Tuarascáil Bhlíantúil
Annual Report

2018

Don Aire Cultúir, Oidhreachta agus Gaeltachta:

De réir alt 30 d’Acht na dTeangacha Oifigiúla, 2003, tá an Tuarascáil seo don bhliain 2018 á cur i láthair ag an gCoimisinéir Teanga.

Rónán Ó Domhnaill
An Coimisinéir Teanga
Feabhra 2019

To the Minister for Culture, Heritage and the Gaeltacht:

In accordance with section 30 of the Official Languages Act 2003, this Report for the year 2018 is being presented by An Coimisinéir Teanga.

Rónán Ó Domhnaill
An Coimisinéir Teanga
February 2019
RÁITEAS MISIN

“Ag cosaint cearta teanga”

Seirbhís neamhspleách ar ardchaighdeán a chur ar fáil i gcomhlionadh ár ndualgas reachtúil le cinntiú go ndéanann an stáitchóras 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.
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Réamhrá

Bliain thairbheach, thábhachtach i saol na hOifige a bhí sa bhliain seo. Tionscnaíodh agus tugadh chun cíche roinnt imscrúduithe tar a bheith suntasach a bhain le deacrachtaí seirbhísí trí Ghaeilge a fháil go náisiúnta agus sa Ghaeltacht.

I mbliana láimhséaladh ceann de na himscrúduithe is tábhachtaí a tháinig chun cinn i stair na hOifige. Tharla sin nuair a scrúdaithe comhlíonadh dhualgas reachtúil teanga an chraoltóra náisiúnta, tar éis gearán a bheith faighte ó dhuine den phobal. I mbeagán focal, chinn mé nach raibh RTÉ ag comhlíonadh dualgas reachtúil atá ar dhuine an Achta Craolacháin, 2009. Baineann an dualgas sin le réimse cuimsitheach clár a chur ar fáil i nGaeilge agus Béarla ar chlársceideal na seirbhíse craolacháin. Tá cuntas níos iomláine le fáil ar an imscrúdú seo agus ar na himscrúduithe eile a tugadh chun cíche ar leathanaigh 16-46.

I mbliana freisin cuireadh córas nua faireacháin i bhfeidhm. Shocraigh mé sin a dhéanamh mar gur chiallaigh laigeacht córas na Scéimeanna Teanga go raibh acmhainn faireacháin na hOifige dírithe den chuid is mó ar scéimeanna a bhíonn, tráthanna, luchtaí agus neamhfheidhmiúil. Mar Choimisinéir Teanga ní fhéadfadh an chiall féin a bhaint as. Tógfaidh sé tamall cosa a chur faoin gcóras nua faireacháin ach creidim go n-eireoidh leis. Tá cur síos níos min a deireanáil sa Réamhrá seo.

Bille na dTeanga Oifigiúla (Leasú)

Ba é 2018 “Bliain na Gaeilge”, comóradh 125 bliain ar bhunú Chonradh na Gaeilge. Is cinnte gur éirigh go maith leis na himeachtaí eagsúla a eagraíodh mar cheithre chuid den cheithre chuid agus den cheolúradh agus go deimhin bhí áthas orm freastal ar chuid mhaith de na himeachtaí céanna.

B’bhur domhain, áfach, nár tapaigh an deis do bhliain a mharcail ar bhealach a d’fhágadh rian buan go reachtúil, trí na leasuithe atá beartaithe a dhéanamh ar Acht na dTeanga Oifigiúla a thaoilí i bhfoirm Bille agus é a thabhairt go ceann.

Foreword

This year was a productive and important one for the Office. Some very significant investigations relating to difficulties accessing services through Irish, both nationally and in the Gaeltacht, were initiated and concluded.

One of the most important investigations in the history of the Office was carried out this year. This occurred when, following a complaint from a member of the public, the fulfilment of the statutory language requirements of the national broadcaster was examined. In summary, I ruled that RTÉ is not fulfilling a statutory requirement outlined in the Broadcasting Act 2009. This requirement relates to a comprehensive range of programmes being made available in the Irish and English languages on the programme schedule of its broadcasting service. A fuller account of this investigation and the other investigations that were concluded this year are contained on pages 16-46.

A new monitoring system was established this year also. I decided to introduce this because the weakness of the Language Scheme system meant the monitoring resources of the Office were, for the most part, focused on schemes that were at times flawed and ineffective. As Coimisinéir Teanga I couldn’t let that continue. It will take some time for the new monitoring system to fully establish itself, but I believe that it will succeed. A more detailed account of this new system can be seen later in this Foreword.

Official Languages (Amendment) Bill

2018 was the year of “Bliain na Gaeilge”, commemorating 125 years since the establishment of Conradh na Gaeilge. The various events organised as part of the commemoration and celebration were a success and indeed I was pleased to attend many of the events.

I was disappointed, however, that the opportunity to mark the year in a way that would have left a permanent mark in a legislative sense, by publishing the amendments intended for the Official Languages Act as a Bill and subsequently bringing
scribe tríd an bpróiseas reachtúil ina dhiaidh sin. Deis chaillte a bhí ann an bhliain a scoileadh tharainn gan Acht nua a thabhairt ar an bhfhoireann a sheasach aonais ná feol ar na cnámh, i bhfoirm Bille agus Acht chomh maith leis an taisteal atá bunaithe ar na Ceanntheidí. Tá sé thar am go dtarlódh sin.

Is i mí na Bealtaine a dh'fhreithi Comhchoiste na Gaeilge, na Gaeilge agus an nOlleán a thuarsacsúid súr an Ceanntheidí san Bille. Tuarascáil thar a bhheith Cuimsitheach a bhí anseo agus tá súil agam go bhfuil le最容易 teacht a thoradh tar éis an bhfhoilse Chomhchoiste na Gaeilge nua á thabhairt chun cuimhne an fháilte mhóir a cüradh roimh fhoilsiú Choiste an Bhille in 2017. Ach is éard a anastaíonn anois ná feoil ar na cnámha, i bhfoirm Bille agus Acht chomh maith leis an taisteal atá bunaithe ar na Ceanntheidí. Tá sé thar am go dtarlódh sin.

Ceann de na moltai is suntasai a rinne mé sa Tráchtairacht ar Chóras na Scéimeanna Teanga a foilsíodh in 2017 ná go ndéanfaí pleanáil cheart do sholáthar na seirbhísí stáit trí Ghaeilge. Mhol mé go ndéanfaí é seo ar bhonn criúchnúil agus de thoradh taighde agus anáilí chuimsitheach. Creidim go dtaghasaíonn pleanáil cheart a léireadh go dtíonnaíonn an Acht in a gcuirfi lósuithe cinniúnacha i ngníomhaíochtaí. An raon i bhfonn sin ciúimhí fáilte faoi leith roimh an moladh ón gCoiste ndéanfaí tuairiscí péime do sholáthar na seirbhísí stáit trí Ghaeilge. Tuarascáil thar a bhí anseo san Acht a thabhairt leasuithe cinniúnacha i ngníomh. Ar an mbonn sin cuirim fáilte faoi leith roimh an moladh ón gCoiste ndéanfaí tuairiscí péime do sholáthar na seirbhísí stáit trí Ghaeilge. Tuarascáil thar a bhí anseo san Acht a thabhairt leasuithe cinniúnacha i ngníomh. Ar an mbonn sin cuirim fáilte faoi leith roimh an mblocáidh an Acht ina gcuirfí lósuithe cinniúnacha i ngníomh. Ar an mbonn sin cuirim fáilte faoi leith roimh an mblocáidh an Acht ina gcuirfí lósuithe cinniúnacha i ngníomh.
COMPLAINTS & INVESTIGATIONS

The number of complaints made by members of the public to the Office regarding difficulties receiving satisfactory services through Irish from the State remained steady. Once again, the vast majority of complaints were resolved through our informal complaints resolution mechanism. This process entails the complaint being brought to the attention of the public body concerned, which is asked to investigate it and given an opportunity to resolve the issue without a formal investigation. Very often the public body recognises that a lack of compliance has occurred, an apology is given to the complainant when that is appropriate and the matter is resolved.

