scéim teanga. Bhain 9 gcinn acu sin le léirmheas na chéad bhliana agus bhain 24 acu le hiniúchadh an tríú bliain. Léirigh an próiseas iniúchta gur bhain deacrachtaí le comhlíonadh eilimintí áirithe den scéim teanga i gcás 17 de na 24 comhlacht poiblí, sin 71%, a raibh tréimhse feidhme 3 bliana na scéime tagtha chun críche. Cé gur aimsíodh réiteach sásúil i bhformhór mór na gcásanna sin, ní raibh de rogha ach dul i muinín an phróisis imscrúdaithe i gcás dhá chomhlacht poiblí. Ina theannta sin, ní raibh ar chumas na hOifige seo a dhearbhu go raibh trí scéim teanga eile curtha i bhfeidhm ina n-íomláine ag deireadh na tréimhse feidhme.

Feictear dúinn, ó na hiniúchtaí atá déanta againn, go bhfuil téamaí coitianta ag teacht chun cinn maidir leis na gealltanais nach mbíonn curtha i gcrích ag na comhlachtaí poiblí éagsúla, is iad sin, fáil a bheith ar leaganacha Gaeilge nó dátheangacha d'fhoirmeacha iarratais agus bileoga eolais, láithreáin ghréasáin, seirbhísí ar líne agus fáil a bheith ar sheirbhísí cuntair nó seirbhís idirphearsanta trí Ghaeilge.

Is rí-léir gur mhó in 2010 ná aon tráth roimhe sin an deacracht a bhí ag roinnt comhlachtaí poiblí gealltanais a bhain le soláthar seirbhísí idirphearsanta trí Ghaeilge a chomhlíonadh go sásúil. I gcásanna áirithe, d'admhaigh roinnt comhlachtaí poiblí dúinn nach raibh ar a gcumas gealltanais a bhain leis an réimse seo a chomhlíonadh agus gur beag a d'fhéadfaidís a dhéanamh faoi sin sa ghearrthéarma. I ngach cás den chineál seo, dúradh linn

MONITORING

Language Schemes

Language schemes are the core mechanism in the legislation to increase the range and standard of services provided in Irish by public bodies. This Office has an important role in ensuring, in far as is practicable, that the statutory commitments given by public bodies in these schemes are fully implemented. Consequently, the compliance resources of my Office are largely dedicated to monitoring the implementation of the provisions contained in the language schemes.

In 2010, my Office conducted a broad programme of language scheme audits. As in previous years, the progress made by public bodies was reviewed once the first year of the scheme had been completed. A more comprehensive audit of each language scheme was conducted at the end of its three year operational period. In these instances, evidence and confirmation were sought which would demonstrate that the commitments, given in the language scheme by the public body, had been fully and properly implemented. In cases where certain elements of the language scheme had not been satisfactorily implemented by the public body, efforts were made to come to an acceptable accommodation in relation to those commitments. In the vast majority of cases, this was achieved.

By the end of 2010, the audit process had been completed in the case of 33 language schemes. 9 of these related to first year reviews and 24 related to final third year audits. The audit process indicated that difficulties have arisen in the implementation of certain aspects of the language scheme in the case of 17 of the 24 public bodies, or 71% of the public bodies whose language scheme had reached the conclusion of its 3 year operational period. Although a satisfactory resolution was achieved in most instances, there was no choice but to resort to the formal investigative process in the case of two public bodies. Additionally, in the case of three language schemes, this Office was not in a position to verify that these schemes were fully implemented at the end of their operational period.

The audits indicated common themes with regard to the commitments which were not implemented by the various public bodies, most notably, the availability of counter or interpersonal services in Irish and of application forms, information leaflets, websites, online services in Irish or in bilingual format.

It is very apparent that some public bodies had a greater difficulty than previously in ensuring compliance with commitments relating to the provision of interpersonal services through Irish. In certain cases, public bodies admitted that they were unable to comply with commitments of this kind and that they could do very little to resolve the matter in the short-term. In all such cases they indicated that the shortage or complete absence of staff with sufficient competency in Irish was the root cause of the public

gurbh é an ganntanas nó easpa foirne le dóthain inniúlachta sa Ghaeilge ba chionsiocair le neamhábaltacht an chomhlachta phoiblí seirbhís idirphearsanta trí Ghaeilge a sholáthar. De thoradh an lánchoisc atá i bhfeidhm ar earcaíocht sa tseirbhís phoiblí san am i láthair agus an easpa foirne le Gaeilge sna comhlachtaí poiblí, is deacair teacht ar shocruithe a réiteodh an fhadhb seo go sásúil.

Mar thoradh ar an neamhghéilliúlacht a bhain leis an réimse seo, bhí trí scéim teanga ann nach raibh ar chumas na hOifige seo a dhearbhu ina leith gur cuireadh i bhfeidhm ina n-íomláine iad ag deireadh a dtréimhse feidhme. Coimeádfar na scéimeanna seo faoi athbhreithniú, cé nach bhfeictear go bhfuil aon réiteach sásúil le fáil sa ghearrthéarma.

body's inability to provide interpersonal services in Irish. Because of the current recruitment moratorium in the public sector and the existing lack of staff with proficiency in Irish available to the public bodies, it is difficult to achieve a satisfactory resolution to this problem.

As a result of instances of non-compliance relating to this matter, my Office was unable to verify in the case of three language schemes that these schemes were fully implemented at the end of their operational periods. These schemes will continue to be reviewed even though no satisfactory resolution is envisaged in the short-term.

Léirmheas a rinneadh agus tuairiscí a eisíodh, 2010

Reviews completed and reports issued, 2010

Ainm an Chomhlachta Phoiblí	Name of Public Body
Oifig an Ard-Reachtaire Cuntas & Ciste	Office of the Comptroller & Auditor General
Coiste Gairmoideachais Chontae Chorcaí	County Cork Vocational Education Committee
An Binse Comhionannais	The Equality Tribunal
Gailearaí Náisiúnta na hÉireann	National Gallery of Ireland
An Oifig um Chlárú Cuideachtaí & Clárann na gCara-Chumann	Companies Registration Office & Registry of Friendly Societies
Coiste Gairmoideachais Chontae an Chláir	County Clare Vocational Education Committee
Foras na Mara	Marine Institute
Údarás Áitiúla Chontae an Chabháin	Cavan Local Authorities
An Roinn Turasóireachta, Cultúir & Spóirt	Department of Tourism, Culture & Sport
Údarás Áitiúla na Mí	Meath Local Authorities
An Roinn Cumarsáide, Fuinnimh & Acmhainní Nádúrtha	Department of Communications, Energy & Natural Resources
An Roinn Gnóthaí Eachtracha	Department of Foreign Affairs
Coláiste na hOllscoile, Corcaigh	University College Cork
Comhairle Contae Bhaile Átha Cliath Theas	South Dublin County Council
Údarás Áitiúla Mhaigh Eo	Mayo Local Authorities
Comhairle Contae Liatroma	Leitrim County Council
An Bord Seirbhísí Ríomhaire Rialtais Áitiúil	Local Government Computer Services Board
An Roinn Cosanta	Department of Defence
Oifig an Choimisinéara Cosanta Sonraí	Office of the Data Protection Commissioner
An tÚdarás Clárúcháin Maoine	Property Registration Authority
An Foras Riaracháin	Institute of Public Administration
Coimisiún Forbartha an Iarthair	Western Development Commission
An Bord Seirbhísí Bainistíochta Rialtais Áitiúil	Local Government Management Services Board
An Roinn Iompair	Department of Transport
Coiste Gairmoideachais Chathair Chorcaí	Cork City Vocational Education Committee
Oifig na nOibreacha Poiblí	Office of Public Works
An Bord um Chúnamh Dlíthiúil	Legal Aid Board
An Roinn Coimirce Sóisialaí	Department of Social Protection
Coiste Gairmoideachais Chathair na Gaillimhe	Galway City Vocational Education Committee
Údarás Áitiúla Thiobraid Árann Thuaidh & Comhchoiste Leabharlann Chontae Thiobraid Árann	North Tipperary Local Authorities & County Tipperary Joint Libraries Committee
Oifig an Ard-Aighne; Oifig na nDréachtóirí Parlaiminte don Rialtas; Oifig an Phríomh-Atur nae Stáit	Office of the Attorney General; Office of the Parliamentary Counsel to the Government; Chief State Solicitor's Office
Comhairle Contae Dhún Laoghaire-Ráth an Dúin	Dún Laoghaire-Rathdown County Council
Údarás Áitiúla an Chláir	Clare Local Authorities

Seirbhís Teileafóin

Mar chuid de chlár iniúchta na bliana 2010, socraíodh go ndéanfaí comhlíonadh na ngealltanais a tugadh i scéimeanna teanga agus a bhain le hinfhaighteacht seirbhís Teileafóin trí Ghaeilge a scrúdú go díreach. Roimhe seo, bhí ag brath den chuid is mó ar dhearbhu na gcomhlachtaí poiblí maidir le fáil a bheith ar na seirbhísí seo. Socraíodh go scrúdófaí na gealltanais a tugadh i scéimeanna teanga a aontaíodh sna blianta 2005 agus 2006, is é sin comhlachtaí poiblí a raibh scéim teanga i bhfeidhm acu le ceithre bliana ar a laghad. Ó tharla gurbh í seo an chéad uair a tugadh faoin gcineál seo monatóireachta, cuireadh na comhlachtaí poiblí ar an eolas go raibh a leithéid d'iniúchadh le déanamh, cé nár sonraíodh na laethanta a raibh an t-iniúchadh le tarlú.

Den chuid is mó, bhain na gealltanais a tugadh sa réimse seo le bunseirbhís lasc-chláir:

- go dtabharfaí ainm an chomhlachta poiblí i nGaeilge,
- go raibh ar chumas an oibrí lasc-chláir bunbheannachtaí a thabhairt i nGaeilge, agus
- go raibh socruithe i bhfeidhm chun glaoch a aistriú chuig ball foirne le Gaeilge.

I gcásanna áirithe, gealladh go mbeadh seirbhís ar fáil ó rannóga nó ó ionaid shonracha.

Tugadh faoin iniúchadh le linn mhí na Samhna agus mhí na Nollag 2010, tráth ar cuireadh glaoch ar na comhlachtaí poiblí ar thrí lá dhifriúla le linn na tréimhse sin. Seo a leanas toradh an iniúchta:

	Líon	Céatadán
Cloí iomlán le gealltanais na scéime	47	43%
Cloí i bpáirt le gealltanais na scéime	31	29%
Sárú ar ghealltanais na scéime	30	28%
Iomlán na nglanna	108	

Léiríonn torthaí an iniúchta seo nach raibh an tseirbhís idirphearsanta is bunúsaí trí Ghaeilge le fáil i gcás breis agus an ceathrú cuid de na glanna a rinneadh. Minic go maith, nuair a d'éirigh le comhlachtaí poiblí cloí le páirt den mhéid a bhí geallta acu, b'ionann sin agus ainm an chomhlachta a bheith á thabhairt i nGaeilge agus i mBéarla. Is cúis inmí an méid seo nuair a chuirtear san áireamh go raibh scéimeanna teanga aontaithe ag na comhlachtaí poiblí le breis agus ceithre bliana agus fógra iniúchta faighte acu roimh ré.

San iomlán, chloigh deich gcomhlacht poiblí as na 36 a scrúdaíodh go hiomlán leis an méid a bhí geallta acu sa scéim teanga gach uair a cuireadh glaoch orthu. Ag an am céanna, bhí 3 chomhlacht poiblí ann a sháraigh gach cuid den mhéid a

Telephone Service

As part of the 2010 audit programme, it was decided that commitments in language schemes relating to the provision of telephone services through Irish would be tested directly. Previously my Office relied, to a large extent, on the receipt of confirmation from the public bodies that such services were available. It was decided to test the commitments given in language schemes that had been agreed in 2005 and 2006 and had, therefore, been operated by the relevant public bodies for at least four years. As this was the first time that such a monitoring process had been undertaken, public bodies were made aware of the fact that such an audit would take place, but the specific audit dates were not indicated.

For the most part, the commitments given in this area related to the provision of basic switchboard services in Irish including:

- giving the name of the public body in Irish,
- the ability of the switchboard operator to use basic greetings in Irish, and
- having arrangements in place to transfer calls to a member of staff with Irish.

In certain instances, a commitment had been made that specific units or departments would provide a telephone service in Irish.

The audit was conducted during the months of November and December 2010 with telephone calls being made to public bodies on three separate dates during that period. The result of the audit is as follows:

	Amount	Percentage
Full compliance with scheme's commitments	47	43%
Partial compliance with scheme's commitments	31	29%
In breach of the scheme's commitments	30	28%
Total calls	108	

The results of this audit indicate that the most basic interpersonal services through Irish were not available in the case of more than a quarter of the total calls made. Often, public bodies managed to comply partially with the commitments they had given but in general terms this amounted to no more than the provision of the name of the public body in Irish and English. This is a matter of some concern, particularly considering that the language schemes in question had been agreed for more than four years and that the public bodies were given prior notification of the audit.

In total, 10 public bodies out of the 36 tested complied completely with the commitments given in their language scheme in relation to telephone services, each time they were

bhí geallta acu gach uair a cuireadh glooch orthu. Léiríonn sé seo go raibh formhór mór na gcomhlachtaí poiblí ag cloí le cuid áirithe den mhéid a bhí geallta acu ó am go chéile ach nach bhféadfaí brath ar an tseirbhís sin a bheith ar fáil go rialta nó mar chleachtas caighdeánach.

An deacracht is coitianta a tháinig chun cinn ba ea easpa cumais na n-oibríthe lasc-chláir fiú bunbheannachtaí a thabhairt i nGaeilge. Chiallaigh sé seo go mbíodh ar an oibrí lasc-chláir iompú ar an mBéarla a luaithe agus a cuireadh ceist i nGaeilge. I roinnt áirithe cásanna, ba léir go raibh deacracht ag comhlachtaí poiblí duine cuí le dóthain Gaeilge a aimsiú chun déileáil leis an bhfiosrúchán. Chiallaigh sé seo go raibh moill mhíchúí i ndán don té ar mhian leis nó léi seirbhís a fháil i nGaeilge. Bunaithe ar thorthaí an iniúchta seo, ba dheacair don ghnáthduine a lorgódh seirbhís trí Ghaeilge a bheith muiníneach go mbeadh seirbhís ar comhchaighdeán le fáil ar an teileafón leis an tseirbhís trí Bhéarla.

Is fiú a lua go raibh an tseirbhís a bhí ar fáil ón 10 gcomhlacht poiblí a chloígh leis an ngealltanais gach uile uair a cuireadh glooch orthu thar a bheith sásúil. Den chuid is mó, bhí inniúlacht mhaith Ghaeilge ag na hoibríthe lasc-chláir agus bhí ar a gcumas déileáil go sásúil leis an bhfiosrúchán nó ar a laghad an glooch a aistriú chuig duine a bhí in ann déileáil leis an bhfiosrúchán i nGaeilge.

Rinneadh teagmháil leis na comhlachtaí poiblí a sháraigh gealltanais na scéime ar bhonn rialta agus lorgaíodh moltaí agus tuairimí uathu a réiteodh an neamh-ghéilliúlacht go sásúil. Déanfar aon mholtaí a thagann ó na comhlachtaí poiblí a mheas le linn na bliana 2011, féachaint le dul chun cinn a dhéanamh sa tréimhse sin.

Faireachán ar chur i bhfeidhm moltaí imscrúduithe

Cúlra

I ndiaidh do thréimhse réasúnach ama a bheith caite, tá sé de cheart ag an gCoimisinéir Teanga tuarascáil a thabhairt do gach Teach den Oireachtas más rud é go dtagann sé ar an tuairim nach bhfuil moltaí imscrúdaithe curtha i bhfeidhm ag comhlacht poiblí.

Ag leanúint den chlár iniúchta ar cuireadh tús leis anuraidh, socraíodh faireachán a dhéanamh ar an mbealach ina raibh comhlachtaí poiblí ag cur i bhfeidhm na moltaí a d'eascair ó na himscrúduithe éagsúla a rinneadh le linn na bliana 2009.

called. At the same time, 3 public bodies breached all of their commitments in relation to telephone services each time they were called. This indicates that the majority of public bodies comply with certain elements of their commitments, at certain times, but that one cannot rely on the regular availability of such services as part of normal practice.

The main difficulty encountered was that the switchboard operators were unable to manage the most basic greetings in Irish. This resulted in the switchboard operator resorting to English when replying to a question asked in Irish. In certain instances it was apparent that the public bodies had difficulty sourcing a member of staff with sufficient Irish to deal with a query. This meant that those wishing to access a service through Irish were faced with an undue delay. Based on the results of this audit, it would be difficult for a member of the public to be confident that a request for a service in Irish would find the same level of service as a request for a service in English.

It is worth noting that the service available from the 10 public bodies that complied with their commitments each time they were called was of a very high standard indeed. For the most part, those switchboard operators had a good level of proficiency in Irish and were able to deal satisfactorily with the query or at least were able to transfer the call to a member of staff who could deal with the query in Irish.

Public bodies who regularly breached the commitments in their scheme were contacted and proposals were sought which would address the issue of non-compliance in a satisfactory manner. Any proposals made by the public bodies will be assessed during 2011 with a view to achieving improvements during this period.

Monitoring of the implementation of the recommendations of investigations

Background

After a reasonable period of time has passed, if An Coimisinéir Teanga is of the opinion that the recommendations of an investigation are not being implemented by a public body, he or she has the right to provide a report on the matter to both Houses of the Oireachtas.

Continuing with the audit programme which began last year, a decision was made to monitor the way in which public bodies implemented the recommendations that stemmed from investigations conducted in 2009.

Modh Iniúchta

Tugadh faoin iniúchadh ar na slite seo a leanas:

- (1) Scrúdú a dhéanamh ar na comhaid imscrúdaithe agus aon chomhfhreagras agus deimhnithe a lean an t-imscrúdú a bhailiú.
- (2) Litir a eisiúint chuig ceann an chomhlachta phoiblí ag lorg breis eolais, dearbhaithe agus cruthúnais faoi mar ba ghá.
- (3) I gcásanna áirithe, cruinniú a reáchtáil leis an gcomhlacht poiblí chun soiléiriú agus eolas breise a fháil.

Torthaí

Go ginearálta, bhí an Oifig seo sásta leis an mbealach ina raibh comhlachtaí poiblí ag tabhairt faoi chur i bhfeidhm moltaí imscrúdaithe.

Tuairisc do Thithe an Oireachtais

Tá sé de chumhacht ag an gCoimisinéir Teanga tuairisc a thabhairt do gach Teach den Oireachtas nuair a thagann sé ar an tuairim nach bhfuil aon chuid de mholtaí tuarascáil imscrúdaithe á cur i ngníomh ag comhlacht poiblí laistigh de thréimhse réasúnach ama.

I gcás Fheidhmeannacht na Seirbhíse Sláinte, mheas an Oifig seo nach raibh na moltaí a bhí mar chuid de dhá thuarascáil imscrúdaithe á gcur i bhfeidhm go sásúil. Bhain na himscrúdaithe seo le:

1. Cur i bhfeidhm scéim teanga na Feidhmeannachta do Réigiún an Iarthair, agus
2. Úsáid na dteangacha oifigiúla i gcomharthaíocht agus cumarsáid a thionscain an Fheidhmeannacht maidir le fliú na muc.