General, formally investigations occur for two main reasons; indeed there are examples of both these reasons in the investigations completed during the year.

- The first primary reason that I might undertake an investigation is that there is a divergence of opinion between my Office and the public body concerned on whether a breach of a language requirement has occurred. Very often this happens when a statutory language obligation is being examined for the first time. The investigation conducted into RTÉ is a good example of this. This investigation concerned legislation, the Broadcasting Act 2009, which had not been formally examined heretofore by this Office. In the investigation I have given my interpretation on the meaning of the Act’s provisions and my findings ensure that a benchmark has been established for the future. I would expect RTÉ to ensure that the statutory recommendations I have made in the investigation are implemented.

- The other primary reason that an investigation is initiated is when a public body doesn’t avail of the opportunity to use the informal complaints handling process they are afforded to resolve a complaint. An example of this during the year was the Abbey Theatre, which didn’t cooperate, as expected, with efforts by the Office to resolve a complaint regarding English-only signage at the Theatre. The lack of...
FAIREACHÁN

D’fhógair mé i lár na bliana go raibh mé chun athrú ó bhonn a dhéanamh ar an bpróiseas faireacháin a bhí i bhfeidhm ag an Oifig go dtí seo. Bhí an iarracht faireacháin, den chuid is mó, dírithe ar iniúchadh géar grinn a dhéanamh ar scéimeanna teanga aonaracha. Bhraith mé, faraor, i bhfianaise thorthaí na Tráchtaireachta ar Chóras na Scéimeanna Teanga a foilsiodh sa bhliain 2017, nach bhféadfaí a bheith ag leanúint d’haireachán a dhéanamh go príomha ar córas a bhí imithe ar seachrán. Cuireadh fianaise sin ní bheadh aon chiall le hacmhainní faireacháin na hOifige a dhíriú sa treo sin.

Chiallaigh sé sin go raibh athrú treo ag teastáil agus go mba ghlac a chuid faireacháin a thabhairt isteach in áit córas na scéimeanna de réir Cheannteidil an Bhille agus molaim gur chóir na scéimeanna atáthar a aontú anois a chur in oiriúint do na caighdeáin a shonrófar amach anseo.

CUMARSÁID & EILE

Bionn d’oibrigh agam mar Choimisinéir Teanga bualadh le grúpaí, eagraíochtaí agus daoine aonair a bhionn ag obair go dian dícheallach ar mhaith a linn dteanga náisiúnta a chur chun cinn.

engagement by the country’s national theatre with efforts by my Office to deal with an issue that should have been easy to rectify is a source of disappointment.

MONITORING

I announced in the middle of the year that I was completely changing the monitoring system implemented by the Office heretofore. Previously, monitoring involved a detailed and precise audit of individual language schemes, for the most part. Based, however, on the results of my Commentary on the Language Scheme System, published in 2017, I felt that I couldn’t continue monitoring a system that had, in general, gone astray. The Commentary provided evidence that the language scheme system wasn’t functioning properly and that, as a result, a legislative basis was being given to a lack of progress and the restriction of public services through Irish. In that context it would have been nonsensical to focus the monitoring resources of the Office in that direction.

This meant, of course, that a new direction was required and that we needed to identify a new way to undertake the monitoring function of the Office. In light of that I established a new monitoring system in the summer of 2018. As part of this system my Office examined three specific areas relating to the language rights of citizens and the ability of the State to provide public services through Irish of the same standard as those in English. The Office audited:

• the number of civil servants employed with competence in Irish and the number of posts identified in Government departments with an Irish language requirement,
• commitments in the language schemes of local authorities relating to websites,
• signage in cultural and heritage sites of the Office of Public Works.

I intend publishing a separate report on the results of this monitoring work later in the year.

The number of language schemes confirmed by the Department of Culture, Heritage & the Gaeltacht with public bodies and the number of lapsed language schemes are detailed in this report. It is intended, of course, according to the Heads of Bill, that a system of standards be introduced instead of the system of language schemes and I recommend that those schemes being agreed at present be completed in line with the standards to be developed in the future.

COMMUNICATIONS & OTHER

An honour of being Coimisinéir Teanga is the opportunity to meet with groups, organisations and individuals who work tirelessly and diligently to promote our national language.
I gave speeches and presentations relating to language rights at many events throughout the year. Two events in particular had a special significance for me and the Office, this year.

I was also extremely proud to be asked to speak at a commemoration ceremony for Dr Peadar Ó Flatharta organised by Dublin City University. Peadar, who died in 2016, was a friend of this Office since its establishment in 2004. Peadar was one of the primary Irish language personalities of this era and his deep intellect and measured opinions are a continued loss to the Irish language community.

I also made presentations to public bodies throughout the year regarding obligations under the Act and how best to serve members of the public who want to conduct their business through Irish with the state sector. This is an important element of my work and the short video developed by my Office which outlines this matter is most helpful.

I would like to thank the journalist Áine Ní Chiaráin and the financial expert Páidí Ó Dálaigh for their voluntary work as valuable members of the Office’s Internal Audit and Risk Committee.

I would also like to avail of this opportunity to thank the diligent and hard-working staff in the Office of An Coimisinéir Teanga.

COMMEMORATION OF THE FOUNDATION OF THE OFFICE

Fifteen years have passed since the Office of An Coimisinéir Teanga was established. The belief of Irish speakers and those that wish to conduct their business through Irish with the State in this Office is evident. However, the clear weaknesses inherent in the Official Languages Act relating to recruitment in the public service and the failure of the system of language schemes are some of the main impediments to our work. The opportunity to leave a worthwhile legislative legacy as a result of Bláin na Gaeilge by strengthening the Official Languages Act was lost. Many years have passed since the process to amend the Act was begun. My hope is that another year does not pass without a new Act to meet the needs of today’s society.

COMÓRADH BHUNÚ NA hOIFIGE

Tá cuí ag an Achta d’aithiúca, an t-áite smaointeachtaí, do chomhlachtaí agus do na ghráideachtaí do chomhlachtaí ar an phobal. Tá speachas agus stíl i bhfeidhm i bhforbairt shaothar le sharraimh uaireanta neamhspleách a dhéanamh agus le gach duine a fháil amach an n-áirítear. Mhíniúntear go dtabhann an Achta físeán do dhuine agus do dhuine chuimhneacháin, agus d’fhágadh an tAchta a leasú. Tá fheachtaí sa bhliain an Léacht agus sa bhliain na Gaeilge a bheidh ar cheadh a lú.

Tá an deis, i dteip agus i dtaobh a bhrón agus a bhráid, ar a dtugtar a churaíonn an deis a sheasatáil ar an mBhliain na Gaeilge.

I n-aonair is tá aon cheist, ní mhór an imreoir, ní thógadh ar a dtugtar a churaíonn an deis a sheasatáil ar an mBhliain na Gaeilge.

I gcáithimh na bliana thug mé óráidí agus rinne mé cur i Bhliain na Gaeilge trí Acht na dTeangacha Oifigiúla a láidriú. Tá staraí Nollaig Ó Gadhra – beannacht Dé leis. Bhí an léacht seo mbliana, léacht a eagraítear i gcuimhne an iriseora agus an láthair ar théamaí a bhain le cearta teanga ag cuid mhaith blianta caite ó cuireadh tús leis leis an bpróiseas chun an dTeangacha Oifigiúla ó thaobh earcaíochta de sa tseirbhís an mhuinín atá ag lucht labhartha na Gaeilge agus acu siúd ar tAcht a leasú. Is é mo mhian nach n-imeodh bliain eile thúrthi nó a dhéanamh leis an Stát trí Ghaeilge san Oifigiúla agus ó bunaíodh Oifig an Choimisinéara Teanga. Tá staraí Nollaig Ó Gadhra – beannacht Dé leis. Bhí an léacht seo mbliana, léacht a eagraítear i gcuimhne an iriseora agus an láthair ar théamaí a bhain le cearta teanga ag cuid mhaith blianta caite ó cuireadh tús leis leis an bpróiseas chun an dTeangacha Oifigiúla ó thaobh earcaíochta de sa tseirbhís an mhuinín atá ag lucht labhartha na Gaeilge agus acu siúd ar tAcht a leasú. Is é mo mhian nach n-imeodh bliain eile thúrthi nó a dhéanamh leis an Stát trí Ghaeilge san Oifigiúla agus ó bunaíodh Oifig an Choimisinéara Teanga.
SEIRBHÍSÍ EOLAIS & CUMARSÁIDE

Le linn na bliana 2018, lean Oifig an Choimisinéara Teanga d’eolas a scaipeadh ar an bpobal agus ar chomhlachtaí poiblí faoi Acht na dTeangacha Oifigiúla agus faoi obair na hOifige féin.

COMHAIRLE DO CHOMHLACHTAÍ POIBLÍ

Ceann d’fheidhmeanna na hOifige seo is ea comhairle nó cúnamh a thabhairt do chomhlachtaí poiblí faoi scáth na reachtaíochta maidir lena ndualgais faoi Acht na dTeangacha Oifigiúla.

Le linn na bliana 2018, rinne oifigigh ó chomhlachtaí poiblí teagmháil le hOifig an Choimisinéara Teanga ar 115 ócáid éagsúil le ceisteanna sonracha nó le comhairle a fháil faoi dhaíleig seandeacha faoi Acht na dTeangacha Oifigiúla.

I rith na bliana freastalaíodh ar roinnt ócáidí a bhí eagraithe ag comhlachtaí poiblí ag freastalaíodh ar roinnt scáthanna sonraithe faoi Acht na dTeangacha Oifigiúla. Chomh maith leis sin, freastalaíodh ar roinnt scáthanna sonraithe faoi Acht na dTeangacha Oifigiúla.

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

INFORMATION & COMMUNICATION SERVICES

During 2018, the Office of An Coimisinéir Teanga continued to provide information to the public and to public bodies about the Official Languages Act and about the Office itself.

ADVICE TO PUBLIC BODIES

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

During 2018, officials from public bodies contacted the Office of An Coimisinéir Teanga on 115 separate occasions either with specific questions or seeking advice about their obligations under the Act. This represents a 6% decrease on the number of queries received in 2017. Approximately 45% of these queries concerned advice on the duties of public bodies regarding the use of the Irish and English languages on signage, stationery and recorded oral announcements, 25% concerned language schemes, 7% the publication of documents bilingually under section 10 of the Act and 23% concerned other matters relating to the Act.

During the year we attended several events organised by public bodies and information was provided regarding the obligations placed upon them by the Act. We also accommodated requests made by individual public bodies to attend meetings in order to receive advice on specific obligations under the Act.

Without doubt, 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 legislation.
Tá aon cruthaí agus córasanna ar fáil ar an gcónaí le Gaeilge.

**ÓCÁIDÍ POIBLÍ**

**ÓRAIDÍ**
- Comhdháil Chomhairle na Gaelscolaíochta, Béal Feirste.
- Comhdháil Chomórtha Pheadair Ó Flatharta, Ollscoil Chathair Átha Cliath.
- Léacht Óglaigh na hÉireann a mháthú, Baile Átha Cliath.
- MIME (grúpa acadúil teangacha), an Bhruiséil.
- Comhdháil an AE/Rialtas na hÉireann faoin acmhainn teanga sa Ghaeilge a mhéadú, Baile Átha Cliath.
- Comhdháil Gaeloideachas, Gaillimh.
- Comhdháil Chomhairle Contae Chorcaí, Baile Bhuirne, Contae Chorcaí.
- Seimineár Óglaigh na hÉireann, Luimneach.
- Comhdháil an Ombudsman Seirbhísí Airgeadais & Pinsean, Baile Átha Cliath.

**CUR I LÁTHAIR**
- Cruinniú de Bhuan-Chomhchoiste na Gaeilge, na Gaeltachta agus na nOileán, Teach Laighean, Baile Átha Cliath.
- An Bord Pleanála, Baile Átha Cliath.
- Bord Bainistíochta Thithe an Oireachtais, Teach Laighean, Baile Átha Cliath.
- Coláiste Cholmcille, Indreabhán, Co. na Gaillimhe.
- An Garda Síochána, an Teampall Mór, Co. Thiobraid Árann.
- Coláiste Chroí Mhuire, an Spidéal, Co. na Gaillimhe.

**EILE**
- Ard-Fheis Chonradh na Gaeilge, Trá Lí, Co. Chiarraí.
- Comóradh Bhliain na Gaeilge, Áras an Uachtaráin, Baile Átha Cliath.

**PUBLIC EVENTS**

**SPEECHES**
- Comhairle na Gaelscolaíochta Conference, Belfast.
- Peadar Ó Flatharta Commemorative Conference, Dublin City University.
- Léacht Óglaigh na hÉireann, City Hall, Dublin.
- MIME (linguistic academic group), Brussels.
- EU / Government of Ireland Conference on building up Irish linguistic capacity, Dublin.
- Gaeloideachas Conference, Galway.
- Cork County Council Conference, Baile Bhuirne, County Cork.
- Defence Forces Seminar, Limerick.

**PRESENTATIONS**
- Meeting of the Standing Joint Committee on the Irish language, the Gaeltacht and the Islands, Leinster House, Dublin.
- An Bord Pleanála, Dublin.
- Board of Management of the Houses of the Oireachtas, Leinster House, Dublin.
- Coláiste Cholmcille, Indreabhán, Co. Galway.
- An Garda Síochána, Templemore, Co. Tipperary.
- Coláiste Chroí Mhuire, an Spidéal, Co. Galway.

**OTHER**
- Conrádha na Gaeilge Ard-Fheis, Tralee, Co. Kerry.
- Bláin na Gaeilge Commemoration, Áras an Uachtaráin, Dublin.
Bronnadh Ghradam Gaelchultúr, Baile Átha Cliath.

Comhdháil Ombudsman Thuaisceart Éireann, Béal Feirste.