Eisíodh an tuarascáil imscrúdaithe ar chur i bhfeidhm scéim teanga na Feidhmeannachta ar an 9 Márta 2009. Is ar an 11 Meitheamh 2009 a eisíodh an tuarascáil imscrúdaithe a bhain le comharthaíocht agus cumarsáid a thionscain an Fheidhmeannacht maidir le fliú na muc.

De thoradh neamhghéilliúlacht na Feidhmeannachta, tá tuairisc á hullmhú ag an Oifig seo le cur faoi bhráid gach Tí den Oireachtas faoi réir alt 26(5) d'Acht na dTeangacha Oifigiúla. Is é seo an chéad uair a bheidh a leithéid de thuirisc le leagan ag an Oifig seo faoi bhráid Thithe an Oireachtais.

Audit Methodology

The audit was conducted by:

- (1) Examining the investigation files and collating any correspondence and confirmation which followed the investigation.
- (2) Issuing a letter to the head of public body requesting further information, confirmation and evidence as required.
- (3) In particular cases, organising a meeting with the public body to receive further clarification and information.

Results

In general, this Office was satisfied with the way public bodies were implementing the recommendations resulting from investigations.

Report to the Houses of the Oireachtas

After a reasonable period of time has passed, if An Coimisinéir Teanga is of the opinion that any recommendations contained in an investigation report are not being implemented by a public body, he has the right to provide a report to both Houses of the Oireachtas.

In the case of the Health Service Executive, this Office formed the view that recommendations contained in two investigative reports were not being implemented satisfactorily. These investigations related to:

1. The implementation of the language scheme agreed by the Health Service Executive for the Western Region, and
2. The use of the official languages in signage and communications in an information campaign initiated by the Health Service Executive in relation to swine flu.

The investigation report in relation to the implementation of the Executive's language scheme was issued on 9 March 2009. The investigation report in relation to the use of the official languages in signage and communications initiated by the Executive in relation to swine flu was issued on 11 June 2009.

As a result of the non-compliance by the Executive, a report is being prepared by this Office and will be presented to each House of the Oireachtas in accordance with section 26(5) of the Official Languages Act. This is the first time that such a report will be required to be presented by my Office to the Houses of the Oireachtas.

SCÉIMEANNA TEANGA

Scéimeanna daingnithe

Le linn na bliana 2010, dhaingnigh an tAire Gnóthaí Pobail, Comhionannais agus Gaeltachta 5 scéim teanga nua a chuimsigh 10 gcomhlacht poiblí. Chomh maith leis seo, dhaingnigh an tAire an dara scéim teanga le 10 gcomhlacht poiblí. D'fhág sin go raibh 105 scéim teanga, a chuimsigh móriomlán de 191 comhlacht poiblí, daingnithe faoi dheireadh 2010.

Scéimeanna in éag

Bhí 51 den 105 scéim teanga imithe in éag faoi dheireadh na bliana. In éagmais an dara scéim teanga a bheith aontaithe ag na comhlachtaí poiblí seo, ní raibh aon dualgas orthu treisiú ar na seirbhísí a chuirtear ar fáil don phobal trí Ghaeilge.

Dréachtscéimeanna

Ag deireadh na bliana, bhí 26 céad-dréachtscéim fós le daingniú ag an Aire Gnóthaí Pobail, Comhionannais agus Gaeltachta. Ina theannta seo, bhí iarrtha ag an Aire ar 54 comhlacht poiblí an dara dréachtscéim a ullmhú.

Bliain inar daingníodh an chéad Scéim Teanga

Bliain	Scéimeanna	Comhlachtaí Poiblí san Áireamh
2004	01	01
2005	22	35
2006	18	36
2007	29	55
2008	15	28
2009	15	26
2010	05	10
lomlán	105	191

An chéad dréachtscéim fós le daingniú

Bliain	Dréachtscéimeanna	Comhlachtaí Poiblí san Áireamh
2005	16	25
2006	71	129
2007	42	79
2008	30	54
2009	31	43
2010	26	34

LANGUAGE SCHEMES

Schemes confirmed

During 2010, the Minister for Community, Equality and Gaeltacht Affairs confirmed 5 new language schemes covering 10 public bodies. In addition, the Minister confirmed the second language schemes of 10 public bodies. As a result, by the end of 2010, 105 language schemes in total covering 191 public bodies had been confirmed.

Schemes expired

Of the 105 language schemes, 51 had expired by year end which meant that no additional commitments in relation to improved services in Irish were required of those public bodies in the absence of a second language scheme.

Draft schemes

Some 26 first draft schemes were still to be confirmed by the Minister for Community, Equality and Gaeltacht Affairs at year end. In addition, the Minister had requested 54 public bodies to prepare a second draft scheme.

Year in which first Language Scheme was confirmed

Year	Schemes	Public Bodies Included
2004	01	01
2005	22	35
2006	18	36
2007	29	55
2008	15	28
2009	15	26
2010	05	10
Total	105	191

First draft scheme to be confirmed

Year	Draft Schemes	Public Bodies Included
2005	16	25
2006	71	129
2007	42	79
2008	30	54
2009	31	43
2010	26	34

An dara dréachtscéim fós le daingniú

Bliain	Dréachtscéimeanna	Comhlachtaí Poiblí san Áireamh
2007	20	33
2008	22	35
2009	48	84
2010	54	104

Second draft scheme to be confirmed

Year	Draft Schemes	Public Bodies Included
2007	20	33
2008	22	35
2009	48	84
2010	54	104

Léirmheasanna / Iniúchtaí Críochnaithe

Bliain	Scéimeanna	Comhlachtaí Poiblí san Áireamh
2006	09	16
2007	25	43
2008	42	74
2009	39	73
2010	33	50
Iomlán	148	256

Reviews / Audits Completed

Year	Schemes	Public Bodies Included
2006	09	16
2007	25	43
2008	42	74
2009	39	73
2010	33	50
Total	148	256

Scéimeanna daingnithe faoi dheireadh 2010

Schemes confirmed by the end of 2010

Ainm an Chomhlachta Phoiblí	Name of Public Body	Dáta tosaithe na chéad scéime / an dara scéim. Commencement date of first scheme / of second scheme.	
An Roinn Gnóthaí Pobail, Comhionannais & Gaeltachta	Department of Community, Equality & Gaeltacht Affairs	22/09/2004	30/06/2009
Oifig an Uachtaráin	Office of the President	28/04/2005	
Oifig an Choimisiúin um Cheapacháin Seirbhíse Poiblí	Office of the Commission for Public Service Appointments	30/05/2005	11/05/2009
An Roinn Turasóireachta, Cultúir & Spóirt	Department of Tourism, Culture & Sport	01/07/2005	20/04/2009
Oifig an Stiúrthóra Ionchúiseamh Poiblí	Office of the Director of Public Prosecutions	01/07/2005	20/04/2010
An Chomhairle Ealaíon	The Arts Council	01/07/2005	
Oifig an Ombudsman & Oifig an Choimisinéara Faisnéise	Office of the Ombudsman & Office of the Information Commissioner	01/07/2005	
Coiste Gairmoideachais Chontae Dhún na nGall	County Donegal Vocational Educational Committee	01/07/2005	22/09/2009
Údarás Áitiúla Chiarraí	Kerry Local Authorities	26/07/2005	26/10/2010
An tSeirbhís Chúirteanna	The Courts Service	31/07/2005	
Údarás Áitiúla Chontae Phort Láirge	Waterford County Local Authorities	01/08/2005	
An Roinn Comhshaoil, Oidhreachta & Rialtais Áitiúil	Department of the Environment, Heritage & Local Government	15/08/2005	20/07/2009
Údarás Áitiúla Chontae na Gaillimhe	County Galway Local Authorities	23/08/2005	
Roinn an Taoisigh	Department of the Taoiseach	01/09/2005	21/12/2009
Feidhmeannacht na Seirbhíse Sláinte, Limistéar an Iarthair	Health Service Executive, Western Area	01/09/2005	
Ollscoil na hÉireann, Má Nuad	National University of Ireland, Maynooth	19/09/2005	
Institiúid Teicneolaíochta na Gaillimhe-Maigh Eo	Galway-Mayo Institute of Technology	28/09/2005	
Oifig na gCoimisinéirí Ioncaim	Office of the Revenue Commissioners	01/10/2005	
Ollscoil na hÉireann, Gaillimh	National University of Ireland, Galway	01/10/2005	
Údarás Áitiúla Dhún na nGall	Donegal Local Authorities	01/10/2005	01/07/2010
An tSeirbhís um Cheapacháin Phoiblí	Public Appointments Service	03/10/2005	
An Roinn Oideachais & Scileanna	Department of Education & Skills	01/12/2005	
An Roinn Airgeadais	Department of Finance	01/02/2006	
Ollscoil Chathair Bhaile Átha Cliath	Dublin City University	03/04/2006	
Seirbhís Oideachais Chontae Chiarraí	Kerry Education Service	15/05/2006	25/10/2010
An Roinn Talmhaíochta & Bia	Department of Agriculture & Food	01/06/2006	
Ollscoil Luimnigh	University of Limerick	01/06/2006	29/12/2009
An Roinn Dí & Cirt & Athchóirithe Dí	Department of Justice & Law Reform	30/06/2006	
Comhairle Cathrach Bhaile Átha Cliath	Dublin City Council	13/07/2006	
Coiste Gairmoideachais Chontae na Gaillimhe	County Galway Vocational Education Committee	01/08/2006	28/06/2010
Óglaigh na hÉireann	The Defence Forces	01/09/2006	22/12/2010
Comhairle Cathrach na Gaillimhe	Galway City Council	01/09/2006	23/12/2009
Údarás Áitiúla na Mí	Meath Local Authorities	01/09/2006	
Údarás Áitiúla Fhine Gall	Fingal Local Authorities	01/10/2006	

Ainm an Chomhlachta Phoiblí	Name of Public Body	Dáta tosaithe na chéad scéime / an dara scéim. Commencement date of first scheme / of second scheme.	
An Roinn Cumarsáide, Fuinnimh & Acmhainní Náidúrtha	Department of Communications, Energy & Natural Resources	02/10/2006	
An Roinn Gnóthaí Eachtracha	Department of Foreign Affairs	01/12/2006	
Banc Ceannais na hÉireann	Central Bank of Ireland	01/12/2006	
Coláiste na hOllscoile, Corcaigh	University College Cork	01/12/2006	
Comhairle Contae Átha Cliath Theas	South Dublin County Council	20/12/2006	
Údarás Áitiúla Mhaigh Eo	Mayo Local Authorities	22/12/2006	
Comhairle Contae Liatroma	Leitrim County Council	01/01/2007	
An Bord Seirbhísí Ríomhaire Rialtais Áitiúil	Local Government Computer Services Board	02/01/2007	
An Roinn Cosanta	Department of Defence	26/02/2007	25/10/2010
Oifig an Choimisinéara Cosanta Sonraí	Office of the Data Protection Commissioner	01/04/2007	18/10/2010
An tÚdarás Clárúcháin Maoine	Property Registration Authority	02/04/2007	
An Foras Riaracháin	Institute of Public Administration	10/04/2007	
Coimisiún Forbartha an Iarthair	Western Development Commission	10/04/2007	
An Bord Seirbhísí Bainistíochta Rialtais Áitiúil	Local Government Management Services Board	23/04/2007	
An Roinn Iompair	Department of Transport	30/04/2007	
Coiste Gairmoideachais Chathair Chorcaí	Cork City Vocational Education Committee	30/04/2007	
Oifig na nOibreacha Poiblí	Office of Public Works	08/05/2007	
An Bord um Chúnamh Dlíthiúil	Legal Aid Board	28/05/2007	
An Roinn Coimirce Sóisialaí	Department of Social Protection	01/06/2007	
Coiste Gairmoideachais Chathair na Gaillimhe	Galway City Vocational Education Committee	01/06/2007	
Údarás Áitiúla Thiobraid Árann Thuaidh & Comhchoiste Leabharlann Chontae Thiobraid Árann	North Tipperary Local Authorities & County & Tipperary Joint Libraries Committee	01/06/2007	
Oifig an Ard-Aighne; Oifig na nDréachtóirí Parlaiminte don Rialtas; Oifig an Phríomh-Aturnae Stáit	Office of the Attorney General; Office of the Parliamentary Counsel to the Government; Chief State Solicitor's Office	20/06/2007	18/10/2010
Comhairle Contae Dhún Laoghaire-Ráth an Dúin	Dún Laoghaire-Rathdown County Council	01/07/2007	
Údarás Áitiúla an Chláir	Clare Local Authorities	20/08/2007	
An Bord Pleanála	An Bord Pleanála	01/09/2007	
Institiúid Teicneolaíochta Leitir Ceanainn	Letterkenny Institute of Technology	26/09/2007	
Coiste Gairmoideachais Chathair Bhaile Átha Cliath	City of Dublin Vocational Education Committee	01/10/2007	15/11/2010
Údarás Áitiúla Chorcaí	Cork Local Authorities	01/10/2007	
Comhairle Cathrach Luimnigh	Limerick City Council	01/10/2007	
Údarás Áitiúla Ros Comáin	Roscommon Local Authorities	01/10/2007	
Údarás Áitiúla na hIarmhí	Westmeath Local Authorities	01/10/2007	
Comhairle Cathrach Chorcaí	Cork City Council	31/10/2007	
Coláiste Oideachais Eaglais na hÉireann	Church of Ireland College of Education	01/11/2007	
An Phríomh-Oifig Staidrimh	Central Statistics Office	05/11/2007	
Údarás Áitiúla Lú	Louth Local Authorities	20/11/2007	
Teagasc	Teagasc	01/01/2008	
An Foras Áiseanna Saothair (FÁS)	The Training and Employment Authority (FÁS)	02/01/2008	

Ainm an Chomhlachta Phoiblí	Name of Public Body	Dáta tosaithe na chéad scéime / an dara scéim. Commencement date of first scheme / of second scheme.
An Crannchur Náisiúnta	The National Lottery	02/01/2008
Comhairle Contae Luimnigh	Limerick County Council	01/02/2008
An Coimisiún Reifrinn	The Referendum Commission	06/03/2008
Bord Soláthair an Leictreachais	Electricity Supply Board	17/03/2008
An tÚdarás um Ard-Oideachas	Higher Education Authority	01/06/2008
Údaráis Áitiúla Chontae Mhuineacháin	Monaghan Local Authorities	01/06/2008
Comhairle Cathrach Phort Láirge	Waterford City Council	01/06/2008
Leabharlann Chester Beatty	Chester Beatty Library	15/06/2008
Údaráis Áitiúla an Longfoirt	Longford Local Authorities	01/07/2008
An Bord um Fhaisnéis do Shaoránaigh	Citizens Information Board	07/07/2008
Oifig an Stiúrthóra um Fhorfheidhmiú Corparáideach	Office of the Director of Corporate Enforcement	14/07/2008
Údaráis Áitiúla Chontae Chill Dara	Kildare Local Authorities	08/09/2008
Coiste Gairmoideachais Chontae Átha Cliath	County Dublin Vocational Education Committee	01/10/2008
Údaráis Áitiúla Cheatharlach	Carlow Local Authorities	01/10/2008
Oifig an Ard-Reachtair Cuntas & Ciste	Office of the Comptroller & Auditor General	19/01/2009
Coiste Gairmoideachais Chontae Chorcaí	County Cork Vocational Education Committee	01/02/2009
An Binse Comhionannais	The Equality Tribunal	01/02/2009
Gailearaí Náisiúnta na hÉireann	National Gallery of Ireland	01/03/2009
Bord Scannán na hÉireann	Irish Film Board	27/04/2009
An Garda Síochána	An Garda Síochána	28/05/2009
Údaráis Áitiúla Chill Mhantáin	Wicklow Local Authorities	25/05/2009
An Oifig um Chlárú Cuideachtaí & Clárlann na gCara-Chumann	Companies Registration Office & Registry of Friendly Societies	26/05/2009
Coiste Gairmoideachais Chontae an Chláir	County Clare Vocational Education Committee	01/07/2009
Foras na Mara	Marine Institute	06/07/2009
Údaráis Áitiúla Chontae an Chabháin	Cavan Local Authorities	20/07/2009
Comhairlí Contae & Cathrach Chill Chainnigh	Kilkenny County & City Councils	10/08/2009
Údaráis Áitiúla Chontae Laoise	Laois Local Authorities	01/12/2009
An Roinn Sláinte & Leanaí	Department of Health & Children	15/12/2009
Coláiste na Tríonóide, Baile Átha Cliath	Trinity College Dublin	01/01/2010
Údaráis Áitiúla Loch Garman	Wexford Local Authorities	11/01/2010
Údaráis Áitiúla Shligigh	Sligo Local Authorities	28/07/2010
Institiúid Teicneolaíochta Thrá Lí	Institute of Technology Tralee	18/10/2010
Institiúid Teicneolaíochta Dhún Dealgan	Dundalk Institute of Technology	18/10/2010
An Roinn Fiontar, Trádála agus Nuálaíochta	Department of Enterprise, Trade & Innovation	25/10/2010

Dréachtscéimeanna le daingniú / Draft Schemes to be confirmed

An Dara Scéim / Second Scheme

Ainm an Chomhlachta Phoiblí	Name of Public Body	Dáta a d'Éag* Date Expired*	Tréimhse (míonna) ón Dáta Éaga / Period (months) from Date Expired
Oifig an Uachtaráin	Office of the President	27/04/2008	32
Oifig an Ombudsman & Oifig an Choimisinéara Faisnéise	Office of the Ombudsman & Office of the Information Commissioner	30/06/2008	30
An Chomhairle Ealaíon	The Arts Council	30/06/2008	30
An tSeirbhís Chúrteanna	The Courts Service	30/08/2008	29
Údarás Áitiúla Chontae Phort Láirge	County Waterford Local Authorities	31/07/2008	29
Údarás Áitiúla Chontae na Gaillimhe	County Galway Local Authorities	22/08/2008	28
Ollscoil na hÉireann, Má Nuad	National University of Ireland, Maynooth	18/09/2008	27
Institiúid Teicneolaíochta na Gaillimhe-Maigh Eo	Galway-Mayo Institute of Technology	27/09/2008	27
Oifig na gCoimisinéirí Ioncaim	Office of the Revenue Commissioners	30/09/2008	27
Ollscoil na hÉireann, Gaillimh	National University of Ireland, Galway	30/09/2008	27
An tSeirbhís um Cheapacháin Phoiblí	Public Appointments Service	02/10/2008	27
An Roinn Oideachais & Scileanna	Department of Education & Skills	30/11/2008	25
An Roinn Airgeadais	Department of Finance	31/01/2009	23
Ollscoil Chathair Bhaile Átha Cliath	Dublin City University	02/04/2009	21
An Roinn Talmhaíochta, Iascaigh & Bia	Department of Agriculture, Fisheries & Food	31/05/2009	19
An Roinn Díl & Cirt & Athchóirithe Díl	Department of Justice & Law Reform	29/06/2009	18
Comhairle Cathrach Bhaile Átha Cliath	Dublin City Council	12/07/2009	18
Údarás Áitiúla na Mí	Meath Local Authorities	31/08/2009	16
Údarás Áitiúla Fhine Gall	Fingal Local Authorities	30/09/2009	15
An Roinn Cumarsáide, Fuinnimh & Acmhainní Nádúrtha	Department of Communications, Energy & Natural Resources	01/10/2009	15
Banc Ceannais na hÉireann	Central Bank of Ireland	30/11/2009	13
An Roinn Gnóthaí Eachtracha	Department of Foreign Affairs	30/11/2009	13
Ollscoil na hÉireann, Corcaigh	University College Cork	30/11/2009	13
Comhairle Contae Bhaile Átha Cliath Theas	South Dublin County Council	19/12/2009	12
Údarás Áitiúla Mhaigh Eo	Mayo Local Authorities	21/12/2009	12
Comhairle Contae Liatroma	Leitrim County Council	31/12/2009	12
An Bord Seirbhísí Ríomhaire Rialtais Áitiúil	Local Government Computer Services Board	01/01/2010	12
An tÚdarás Clárúcháin Maoine	Property Registration Authority	01/04/2010	9
An Foras Riaracháin	Institute of Public Administration	09/04/2010	9
Coimisiún Forbartha an Iarthair	Western Development Commission	09/04/2010	9
An Bord Seirbhísí Bainistíochta Rialtais Áitiúil	Local Government Management Services Board	22/04/2010	8
An Roinn Iompair	Department of Transport	29/04/2010	8
Coiste Gairmoideachais Chathair Chorcaí	Cork City Vocational Education Committee	29/04/2010	8
Oifig na nOibreacha Poiblí	Office of Public Works	07/05/2010	8
An Bord um Chúnamh Dílthiúil	Legal Aid Board	27/05/2010	7
An Roinn Coimirce Sóisialaí	Department of Social Protection	31/05/2010	7
Coiste Gairmoideachais Chathair na Gaillimhe	Galway City Vocational Education Committee	31/05/2010	7
Údarás Áitiúla Thiobraid Árann Thuaidh & Comhchoiste Leabharlann Chontae Thiobraid Árann	North Tipperary Local Authorities & County Tipperary Joint Libraries Committee	31/05/2010	7