Cruinniú le Rytis Martikonis, Ard-Stiúrthóir, Ard-Stiúrthóireacht an Aistriúcháin, an Coimisiún Eorpach, Baile Átha Clath.

Cruinniú le Fernand de Varennes, Rapporteur Speisialta na Náisiún Aontaithe ar Ghnéithe Mionlaigh, Oifig an Choimisinéara Teanga, Gaillimh.

Anuas air sin, d’eagraigh m’Oifig seimineár ar Úsáid na Gaelige ar Chomharthai Tráchta i gcomhair an Roinn Iompair, Turasóireachta agus Spóirt agus le Bonneagar Iompair Éireann (BIÉ). Bhí freastal an-mhaith ar an ócáid, a thug deis do na innealtóirí agus do na hOifigigh Forbartha Gaeilge ó na húdaráis áitiúla teacht le cheile agus roinnt díospóireachta a dhéanamh ar an ábhar. Tá súil againn tabhairt faoina leithéid d’ócáid amach anseo.

Rinne ball foirne cur i láthair chomh maith le seimineár do na heagraíochtaí pleanála teanga a d’eagraigh Údarás na Gaeltachta le linn na bliana.

NA MEÁIN CHUMARSÁIDE

Fearacht blianta eile bhí cuid mhaith teagmhála agam leis na meáin chumarsáide le linn na bliana 2018. Déanaim gach iaracht freastal ar iarraítaí ó na meáin Ghaeilge agus ó na meáin Bhéarla agus creidim go bhfuil sé tábhachtach léargas a thabhairt ar obair na hOifigigh, ar fheidhmiú an Achta agus ar cheisteanna gaolmhara.

Glacaim buíochas leis na hiriseoirí ar fad a chuir an oiread sin suíne in obair na hOifigigh le linn na bliana agus a chabhrigh le cur chun cinn na hoibre sin trína gcuid tuairiscioireachta i nBéarla agus i nGaeilge. Aithním a ngáirmiúlacht - cintionn siad nach láidir leis an slí chothrom.

Gaelchultúr Award Ceremony, Dublin.

Northern Ireland Ombudsman Conference, Belfast.

Meeting with Rytis Martikonis, Director General, Directorate-General for Translation, European Commission, Dublin.

Meeting with Fernand de Varennes, United Nations Special Rapporteur on Minority Issues, Office of An Coimisinéir Teanga, Galway.

My Office also organised a seminar on The Use of Irish on Traffic Signs, in partnership with the Department of Transport, Sport and Tourism and Transport Infrastructure Ireland (TII). The seminar, which took place in the offices of the Department of Employment Affairs and Social Protection in Galway, was very well attended. The event, which gave engineers and Irish Language Development Officers from the local authorities a chance to get together and debate the issues, was very successful. We hope to undertake similar events in the future.

A member of staff of the Office also made a presentation at a seminar for the language planning organisations which was organised by Údarás na Gaeltachta during the year.

MEDIA

As in previous years, I had a considerable amount of contact with the media during 2018. I make every effort to accommodate requests from the Irish language media and the English language media as I believe that it is very important 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 both in Irish and in English. I acknowledge their professionalism - they ensure that we never rest on our laurels!
CUMANN IDIRNÁISIÚNTA NA gCOIMISINÉIRÍ TEANGLA

Is ball gniomhach i m’Oifig de Chumann Idirnáisiúnta na gCoimisinéirí Teanga, cumann a bunaíodh anseo in Éirinn le linn comhdháil a d’eagraigh mo réamhtheachtaí, Seán Ó Cuirreáin i mBaile Átha Cliath i rith na bliana 2013. Ceapadh mé i mo Chathaoirleach ar an gcumann i lár na bliana 2018 agus d’bhí sin tá ról rúnaiochta an Chumann á chomhliónadh ag m’Oifigíse i láthair na huaire. Mar chuid den ról sin, reáchtálaigh cruinnithe ar line i rith na bliana, idir chrhuinnithe de na baill agus chrhuinnithe oideachais, chomh maith leis rúnaiocht a dhéanamh ar an gcruinniú cinn bliana.

Tá an Cumann ag dul ón ngheart go ngheart agus ag 11 Choimisinéir Teanga nó Ombudsman ina mbaill faoi tháinig seo; fuarthas ballraíocht chomhlach i rith na bliana agus tá an nsceilte as an chruinniú cinn bliana agus tá na hiarratais sin a deacrachtaíocht agus a dhréadadh ar bhailleadhbhainn de chomhghleacaithe.

Cruthaíonn an Cumann Idirnáisiúnta gréasán luachmhor inar féidir le Coimisinéirí Teanga léargas a fháil ar na bealaí a ndéileáiltear le cúrsaí cearta teanga agus soláthar seirbhísí i dteangacha oifigiúla i ndlínsí éagsúla ar fud an domhain.

Chomóraigh an Chumann Idirnáisiúnta gréasán luachmhor inar féidir le Coimisinéirí Teanga léargas a fháil ar na bealaí

Webinars – both members’ meetings and educational

The Association is going from strength to strength with 11 Commissioners or Ombudsmen currently as members, and applications from other organisations in relation to membership or associate membership received during the year are currently being assessed.

The Association creates a valuable network where Language Commissioners can get an insight as to how language rights and the provision of services in official languages are dealt with in other jurisdictions around the world. The Association also operates as a learning network, not only for the Commissioners, but also for the staff working in this area in the various countries. This area of work was further developed during 2018, making use of technology to provide on-line training sessions on various topics by members of the Association and by external presenters, including one on the 2017 Annual Report of my Office. The regular meetings of the International Association of Language Commissioners are held by way of on-line video conferencing.

An annual conference of the Association is held in one of the member countries and the 2018 conference was held in Pristina in Kosovo. The conference brings together both practitioners and academics to discuss language rights and related matters. The Association’s annual meeting was held before the official start of the conference.

The AGM and the conference gave me and the two staff members who attended an opportunity to hold discussions with our colleagues from other jurisdictions and to learn from them, and the Office’s Communications Manager made a presentation to the conference on an investigation on education through Irish which I had conducted the previous year. My Office also redesigned the website of the Association’s website, as part of its secretarial role, and arranged that each individual office would in future be able to amend its own part of the website, rather than relying on an outside organisation, rather than relying on an outside organisation,

ASSOCIATIONS

INTERNATIONAL ASSOCIATION OF LANGUAGE COMMISSIONERS

My Office is an active member of the International Association of Language Commissioners, an association formed in Ireland during an international conference organised by my predecessor, Seán Ó Cuirreáin, in Dublin during 2013. I was appointed Chairperson of the Association during 2018, and my Office is therefore currently undertaking the secretarial role of the Association. As part of that role online meetings – both members’ meetings and educational webinars – were organised by my staff during the year, as well as fulfilling the secretarial role at the AGM.

The Association is going from strength to strength with 11 Commissioners or Ombudsmen currently as members, and applications from other organisations in relation to membership or associate membership received during the year are currently being assessed.

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An Coimisinéir Teanga • Tuarascáil Bhliantúil 2018 • Annual Report 2018

bheith faoi stiúir eagraíocht sheachtrach, ar chostas nach beag. Áiríodh traenáil foirne mar chuid den tionscnamh seo.

Ceapadh Raymond Théberge mar Choimisinéir na dTeangacha Oifigiúla i gCeanada go luath san Athbhliain, agus ceapadh Michel Carrier mar Choimisinéir eatramhach in áit Katherine d’Entremont, Coimisinéir na dTeangacha Oifigiúla in New Brunswick, Ceanada, a d’éirigh as a post i rith na bliana. Guím gach rath ar Katherine ina saol nua, agus ar Raymond agus Michel ina gceapacháin. Ag deireadh na bliana, fógraíodh go raibh Oifig an Choimisinéara Seirbhísí Fraincise in Ontario, Ceanada, le cónascadh le hOifig Ombudsman Ontario. Tá an reachtaíocht chuí curtha trí Pharlaimint Ontario anois.


Faoi dheireadh na bliana 2018 ní raibh an próiseas comhairliúcháin do Bhille na Breatnaise tugtha chun críche. I dtreo dheireadh na bliana fuair mé cuireadh, i mo cháil mar Chathaoirleach ar Chumann Idirnáisiúnta na gCoimisinéirí Teanga, freastal ar Choiste Parlaiminte sa Bhreatain Bheag a bhí ag scrúdú an ábhair.

**CUMANN NA nOMBUDSMAN**

Táim i mo bhall de Bhord Feidhmiúchán Chumann na nOmbudsman ó 2017. Is cumann de na hOifigí Ombudsman ar fad in Éirinn agus sa Bhreatain Bheag, agus a bhfuil an Oifig seo ina ball gniomhach de, atá anseo. Beirt as Éirinn atá ar an mbord, ar a bhfuil ochtar ball ina iomláne. Casann an bord le at some expense. Training of staff members formed part of this initiative.

Raymond Théberge was appointed Official Languages Commissioner in Canada early in the year, and Michel Carrier was appointed interim Language Commissioner of New Brunswick, Canada, replacing Katherine d’Entremont, who retired during the year. I wish Katherine every success in her retirement, and both Raymond and Michel good luck in their respective roles. Towards the end of the year, it was announced that the Office of the French Languages Services Commissioner in Ontario was to be amalgamated with the Office of the Ontarian Ombudsman. The legislation in this regard has now been passed by the Government of Ontario. François Boileau’s departure will be a great loss to the Association, and I wish him every success in his future endeavours. The 2019 conference will be held in Toronto, under the auspices of the Ontarian Ombudsman.

By the end of 2018 the consultation process in respect of the Welsh Language Bill had not yet been brought to a conclusion. Towards the end of the year I was invited to attend a Parliamentary Committee in Wales examining the matter, in my role as Chair of the International Association of Language Commissioners.

**OMBUDSMAN ASSOCIATION**

I have been a member of the Executive Board of the Ombudsman Association since 2017. This is an association of all the Ombudsman Offices in Ireland and Great Britain of which this Office is an active member. There are two members from Ireland on the board which comprises eight
FÓRAM OMBUDSMAN NA hÉIREANN


FÓRAM NA GAEILGE

Is éard atá i bhFórum na Gaeilge ná teacht le chéile de cheannasaíte na n-eagraíochtaí stáit Gaeilge le nuashonrú a thabhairt dó chléine agus aiseolas a roinnt faoi na nithe is tábhachtaithe a chur chlú ar na eagraíochtaí. Is eagraíochtaí aonairacha muid ag feidhmiú go neamhspleách ar a chéile, ach tá teacht le chéile de cheannasaithe na n-eagraíochtaí stáit Gaeilge le nuashonrú a thabhairt dó chéile agus aiseolas a roinnt faoi na nithe is tábhachtaithe a chur chlú ar na eagraíochtaí. Is iad ball eile an Fhóraim ná Foras na Gaeilge, Údarás na Gaeltachta, An Foras Pátrúnachta agus An Chomhairle um Oideachas Gaeltachta & Gaelscolaíochta.

An Caimisinéir Teanga in éineacht le hArd-Mhéara Bhaile Átha Cliath, Micheál Mac Donncha; Ard-Rúnaí Chonradh na Gaeilge, Julian de Spáinn; Máirín Uí Ghadhra; Máirín Ní Ghadhra; Daithí Ó Gadhra; Eimear Nic Dhonchadh; agus Ailbhe Nic Dhonnchadh ag Léacht Uí Ghadhra in Halla na Cathrach.

An Caimisinéir Teanga with the Lord Mayor of Dublin, Micheál Mac Donncha; Ard-Rúnaí Chonradh na Gaeilge, Julian de Spáinn; Mairin Uí Ghadhra; Mairin Ní Ghadhra; Daithi Ó Gadhra; Eimear Nic Dhonchadh; and Ailbhe Nic Dhonnchadh at Léacht Uí Ghadhra in City Hall.
**IMSCRÚDUITHE**

Is croífheidhm de chuid an Choimisinéara Teanga imscrúduithe a thionscnamh má mheastar go bhféadfadh sárú a bheith déanta ar aon fhoráil de chuid an Aicha nó ar aon achtachán eile a bhaineann le húsáid nó le stádas teanga oifigiúla. Is féidir liom imscrúduithe a dhéanamh ar mo thionscnamh féin, de bhun gearáin, nó ar iarratas ón Aire.

Is próiseas foirmiúil a bhíonn i gceist le imscrúdú ina gcuirtear an mhainneachtain reachtúil a d’fhéadfadh a bheith tarlaithe i láthair an chomhlachta poiblí. Tugtar deis don chomhlacht poiblí a chás a chur i mo láthair agus is gá gach taifead ábhartha a chur ar fáil dom. Tar éis dom an t-eolas ar fad a fháil agus a mheá eisimh tuarascáil imscrúduithe ina mbíonn fionnachtain agus moltaí déanta agam, más cuí sin, chuig na páirtíte a bheith. Is féidir le páirtí in imscrúduithe nó le haon duine a ndéanann mo chinneadh agus mo chuid moltaí difear dóibh achoimharc a dhéanamh ar phorc dí chun na hArd-Chúirte.

Tá achoimre le fáil sa Tuarascáil seo ar na imscrúduithe a tugadh chun críche le linn na bliana 2018. Ni mór a thuiscint, áfach, gur cuntais ghairide ar chásanna atá i gceist leis na achoimrí agus is na tuarascálaíochta oifigiúla atá na tuairiscí údaráisacha. Tá achoimre thíos ar líon na n-imscrúduithe a tionscnaíodh agus a tugadh chun críche le linn 2018:

<table>
<thead>
<tr>
<th>Lion na nImscrúduithe</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tugtha ar aghaidh ón mblain roimhe</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Imscrúduithe seolta</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Iomlán idir láma</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>Tugtha ar aghaidh go dtí an chéad bhliain eile</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Iomlán criochnaithe / scortha</td>
<td>6</td>
<td>9</td>
</tr>
</tbody>
</table>

**INVESTIGATIONS**

A key function of An Coimisinéir Teanga is to initiate investigations if it is felt that a provision of the Act or of any other enactment concerning the use or status of an official language may have been breached. I can carry out an investigation on my own initiative, pursuant to a complaint, or at the request of the Minister.

An investigation involves a formal process whereby the possible statutory failure that may have occurred is presented to the public body. The public body is given the opportunity to present its case to me and is required to provide me with all relevant records. After receiving and evaluating all the information received I issue an investigation report containing findings and recommendations, if appropriate, to all the relevant parties. A party to an investigation or any person affected by the findings and recommendations may appeal to the High Court on a point of law.