Ainm an Chomhlachta Phoiblí	Name of Public Body	Dáta a d'Éag* Date Expired*	Tréimhse (míonna) ón Dáta Éaga / Period (months) from Date Expired
Comhairle Contae Dhún Laoghaire-Ráth an Dúin	Dún Laoghaire-Rathdown County Council	30/06/2010	6
Údarás Áitiúla an Chláir	Clare Local Authorities	19/08/2010	4
An Bord Pleanála	An Bord Pleanála	31/08/2010	4
Institiúid Teicneolaíochta Leitir Ceanainn	Letterkenny Institute of Technology	25/09/2010	3
Údarás Áitiúla Chorcaí	Cork Local Authorities	30/09/2010	3
Comhairle Cathrach Luimnigh	Limerick City Council	30/09/2010	3
Údarás Áitiúla Ros Comáin	Roscommon Local Authorities	30/09/2010	3
Údarás Áitiúla na hIarmhí	Westmeath Local Authorities	30/09/2010	3
Comhairle Cathrach Chorcaí	Cork City Council	30/10/2010	2
Coláiste Oideachais Eaglais na hÉireann	Church of Ireland College of Education	31/10/2010	2
An Phríomh-Oifig Staidrimh	Central Statistics Office	04/11/2010	2
Údarás Áitiúla Lú	Louth Local Authorities	19/11/2010	1
Teagasc	Teagasc	31/12/2010	0
An Foras Áiseanna Saothair (FÁS)	The Training and Employment Authority (FÁS)	-	0
An Crannchur Náisiúnta	The National Lottery	-	0
Comhairle Contae Luimnigh	Limerick County Council	-	0

* Nuair a théann scéim “in éag” (fo-alt 15(1) d’Acht na dTeangacha Oifigiúla), fanann forálacha na scéime i bhfeidhm go dtí go ndaingnítear scéim nua (fo-alt 14(3) den Acht).

* When a scheme “expires” (subsection 15(1) of the Official Languages Act), the scheme’s provisions remain in force until a new scheme has been confirmed (subsection 14(3) of the Act).

Dréachtscéimeanna le daingniú / Draft Schemes to be confirmed

An Chéad Scéim / First Scheme

Ainm an Chomhlachta Phoiblí	Name of Public Body	Dáta an Fhógra / Date Notice Issued	Tréimhse ó Dháta an Fhógra (míonna) / Period Elapsed from Date of Notice (months)
Údarás Áitiúla Thiobraid Árann Theas	South Tipperary Local Authorities	30/07/2006	53
An Ceoláras Náisiúnta	National Concert Hall	21/09/2006	51
Amharclann na Mainistreach (An Chuideachta Amharclann Náisiúnta Teoranta)	Abbey Theatre (National Theatre Society Ltd.)	21/09/2006	51
An tÚdarás Comhionannais	Equality Authority	21/09/2006	51
An Coimisiún um Scrúduithe Stáit	State Examinations Commission	21/09/2006	51
Institiúid Teicneolaíochta Thamhlachta	Institute of Technology, Tallaght	21/09/2006	51
Leabharlann Náisiúnta na hÉireann	National Library of Ireland	27/09/2006	51
Ard-Mhúsaem na hÉireann	National Museum of Ireland	27/09/2006	51
Suirbhéireacht Ordanáis Éireann	Ordnance Survey Ireland	27/09/2006	51
An Chomhairle Oidhreachta	Heritage Council	27/09/2006	51
Údarás Áitiúla Uíbh Fhailí	Offaly Local Authorities	10/06/2007	51
Feidhmeannacht na Seirbhíse Sláinte	Health Service Executive	10/06/2007	51
An Post	An Post	10/02/2009	23
Coláiste na hOllscoile, Baile Átha Cliath	University College Dublin	10/02/2009	23
Institiúid Teicneolaíochta Chorcaí	Institute of Technology, Cork	10/02/2009	23
Institiúid Teicneolaíochta Bhaile Átha Cliath	Institute of Technology, Dublin	10/02/2009	23
Oifig Thithe an Oireachtais	Office of the Houses of the Oireachtas	11/09/2009	16
Institiúid Teicneolaíochta Shligigh	Institute of Technology, Sligo	05/10/2009	15
Institiúid Teicneolaíochta Bhaile Átha Luain	Institute of Technology, Athlone	05/10/2009	15
Institiúid Teicneolaíochta Phort Láirge	Institute of Technology, Waterford	05/10/2009	15
Coiste Gairmoideachais Chontae Chill Dara	County Kildare Vocational Education Committee	05/10/2009	15
Coiste Gairmoideachais Chontae Chill Mhantáin	County Wicklow Vocational Education Committee	05/10/2009	15
Coiste Gairmoideachais Chontae na Mí	County Meath Vocational Education Committee	05/10/2009	15
Coiste Gairmoideachais Chontae Mhaigh Eo	County Mayo Vocational Education Committee	05/10/2009	15
Raidió Teilifís Éireann	Raidió Teilifís Éireann	05/10/2009	15
An tÚdarás um Bóithre Náisiúnta	National Roads Authority	05/10/2009	15

GEARÁIN

Tháinig méadú beag le linn na bliana 2010 ar líon na gcásanna nua – 700 ar fad – a cuireadh faoi mo bhráid inar chreid daoine den phobal go raibh cúis ghearáin acu de bharr deacrachta nó faidhbe i dtaca le seirbhís a fháil trí Ghaeilge ón státchóras.

Mar a rinneadh sna blianta roimhe seo, fuarthas comhréiteach ar chuid mhór de na gearáin sin tríd an gcóras neamhfhoirmiúil réitithe gearán a fheidhmíonn m'Oifig nó trí chomhairle a chur ar fáil do ghearánaithe. Tá achoimre ar na cásanna nár réitíodh ar an mbealach sin sa chéad chaibidil eile den Tuarascáil seo dar teideal "Imscrúduithe". Tháinig laghdú go 11 ar líon na n-imscrúduithe a rinneadh le linn na bliana. Bheadh súil gurb é an dea-chaidreamh atá cothaithe ag m'Oifig leis na comhlachtaí poiblí agus éifeacht an chórais neamhfhoirmiúil réitithe gearán is cúis leis sin. Go deimhin, is féidir a rá nárbh iad na cásanna ba chasta ná ba thromchúisí ar theastaigh imscrúdú lena réiteach ach gur mhinice a d'éirigh leis an gcóras neamhfhoirmiúil réitithe gearán dul i ngleic leo sin go sásúil.

Is ceart a rá nár bhain na gearáin ar fad chun na hOifige le linn na bliana le sárú ar dhualgais reachtúla faoi Acht na dTeangacha Oifigiúla 2003 agus, mar a bhí amhlaidh i mblianta eile, gur bhain cuid díobh le deacrachtaí agus fadhbanna níos ginearálta a bhain le gnó a dhéanamh trí Ghaeilge le heagraíochtaí stáit.

I measc na nithe a ndearnadh gearán fúthu, bhain an chuid ba líonmhaire díobh (23%) le cur i bhfeidhm gealltanais a thug comhlachtaí poiblí faoi scéimeanna reachtúla teanga a aontaíodh faoi alt 11 den Acht. Bhí ardú ó 18% go dtí 22.5% ar chéatadán na ngearán a bhain le húsáid na Gaeilge ar chomharthaíocht agus ar stáiseanóireacht comhlachtaí poiblí, i gcomhréir leis na Rialacháin faoi fho-alt 9(1) den Acht. Bhí íslíú ar chéatadán na ngearán a bhain le sárú ar fhorálacha d'achtacháin eile a bhaineann le stádas nó le húsáid na Gaeilge, ó 9% go 4%. Ar ndóigh, baineann na gearáin maidir le húsáid na Gaeilge ar chomharthaí tráchta leis an réimse seo chomh maith, ach léirítear an figiúr sin go hiondúil mar fhiúir neamhspleách, mar atá thíos.

Bhí íslíú beag, go dtí 9%, in 2010 ar chéatadán na ngearán maidir le deacrachtaí a bhain le hainm agus seoladh i nGaeilge. Bhain siadsan le hainmneacha agus seoltaí a bheith litrithe go míchruinn i nGaeilge, nó litrithe i mBéarla, nó le córas ríomhaireachta gan a bheith in oiriúint don síneadh fada. Tháinig titim athuair ar chéatadán na ngearán i dtaca le freagraí i mBéarla ar chomhfhreagras i nGaeilge, ó 9% in 2009 go dtí 5% in 2010. Bhí méid áirithe gearán ann chomh maith a bhain le bileoga nó ciorcláin i mBéarla amháin (3%) agus le logainmneacha Gaeltachta (2%).

COMPLAINTS

There was a small increase during 2010 in the number of new cases brought to my attention – 700 in total – in which members of the public considered they had reason to complain because of difficulties or problems associated with obtaining services through Irish from public bodies.

As happened in previous years, most of the complaints were resolved through the informal complaints resolution procedure operated by my Office or through providing advice to the complainants. Summaries of cases which were not resolved in this manner are provided in the next chapter of this Report, entitled "Investigations". The number of investigations carried out during the year was reduced to 11. It is hoped that the reasons for this are the positive relations my Office has formed with the public bodies and the effectiveness of the informal complaints resolution procedure. Indeed, it could be said that it was not always the most complex or gravest cases which gave rise to investigations. Often the informal complaints resolution procedure was able to address those complaints satisfactorily.

It should be noted that not all complaints received during the year referred to breaches of statutory obligations under the Official Languages Act 2003 and, as was the case in previous years, some related to more general difficulties and problems experienced by those attempting to conduct their business through Irish with state organisations.

Amongst the issues which formed the basis of complaints, the largest category (23%) related to the implementation of commitments given by public bodies under statutory language schemes agreed under section 11 of the Act. There was an increase from 18% to 22.5% in the percentage of the complaints relating to the use of Irish on public bodies' signage and stationery, in accordance with the Regulations under subsection 9(1) of the Act. There was a decrease in the percentage of complaints relating to a breach of the provisions of other enactments which concern the status or use of Irish, from 9% to 4%. Of course, complaints relating to the use of Irish on road signs belongs by right to this category, but this is generally provided as an independent figure, as is the case below.

There was a small decrease in the percentage of complaints regarding problems with the use of names and addresses in Irish, to 9% in 2010. These concerned names and addresses which were spelt incorrectly in Irish, or spelt in English, or where computer systems could not handle the *síneadh fada*. There was a small decrease again in complaints with regard to replies in English to correspondence in Irish, from 9% in 2009 to 5% in 2010. There were also a number of complaints with regard to leaflets or circulars in English only (3%) and Gaeltacht placenames (2%).

Bhain 17% de na gearáin le húsáid na Gaeilge ar chomharthaí tráchta – ardú suntasach ar líon na bliana seo caite. Ní miste a lua nach bhfuil úsáid na Gaeilge ar chomharthaí tráchta san áireamh faoi na Rialacháin faoi fho-alt 9(1) d'Acht na dTeangacha Oifigiúla. Tá forálacha reachtúla eile ann, faoin Lámhleabhar do Chomharthaí Tráchta, a leagann dualgais ar na húdaráis bhóithre i leith úsáid na Gaeilge ar chomharthaí tráchta.

Is le linn na bliana 2009 a soiléiríodh go bhfuil údarás ag m'Oifig déileáil go hoifigiúil le gearáin maidir le húsáid na Gaeilge ar chomharthaí tráchta faoi fho-alt 21(f) den Acht – fo-alt a bhaineann le forálacha d'achtacháin maidir le stádas nó le húsáid teanga oifigiúla. Chuir m'Oifig foirm ghearáin ar leith i dtoll a chéile i rith na bliana sin le dul i ngleic le gearáin sa réimse sin agus is cosúil go bhfuil a thionchar sin le feiceáil ar staitisticí na bliana 2010.

Cuireadh bileog eolais le chéile le linn na bliana reatha le léargas a thabhairt do chomhlachtaí poiblí agus don phobal ar chóras gearán agus imscrúduithe na hOifige.

Ó thaobh na tíreolaíochta de, is ó Chontae Bhaile Átha Cliath is mó a tháinig na gearáin i mbliana arís, is é sin 41% de na gearáin. Tháinig líon suntasach gearán freisin ó Chontae an Chláir (9.5%), Contae na Gaillimhe (9%), Contae Chiarraí (6%), Contae Dhún na nGall (4%), Contae Chorcaí (4%) agus Contae Maigh Eo (3%). Ón nGaeltacht a tháinig 18% de na gearáin agus tháinig an 82% eile ó cheantair lasmuigh den Ghaeltacht.

17% of the complaints related to the use of Irish on traffic signs – a significant increase on last year. It should be mentioned that the use of Irish on traffic signs is not included in the Regulations under subsection 9(1) of the Official Languages Act. Other statutory provisions which are set out in the Traffic Signs Manual place obligations in relation to the use of Irish on traffic signs on the roads authorities.

It was during the year 2009 that it was clarified that my Office has the authority to deal with complaints in relation to the use of Irish on road signs under subsection 21(f) of the Act; this subsection deals with provisions of enactments which relate to the status or use of an official language. My Office provided a specific complaint form during that year to deal with complaints in this area and it would appear that this has influenced the statistics for 2010.

An information leaflet was provided during the current year to give an overview to public bodies and to the public on the Office's complaints and investigations procedures.

From a geographical perspective, the majority of the complaints came from County Dublin again this year, encompassing 41% of complaints. A significant number of complaints also came from County Clare (9.5%), County Galway (9%), County Kerry (6%), County Donegal (4%), County Cork (4%) and County Mayo (3%). 18% of the complaints came from Gaeltacht areas and 82% came from outside the Gaeltacht.

Gearáin: Deacrachtaí agus Fadhbanna – Staitisticí / Complaints: Problems and Difficulties – Statistics

Gearáin nua 2010 / New complaints 2010

700

Gearáin tugtha ar aghaidh ó 2009 / Complaints brought forward from 2009

41

Móriomlán na ngearán – fadhbanna agus deacrachtaí / Total complaints – problems and difficulties

741

Comhairle tugtha maidir le gearáin / Advice provided in relation to complaints

2009

409

2010

333

Gearáin fiosraithe agus críochnaithe / Complaints examined and resolved

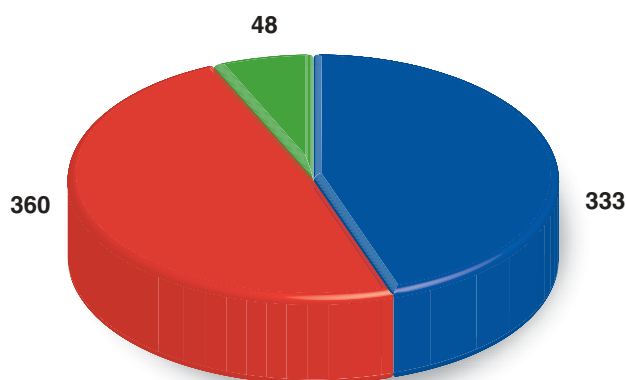
255

360

Gearáin oscailte ag deireadh na bliana / Complaints open at year end

41

48



Tá anailís ar na cásanna éagsúla sna staitisticí agus sna léaráidí seo a leanas:

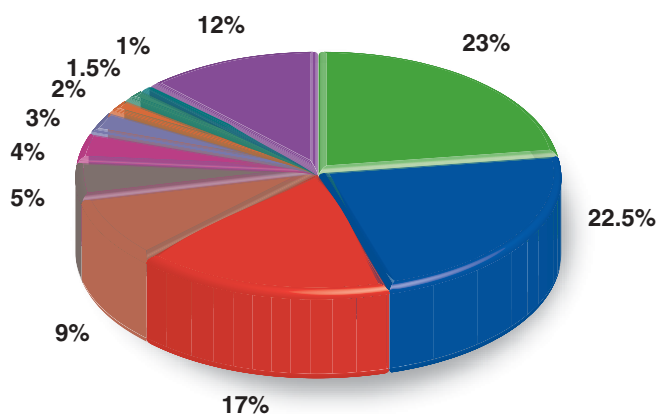
An analysis of the various cases is provided in the statistics and illustrations which follow:

Céatadán na ngearán de réir cineáil / Percentage of complaints by type

- Foráil de scéim teanga (san áireamh: cártaí aitheantais, suíomh gréasáin agus foirmeacha)
Provision of a language scheme (including identity cards, websites and forms)
- Easpa Gaeilge ar chomharthaíocht & stáiseanóireacht / Lack of Irish on signage & stationery
- Easpa Gaeilge ar chomharthaí bóthair / Lack of Irish on road signs
- Fadhb le hainm agus/nó seoladh i nGaeilge / Problem with use of name and/or address in Irish
- Freagraí i mBéarla ar chumarsáid i nGaeilge / Replies in English to correspondence in Irish
- Achtacháin eile a bhaineann le stádas nó le húsáid na Gaeilge /
Other enactments relating to the use or status of Irish
- Bileoga nó ciorcláin i mBéarla amháin / Leaflets or circulars in English only
- Alt 32/33 – Logainmneacha Gaeltachta / Section 32/33 – Gaeltacht placenames
- Foilseacháin i mBéarla amháin / Publications in English only
- Alt 8 – Na cúirteanna/Riaradh an cheartais / Section 8 – The courts/Administration of justice
- Eile (cúiseanna aonair) / Other (individual issues)

2009	2010
28%	23%
18%	22.5%
3%	17%
10%	9%
9%	5%
9%	4%
8%	3%
2%	2%
2%	1.5%
1%	1%
10%	12%
100%	100%