A summary of all the investigations completed during 2018 is available in this Report. However, it should be clearly understood that these summaries are merely condensed accounts of the cases involved and that the authoritative accounts are contained in the official reports. The following is a summary of the number of investigations initiated and completed during 2018:

<table>
<thead>
<tr>
<th>Number of Investigations</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brought forward from previous year</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Investigations launched</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total in hand</strong></td>
<td><strong>9</strong></td>
<td><strong>11</strong></td>
</tr>
<tr>
<td>Brought forward to next year</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total completed / discontinued</strong></td>
<td><strong>6</strong></td>
<td><strong>9</strong></td>
</tr>
</tbody>
</table>
Raidió Teilifís Éireann

Less than 1% of television programmes on RTÉ are broadcast in Irish. This is in spite of the national broadcaster’s obligation under the Broadcasting Act to provide a comprehensive range of programmes in the Irish language. An investigation by my Office highlights that the amount of programmes broadcast in Irish by RTÉ is seriously deficient, at odds with the will of the Houses of the Oireachtas and that the broadcaster is in breach of the Broadcasting Act.

Background

I received a complaint from a member of the public on 18 August 2017 that Raidió Teilifís Éireann was not complying with the statutory obligations in subsections 114(3)(a) and (b) of the Broadcasting Act 2009. These obligations require RTÉ to provide a comprehensive range of programmes in the Irish and English languages in the programme schedules of its broadcasting services. The complainant was of the opinion that RTÉ was failing to fulfil those obligations in respect of providing programmes in the Irish language.

As a first step, my Office raised the complaint with RTÉ through the informal complaints system it operates. The organisation fully cooperated with my Office but I decided that an investigation under section 21(f) of the Official Languages Act was necessary to enable a formal finding be made. This was an investigation to determine whether or not a provision of another enactment relating to the status or use of an official language is being complied with. I issued the investigation papers to RTÉ’s Director General on 22 May 2018.

RTÉ argued that it was complying with the statutory obligations to provide programmes in the Irish language. RTÉ referred to the service provided by RTÉ Raidió na Gaeltachta, Rannóg na gClár Gaeilge, an tseirbhís nuachta trí Ghaeilge, the use of Irish throughout its various activities, and provision of television material to TG4.

The investigation was informed that there had been a steady increase in RTÉ’s expenditure on Irish language material from €21.262 million in 2014 to €24.455 million in 2017; that a Group Head had been appointed for the Irish language for the first time in 2014 and an account was given of the implementation of the Meáin Ghaeilge RTÉ Action Plan 2015-2019 "to involve the use of Irish in all RTÉ’s platforms in a way that would make the Irish language inextricably associated with all RTÉ’s activities."

In support of its position, RTÉ provided the investigation with data concerning all the Irish-language television programmes broadcast in 2017; the programme titles, the dates that they...
were broadcast and the channels on which they were broadcast. The genre of programme was also specified (sport, culture, religion, news, current affairs etc.)

With regard to radio, RTÉ argued that RTÉ Raidió na Gaeilge provided a full and diverse service. Concerning the other radio stations, the news bulletins in Irish were referenced, as were a handful of other programmes in Irish or programmes that had an Irish language element to them, in 2017 and subsequently.

In its response RTÉ also emphasised innovative developments that had been advanced in 2017 that had increased considerably the material available online, on social media and in the fields of digital radio and podcasting.

In addition to the implementation of Meán Ghaeilge RTÉ – Action Plan 2015 – 2019, RTÉ informed the investigation that it was examining the way in which Irish language material was provided. The organisation also highlighted the new structure associated with “One RTÉ” which would, RTÉ said, provide a better opportunity to compile a supply of Irish language material in a more co-ordinated way.

RTÉ also drew the investigation’s attention to a reduction of more than €100 million in the organisation’s annual funding that had occurred since 2008 (from €440 million in 2008 to €337 million in 2017). It was explained that while the organisation wished to make further investments in outputs in such areas as the Irish language, drama, science, children’s programmes and arts and culture, tight budget constraints precluded such investments at present.

Main Determinations of the Investigation

A comprehensive range of programmes in the television service (section 114(3)(a))

The characteristics required for a range of programmes to be comprehensive for the purposes of the statutory obligation are described in the subsection. Emphasis is placed on the breadth and diversity of the demand and the special interests that should be catered for.

“... the provision in both languages would demonstrate certain characteristics... a general equivalence would be discernible ... no such equivalence exists.
The legislation gives no direction regarding the number of programmes required in the various genres, their frequency or the consistency with which they should be provided. Nor does it specify the number of hours that should be broadcast in the two languages or the proportion required in each language.

However if a “comprehensive range of programmes” were provided in both the English and Irish languages, the provision in both languages would demonstrate certain characteristics whereby a “comprehensive range” could be recognised and a general equivalence would be discernible between the nature of the provision in the two languages. No such equivalence exists.

At my request, RTÉ provided information regarding the number of hours of RTÉ’s television broadcasting output in both Irish and English during 2017, classified by genre and source. I was also provided with information on the expenditure on Irish and English language television programmes during the same year, including internal productions, commissioned programmes and programmes bought in.

Just over 2% of RTÉ’s expenditure on television programming was spent on Irish language programming for the station. RTÉ informed me that it spent €177,926,000 on the provision of television programmes in 2017 but only €4,160,000 (2.3%) of this expenditure was on Irish language programmes. Of the 18,657 hours of television programmes broadcast on RTÉ’s channels in 2017, only 123 hours or 0.7% were Irish language programmes.

If a “comprehensive range” of programmes were being provided in English, it was obvious that a “comprehensive range” was not being provided in Irish.

News and current affairs television programmes (section 114(3)(b))

Subsection 114(3)(b) requires that the programme schedules of RTÉ’s broadcasting services provide news and current affairs programmes in both Irish and English.
Bhí feasacháin nuachta á gcur ar fáil i nGaeilge gach lá ar RTÉ One. Glacadh leis, dá bhrí sin, go raibh an dualgas reachtúil á chomhlionadh chomh fada agus a bhall sé le clár nuachta.

Ba léir, áfach, nach raibh clár theilifise cúrsaí reatha á gcur ar fáil i nGaeilge in ainneoin dualgas soiléir reachtúil a bheith ann é sin a dheanamh. Cé gur sholáthair RTÉ clár cúrsaí reatha (7 Lá) mar chuid den dualgas reachtúil atá air díol 365 uair an chloig den chlár Ghaeilge a chur ar fáil do TG4 in aghaidh na bliana, nior bhain sé sin le seirbhís teilifise RTÉ féin.

An tSeirbhís Fuaime

Thug RTÉ le fios gur caitheadh €12.77 milliún ar chláir raidió as Gaeilge sa bhliain 2017. Bhain bunáite an chaiteachas sin (90.7%) le Raidió na Gaeltachta – seirbhís náisiúnta lena gcraoltaítear réimse an-leathan clár, nuacht agus cúrsaí reatha san áireamh. Caiteadh €1.87 milliún ar chláir as Gaeilge ar RTÉ Radio 1 agus RTÉ 2FM ar chláir nuachta a bhformhór, cé gur craoladh dornán clár de chineálacha eile.

Ag cur san áireamh aschur raidió RTÉ as Gaeilge ina iomláníne, rialaigh mé go raibh na dualgas reachtúla sin (réimse cuimsitheach clár agus clár nuachta agus cúrsaí reatha a chur ar fáil) á gcomhlionadh i gcás na seirbhísí craolacháin fuaime, a bhfuil is mó, ar chuimsitheach sheirbhís Raidió na Gaeltachta.