IOMLÁN / TOTAL

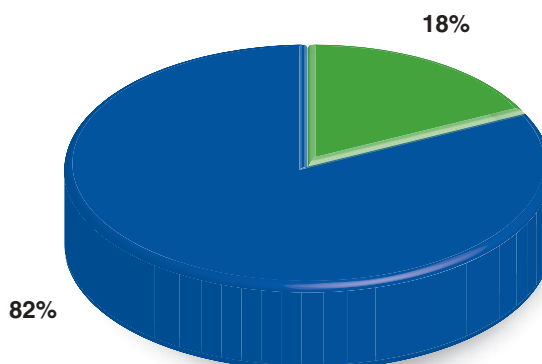


Gearáin: An Ghaeltacht agus lasmuigh den Ghaeltacht / Complaints: Gaeltacht and non-Gaeltacht

- An Ghaeltacht / An Gaeltacht
- Lasmuigh den Ghaeltacht / Non-Gaeltacht

2009	2010
24%	18%
76%	82%
100%	100%

IOMLÁN / TOTAL

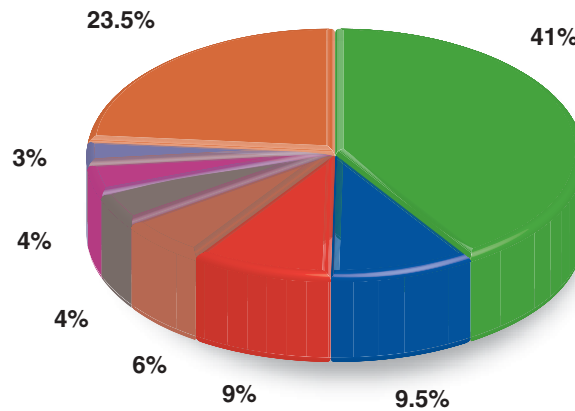


Gearáin de réir contae / Complaints by county

- Baile Átha Cliath / Dublin
- An Clár / Clare
- Gaillimh / Galway
- Ciarraí / Kerry
- Dún na nGall / Donegal
- Corcaigh / Cork
- Maigh Eo / Mayo
- Eile / Others

IOMLÁN / TOTAL

2009	2010
38%	41%
7%	9.5%
16%	9%
4%	6%
4%	4%
3%	4%
1%	3%
27%	23.5%
100%	100%

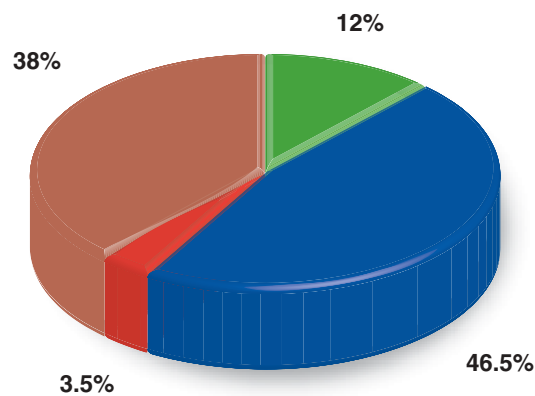


Gearáin de réir cineál comhlachta phoiblí / Complaints by type of public body

- Ranna & oifigí rialtais / Government departments & offices
- Údaráis áitiúla / Local authorities
- Údaráis sláinte / Health authorities
- Eagraíochtaí eile stáit / Other state organisations

IOMLÁN / TOTAL

2009	2010
23%	12%
36%	46.5%
11%	3.5%
30%	38%
100%	100%



IMSCRÚDUITHE

Is é atá i gceist le himscrúdú ná fiosrúchán oifigiúil a sheoltar ar bhonn foirmiúil, reachtúil de réir na bhforálacha atá in Acht na dTeangacha Oifigiúla. Tá an t-údarás agus na cumhachtaí cuí chuige seo tugtha dom mar Choimisinéir Teanga faoin Acht; baineann sé seo le cásanna inar dóigh liom gur theip ar chomhlachtaí poiblí a ndualgais reachtúla a chomhlíonadh faoin Acht, agus baineann sé fosta le haon achtacháin eile a bhaineann le stádas nó le húsáid na Gaeilge.

Is féidir imscrúdú a dhéanamh a bheadh bunaithe ar ghearán ó aon duine, ar iarratas ón Aire Gnóthaí Pobail, Comhionannais agus Gaeltachta, nó ar mo thionscnamh féin.

Is próiseas foirmiúil é an córas imscrúdaithe a thógann cuid mhaith ama agus acmhainní ar an gcomhlacht poiblí atá i gceist agus ar m'Oifig. Dá bhrí sin, is iondúil go ndéantar iarracht an gearán a réiteach ar dtús trí chóras neamhfhoirmiúil réitithe gearán na hOifige.

Tá dualgas reachtúil ar chomhlachtaí poiblí agus ar dhaoine ar leith ar oifigigh de chuid comhlachtaí poiblí iad comhoibriú leis an imscrúdú agus faisnéis nó taifid dá gcuid a bhaineann le hábhar an imscrúdaithe a thabhairt dom. Is iondúil go n-iarrtar tuairisc i scríbhinn maidir leis an ábhar ar an gcomhlacht poiblí chomh maith. Má iarraim ar aon duine ar leith teacht i mo láthair le faisnéis ó bhéal a thabhairt, tá an duine sin i dteideal na ndíolúintí agus na bpríbhleáidí céanna is atá ag finn é os comhair na hArd-Chúirte.

Forálann an tAcht d'fhíneáil nach mó ná €2,000 agus/nó príosúnacht ar feadh téarma nach faide ná 6 mhí a ghearradh ar dhuine a chiontófaí i gcúirt as diúltú comhoibriú le himscrúdú, as loiceadh ina d(h)ualgas comhoibriú le himscrúdú nó as bac a chur le hobair imscrúdaithe.

Is féidir imscrúdú a sheoladh i gcásanna ina líomhnaítear gur theip ar chomhlacht poiblí a dhualgais reachtúla a chomhlíonadh i dtaca le:

- Forálacha díreacha an Achta;
- Rialacháin atá déanta faoin Acht;
- Scéim teanga atá daingnithe faoin Acht;
- Aon fhoráil d'aon achtachán eile a bhaineann le stádas nó le húsáid na Gaeilge.

Ciallaíonn “achtachán” reacht nó ionstraim arna déanamh faoi chumhacht a thugtar le reacht.

INVESTIGATIONS

An investigation is an official enquiry carried out on a formal statutory basis in accordance with the provisions of the Official Languages Act. As Coimisinéir Teanga, I have been given the relevant authority and powers under the Act to carry out investigations, not only in cases where I suspect that public bodies have failed to comply with their statutory obligations under the Act, but also under any other enactments which relate to the status or use of Irish.

An investigation may be conducted based on a complaint from an individual, on the request of the Minister for Community, Equality and Gaeltacht Affairs, or on my own initiative.

The investigation process is a formal procedure, the completion of which may require a substantial amount of time and resources from both the public body concerned and my Office. As a result of this, efforts are usually made to resolve the complaint in the first instance through the informal complaints procedure operated by the Office.

Public bodies and individuals who are officials of public bodies have a statutory obligation to cooperate with the investigation and to provide me with information or records they may have which relate to the subject of the investigation. A written report on the matter is usually requested from the public body also. If I require any person to attend before me to provide information orally, such a person is entitled to the same immunities and privileges as a witness before the High Court.

The Act provides for a fine not exceeding €2,000 and/or imprisonment for a term not exceeding 6 months for a person convicted of failing or refusing to cooperate with an investigation or who hinders or obstructs such an investigation.

An investigation may be conducted in cases where it is alleged that a public body failed to comply with its statutory obligations in respect of:

- Direct provisions of the Act,
- Regulations made under the Act,
- A language scheme confirmed under the Act,
- Any provision of any other enactment relating to the status or use of Irish.

An “enactment” is defined as a statute or an instrument made under a power conferred by a statute.

Tá dualgas reachtúil orm faoin Acht tuarascáil a eisiúint chuig na páirtithe cuí i gcás ina seolaim imscrúdú. Bíonn mo chinneadh i leith an ghearáin agus na moltaí cuí sa tuarascáil sin. Is féidir achomharc a dhéanamh chuig an Ard-Chúirt ar phonc dlí i gcoinne an chinnidh laistigh de cheithre seachtaine.

Seoladh 11 imscrúdú nua le linn 2010. Bhí imscrúdú neamhchríochnaithe amháin ann a tugadh ar aghaidh ó 2009. Mar sin, bhí 12 imscrúdú idir lámha le linn na bliana 2010 agus bhí ceann amháin acu sin nár críochnaíodh faoi dheireadh na bliana. Dá bhrí sin, tá achoimre ar 11 imscrúdú sa Tuarascáil seo.

Líon na nImscrúduithe	2009	2010
Tugtha ar aghaidh ón mbliain roimhe	2	1
Imscrúduithe seolta	17	11
Iomlán idir lámha	19	12
Tugtha ar aghaidh go dtí an chéad bhliain eile	1	1
Iomlán críochnaithe / scortha	18	11

Is ceart a thuiscint go soiléir nach bhfuil sna hachoirí seo ar na himscrúduithe ach cuntais ghairide ar chásanna a bhí, in amanna, casta agus teicniúil agus a bhí bunaithe go minic ar argóintí dlíthiúla agus praiticiúla. Achoimrí atá iontu ar na tuarascálacha oifigiúla a eisíodh i nGaeilge faoi réir alt 26 den Acht chuig na páirtithe cuí de thoradh na n-imscrúduithe.

Is sna tuarascálacha oifigiúla sin, agus iontu sin amháin, atá na tuairiscí údarásacha ar na himscrúduithe.

I am statutorily obliged under the Act to issue a report to the relevant parties in cases where I have conducted an investigation. My decision on the complaint and the relevant recommendations are included in that report. An appeal can be made to the High Court on a point of law against the decision within a period of four weeks.

A total of 11 new investigations were launched in 2010. One uncompleted investigation was carried forward from 2009. Consequently, there were 12 investigations in hand during 2010 and one of those investigations had not been completed by the end of the year. Therefore, summaries are provided in this Report of 11 investigations.

Number of Investigations	2009	2010
Brought forward from previous year	2	1
Investigations launched	17	11
Total in hand	19	12
Brought forward to next year	1	1
Total completed / discontinued	18	11

It should be clearly understood that these summaries of investigations are merely condensed accounts of the actual investigations – cases which were at times of a complex and technical nature and which were often based on legal and practical arguments. They are summaries of the official reports issued in accordance with section 26 of the Act to the relevant parties in Irish as a result of the investigations.

It is in those official reports, and in those reports alone, that the authoritative accounts of investigations may be found.

ACHOIMRÍ AR IMSCRÚDUITHE 2010

Comhairle Contae an Chláir

Léirigh imscrúdú gur sháraigh Comhairle Contae an Chláir an dualgas reachtúil teanga atá daingnithe i bhfo-alt 10(a) d'Acht na dTeangacha Oifigiúla 2003 nuair a d'fhoilsigh sí Dréachtphlean Forbartha Contae an Chláir 2011-2017 trí Bhéarla amháin agus go ndearna an Chomhairle an sárú reachtúil sin d'ainneoin í a bheith ar an eolas go hiomlán nach gcomhlíonfadh a raibh beartaithe aici na dualgais a bhí daingnithe le dlí ag an Oireachtas.

Seoladh an t-imscrúdú seo de thoradh dhá ghearán i mí Feabhra 2010 a thug le fios nach raibh fáil ar leagan Gaeilge de Dhréachtphlean Forbartha Chomhairle Contae an Chláir 2011-2017, cé go raibh an leagan Béarla foilsithe.

Tá dualgas ar chomhlachtaí poiblí croídhóiciméid áirithe a fhoilsiú go comhuaineach i nGaeilge agus i mBéarla, ar a n-áirítear doiciméid ina leagtar amach tograí beartais phoiblí. Tá foráil ar leith déanta sna rialacháin chúí (I.R. Uimh. 32 de 2004) maidir le foilsiú dréachtphleananna forbartha na n-údarás áitiúil go comhuaineach i nGaeilge agus i mBéarla.

Ba léir gur thuig an Chomhairle an dualgas a bhí uirthi nuair a scríobh sí chuig Oifig an Choimisinéara Teanga ar an 4 Samhain 2009 ag tabhairt le fios nach mbeadh sí ag foilsiú leagan Gaeilge den Dréachtphlean de bharr ganntanas acmhainní. Thug an Coimisinéir Teanga foláireamh soiléir don Chomhairle i bhfreagra ar an litir sin nach bhféadfadh sé glacadh lena leithéid agus go mbeadh imscrúdú i gceist dá leanfaí leis an gcur chuige sin. Go deimhin, bhí tagairt i nuachtán náisiúnta ar an 15 Deireadh Fómhair 2009 do ráiteas ó fheidhmeannach ainmnithe de chuid na Comhairle inar dúradh:

"The office of An Coimisinéir Teanga has confirmed to the council that all documents which set out public policy proposals should be available to the public in both Irish and English. This would include both the draft and final versions of all area plans and the county development plan."

Thug an Chomhairle le fios ina céad fhreagra don imscrúdú gur go hinmheánach ar fad beagnach a táirgeadh an Dréachtphlean Forbartha Contae mar gur measadh gurb í sin an tslí ab éifeachtaí ó thaobh costais de. Tugadh le tuiscint i dtús aimsire don imscrúdú gur faoi bhun €53,000 an buiséad iomlán a bheadh le caitheamh ar ullmhú an Dréachtphlean i mBéarla amháin.

Níos déanaí, áfach, de thoradh ceisteanna ón bhfoireann imscrúdaithe, tugadh léargas úrnua ar an gcostas measta a bhain le hullmhú an Dréachtphlean Forbartha i mBéarla. Shoiléirigh an Chomhairle go mbeadh ollchostas measta €361,868 ar ullmhú an Dréachtphlean agus gur €10,112 den tsuim sin a bheadh le caitheamh ar an aistriúchán go Gaeilge.

SUMMARIES OF 2010 INVESTIGATIONS

Clare County Council

An investigation found that Clare County Council breached the statutory obligation outlined in subsection 10(a) of the Official Languages Act 2003, when it published the Draft Clare County Development Plan 2011-2017 in English only. It also showed this statutory contravention happened despite the fact that the Council was fully aware that its proposed course of action would not comply with the requirements which the Oireachtas had confirmed in law.

The investigation arose from two complaints in February 2010 which indicated that no Irish language version of the Draft Clare County Development Plan 2011-2017 was available, although an English language version had already been published.

Public bodies have a duty to publish certain core documents simultaneously in Irish and English and this includes any document setting out public policy proposals. There is a specific provision in the appropriate regulations (S.I. 32 of 2004) with regard to the simultaneous publication, in Irish and English, of local authority draft development plans.

It was clear that the Council understood its responsibilities when it wrote to the Office of An Coimisinéir Teanga on 4 November 2009 indicating that, due to a lack of resources, it did not intend to publish an Irish language version of its Draft Plan. In reply to that letter, An Coimisinéir Teanga cautioned the Council clearly that its proposed course of action was unacceptable and that an investigation would inevitably ensue if the Council proceeded in this manner. Indeed, there was a reference in a national newspaper on October 15th 2009 to a statement from a named official in the Council who said:

"The office of An Coimisinéir Teanga has confirmed to the council that all documents which set out public policy proposals should be available to the public in both Irish and English. This would include both the draft and final versions of all area plans and the county development plan."

The Council said in its first reply to the investigation that the Draft County Development Plan had been produced internally for the most part as this was considered the most efficient method from an expenditure point of view. It indicated initially to the investigation that the total budget to be spent on the preparation of the Draft Plan in English was €53,000.

Later, however, as a result of further probing during the investigation, a revised picture of the estimated cost of preparing the Draft Plan in English emerged. The Council confirmed that the estimated total overall cost of preparing the Draft Plan was €361,868, with €10,112 of that sum to be spent on its translation into Irish.

Dhearbhaigh an Chomhairle go rabhthas ag obair go leanúnach ar an Dréachtphlean ó mhí Feabhra 2009 ach, lasmuigh de réamh-iarratas ar mheastachán ginearálta don obair aistriúcháin, nár lorgaíodh tairiscintí críochnúla don aistriúchán go Gaeilge go dtí Nollaig na bliana sin. Thug an Chomhairle le fios go mbeadh an leagan Gaeilge ar fáil faoin 4 Bealtaine 2010.

Ó am go chéile, luaitear easpa éilimh ar sholáthar seirbhísí agus ábhar trí Ghaeilge. Níor chreid an t-imscrúdú go bhféadfaí aon tomhas macánta a dhéanamh ar éileamh mura raibh an t-ábhar ar fáil go comhuaineach agus ar comhchaighdeán sa dá theanga oifigiúla. Níor leor a rá nár díoladh cóipeanna i nGaeilge de dhoiciméid ar chostas €50 an ceann roimhe sin mar chruthú ar easpa éilimh gan a thabhairt le fios go raibh na doiciméid chéanna ar fáil saor in aisce i nGaeilge agus i mBéarla ar an suíomh gréasáin.

Chonacthas don imscrúdú go raibh an sárú ar dhualgais reachtúla teanga sa chás seo ar cheann de na sárúithe is suntasaí agus is tromchúisí a rinneadh ar aon fhoráil d'Acht na dTeangacha Oifigiúla 2003 ó d'achtaigh Tithe an Oireachtais an reachtaíocht agus ó shinigh Uachtarán na hÉireann ina dhlí é.

Bhí cúis shimplí amháin leis seo: ba go lánfheasach a cinneadh neamhaird a thabhairt ar dhualgais reachtúla a bhí daingnithe le dlí ag an Oireachtas. B'ionann agus masla do chearta bhaill an Oireachtais dlí na tíre a achtú é cinneadh a ghlacadh d'aon turas nach gcloíff leis an dlí sin. Ní raibh de leithscéal sa chás seo nár tuigeadh na dualgais a bhí i gceist mar gur cuireadh comhairle shoiléir i scríbhinn ar fáil roimh ré don Chomhairle Contae a chuir fainic láidir uirthi faoin ábhar seo.

Is próiseas reachtúil é ullmhú dréachtphlean forbartha, agus éilítear leis an reachtaíocht go bhfoilseofaí an dréachtphlean go comhuaineach i ngach ceann de na teangacha oifigiúla, Gaeilge agus Béarla, agus é sin *"d'ainneoin aon achtachán eile..."*

Níorbh fhéidir cás a dhéanamh gur leanadh den phróiseas reachtúil ina iomláine sa chás seo agus, dá bhrí sin, níor chreid an t-imscrúdú gurbh fhéidir barántais a thabhairt faoi bhailíocht an Dréachtphlean, a raibh costas sa bhreis ar an tríú cuid de mhíliúin luaite leis.

Chuir an Chomhairle leagan Gaeilge den Dréachtphlean ar fáil le linn an imscrúdaithe ag tráth a raibh sé rómhall lena dualgais reachtúla a chomhlíonadh go cuí agus tráth ar lú an tairbhe a bhí ann d'aon chuid den phobal a mbeadh an Ghaeilge ina rogha teanga acu.

Bhí an caiteachas a bhí le déanamh ar sholáthar an leagain Ghaeilge íseal go maith (2.7%) i gcomhthéacs fhíorbhuiséad iomlán an tionscnaimh. Ach níorbh é an fíorfhigiúr sin de bheagán le cois €10,000 a luadh mar chostas ar an leagan Gaeilge i dtuairisc i nuachtán le linn don phróiseas imscrúdaithe a bheith ar siúl ach costas gan bhunús €36,000; níor tagraíodh

The Council confirmed that work had been ongoing on the Draft Plan since February 2009 but, apart from an initial request for a general estimate for the translation work, it had not sought tenders for its translation into Irish until December of that year. The Council indicated that the Irish language version would be available on 4 May 2010.

Reference is made at times to a lack of demand for services and documents in Irish. The investigation did not believe that any realistic measure could be made of the level of demand if the material was not available simultaneously and to the same standard in both official languages. It was not sufficient to say, as evidence for a lack of demand, that there was no sale of copies of the documents in Irish at a cost of €50 each without indicating that the same documents were available free of charge in Irish and English on the Council's web site.

The investigation considered that the contravention of a statutory obligation, in this case, was the one of the most significant and one of the most serious made in relation to a provision of the Official Languages Act 2003 since that Act was ratified by the Houses of the Oireachtas and signed into law by Uachtarán na hÉireann.

There was one simple reason for this: the Council decided to disregard a statutory obligation confirmed in law by the Oireachtas in the full knowledge and understanding that it was acting in breach of legislation. The decision not to comply with this law was akin to an insult to the right of members of the Oireachtas to enact the law of the land. There could be no excuse made in this instance that the obligation was not understood since clear guidance, in writing, had been received in advance by the County Council advising that its proposed action was not acceptable.

The preparation of a draft development plan is a statutory process and legislation requires that the draft plan is published simultaneously in each of the official languages, Irish and English, *"notwithstanding any other enactment..."*

It could not be argued that the strict statutory process had been complied with in this instance and, therefore, the investigation did not believe that any guarantee could be given in relation to the validity of the Draft Plan, the English version of which was estimated to have cost more than a third of a million euro.

The Council provided an Irish language version of the Draft Plan during the investigation at a time when it was too late for it to fulfil its statutory obligations correctly and when the document was of limited use to any section of the public for whom Irish was their language of choice.

The cost of providing the Irish version (2.7%) was a small element of the true cost of the total project. But a newspaper report published while the investigation process was ongoing did not mention the correct figure of approximately €10,000 as a cost of the Irish version, instead giving a purely speculative cost of €36,000; no mention was made in the newspaper report of the

sa tuairisc sin do chostas de bhreis agus aon tríú milliún euro a bheith ar ullmhú an Dréachtphlean i mBéarla.

Níor shábháil an Chomhairle aon cent airgid ar an gcaiteachas sin trí thabhairt faoi sholáthar an leagain Ghaeilge ar an mbealach a rinneadh. Ach d'fhág sí í féin sa riocht go bhfuil Dréachtphlean aici nach féidir léi a bheith iomlán cinnte faoina bhailíocht de bharr faillí d'aon turas ina cur chuige agus de bharr nár cloíodh le dualgais reachtúla atá daingnithe i ndlí ag an Oireachtas.

Imscrúdú seolta: 24 Feabhra 2010
Tuarascáil eisithe: 01 Iúil 2010

An Roinn Oideachais agus Scileanna

Léirigh imscrúdú gur sháraigh an Roinn Oideachais agus Scileanna foráil den Acht Oideachais 1998 trí sholáthar a dhéanamh i mBéarla amháin ar na suíomhanna gréasáin www.scoilnet.ie, www.webwise.ie, www.juniorscience.ie, www.slss.ie agus www.thinkb4uclick.ie.

Leagann an tAcht Oideachais [fo-alt 7(2)(d)] dualgas ar an Aire Oideachais agus Scileanna “seirbhísí taca” áirithe a sholáthar trí Ghaeilge do scoileanna aitheanta a chuireann teagasc trí Ghaeilge ar fáil agus d'aon scoil aitheanta eile a iarrann soláthar den sórt sin.

Rinneadh cúig cinn de ghearáin chuig Oifig an Choimisinéara Teanga maidir leis na suíomhanna gréasáin agus le hábhair ghaolmhara (nuachtlitir, agus seimineár eolais) a bheith á dtairiscint go príomha i mBéarla.

Ba é seasamh na Roinne san imscrúdú nár ghlac sí leis go leagann fo-alt 7(2)(d) den Acht Oideachais dualgas ar an Aire gach aon seirbhís taca a sholáthar trí Ghaeilge: *“Is ceadaithe don Aire teacht ar thuairim réasúnta maidir leis na seirbhísí taca a ba chóir a sholáthar trí Ghaeilge, i bhfianaise forálacha Alt 6 agus 7 den Acht,”* a dúirt an Roinn.

Bhí a macasamhail d'argóint déanta ag an Roinn in imscrúduithe eile a rinneadh roimhe sin agus bhí léirmhíniú déanta ag an gCoimisinéir Teanga sna cásanna sin ar a raibh i gceist leis an bhforáil reachtúil i bhfo-alt 7(2)(d) den Acht. Tá fáil ar achoimrí ar na himscrúduithe thuasluaite sna tuarascálacha bliantúla atá foilsithe ag an Oifig seo ó 2007.

Dúirt an Roinn sa chás seo:

“Is feidhm (seachas dualgas) de chuid an Aire é seirbhísí taca a sholáthar. I dtaca leis sin tarlóid sé go dosheachanta go mbeidh líon éileamh á ndéanamh ar an Aire agus iad in iomaíocht lena chéile. Is gnó don Aire, agus don Aire amháin é, na héilimh iomaitheacha sin a thabhairt chun réitigh agus a chinneadh céard iad na seirbhísí oideachasúla agus taca a sholáthrófar. Níl aon dul as ag an Aire sa chás seo ach rogha a dhéanamh.”

cost of more than a third of a million euro for the preparation of the Draft Plan in English.

The Council did not save a cent of the overall cost by providing the Irish language version in this manner. However, it left itself in a situation where it had a Draft Plan the validity of which could not be fully guaranteed as it had knowingly failed to prepare the Draft Plan in full compliance with its statutory obligations under an Act of the Oireachtas.

Investigation launched: 24 February 2010
Report issued: 01 July 2010

The Department of Education and Skills

An investigation found that the Department of Education and Skills contravened a provision of the Education Act 1998 by providing the websites www.scoilnet.ie, www.webwise.ie, www.juniorscience.ie, www.slss.ie and www.thinkb4uclick.ie in English only.

The Education Act [subsection 7(2)(d)] obliges the Minister for Education and Skills to provide certain “support services” in Irish to recognised schools that teach through Irish and to any other recognised school that requests such provision.

Five complaints were made to the Office of An Coimisinéir Teanga with regard to these websites and other related material (newsletters and an information seminar) which was provided primarily in English.

The Department's position as outlined to the investigation was that it did not accept that subsection 7(2)(d) of the Education Act obliged the Minister to provide every support service through Irish; it said, *“The Minister may form a reasonable opinion with regard to the support services that should be provided through Irish, in light of the provisions of Sections 6 and 7 of the Act.”* (translation)

A similar argument had been made by the Department in previous investigations and in those cases An Coimisinéir Teanga provided an interpretation of the statutory provision in subsection 7(2)(d) of the Act. Summaries of those investigations are available in the annual reports published by this Office since 2007.

In this case the Department said:

“The provision of support services is a Ministerial function (rather than a duty). In that regard, it is unavoidable that many competing demands will be made on the Minister. It is a matter for the Minister, and for the Minister alone, to resolve those competing demands and to decide which educational and support services will be provided. In this case, the Minister has no option but to make a choice.” (translation)

Chonacthas don imscrúdú gur cinnte go raibh discréd ag an Aire maidir le cinntí faoi sholáthar seirbhísí taca go ginearálta faoi fho-ailt 7(1)(a) agus 7(2)(a) agus de réir na n-acmhainní atá ar fáil (fo-alt 7(4)(a)(i)).

Chonacthas don imscrúdú, áfach, má chinneann an tAire seirbhísí taca áirithe a sholáthar faoi na hailt sin, nach bhfuil an dara rogha ag an Aire ach na seirbhísí taca céanna sin a sholáthar trí Ghaeilge faoi fho-alt 7(2)(d). Treisíonn an mhír “*agus d’aon scoil aitheanta eile a iarrann soláthar den sórt sin*” an argóint seo mar gur léir uathí gur theastaigh ón Oireachtas go mbeadh na seirbhísí taca seo ar fáil trí Ghaeilge d’aon scoil a lorgaíonn a leithéid.

Ba mhacalla é seo ar na léirmhínte agus ar na cinntí a rinneadh sna himscrúduithe cuí roimhe seo.

Dúirt an Roinn leis an imscrúdú nár chóir cur isteach ar chinneadh ar bith de chuid an Aire i dtaca le soláthar seirbhísí taca ach amháin sa chás go mbeadh an cinneadh sin “*dírialta, guagach, neamhréasúnach nó mí-réasúnta.*”

Ní raibh amhras ar bith ar an imscrúdú ach go mbeadh sé dírialta, guagach, neamhréasúnach agus mí-réasúnta diúltú na seirbhísí taca a sholáthar trí Ghaeilge do scoileanna atá ag cur teagaisc ar fáil trí Ghaeilge, fad is atá na seirbhísí taca sin á gcur ar fáil gan cheist trí Bhéarla do scoileanna a chuireann teagasc ar fáil sa teanga sin.

Thagair an Roinn do cheist acmhainní. Ghlac an t-imscrúdú leis go bhfuil teorainn níos daingne le hacmhainní na Roinne anois thar mar a bhí aon uair roimhe seo. Forbraíodh cuid mhaith de na suíomhanna gréasáin agus na seirbhísí taca eile ab ábhar don imscrúdú seo, áfach, roimh an gcúlú mór eacnamaíoch atá anois ann. Soláthraíodh iad ag tráth ar chosúil flúirse airgid a bheith ar fáil, ach fós féin, ba i mBéarla amháin nó i mBéarla den chuid is mó a forbraíodh iad.

I bhfianaise argóint na Roinne i leith an chostais agus na srianta ar chaiteachas poiblí agus ar earcú foirne, ach gan dochar don dualgas iomlán a bhaineann le fo-alt 7(2)(d) den Acht Oideachais, rinne an Coimisinéir Teanga moltaí a chiallódh go mbeadh deis ag an Roinn na costais a bhaineann le cloí leis an bhforáil reachtúil seo a roinnt thar thréimhse ama.

Mhol an Coimisinéir Teanga go mbeadh **leath** den ábhar a bhí ar fáil trí Bhéarla ar gach ceann de na suíomhanna gréasáin a bhí faoi chaibidil ar fáil trí Ghaeilge freisin **roimh dheireadh na bliana 2011** agus go mbeadh **leagan iomlán** den ábhar atá ar fáil trí Bhéarla ar fáil trí Ghaeilge freisin **roimh dheireadh na bliana 2012**. Mhol sé freisin go gcinnteodh an Roinn gach uair a chuirfear suíomh gréasáin nua ar fáil mar sheirbhís taca den chineál atá i gceist anseo, go gcuirfear leagan Gaeilge ar fáil go comhuaineach. Mhol sé, ina theannta sin, go soláthrófaí go cuí leagan Gaeilge/dátheangach d’aon nuachtlitir leictreonach a

It appeared to the investigation that the Minister certainly had discretion in regard to decisions generally about the provision of support services under subsections 7(1)(a) agus 7(2)(a) in accordance with the available resources (subsection 7(4)(a)(i)).

However, it appeared to the investigation that if the Minister decides to supply certain support services under those subsections then the Minister has no choice but to provide the same services in Irish in accordance with subsection 7(2)(d). The phrase “*and to any other recognised school which requests such provision*” reinforces this argument as it shows that the Oireachtas wished that the support services be available in Irish to any school that seeks them.

This position echoes the interpretation and decisions made in the relevant investigations earlier.

The Department suggested to the investigation that there should be no interference with any decision of the Minister in relation to the supply of support services unless that decision was “*arbitrary, capricious, irrational or, unreasonable.*” (translation)

The investigation considered that it would undoubtedly be arbitrary, capricious, irrational and unreasonable to refuse to supply the support services in Irish to schools teaching through Irish when those same support services were freely available in English to schools teaching through English.

The Department referred to the question of resources. The investigation accepted that the Department’s resources are indeed limited, now more than ever. However, the development of the websites and other support services, which formed the basis of this investigation, took place in advance of the current economic recession. They were made available at a time when adequate money appeared to be available but nonetheless they were developed in English only or predominantly in English.

In light of the Department’s arguments in relation to costs and in relation to restraints on public expenditure and recruitment of staff, but without prejudice to the totality of Department’s duty under subsection 7(2)(d) of the Education Act, An Coimisinéir Teanga made recommendations that would give the Department an opportunity to spread any costs arising from compliance with its statutory obligations, over a period of time.

An Coimisinéir Teanga recommended that **half** of the material provided in English on each of the relevant websites be made available in Irish also **before the end of the year 2011** and that a **complete version** of the material available in English be provided in Irish **by the end of the year 2012**. He also recommended that the Department ensure that each time a new website is provided, as a support service of the sort at issue here, an Irish language version is provided simultaneously. In addition, he recommended the provision of an Irish language/bilingual version of any electronic newsletter issued

eiseofar mar sheirbhís taca agus go ndéanfaí eagrú chomh tráthúil ar sheimineáir chuí eolais mar sheirbhís taca i nGaeilge agus a dhéantar i mBéarla.

Imscrúdú seolta: 2 Meitheamh 2010
Tuarascáil eisithe: 12 Lúnasa 2010

Comhairle Cathrach Bhaile Átha Cliath

Léirigh imscrúdú go raibh an córas treochoimharthaíochta nua do choisithe a bhí á thabhairt i bhfeidhm ag Comhairle Cathrach Bhaile Átha Cliath ag sárú dualgais reachtúil teanga mar nach raibh an téacs i nGaeilge chomh feiceálach, chomh sofheicthe ná chomh hinléite céanna leis an téacs i mBéarla. Tá an riachtanas seo daingnithe sna rialacháin reachtúla faoi fho-alt 9(1) d'Acht na dTeangacha Oifigiúla 2003.

Is de thoradh gearáin a rinneadh i mí Lúnasa 2010, inar líomhnaíodh nach raibh an córas nua ag teacht leis na rialacháin, a tugadh faoin imscrúdú seo.

D'áitigh Comhairle Cathrach Bhaile Átha Cliath don imscrúdú go raibh sé riamh mar bhunchuspóir aici agus í i mbun na hoibre go gcinnteodh sí go mbeadh an téacs Gaeilge chomh suntasach, chomh feiceálach, agus chomh soléite leis an téacs Béarla ar gach comhartha méar eolais agus go raibh seo mar réamhchoinníoll sa socrú a rinneadh leis an lucht deartha. Ba é tuairim na Comhairle Cathrach gur éirigh léi an sprioc sin a bhaint amach.

Deimhníodh mar fhreagra ar cheisteanna ón imscrúdú nár thug an Chomhairle Cathrach nótaí foirmiúla treoireolais ar dhearadh na gcomharthaí don chuideachta deartha ach *“go raibh sraith de chruinnithe ann a réachtáladh ar nós ceardlainne.”*

Ba chosúil gur cuireadh béim ar riachtanais na rialachán teanga san idirbheartaíocht agus sna cruinnithe leis an lucht deartha. Mheas an t-imscrúdú, áfach, go raibh amhras ann ar éirigh leis na hiarrachtaí sin tuiscint iomlán a thabhairt don lucht deartha agus do na saineolaithe rochtana ar na riachtanais reachtúla teanga. Chonacthas don imscrúdú, i dtuairisc a sheol an Chomhairle Cathrach chuige ó shaineolaithe rochtana, gur dúradh *“We recognise that Gaelic must be given equal prominence with English. We suggest that this is very easily achieved by putting the Gaelic first.”*

Ó tharla go bhfuil dhá fhoráil éagsúla ann – fo-alt 7(2)(a) a threoraíonn go mbeidh an téacs i nGaeilge ann ar dtús agus fo-alt 7(2)(b) a threoraíonn go mbeidh an téacs i nGaeilge chomh feiceálach, chomh sofheicthe agus chomh hinléite céanna leis an téacs i mBéarla – chreid an t-imscrúdú nár leor amháin tús áite a thabhairt don Ghaeilge le cloí leis na rialacháin.

as a support service and also that any seminar, provided as a support service, should be organized in as timely a manner in Irish as in English.

Investigation launched: 2 June 2010
Report issued: 12 August 2010

Dublin City Council

An investigation showed that the new directional signage for pedestrians introduced by Dublin City Council contravened a statutory language obligation as the text in Irish was not as prominent, visible and legible as the text in English. This requirement is confirmed in statutory regulations made under section 9(1) of the Official Languages Act 2003.

The investigation was launched as a result of a complaint made in August 2010 alleging that the new signage system did not comply with the Regulations.

The City Council explained to the investigation that it had been its firm intention, right from the start of the project, to ensure that the text in Irish was as prominent, visible and legible as the text in English on every finger post sign and that this objective was a precondition of their arrangements with the design company. The City Council was of the opinion that it had succeeded in achieving this objective.

The City Council confirmed in reply to questions from the investigation that it had not given a formal instructional memo on the design of the signs to the design company but that *“a series of meetings, organised as workshops, had taken place”* (translation)

It appeared that emphasis had been placed on the requirements in the language regulations during the negotiations and meetings with the design company. The investigation was in doubt, however, as to the level of success of these efforts in giving the design company and access experts a clear understanding of the statutory language requirements. The investigation took note of a report from the access experts submitted to the investigation by the City Council which said that *“We recognise that Gaelic must be given equal prominence with English. We suggest that this is very easily achieved by putting the Gaelic first.”*

As two distinct provisions are in place – subsection 7(2)(a) which directs that the text in Irish must appear first, and subsection 7(2)(b) which directs that the text in Irish must be as prominent, visible and legible as the text in English – the investigation did not believe that simply putting Irish first was sufficient to ensure compliance with the regulations.

D'fhéadfaí an tuiscint a bhaint as eolas i dtuairisc na gcomhairleoirí sainiúla freisin nach raibh mioneolas ar chúla reachtúil na hÉireann acu sna tagairtí a rinne siad don riachtanas a bhí ann cloí le forálacha an *Disability Discrimination Act* (DDA). Cé gur aithin an t-imscrúdú an bharrthábhacht a bhain le cinntiú go bhfreastalódh comharthaí go hiomlán agus go cuí ar dhaoine faoi mhíchumas, go háirithe daoine ar lagamharc, measadh gur i gcomhréir le reachtaíocht agus treoirlínte na hÉireann a dhéanfaí sin seachas le forálacha reachtúla ó dhlíne sheachtrach.

D'áitigh Comhairle Cathrach Bhaile Átha Cliath go raibh an dath a roghnaíodh don téacs i nGaeilge (geal-liath) chomh feiceálach, chomh sofheicthe agus chomh hinléite leis an téacs (bán) i mBéarla.

Rinne an Coimisinéir Teanga dianscrúdú ar phictiúir de na comharthaí cuí agus ar shamplaí de na treo-chomharthaí in situ ar Shráid an Dáma in aice le Caisleán Bhaile Átha Cliath.

Ní raibh aon amhras air ach **nach raibh** an téacs i nGaeilge chomh feiceálach, chomh sofheicthe ná chomh hinléite leis an téacs i mBéarla, agus chinn sé é sin mar fhíoras de chuid an imscrúdaithe. Sa bhreis air sin, threisigh roghnú an datha bháin do na treo-shaigheada ar na comharthaí an bhéim ar an téacs Béarla agus neartaigh sé feiceálacht agus sofheictheacht an leagain sin.