Priomh-mholadh an imscrúdaithe:

Go n-ullm hóth RTÉ plean feidhmhite, chun mo shásacht, taobh istigh de shé mhí ó dháta na tuarsacálta imscrúdaithe chun go gcomhlionfar na dualgas reachtúla atá daingntithe i bhfo-ait 114(3)(a) agus (b) den Acht Craolacháin, 2009, d’fhonn réimse cuimsitheach clár teilifise i nGaeilge agus clár theilifise cúrsaí reatha i nGaeilge a chur ar fáil.

Imscrúdú seolta: 22 Bealtaine 2018
Tuarcasáil eisithe: 6 Nollaig 2018

A news bulletin in Irish was being provided daily on RTÉ One. It was accepted, therefore, that the statutory obligation was being fulfilled in the case of news programmes.

However, it was clear that current affairs programmes were not being provided in Irish in spite of the clear statutory obligation to do so. While RTÉ provided a current affairs programme to TG4 (7 Lá) as part of its statutory duty to provide 365 hours of Irish language programmes annually to TG4, this did not relate to the television service of RTÉ itself.

The Audio Service

RTÉ indicated that €12.77 million was spent on radio programmes in the Irish language in 2017. Most of this expenditure (90.7%) was associated with Raidió na Gaeltachta – a national service which broadcasts a very wide range of programmes, including news and current affairs. €1.87 million was spent on Irish language programmes on RTÉ Radio 1 and RTÉ 2FM, most of which were news programmes, although a handful of programmes of various other types were broadcast.

Having considered RTÉ’s radio output as a whole, I ruled that the statutory obligations (a comprehensive range of programmes and news and current affairs programmes) are being fulfilled in the case of the audio service, although this was largely due to the comprehensiveness of service provided by Raidió na Gaeltachta.

Main recommendation of the investigation:

That RTÉ prepare an implementation plan, to my satisfaction, within a period of six months from the date of the report on the investigation, for the purpose of fulfilling the statutory obligations prescribed in subsections 114(3) (a) and (b) of the Broadcasting Act 2009, to provide a comprehensive range of television programmes in Irish and current affairs television programmes in Irish.

Investigation launched: 22 May 2018
Report issued: 6 December 2018
An investigation found that the Department of Agriculture, Food and the Marine had breached a statutory language obligation by advertising posts as general workers in the Department’s centres in the Gaeltacht, in Ros an Mhíl and Dingle, without specifying a requirement for proficiency in the Irish language for those posts.

An advertisement by the Department of Agriculture, Food and the Marine which was published on 3 November 2017 caught my attention. The advertisement concerned a competition to appoint general operatives to the Ros an Mhíl Fishery Harbour Centre in the Galway Gaeltacht. The ability to communicate effectively in English was a requirement for this post, but ability in Irish was not mentioned. As well as that, the unofficial English version of the Gaeltacht placename Ros an Mhíl had been used.

When I examined the booklet in relation to this recruitment competition, it was apparent that there was also a position as general operative to be filled in the Dingle Fisheries Harbour Centre in the Kerry Gaeltacht, and that the ability to communicate effectively in Irish was a desirable qualification for both posts, but not a requirement.

When a Language Scheme is being prepared by a public body, that public body must ensure that the particular Irish language requirements associated with the provision of services in a Gaeltacht area are met and that the Irish language becomes the working language in its offices in the Gaeltacht not later than such date as may be determined by it with the consent of the Minister. In the second scheme confirmed in respect of the Department, in October 2016, the following commitments were given in respect of the two Gaeltacht fishery harbour centres (FHC):

Following a reorganisation of Government Departments in 2007 and the consequent reassignment to it of the responsibility for sea fisheries matters, the Department now has two offices (both of which are Fishery Harbour Centres) located in Gaeltacht areas.

One is located in Ros an Mhíl, Co. Galway and the other in An Daingean, Co. Kerry. These offices represent the most direct interface which the Department has with Irish speakers and as a consequence their capacity to provide a high level of services through Irish is very important. The Department is satisfied that there are staff deployed in those locations who are functionally bilingual.
The Department will endeavour to ensure that Irish becomes the working language in offices located in Gaeltacht areas by the end of 2020 and the Department undertakes to provide a service through Irish to members of the public in Gaeltacht areas over the lifetime of this Scheme.

I was in some doubt as to whether the Department was taking account of these commitments. The Department accepted, during the informal enquiries made by my Office, that a mistake had been made in using the unofficial English version of a Gaeltacht placename …

The Department advised the investigation that it had reviewed the specifications in respect of Irish as they pertained to the competition. The Department accepted that the specifications for the competition in respect of Irish were not satisfactory, that the manner in which the language requirement was portrayed did not show parity of standing for Irish and for English, that the specification as advertised for a previous competition for general operative had been too heavily relied upon and that insufficient account was taken of the requirements for harbours located in Gaeltacht areas and of the Department’s commitment.

As a result of the review and the failures that had been identified, the Department made a commitment that a requirement in respect of parity of standing for Irish and English would be encompassed in any future competition where a post located in a Gaeltacht office was involved and that the Department would make every effort to ensure that any appointee in the future to Gaeltacht offices would have
bhuil Gaeilge aige/aici isteach ar an bpost. Gealladh, i gcás go n-earcófaí duine a raibh cumas teoranta Gaeilge aige/aici in oifig de chuid na Roinne sa Ghaeltacht, go dtacófaí le hoiliúint a chur air/úirí chun cumas na duine sin a fheabhsú go caighdeán sáisúil agus go ndéanafadh sí gach iaracht le cinntiú go gcothófaí agus go gcuirfí le cumas na Gaeilge sa dá ionad isascigh cuain dá cuid atá sa Ghaeltacht.

I litir na Roinne dar dáta an 9 Márta 2018, cuireadh in iúl don imscrúdú gur líonadh an dá phost a fógraíodh do Ros an Mhíl agus do Dhaingean Uí Chúis le cainteoirí Gaeilge. Soiléiríodh i gcumarsáid ón Roinn dar dáta an 26 Márta 2018 gur tugadh an deis d’iarthóirí i rith an agallaimh tabhairt faoi thástáil ar a leibhéal inniúlachta sa Ghaeilge. Comhrá a bhí sa tástáil sin inar ceistiodh iartróirí i rith an agallaimh tabhairt faoi thástáil ar a leibhéal inniúlachta sa Ghaeilge. Comhrá a bhí sa tástáil sin inar ceistiodh iartróirí i rith an agallaimh tabhairt faoi thástáil ar a leibhéal inniúlachta sa Ghaeilge.

As mentioned above, when a Language Scheme is being prepared by a public body, that public body must ensure that the particular Irish language requirements associated with the provision of services in a Gaeltacht area are met ...
Sonraíonn an Roinn a tiomantas don Ghaeilge a bheith mar theanga oibre ina hionaid sa Ghaeltacht …

The Department specifies its commitment to Irish being the working language in its Gaeltacht centres …


Bheartaigh an Roinn cáilíocht nó scil “ínmhínaíthe” a dhéanamh in dinniúlacht na Gaeilge i dtaice leis an gcomórtas Ghaeltachta mar ba bhaoil dí, dá mbeadh “ceangalshonraíthe ró-shrianta” ag baint leis an gcomórtas, go laghdh sé sin lín na n-íarratasóirí go suntasach. Ba léir óna freagra ar an imscrúdú go ndearna ghealltanais chuí sa Scéim Teanga le linn an fhéachtaísearcaíochta seo.