Chonacthas don imscrúdú, má bhí Comhairle Cathrach Bhaile Átha Cliath den bharúil go raibh comhstadás ag an dá leagan, Gaeilge agus Béarla, go raibh réiteach simplí ar an gcás seo: nach bhféadfaí na dathanna a mhalartú ar a chéile, bán a bheith ar an nGaeilge agus geal-liath a bheith ar an mBéarla?

Is é an freagra a thug an Chomhairle Cathrach ar an gceist sin go gcothódh sé deacrachtaí na dathanna a mhalartú anois, gur caitheadh cuid mhaith ama ar roghnú na ndathanna, agus gur mhol saineolaí go raibh siad chomh soléite lena chéile ag daoine le lagamharc.

Bheadh moill agus costas breise de thimpeall ar €39,898.00 (móide CBL ar 21%) i gceist leis na 683 comhartha a bhí ullmhaithe a leasú anois.

Cé nach raibh amhras ar bith ar an gCoimisinéir Teanga ach go raibh na treo-chomharthaí seo ag teacht salach ar an bhforáil reachtúil i bhfo-alt 7(2)(b) de na Rialacháin (I.R. Uimh. 391 de 2008), bhí sé in amhras faoin mbuntáiste breise a bheadh ann don teanga san aeráid reatha eacnamaíoch dá gcaithfí an caiteachas breise seo a dhéanamh.

D'ainneoin na faillí a rinne an Chomhairle Cathrach ina cúram anseo agus gan dochar don dualgas iomlán a mheas an t-imscrúdú a bheith i gceist anseo, measadh nár leor an buntáiste don teanga a bheadh le baint anois as na comharthaí ar fad a leasú chun teacht go hiomlán agus go cuí leis an reachtaíocht.

It could be inferred also, from the information in the report of the expert advisors, that they lacked detailed knowledge of the legislative background in Ireland since references were made to the necessity to comply with the provisions of the *Disability Discrimination Act* (DDA). While the investigation recognised the crucial importance of ensuring that the signs catered correctly for the needs of people with disabilities, especially those with impaired sight, it considered that this should be done in accordance with Irish laws and guidelines rather than with the statutory provisions of another jurisdiction.

Dublin City Council maintained that the choice of colour for the text in Irish (silver grey) was as prominent, visible and legible as that for the text in English (white).

An Coimisinéir Teanga studied pictures of the signs closely and also examined the signs in situ on Dame Street, close to Dublin Castle.

He was in no doubt that the text in Irish was **not** as prominent, visible and legible as the text in English – a conclusion he identified as a finding of fact in the investigation. In addition, the choice of the colour white for the directional arrows on the signs emphasised the text in English and increased the prominence and the visibility of that text.

The investigation considered that if Dublin City Council was of the opinion that the two versions – English and Irish – were of equal standing then there was a simple solution to the problem: why not exchange the colours so that the Irish text would be in white and the English in silver grey?

In reply to this question, the City Council said that it would be difficult to exchange the colours at this stage, that a lot of time had been spent choosing the colours and that experts had advised that they were equally legible for people with impaired sight.

Changing the 683 signs already prepared would involve delay and increased costs of approximately €39,898.00 (plus VAT @ 21%).

While An Coimisinéir Teanga was in no doubt that these directional signs contravened the statutory provision in subsection 7(2)(b) of the Regulations (S.I. No. 391 of 2008), he had misgivings about whether the benefit accruing to the Irish language would be sufficient to justify the additional cost involved, in light of the current economic climate.

Notwithstanding the City Council's failure in this instance and without prejudice to the obligation which the investigation considered existed in this case, it was decided that the resulting benefit to the Irish language would not be sufficient to justify the cost of amending all the signs to make them compliant with the legislation.

Dúradh, áfach, nár cheart don Chomhairle Cathrach aon dul amú a bheith uirthi: ní chloíonn na treochoimharthaí seo go hiomlán ná go cuí leis na forálacha reachtúla.

Moladh, dá bhrí sin, gur cheart don Chomhairle Cathrach cúram ar leith a dhéanamh de nach n-úsáideann siad an múnla seo d'aon choimharthaíocht phoiblí eile, ná nach ligeann siad d'aon eagraíocht nó údarás eile an múnla sin a chóipeáil dá n-úsáid féin gan é a bheith leasaithe go cuí le teacht leis na rialacháin. Rinne an Coimisinéir Teanga sraith moltaí le dul i ngleic leis an gceist agus d'hearbhaigh an Chomhairle Cathrach gur ghlac sí le cinneadh agus le moltaí an imscrúdaithe.

Imscrúdú seolta: 7 Deireadh Fómhair 2010

Tuarascáil eisithe: 24 Samhain 2010

An Roinn Cumarsáide, Fuinnimh agus Acmhainní Nádurtha

Léirigh imscrúdú go raibh sárú déanta ag an Roinn Cumarsáide, Fuinnimh agus Acmhainní Nádurtha ar fho-alt 18(1) d'Acht na dTeangacha Oifigiúla nuair nár chuir sí i bhfeidhm go cuí in am trátha na gealltanais a bhí daingnithe ina scéim teanga.

Tháinig scéim teanga na Roinne faoi alt 11 d'Acht na dTeangacha Oifigiúla i bhfeidhm ar an 2 Deireadh Fómhair 2006. Fanann forálacha na scéime i bhfeidhm ar feadh tréimhse trí bliana ón dáta a ndaingníonn an tAire Gnóthaí Pobail, Comhionannais agus Gaeltachta í nó go dtí go mbeidh scéim nua daingnithe ag an Aire, cibé acu is déanaí.

De réir fho-alt 18(1) den Acht, tá dualgas ar chomhlachtaí poiblí a chinntiú go rachfar ar aghaidh le scéim teanga atá daingnithe faoin Acht a chur i gcrích.

Mar chuid d'fheidhm faireacháin Oifig an Choimisinéara Teanga, rinneadh iniúchadh ar chomhlíonadh an dualgais sin i gcás scéim teanga na Roinne ag deireadh na tréimhse trí bliana den scéim. De thoradh an phróisis iniúchta, tháinig sé chun solais go raibh gealltanais ar leith sa scéim teanga nár chosúil iad a bheith curtha i bhfeidhm go cuí.

Theip ar iarrachtaí le comhréiteach a aimsiú a chinnteodh go gcuirfí forálacha uile na scéime teanga i bhfeidhm. Ní raibh de rogha ann ach imscrúdú foirmiúil a sheoladh le teacht ar chinneadh agus moltaí faoin ábhar.

The investigation report, however, stated that the City Council should be under no misapprehension: the directional signs do not comply fully and properly with the statutory provisions.

The investigation recommended, therefore, that the City Council should take particular care to ensure that it did not use these signs as templates for any other public signage and also that it should not allow other organisations or authorities to copy the signs for their own purposes without first amending the template to bring it into compliance with the legislation. An Coimisinéir Teanga made a series of recommendations to deal with the matter and the City Council confirmed that it accepted the decision and the recommendations of the investigation.

Investigation launched: 7 October 2010

Report issued: 24 November 2010

Department of Communications, Energy and Natural Resources

An investigation showed that the Department of Communications, Energy and Natural Resources had contravened subsection 18(1) of the Official Languages Act by failing to implement commitments in its language scheme in an appropriate and timely manner.

The Department's language scheme under section 11 of the Official Languages Act came into effect on 2 October 2006. The provisions of the scheme remain in force for a period of three years from the date on which the scheme is confirmed by the Minister for Community, Equality and Gaeltacht Affairs, or until a new scheme has been confirmed by the Minister, whichever is the later.

In accordance with subsection 18(1) of the Act, a public body has a duty to proceed to carry out a scheme which has been confirmed under the Act.

As part of the monitoring work of the Office of An Coimisinéir Teanga, an audit of the discharge of the commitments in the Department's language scheme took place at the end of the third year of the scheme. As a result of the audit process, it emerged that certain commitments in the language scheme did not appear to have been properly implemented.

Efforts were made to reach an agreed resolution which would ensure that all the provisions of the scheme were implemented, but these efforts failed. There was no alternative but to conduct a formal investigation in order to come to a decision and make recommendations on the matter.

Thug an Roinn le fios nár ghlac sí leis nach raibh fo-alt 18(1) d'Acht na dTeangacha Oifigiúla 2003 á comhlíonadh aici maidir le cur i gcrích na ngealltanais i dtaca le húsáid na Gaeilge a sonraíodh san imscrúdú.

Tugadh léargas don imscrúdú ar obair a bhí ar siúl ag an Roinn le dul i ngleic le gealltanais na scéime a chomhlíonadh ach níor tugadh spriocdhátaí soiléire le go mbeadh na gealltanais sin ar fad comhlíonta go cuí agus go hiomlán. Níor cuireadh aon fhaisnéis bhreise ar fáil don imscrúdú a thacódh leis an seasamh nach raibh sí ag sárú a cuid dualgais reachtúla sa chás seo, rud a bhí iarrtha faoi dhó ag an imscrúdú.

Is é fírinne an scéil gur theip ar an Roinn an scéim teanga a chur i bhfeidhm go cuí laistigh den sprioc-am a bhí leagtha síos. Ní raibh na gealltanais curtha i bhfeidhm ina n-iomláine ag deireadh 2010, os cionn bliana tar éis dheireadh thréimhse feidhme trí bliana na scéime ar an 30 Meán Fómhair 2009. Ní féidir a shéanadh, mar sin, gur sáraíodh fo-alt 18(1) den Acht sa chás seo.

Mhol an t-imscrúdú go gcuirfí forálacha iomlána na scéime i bhfeidhm láithreach, ach ar a dhéanaí faoin 17 Márta 2011.

Imscrúdú seolta: 15 Deireadh Fómhair 2010
Tuarascáil eisiithe: 30 Nollaig 2010

An Roinn Oideachais agus Scileanna

Léirigh imscrúdú gur sháraigh an Roinn Oideachais agus Scileanna dualgas reachtúil teanga nuair nár cuireadh i gcrích go cuí an gealltanais ina scéim teanga i dtaca le caighdeán níos airde Gaeilge a éileamh uathu siúd a earcaítear don Chigireacht agus folúntas do phost an Phríomh-Chigire á líonadh le linn 2010.

D'eascair an t-imscrúdú as gearán gur fógraíodh post mar Phríomh-Chigire sa Roinn Oideachais agus Scileanna ach nach raibh aon tagairt ann do riachtanas Gaeilge don phost.

Bhain an t-imscrúdú le comhlíonadh an dualgais atá daingnithe i scéim teanga na Roinne:

"Chun cur le soláthar na seirbhíse dátheangaí cigireachta, earcoidh an Roinn Cigirí tríd an tSeirbhís um Cheapacháin Phoiblí do gach réimse seirbhíse, a leanfaidh ar aghaidh le soláthar seirbhíse trí Ghaeilge agus a chuirfidh feabhas air. Athbhreithneoidh an Roinn roghnúcháin agus ceapacháin don Chigireacht d'fhonn:

The Department indicated that it did not accept that it had failed to comply with subsection 18(1) of the Official Languages Act 2003 with regard to the implementation of its commitments in relation to the use of Irish, as was set out in the investigation.

The Department gave an account to the investigation of the work it was undertaking to ensure the implementation of the commitments in the scheme but no clear target dates were specified to ensure appropriate compliance with the commitments. The Department failed to provide any evidence to the investigation in support of its claim that it was not in contravention of its statutory duty in this instance, even though such evidence was requested on two occasions.

It was clear to the investigation that the Department had failed to implement its language scheme appropriately within the timeframe that had been set out. The commitments had not been implemented at the end of 2010, more than a year after the end of the three year implementation period which ended on 30 September 2009. It cannot be denied, therefore, that a contravention of subsection 18(1) of the Act occurred in this instance.

The investigation recommended that the provisions of the scheme be fully implemented immediately, or at the latest by 17 March 2011.

Investigation launched: 15 October 2010
Report issued: 30 December 2010

Department of Education and Skills

An investigation found that the Department of Education and Skills contravened its statutory obligations by failing to properly implement a commitment in its language scheme to require a higher standard of Irish for recruitment to the Inspectorate when a vacancy for the position of Chief Inspector was being filled in 2010.

The investigation arose out of a complaint that a post as Chief Inspector in the Department of Education and Skills was advertised but that no reference was made to a requirement to have Irish for the position.

The investigation related to duties that are confirmed in the Department's language scheme:

"To enhance the provision of a bilingual inspection service, the Department, through the Public Appointments Commission, will recruit Inspectors to each area of service who will continue and indeed enhance the delivery of service through Irish. The Department will review the selection and appointments processes to the Inspectorate with a view to:

- *Caighdeán níos airde Gaeilge a éileamh uathu siúd a earcaítear don Chigireacht”.*

Tugtar sainmhíniú ar an gCigireacht i bhfo-alt 13(1) den Acht Oideachais 1998:

“Ceapfaidh an tAire Príomh-Chigire agus cibé Cigirí agus cibé líon Cigirí is cuí leis an Aire agus tabharfar an “Cigireacht” ar an bPríomh-Chigire agus na Cigirí le chéile agus sin mar a ghairfear díobh san Acht seo.”

Rinne Oifig an Choimisinéara Teanga gach iarracht imscrúdú foirmiúil a sheachaint trí theacht ar chomhréiteach i dtaobh na ceiste seo le foireann na Roinne Oideachais agus Scileanna ach níor éirigh leis an iarracht sin.

Is ar an Aire Oideachais agus Scileanna a bhí an dualgas reachtúil duine a cheapadh i bpost an Phríomh-Chigire de bhun agus de bhua fho-alt 13(1) den Acht Oideachais 1998. Bhí ról lárnach ag an gCoiste um Cheapacháin Ardleibhéil (CCAL/TLAC), atá faoi shainchúram na Roinne Airgeadais, i dtaca le stiúradh an chomórtais.

Dhearbhaigh an CCAL don imscrúdú nach gnó don Choiste sin cinneadh a dhéanamh maidir le riachtanas i gcás inniúlachta sa Ghaeilge in aon cheapachán a bheadh le déanamh. *“Is gnó don Roinn ábhartha sonraí don phost (jabthuaisc) a ullmhú agus a rá an bhfuil an Ghaeilge ina riachtanais dó.”*

Dúirt an CCAL nár shann an Roinn Oideachais agus Scileanna inniúlacht sa Ghaeilge mar riachtanas don cheapachán mar Phríomh-Chigire. Ba é seasamh na Roinne Oideachais agus Scileanna nár ghlac sí leis go raibh aon dualgas uirthi an Ghaeilge a lua mar riachtanas don phost agus iarthóir oiriúnach á (h)earcú.

Cé gur ghlac an Roinn leis go raibh dualgas uirthi de réir na bhforálacha ina scéim teanga caighdeán níos airde Gaeilge a éileamh orthu siúd a earcaítear don Chigireacht, dúirt sí gur le cigirí scoile a bhain an dualgas sin agus go raibh difríocht amhór idir an sórt oibre a dhéanann cigire scoile agus an sórt oibre a bhaineann le post an Phríomh-Chigire. Níorbh ionann dá bharr sin an leibhéal inniúlachta sa Ghaeilge a bheadh riachtanach don dá chineál poist. Mheas an Roinn nach raibh aon chúis go mbeadh riachtanas Gaeilge ag dul le post an Phríomh-Chigire seachas aon phost eile ag leibhéal Rúnaí Cúnta sa Roinn Oideachais agus Eolaíochta nó sa státseirbhís ar fad.

Rinne an Roinn tagairt freisin dá tuairim go gcuirfeadh riachtanas Gaeilge teorainn le líon na n-iarrthóirí ó dhlínsí eile. Meabhraíodh gur fógraíodh an post sa *Sunday Times* agus gur cuireadh Roinn Oideachais Thuaisceart Éireann ar an eolas faoin bhfolúntas.

- *Requiring a higher standard of Irish for recruitment to the Inspectorate”.*

A definition of the Inspectorate is given in subsection 13(1) of the Education Act 1998:

“The Minister shall appoint a Chief Inspector and such and so many Inspectors as the Minister considers appropriate and the Chief Inspector and Inspectors collectively shall be known and are referred to in this Act as the “Inspectorate.”

The Office of An Coimisinéir Teanga made every effort to avoid a formal investigation by endeavouring to reach an agreement in relation to this question with the staff of the Department of Education and Skills but these efforts were unsuccessful.

In accordance with subsection 13(1) of the Education Act 1998, the statutory duty to make the appointment to the post of Chief Inspector lay with the Minister for Education and Skills. The Top Level Appointments Committee (TLAC), which is under the aegis of the Department of Finance, played a central role in the conduct of the competition.

TLAC confirmed to the investigation that it was not a matter for that Committee to decide the requirements in relation to competence in Irish in any appointment that was made. *“It is a matter for the relevant Department to prepare details of the post (a job specification) and to indicate if Irish is a requirement.”* (translation)

TLAC said that the Department of Education and Skills did not specify competence in Irish as a requirement of the appointment as Chief Inspector. The Department of Education and Skills maintained that it did not accept that it had a duty to specify Irish as a requirement of the post when recruiting a suitable candidate.

Although the Department accepted that it had a duty in accordance with a provision of its language scheme to require a higher standard of Irish from those it recruited to the Inspectorate, it said that this duty applied to inspectors of schools and that there was a significant difference between the work done by inspectors of schools and the sort of work done by a Chief Inspector. For this reason, the level of fluency in Irish required for the two posts was not the same. The Department considered that there was no reason that the Irish language requirement for the post of Chief Inspector should be any different from that required for any other post at Assistant Secretary level in the Department of Education and Skills or elsewhere in the civil service.

In addition, the Department referred to its belief that a requirement for fluency in Irish would limit the number of applicants from other jurisdictions. It pointed out that the post was advertised in the *Sunday Times* and also that the Department of Education in Northern Ireland was made aware of the vacancy.

Is léir ó fho-alt 13(1) den Acht Oideachais 1998 go dtugtar an Chigireacht ar an bPríomh-Chigire agus na cigirí le chéile. Ní dhéantar teorannú ar an tuiscint sin ar bhealach ar bith san fhoráil ábhartha den scéim teanga. Chonacthas don imscrúdú nach raibh aon amhras ann ach gurb ionann an gealltanais teanga i leith na Cigireachta agus gealltanais i leith an Phríomh-Chigire agus na cigirí le chéile.

Chonacthas don imscrúdú go ndearna an Roinn Oideachais agus Scileanna faillí nuair a fágadh an gealltanais reachtúil ina scéim teanga ar leataobh agus socrúithe earcaíochta á mbeartú do líonadh an fholúntais mar Phríomh-Chigire. Ba cheart inniúlacht sa Ghaeilge a bheith tugtha mar cheann de riachtanais an cheapacháin le freastal ar an ngealltanais ábhartha sa scéim reachtúil teanga.

Tháinig sé chun solais le linn an imscrúdaithe go raibh inniúlacht sa Ghaeilge agus sa Bhéarla araon ag an té a ceapadh mar Phríomh-Chigire de thoradh an chomórtais seo. Is comhtharlú a bhí ansin seachas gur tharla sé de thoradh aon bheartais dheaphleanáilte de chuid na Roinne a d'éiligh cumas sa Ghaeilge agus sa Bhéarla don cheapachán.

Moladh de thoradh an imscrúdaithe, fad atá gealltanais dá réir i scéim teanga de chuid na Roinne, go gcuirfeadh an Roinn inniúlacht sa Ghaeilge san áireamh go cuí sa chás go mbeadh folúntas mar Phríomh-Chigire le líonadh aon uair feasta

Imscrúdú seolta: 24 Feabhra 2010
Tuarascáil eisithe: 23 Lúnasa 2010

An Bord um Thionóntachtaí Cónaithe Príobháideacha

Léirigh imscrúdú go raibh fo-alt 9(2) den Acht sáraithe ag an mBord um Thionóntachtaí Cónaithe Príobháideacha, tar éis do ghearán a bheith déanta go raibh cumarsáid i mBéarla eisithe ag an mBord den tríú huair ó 2006 chuig an gcliain céanna mar fhreagra ar chumarsáid i scríbhinn i nGaeilge.

Leagann fo-alt 9(2) d'Acht na dTeangacha Oifigiúla 2003 dualgas ar chomhlachtaí poiblí a chinntiú gur i nGaeilge a fhreagraítear aon chumarsáid i scríbhinn nó leis an bpost leictreonach a dhéantar leis an gcomhlacht poiblí sa teanga sin.

Toisc gur tarraingíodh an cheist anuas ar bhonn neamhfhoirmiúil leis an mBord nuair a tharla sé cheana faoi dhó, ba léir go raibh sé riachtanach imscrúdú foirmiúil a thionscnamh sa chás.

Ghlac an Bord leis gan cheist gur sháraigh sé fo-alt 9(2) d'Acht na dTeangacha Oifigiúla i dtaca le heisiúint cumarsáide i mBéarla mar fhreagra ar chumarsáid scríofa i nGaeilge chuig an mBord faoi thrí i gcás an chliain seo, agus tugadh le fios gur *"mar thoradh ar bhotún riaracháin"* a tharla an teip seo. Dúirt an Bord go raibh sé *"aireach ar a chuid oibleagáidí faoi Acht na*

It is obvious from subsection 13(1) of the Education Act 1998 that the Inspectorate is the name given to the Chief Inspector and the inspectors as a unit. This understanding is not qualified in any way in the relevant provisions of the language scheme. It was clear to the investigation that the language commitments in relation to the Inspectorate and in relation to the Chief Inspectorate were one and the same.

The investigation considered that the Department of Education and Skills had neglected its responsibilities when it set aside this statutory commitment while it made arrangements for recruitment to fill the vacancy at Chief Inspector level. Fluency in Irish should have been given as one of the requirements for the appointment in order to comply with the relevant commitment in its language scheme.

It came to light, in the course of the investigation, that the person appointed as Chief Inspector as a result of this competition was fluent in both Irish and English. This was a coincidence rather than a result of a well planned policy of the Department to require ability in Irish and English for the appointment.

As a result of the investigation, it was recommended that, as long as there is a commitment to that effect in the Department's language scheme, the Department should ensure that fluency in Irish was taken into account in a proper manner if a vacancy for Chief Inspector were to be filled in the future.

Investigation launched: 24 February 2010
Report issued: 23 August 2010

Private Residential Tenancies Board

An investigation showed that the Private Residential Tenancies Board had contravened subsection 9(2) of the Act following a complaint that the Board had, for the third time since 2006, issued, to the same client, a communication in English in reply to a communication in Irish.

Subsection 9(2) of the Official Languages Act 2003 imposes a duty on public bodies to ensure that any communication in Irish, in writing or by electronic mail, with the public body in question is replied to in Irish.

As the issue was raised on an informal basis with the Board on the two previous occasions, it was considered necessary to conduct a formal investigation on this occasion.

The Board accepted without question that it had contravened subsection 9(2) of the Official Languages Act by issuing a communication in English in reply to a written communication in Irish to the Board, three times in the case of this client. The Board indicated that this mistake happened *"as a result of administrative error."* (translation) The Board said that it was

dTeangacha Oifigiúla” agus thug sé sampla de na bealaí ina léirítear sin.

Maidir lenar tharla sa chás áirithe seo, bhí an méid seo le rá ag an mBord: “Tá foireann bhuan de 40 ag an BTCP agus fostaítear roinnt oibríthe ó ghníomhaireacht fostaíochta freisin chun cuidiú go príomha le dualgais cosúil le hiontráil sonraí clárúcháin, go dtí go tionscnaítear córas ar-líne rud a tharlóidh sar i bhfad. Feictear nár aithnigh na baill foirne áirithe nár foláir an t-iarratas i nGaeilge a bhaint amach as an bpróiseas gnáthach, a dheintear trí Bhéarla, ionas go bhféadfaimid seirbhís a sholáthar trí Ghaeilge”.

Dhearbhaigh an Bord don imscrúdú go raibh sé ar tí córas nua Teicneolaíocht Faisnéise agus Cumarsáide (TFC) a sheoladh, rud a chuirfeadh ar chumas tiarnaí talún clárú ar líne, agus go mbeadh an córas seo ar fáil i nGaeilge.

Dearbhaíodh chomh maith gur tugadh treoir do bhaill foirne a osclaíonn an post aon chomhfhreagras i nGaeilge a sheoladh ar aghaidh chuig oifigeach a bhfuil an cumas ann/inti freagra a thabhairt i nGaeilge. Tugadh le fios go raibh stoc litreacha caighdeánacha aistriithe go Gaeilge ar mhaithe leis seo. Cuireadh in iúl don imscrúdú gur theastaigh ón mBord leithscéal dáiríre a ghabháil leis an ngearánach.

Ba léir don imscrúdú gur cás ar leith í seo: teip chórasach a bhí i gceist mar gur tharla an teip trí huair in imeacht na mblianta idir an Bord agus an cliant céanna.

Chonacthas don imscrúdú nach féidir le haon chóras a bhraitheann ar ionchur daonna barántas iomlán a thabhairt nach dtarlóidh cliseadh ó am go chéile. Dúradh, áfach, go raibh sé tábhachtach, nuair atá dualgas soiléir reachtúil i gceist, go mbeadh an oiread cosanta agus is féidir sna córais le botúin a sheachaint. Dúradh gur gá freisin na córais sin a thástáil go gníomhach agus go leanúnach le cinntiú go bhfuil siad ag feidhmiú go cuí.

Imscrúdú seolta: 4 Lúnasa 2010
Tuarascáil eisithe: 20 Meán Fómhair 2010

“vigilant with regard to its obligations under the Official Languages Act” (translation) and gave an example of the ways in which it showed that vigilance.

With regard to what happened in this case, the Board had the following to say: “The PRTB has a permanent staff of 40 and also employs some workers from employment agencies, principally to assist with duties such as the entry of registration details, pending the introduction shortly of an online system. It would appear that certain staff members did not recognise that the application in Irish should have been removed from the normal process which is dealt with through English, so that we could provide a service through Irish.” (translation)

The Board confirmed to the investigation that it was on the point of launching a new Information Technology and Communications (ITC) system that would allow landlords to register online and that this system would be available in Irish.

The Board also confirmed that members of staff who opened the post had been directed to forward any correspondence in Irish to an officer with the ability to reply in Irish and that a stock of standard letters had been translated to Irish for this purpose. The Board indicated to the investigation that it wished to apologise sincerely to the complainant.

It appeared to the investigation that this was not an ordinary error: that it was a systems failure as the mistake between the Board and the same client happened three times over the years.

The investigation considered that any system that relies on human input cannot give an absolute guarantee that errors will not happen from time to time. However, where a clear legal obligation is at issue, it deemed it important that as many safeguards as possible be put in place to avoid errors. The investigation stated that it was important that such systems be actively and regularly tested to ensure they worked correctly.

Investigation launched: 4 August 2010
Report issued: 20 September 2010

Comhairle Cathrach Bhaile Átha Cliath

Léirigh imscrúdú gur sháraigh Comhairle Cathrach Bhaile Átha Cliath an dualgas teanga atá daingnithe i bhfo-alt 9(2) d'Acht na dTeangacha Oifigiúla 2003 roinnt uaireanta nuair a d'fhreagair sí i mBéarla cumarsáid a seoladh chuici i nGaeilge ó ghearánach aonair.

Leagann fo-alt 9(2) d'Acht na dTeangacha Oifigiúla 2003 dualgas ar chomhlachtaí poiblí a chinntiú gur i nGaeilge a fhreagraítear aon chumarsáid i scríbhinn nó leis an bpost leictreonach a dhéantar leis an gcomhlacht poiblí sa teanga sin.

Rinneadh gearán i mí Feabhra 2010 gur eisigh Comhairle Cathrach Bhaile Átha Cliath litir i mBéarla mar fhreagra ar iarratas i nGaeilge chuig an Oifig Mótarchánach den dara huair as a chéile chuig an duine céanna den phobal. Bhain an t-imscrúdú chomh maith le húsáid na Gaeilge ar stáiseanóireacht na heagraíochta de réir na rialachán cuí faoi Acht na dTeangacha Oifigiúla 2003 mar gur eisíodh dhá chlúdach fillte chuig an ngearánach agus seoladh na Comhairle Cathrach i mBéarla amháin orthu.

Tharraing an Oifig an cheist anuas ar bhonn neamhfhoirmiúil leis an gComhairle Cathrach tar éis na chéad eachtra agus thug an Oifig Mótarchánach gealltanais áirithe maidir le feasacht teanga na foirne agus aird a bheith tarraingthe ar an gceist. Laistigh de chúpla lá, áfach, tharla an rud céanna arís ina gcumarsáid leis an duine céanna den phobal. Bhí sé riachtanach, dá bhrí sin, imscrúdú foirmiúil a thionscnamh sa chás. Tar éis sheoladh an imscrúdaithe, fuair an gearánach tuilleadh cumarsáide fós i mBéarla.

Thug an Chomhairle Cathrach le fios *“ós rud é go gcuirtear a lán idirbheart i gcrích agus gur obair atriallach í, is deacair ócáidí a sheachaint ó am go chéile nuair a théann rud ar iarraidh. Ós rud é fosta gur chuid an-bheag de ghnó foriomlán an Oifig Mótarchánach na hiarratais i nGaeilge, is féidir leis a bheith mar chuid den chúis ar dhearmad daoine iarratais den sórt sin.”*

Thug an Chomhairle Cathrach le fios go soláthraítear foirmeacha i nGaeilge agus dúirt sí *“nuair a fhaighimid iarratas i nGaeilge déileáiltear leis mar a dhéileáiltear le gach iarratas eile.”*

Is mar seo a leanas a mhínigh an Chomhairle Cathrach ar tharla sa chás seo:

“Amhail le gach córas agus modh oibre, ní féidir bheith cinnte go bhfuil siad láidir go dtí go gcuirtear faoi thriail iad. Ar an drochuair an iarraidh seo ní raibh na modhanna oibre seasmhach mar gheall ar bhotún.”

Maidir le ceist na gclúdach litreach, bhí an méid seo le rá ag an gComhairle Cathrach: *“Bhain na clúdaigh litreach a ndearnadh tagairt dóibh le stoc a bhí ann roimh 1 Márta 2009 agus cinnteoidimid go mbeidh gach clúdach litreach aischiur dátheangach nuair a bheidh an stoc atá ann anois idithe.”*

Dublin City Council

An investigation showed that Dublin City Council had, on a number of occasions, contravened its statutory language duty as confirmed in subsection 9(2) of the Official Languages Act 2003 by replying in English to communications in Irish from a single complainant.

Subsection 9(2) of the Official Languages Act 2003 imposes a duty on public bodies to ensure that any communication in Irish with the public body, in writing or by electronic mail, is replied to in Irish.

A complaint was made in February 2010 that, for the second time, Dublin City Council issued a letter in English in reply to an application in Irish, to the Motor Taxation Office, from the same member of the public. The investigation also concerned the use of Irish on the organisation's stationery, as set out in regulations under the Official Languages Act 2003, since two return envelopes issued to the complainant had the address of the City Council in English only.

The Office of An Coimisinéir Teanga brought the matter to the attention of the City Council on an informal basis after the first incident and the Motor Tax Office gave certain commitments in relation to raising language awareness among its staff and ensuring that the issue was brought to the attention of staff. However, within a couple of days, the same thing happened again in their communications with the same member of the public. It was necessary, therefore, to conduct a formal investigation of the case. After the start of the investigation, the complainant received a further communication in English.

The City Council indicated that *“as a lot of transactions take place and as the work is repetitive, it is difficult to avoid incidents from time to time where errors occur. The small number of applications in Irish, as a proportion of the overall workload of the Motor Taxation Office, can be a further reason why people make errors of this sort.”* (translation)

The City Council pointed out that forms in Irish are provided and said, *“when we receive an application in Irish it is dealt with in the same manner as all other applications.”* (translation)

The City Council explained what happened in this case as follows:

“It is impossible to be sure how robust any system or work process is until it is put into operation. Unfortunately, on this occasion, because of an error, the work processes were not effective.” (translation)

As regards the envelope, the City Council said: *“The envelopes in question were part of stock received before 1 March 2009. When the current stock is used up we will ensure that all return envelopes are bilingual.”* (translation)

Ghlac an t-imscrúdú leis gur féidir dearmaid agus botúin dhaonna a dhéanamh ó am go chéile. Ní raibh aon chúis ann go gcreidfí gur d'aon ghnó a tharla an sárú sa chás. Ach fós féin, rinne an gearánach cumarsáid i scríbhinn ceithre huair ar fad leis an gcomhlacht poiblí. Ar an gceathrú huair amháin a críochnaíodh an t-idirbheart go sásúil i nGaeilge. Sa chás aonair seo, bhí teip chórasach i gceist.

Imscrúdú seolta: 10 Feabhra 2010
Tuarascáil eisiithe: 16 Márta 2010

Iarnród Éireann

Chinn an Coimisinéir Teanga tar éis imscrúdú gur sháraigh Iarnród Éireann dualgais reachtúla teanga i gcás comharthaíocht áirithe a cuireadh in airde in Inis i gCo. an Chláir.

Rinneadh sraith gearán le hOifig an Choimisinéara Teanga maidir le comharthaí éagsúla de chuid Iarnród Éireann a líomhnaíodh nach raibh ag teacht leis na riachtanais teanga faoin reachtaíocht a bhaineann le comharthaíocht. Bhain na gearáin le comharthaíocht i stáisiún traenach, i gclós páirceála agus ag crosaire comhréidh nua ar bhealach an Iarthair, idir Gaillimh agus Inis.

Bhí 3 mhír éagsúla a bhain le dualgais reachtúla teanga i gceist i gcás na gcomharthaí seo i.e. ordacháin faoi fho-alt 95(16) den Acht um Thrácht ar Bhóithre 1961 (mar atá sonraithe i bhfo-alt 6.1.2 den *Lámhleabhar do Chomharthaí Tráchtá*), fo-alt 57(1) den Acht Iompair 1950 agus rialacháin atá déanta in I.R. 391 de 2008 faoi fho-alt 9(1) d'Acht na dTeangacha Oifigiúla 2003.

I gcás comharthaí rabhaidh ag crosairí comhréidh, sonraítear sa *Lámhleabhar do Chomharthaí Tráchtá* gur cheart go mbeadh an téacs dátheangach agus tugtar sampla den téacs cuí.

Seo a leanas mar atá fo-alt 57(1) den Acht Iompair 1950:

“Ní foláir na buan-fhógraí agus na buan-chomharthaí poiblí uile (lena n-áirítear ainmneacha stáisiún) a bheas á gcothabháil ag an mBord a bheith i nGaeilge ach is cead iad a bheith i nGaeilge agus i mBéarla.”

Seo a leanas mar atá fo-alt 9(1) d'Acht na dTeangacha Oifigiúla 2003:

“Féadfaidh an tAire, le rialacháin, a fhoráil gur i nGaeilge, nó i mBéarla agus i nGaeilge, a mhéid a bheidh sonraithe, a bheidh fógairtí taifeadta béil (cibé acu beo nó taifeadta) arna ndéanamh ag comhlacht poiblí, ceanteidil stáiseanóireachta a úsáideann comhlacht poiblí agus ábhar agus leagan amach aon chomharthaí nó fógrán dá chuid agus féadfar forálacha éagsúla a dhéanamh i ndáil le haicmí éagsúla comhlachta, fógairtí béil, stáiseanóireachta, comharthaí nó fógrán.”

The investigation accepted that mistakes or human errors can happen from time to time. There was no reason to believe the contravention was deliberate in this case. However, the complainant communicated four times in all with the public body. Only on the fourth occasion was the transaction conducted satisfactorily in Irish. In this particular case, there was a systems failure.

Investigation launched: 10 February 2010
Report issued: 16 March 2010

Iarnród Éireann

An Coimisinéir Teanga decided, as a result of an investigation, that Iarnród Éireann was in contravention of its statutory duties in relation to certain signage erected in Ennis, Co. Clare.

A series of complaints were made to the Office of An Coimisinéir Teanga with regard to various Iarnród Éireann signs, alleging that they were not in compliance with the language requirements in signage legislation. The complaints concerned the signage at train stations, in car parks and at a new level crossing on the Western route between Galway and Ennis.

In the case of this signage, 3 different sections dealing with statutory language obligations were involved i.e. orders under subsection 95(16) of the Road Traffic Act 1961 (as specified in subsection 6.1.2 of the *Traffic Signs Manual*), subsection 57(1) of the Transport Act 1950 and regulations made in S.I. 391 of 2008 under subsection 9(1) of the Official Languages Act 2003.

With regard to warning signs at level crossings, it is specified in the *Traffic Signs Manual* that the text should be bilingual and an example of the correct text is given.

Subsection 57(1) of the Transport Act 1950 is as follows:

“All permanent public notices and signs (including the names of stations) maintained by the Board shall be in the Irish language but may be in both the Irish and English languages.”

Subsection 9(1) of the Official Languages Act 2003 is as follows:

“The Minister may by regulations provide that oral announcements (whether live or recorded) made by a public body, the headings of stationery used by a public body and the contents and the lay-out of any signage or advertisements placed by it shall, to such extent as may be specified, be in the Irish language or in the English and Irish languages and different provisions may be made in relation to different classes of body, oral announcements, stationery, signage or advertisements.”

Tá Rialacháin faoi úsáid na Gaeilge i gcomharthaíocht na gcomhlachtaí poiblí déanta in I.R. 391 de 2008, le héifeacht ón 1 Márta 2009.

Ón gcás a chuir Iarnród Éireann i láthair an imscrúdaithe, chonacthas don Choimisinéir Teanga gur dócha gur de bharr athruithe in imeacht na mblianta agus míthuiscintí ar an reachtaíocht a tháinig na fadhbanna seo le comharthaíocht chun cinn.

Bhí sé tugtha le fios i bhfreagra ó Iarnród Éireann go raibh 'na comharthaí atá faoi réir ag an imscrúdú seo ann le fada' agus 'Go ginearálta, is i mBéarla a bhíonn comharthaíocht ag crosaire comhréidh'. Ní fhacthas don imscrúdú go bhféadfaí glacadh le ceachtar den dá argóint seo mar leithscéal nach bhféadfaí an scéal a chur ina cheart.

Bhí tagairt déanta ag Iarnród Éireann d'athdhearadh na gcomharthaí ag an gcrosaire comhréidh chomh maith. Ní fhacthas don imscrúdú go mbeadh athdhearadh den chineál seo cuí mar go bhfuil dearadh na gcomharthaí seo leagtha amach go soiléir agus go reachtúil sa *Lámhleabhar do Chomharthaí Tráchtá*, a eisíodh faoi na hOrdacháin faoin Acht um Thrácht ar Bhóithre 1961 agus nach féidir athdhearadh a dhéanamh orthu gan leasú ar na hOrdacháin sin.

D'fhéadfaí an t-imscrúdú a bhí i gceist anseo a sheachaint ar fad agus déileáil leis an ábhar ar bhonn neamhfhoirmiúil dá gcuirfí i scríbhinn ón tús an seasamh a bhí ag an gcomhlacht poiblí.

Tháinig an Coimisinéir Teanga ar fhionnachtain de thoradh an imscrúdaithe gur sháraigh Iarnród Éireann na dualgais reachtúla teanga sa chás seo, agus rinne sé cúig cinn de mholtaí sa chás.

Imscrúdú seolta: 14 Aibreán 2010
Tuarascáil eisiithe: 19 Bealtaine 2010

Coiste Gairmoideachais Chontae Chill Dara

Léirigh imscrúdú gur sháraigh Coiste Gairmoideachais Chontae Chill Dara dualgais reachtúla teanga i gcás inar cuireadh comharthaí nua páirceála i mBéarla amháin ar dhromchla carrchlóis/bóithre lasmuigh de ghaelscoil.

D'eascair an t-imscrúdú as gearán a rinneadh i mí Dheireadh Fómhair 2009. Rinneadh iarracht an cheist a réiteach ar bhonn neamhfhoirmiúil ach toisc nach rabhthas in ann teacht ar réiteach sa chás, bhí sé riachtanach imscrúdú foirmiúil a sheoladh.

Leagann na Rialacháin (I.R. 391 de 2008) atá daingnithe faoi fhó-alt 9(1) d'Acht na dTeangacha Oifigiúla dualgas ar chomhlachtaí poiblí a chinntiú go bhfuil comharthaí a chuireann siad in airde, nó a chuirtear in airde thar a gceann, i nGaeilge nó go dátheangach. Baineann na Rialacháin le comharthaí a shuítear in aon suíomh ar

In S.I. 391 of 2008, Regulations were made in relation to the use of the Irish language on signage erected by public bodies, effective from 1 March 2009.

Based on the case put forward by Iarnród Éireann, An Coimisinéir Teanga considered it likely that these problems with the signage had arisen because of changes that had taken place over the years and because of misunderstandings in relation to the legislation.

Iarnród Éireann indicated in its reply that 'the signs included in the investigation are in place for many years' (translation) and 'Generally the signage at level crossings are in English' (translation). The investigation did not accept that either of these two arguments could be accepted as an excuse for neglecting to make the necessary corrections.

Iarnród Éireann also referred to the redesign of signage at the level crossing. The investigation did not consider that any redesign was appropriate as the design of such signs is clearly specified in the *Traffic Signs Manual* which was issued under Orders made under the Road Traffic Act 1961 and, therefore, the signage could not be redesigned without a revision of those Orders.

This investigation could have been avoided completely and the matter could have been dealt with on an informal basis if the public body had put its position in writing at the start.

As a result of the investigation, An Coimisinéir Teanga found that Iarnród Éireann contravened its statutory duties in this case and he made five recommendations.

Investigation launched: 14 April 2010
Report issued: 19 May 2010

County Kildare Vocational Education Committee

An investigation showed that County Kildare Vocational Education Committee contravened its legal obligations by placing new parking signs in English only on the surface of the carpark and the roadway outside a gaelscoil (a school teaching through the medium of Irish).

The investigation arose from a complaint made in October 2009. Efforts were made to resolve the issue on an informal basis, but as an agreement could not be reached, it was necessary to conduct an investigation.

The Regulations (S.I. 391 of 2008) which are confirmed under subsection 9(1) of the Official Languages Act oblige public bodies to ensure that signs placed by them or on their behalf at any location are in Irish or bilingual. The Regulations relate to

an 1 Márta 2009 nó dá éis. Bhí foráil reachtúil eile ábhartha freisin: na hordacháin atá déanta ag an Aire Iompair faoi na hAchtanna um Thrácht ar Bhóithre agus atá ar fáil sa *Lámhleabhar do Chomharthaí Trácht* a thugann treoir shonrach go gcaithfidh comharthaí trácht, lena n-áirítear comharthaí páirceála, a bheith dátheangach.

Sa fhreagra ón gCoiste Gairmoideachais, tugadh le fios don imscrúdú gur chreid an Coiste nach raibh aon dualgas i leith na Gaeilge air maidir leis na comharthaí seo. Dúirt an Coiste go ndearnadh an obair mar chuid de chonradh do thógáil an tsúimh oideachais ar phraghas seasta *“agus síníodh é i bhfad níos luaithe ná an chéad lá de mhí Márta 2009.”*

Léirigh an Coiste Gairmoideachais a thuairim freisin don imscrúdú nach gcuirtear dualgas teanga i gceist de réir na rialachán i gcás *“comharthaí nó marcanna ar an mbóthar a cuireadh ann ar mhaithe le cúiseanna sláinte agus sábháilteachta.”*

Ní raibh aon amhras ach go dtugtar díolúine i gcás comharthaí áirithe sláinte agus sábháilteachta faoi na Rialachán (I.R. 391 de 2008) faoi fho-alt 9(1) den Acht. Ba dhíolúine an-teoranta í seo, áfach, sa mhéid is gur thagair sí do na comharthaí a bhfuil feidhm ag na Rialachán um Shábháilteacht, Sláinte agus Leas ag an Obair (Feidhm Ghinearálta) 2007 (I.R. 299 de 2007) maidir leo, agus dóibh sin amháin.

Tá foráil déanta i bhfo-alt 160(1)(d) de na Rialachán chéanna maidir le comharthaí a bhaineann le cúrsaí iompair atá in úsáid ar láithreáin oibre. Thug an fhoráil seo treoir gur cóir leas a bhaint as an gcomhartha cuí atá leagtha síos in aon achtacháin eile lena rialaítear cúrsaí iompair nó gluaiseacht trácht. Is ionann sin agus a rá gur cheart go mbeidís dátheangach le teacht leis na forálacha sna hordacháin atá déanta faoin Acht um Thrácht ar Bhóithre.

Chonacthas don imscrúdú, mar sin, gur chomharthaí iad seo a raibh dualgais reachtúla teanga ann ina leith.

Dhearbhaigh an t-imscrúdú chomh maith go raibh tábhacht ar leith ag baint le comharthaí dátheangacha ar shuíomh oideachais, go háirithe áit a bhfuil gaelscoil lonnaithe. Dúradh go mbeifí ag súil go mbeadh gach deis á thapú le hatmaisféar Gaelach a chruthú laistigh agus lasmuigh de na seomraí ranga i gcás gaelscoile.

Chomh maith leis sin, thagair an t-imscrúdú don tábhacht thar na bearta atá ag baint le cúrsaí sábháilteachta agus sláinte, go háirithe i gcás páistí óga. Ní fhacthas don imscrúdú, áfach, go raibh an dá phrionsabal seo in iomaíocht lena chéile ná go gcaithfeadh ceann acu géilleadh don cheann eile. Ní raibh aon fhianaise ann gur eascair contúirt bhreise as comharthaíocht dhátheangach.

signs placed at any site on or after March 1st 2009. Other legal provisions were also relevant, namely the orders made by the Minister for Transport under the Road Traffic Acts, which are contained in the *Traffic Signs Manual*, and which clearly direct that traffic signs, including parking signs, should be bilingual.

In its reply, the Vocational Education Committee indicated to the investigation that the Committee did not believe that it had an Irish language obligation in relation to these signs. The Committee said that the work was undertaken as part of a contract to construct the educational campus at a fixed price *“and it was signed much earlier than the first of March 2009”* (translation).

The Vocational Education Committee also indicated to the investigation that it was of the opinion that no language obligation existed under the regulation in the case of *“signs or marks on the road placed there in the interest of health and safety”* (translation).

Undoubtedly, there was an exemption given in the case of certain health and safety signs in accordance with the Regulations (S.I. 391 of 2008) under subsection 9(1) of the Act. It was, however, a limited exemption in that it referred only to signs to which the Safety, Health and Welfare at Work (General Application) Regulations 2007 (S.I. No. 299 of 2007) applied.

There is a provision in subsection 160(1)(d) of those Regulations with regard to signs, used in workplaces, which relate to transport issues. This provision states that use should be made of the appropriate sign prescribed under any other enactment regulating transport or movement of traffic. In effect, this means that they should be bilingual so that they conform to the orders made under the Road Traffic Act.

The investigation considered, therefore, that these were signs to which statutory language obligations applied.

The investigation also determined that a special importance attached to bilingual signs on an educational site, especially where a gaelscoil was located. It said that it would be expected that every possible opportunity would be availed of to create an Irish language atmosphere both inside and outside the classroom in the case of a gaelscoil.

In addition, the investigation referred to the paramount importance of health and safety issues, in particular in relation to young children. The investigation did not believe, however, that the two principles conflicted with each other and that one should have precedence over the other. There was no evidence that bilingual signs would constitute an additional threat to safety.

Investigation launched: 23 November 2009

Report issued: 15 February 2010

Imscrúdú seolta: 23 Samhain 2009

Tuarascáil eisithe: 15 Feabhra 2010

Comhairle Contae Liatroma

Imscrúdú scortha

Rinneadh cinneadh scor d'imscrúdú i gcás a bhain le Comhairle Contae Liatroma nuair a tugadh dearbhuithe ar leith a chinnteodh go gcuirfí i bhfeidhm go cuí na gealltanais uile a bhí daingnithe i scéim teanga na Comhairle.

Bhain an t-imscrúdú le cur i bhfeidhm gealltanais áirithe de chuid scéim teanga na Comhairle maidir le foirmeacha iarratais uile na Comhairle a bheith ar fáil i nGaeilge agus rochtain éasca a bheith orthu ar shuíomh gréasáin na Comhairle.

Chonacthas don imscrúdú gur chinntigh an dearbhú ar leith a thug an Chomhairle go mbeadh na foirmeacha iarratais ar fad ar fáil i nGaeilge agus go mbeadh rochtain éasca orthu ar shuíomh gréasáin na Comhairle faoin 31 Márta 2011 ar a dhéanaí. Áiríodh sa dearbhú seo na foirmeacha a bhí aistriú cheana féin agus iad siúd a bhí le haistriú go fóill.

Imscrúdú seolta: 22 Aibreán 2010
Imscrúdú scortha: 15 Meitheamh 2010

An Roinn Oideachais agus Scileanna

Imscrúdú scortha

Rinne an Coimisinéir Teanga cinneadh scor d'imscrúdú i gcás a bhain leis an Roinn Oideachais agus Scileanna nuair a tugadh dearbhuithe ar leith a chinnteodh go mbeadh an dualgas teanga a bhí ina ábhar amhrais san imscrúdú seo á chomhlíonadh go cuí ag an gcomhlacht poiblí sin.

Bhain an t-imscrúdú le soláthar "seirbhísí taca" áirithe thar ceann na Roinne Oideachais agus Scileanna do scoileanna aitheanta a chuireann teagasc trí Ghaeilge ar fáil. Ba í an tseirbhís taca a bhí i gceist ná soláthar leaganacha Gaeilge de thuiriscí ar an meastóireacht a dhéantar ar mhúineadh an Bhéarla do scoileanna a chuireann teagasc trí Ghaeilge ar fáil. Cheana féin, bhí an Roinn ag soláthar leaganacha Béarla de thuiriscí ar an meastóireacht a dhéantar ar mhúineadh na Gaeilge do scoileanna a chuireann teagasc ar fáil trí Bhéarla.

Dhearbhaigh an Roinn i litir chuig an imscrúdú go raibh sí leis na tuairiscí cuí ón gCigireacht a sholáthar i nGaeilge agus i mBéarla ó Mheán Fómhair 2010 ar aghaidh do scoileanna a chuireann teagasc trí Ghaeilge ar fáil. Chiallóidh sin go mbeadh cothromaíocht i gceist leis an mbealach ina raibh sé de chleachtas ag an Roinn caitheamh le scoileanna, cibé acu trí Ghaeilge nó trí Bhéarla a bhí siad i mbun teagaisc.

Imscrúdú seolta: 5 Iúil 2010
Imscrúdú scortha: 4 Lúnasa 2010

Leitrim County Council

Investigation discontinued

An Coimisinéir Teanga decided to discontinue an investigation in a case relating to Leitrim County Council when specific assurances were given that all the commitments made in the Council's language scheme would be implemented.

The investigation related to the implementation of commitments made as part of the Council's language scheme which provided that all application forms would be available in Irish and easily accessible on the Council's website.

It appeared to the investigation that the specific assurances given by the Council would guarantee that, by 31 March 2011 at the latest, all application forms would be available in Irish and would be easily accessible on the website. This arrangement would cover forms already translated and those which still required translation.

Investigation launched: 22 April 2010
Investigation discontinued: 15 June 2010

Department of Education and Skills

Investigation discontinued

An Coimisinéir Teanga decided to discontinue an investigation in a case relating to the Department of Education and Skills when specific assurances were given that the language obligation which was a cause for concern in this investigation would be appropriately implemented by that public body.

The investigation related to the provision by the Department of Education and Skills of certain "support services" to recognised schools which teach through Irish. The support service at issue was the provision of an Irish language version of evaluation reports on the teaching of English in schools that teach through the Irish language. The Department already provided an English language version of evaluation reports on the teaching of Irish in schools which teach through English.

The Department confirmed, in a letter to the investigation, that from September 2010 on it was going to provide the relevant reports from the Inspectorate, in Irish and in English, to schools which teach through Irish. This would ensure the equal treatment of schools, regardless of their language of instruction.

Investigation launched: 5 July 2010
Investigation discontinued: 4 August 2010

CÚRSAÍ AIRGEADAIS

Cuireadh buiséad €796,000 ar fáil don Oifig don bhliain 2010 ach níor tarraingíodh anuas ach €743,966 den airgead sin.

Tá cuntais na hOifige don bhliain 2010 ullmhaithe don Ard-Reachtaire Cuntas agus Ciste lena n-íniúchadh de réir fho-alt 8(2) den Dara Sceideal d'Acht na dTeangacha Oifigiúla 2003.

A luaithe agus is féidir tar éis an iniúchta, déanfaidh an Coimisinéir Teanga cóip de na cuntais sin, nó de cibé sleachta as na cuntais sin a shonróidh an tAire Gnóthaí Pobail, Comhionannais agus Gaeltachta, mar aon le tuarascáil an Ard-Reachtaire Cuntas agus Ciste maidir leis na cuntais, a chur i láthair an Aire.

Beidh cóipeanna de na doiciméid sin á leagan faoi bhráid Thithe an Oireachtais ag an Aire. Foilseofar freisin iad ar shuíomh gréasáin na hOifige seo.

FUINNEAMH

Forbhreathnú ar Úsáid Fuinnimh sa Bhliain 2010

Baineann iomlán an fhuinnimh le leictreachas a úsáideann Oifig an Choimisinéara Teanga i bhfoirgneamh na hOifige sa Spidéal. Cuimsíonn sé sin an fuinneamh a úsáidtear i gcomhair théamh agus aerú an fhoirgnimh, téamh uisce, soilse agus trealamh oifige.

Sa bhliain, 2010 d'úsáid Oifig an Choimisinéara Teanga 73.29 MWh leictreachais.

Gníomhartha a glacadh in 2010

Sa bhliain 2010, d'ardaigh Oifig an Choimisinéara Teanga feasacht na foirne maidir le sábháil fuinnimh.

- Múchtar fearais oifige nuair nach bhfuil gá leo.
- Deimhnítear ag deireadh an lae oibre go bhfuil gach fearas múchta don oíche agus nuair nach mbítear san oifig.
- Tá amlasca in úsáid i dtaca leis na córais teasa.

Gníomhartha atá beartaithe do 2011

Sa bhliain 2011, tá sé beartaithe ag Oifig an Choimisinéara Teanga tabhairt ar Oifig na nOibreacha Poiblí an príomhchóras teasa / aeraithe a chur á dheisiú. Laghdófar, dá réir sin, an méid fuinnimh a úsáidtear chun an foirgneamh a théamh.

Tá an t-eolas seo á thabhairt i gcomhréir le forálacha I.R. 542 de 2009.

FINANCIAL MATTERS

A budget of €796,000 was provided for my Office for the year 2010 and €743,966 of that money was drawn down.

The accounts of the Office for 2010 have been prepared for audit by the Comptroller and Auditor General in accordance with subsection 8(2) of the Second Schedule of the Official Languages Act 2003.

As soon as possible after the audit, a copy of those accounts, or of such extracts from those accounts as the Minister for Community, Equality and Gaeltacht Affairs may specify, shall be presented to the Minister together with the report of the Comptroller and Auditor General on the accounts.

Copies of those documents shall be laid before the Houses of the Oireachtas by the Minister. They will also be published on this Office's website.

ENERGY

Overview of Energy Usage in 2010

The use of electricity in the office building in An Spidéal constitutes the total energy consumption of the Office of An Coimisinéir Teanga. This includes the heating and aeration of the building, water heating, lighting and the use of office equipment.

In 2010, the Office of An Coimisinéir Teanga consumed 73.29 MWh of electricity.

Actions Taken in 2010

In 2010, the Office of An Coimisinéir Teanga raised staff awareness regarding the importance of energy saving:

- All equipment is turned off when not in use.
- The office is examined at the end of every working day to ensure that lights and equipment are switched off overnight and when the building is not occupied.
- Time switches are in use in respect of the heating systems.

Actions Planned for 2011

In 2011, it is planned to prevail upon the Office of Public Works to have the main heating and aeration system in the building repaired. This will lead to a reduction in the energy consumed to heat the building.

This information is provided in accordance with the provisions of S.I. 542 of 2009.

FOIREANN AGUS SONRAÍ TEAGMHÁLA / STAFF AND CONTACT DETAILS

FOIREANN / STAFF

An Coimisinéir Teanga	Seán Ó Cuirreáin
Stiúrthóir / Director	folúntas/vacancy
Bainisteoir Cumarsáide / Communications Manager	Damhnait Uí Mhaoldúin
Bainisteoir Imscrúduithe / Investigations Manager	Órla de Búrca
Bainisteoir Géilliúlachta / Compliance Manager	Colm Ó Coisdealbha
Riarthóir Oifige / Office Administrator	Éamonn Ó Bróithe
Oifigeach Feidhmiúcháin / Executive Officer	folúntas/vacancy
Oifigeach Cléireachais / Clerical Officer	Deirdre Nic Dhonncha
Oifigeach Cléireachais / Clerical Officer	folúntas/vacancy

SONRAÍ TEAGMHÁLA / CONTACT DETAILS

Is féidir teagmháil a dhéanamh leis an Oifig tríd an bpost, ar facs, le ríomhphost nó ar an teileafón ar chostas glao áitiúil, mar seo a leanas:

This Office may be contacted by post, fax, email or telephone, at the cost of a local call, as follows:

POST / POST:	An Coimisinéir Teanga An Spidéal Co. na Gaillimhe Éire
FÓN / PHONE:	091-504 006
GLAO ÁITIÚIL / LO-CALL:	1890-504 006
FACS / FAX:	091-504 036
RÍOMHPOST / EMAIL:	eolas@coimisineir.ie
SUÍOMH GRÉASÁIN / WEBSITE:	www.coimisineir.ie

Is é an leagan Gaeilge buntéacs na Tuarascála seo.
The Irish language version is the original text of this Report.



Post / Post:

Fón / Phone:

Glaó Áitiúil / Lo-call:

Facs / Fax:

Ríomhphost / Email:

Suíomh Gréasáin / Website:

An Coimisinéir Teanga,
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