Ní mór a chur san áireamh gur poist iadseo nach raibh sainscileanna ganna nó neamhghnácha luaite leo. Anuas air sin, tá lón múr daoine a bhfuil iarratasóirí a chumadh ag iarraidh a chur i bhfeidhm i dtaice leis an fhéachtaísearcaíochta seo, níos fearr iad le haghaidh a chailliúil a bhaint i gceannas acu i bhfeidhm i dtaice leis an fhéachtaísearcaíochta seo.

Le go n-éireodh leis an Roinn teanga oibre a dhéanamh den Ghaeilge sna hionaid sin, creidimse nár mhór go mbeadh an Ghaeilge ina teanga oibre ina hionaid sa Ghaeltacht i bhfeidhm in 2020 nó ar chumas na n-oifigi sin seirbhísí ar ardchaighdeán a sholáthar as Gaeilge.
In addition, as the Department explained in its reply, some of the responsibilities of the post will bring the individual appointed into regular contact with sailors and users of the harbour. If a person without Irish was responsible for that aspect in Ros an Mhíl or Dingle, there is no question but that that would have a detrimental effect on the ability of the Department to provide a high quality service in Irish.

Another point worth mentioning is the specific reference to English literacy skills in the requirements for both competitions. If literacy skills are necessary for a general operative who is located in a fishery harbour centre where English is the working language, it is of note that literacy skills in Irish were not mentioned in the competition in respect of the Gaeltacht centres.

I welcomed the statement of the Department that it recognised the requirement that any of its employees working in a Gaeltacht centre should have Irish. In exceptional circumstances it could happen that the Department would not succeed in finding an applicant with the requisite skills and competency in Irish during a recruitment campaign or competition. In any such case it would be incumbent on the Department, in light of the scheme commitment, to take every possible step during the recruitment process to ensure that a person with competency in Irish who satisfies the requirements of the post is appointed. Without a satisfactory result to that process, the Department’s proposal—that the necessary training required to enable the recruited individual to function satisfactorily through Irish in a reasonable period of time be provided—is understood.

Main Recommendations of the Investigation:

That it be ensured in future that competency in Irish is a required qualification in the case of a recruitment competition for any job in the Department which is located in the Department’s offices or centres in the Gaeltacht.

That any examination of the Irish competency of applicants for Gaeltacht jobs is based on a language testing framework such as the European Certificate in Irish, having the aim of confirming the standard of competency.

Investigation launched: 6 December 2017
Report issued: 9 April 2018
Comhlacht Chalafort Bhaile Átha Cliath

Bhain an t-imscrúdú seo le gearán a rinneadh le m’Oifig i m’Dheireadh Fómhair 2017 go raibh comhartha suntasach i mBéarla amháin curtha in airde ag Comhlacht Chalafort Bhaile Átha Cliath ar Bhóthar an Phoirt Thoir ar an tsli isteach chuig an gcalafort. Pléadh leis an ngearán tríd an bpróiseas neamhfoirmiúil imscrúdaithe ar dtús ach níor éirigh leis an bpróiseas sin teacht ar réiteach sásúil.

Tá dualgas ginearálta ar gach comhlacht poiblí a thagann faoi scáth an Achta a chinntiú gur i nGaeilge nó dátheangach a bhíonn aon chomhartha a chuireann siad in airde nó a chuirtear in airde thar a gceann. Níl aon sainmhíniú tugtha ar céard is brí le “comhartha” sna Rialacháin (I.R. Uimh. 391 de 2008) atá déanta faoi fho-alt 9(1) d’Acht na dTeangacha Oifigiúla. Fágann sé sin go dtagann gnáthbhírí an fhocal i gceist. Is léir gurb ionann comhartha sa chomhthéacs seo agus faisnéis nó treoir i bhfoirm focal nó siombailí arna cur ar taispeáint.

Tá dualgas ginearálta ar gach comhlacht poiblí a thagann faoi scáth an Achta a chinntiú gur i nGaeilge nó dátheangach a bhíonn aon chomhartha a chuireann siad in airde nó a chuirtear in airde thar a gceann. Níl aon sainmhíniú tugtha ar céard is brí le “comhartha” sna Rialacháin (I.R. Uimh. 391 de 2008) atá déanta faoi fho-alt 9(1) d’Acht na dTeangacha Oifigiúla. Fágann sé sin go dtagann gnáthbhírí an fhocal i gceist. Is léir gurb ionann comhartha sa chomhthéacs seo agus faisnéis nó treoir i bhfoirm focal nó siombailí arna cur ar taispeáint.

Bhi an cás a chuir an Comhlacht Calafort os comhair an imscrúdaíthe bunaithe ar dhá phriomhargóint. Ar an gcéad dul sios maíodh nach comhartha a bhí sa phainéal cruach corten,

Dublin Port Company

This investigation arose from a complaint received by my Office in October 2017 that a significant sign, in English only, had been erected by Dublin Port Company on the East Wall Road at the entrance to the port. The complaint was initially dealt with through the informal investigations process, but that process did not yield a satisfactory outcome.

There is a general obligation placed on all public bodies that are subject to the Act to ensure that any signs placed by them or placed on their behalf are in Irish or bilingual. “Signs” are not defined in the Regulations (S.I. No. 391 of 2008) made under subsection 9(1) of the Official Languages Act. Therefore, the normal meaning of the word applies. It is obvious that a sign in this instance is the display of information or direction in the form of words or symbols.

The case presented by the Port Company to the investigation was based on two primary arguments. In the first place it was claimed that the steel corten panel, referred to as an
ar ar tugadh “suiteán”, ach dlúthchuid d’athfhorbairt iomlán a rinneadh ar an láthair a oscailiodh i mí Dheireadh Fómhair 2017. Thug sí le fios go raibh na focail “Dublin Port” inscríofa ar bhalla dealbhóireachta de chruach corten agus go mba léiriú ealaionta nua-aimseartha é ar an gcruach a bhiodh a húsáid sa phort san am a chuailigh that. Thug an comhlacht poiblí le fios gur oscailiodh cuid den limistéar athfhordantha don phobal mar spás ealaíne, ailtireachta agus staire agus é mar chuspóir an ceangal idir an calafort agus an chathair a athdheimhniú agus a threisiú.

Bhi an Comhlacht Calafoirt ag diriú aird chomh maith ar an díolúine a luaitear sna Rialacháin a fhágann nach gá athrú a dhéanamh ar aon chomhartha “ar díol spéise é ó thaobh na healaíne, na hailtireachta nó na staire de”. D’áitigh an comhlacht poiblí gur bhronn an mhír seo díolúine ó dhualgais ghinearálta na Rialacháin agus gur bhain sé le comharthai nuachomh maith le cinn a bhi in aire roimh thosach feidhme na Rialacháin. Mar gheall ar na tréithe lándra ealaíne agus ailtireachta a bhair leis an “suiteán” bhi an comhlacht poiblí den bharúil féidir dó a bharrú trí igil a bheith in úsáid.

Ní fhéadfaí a shéanadh ach go raibh gnéithe suntasacha ealaíne agus ailtireachta ag baint leis an bpaíneal corten. Bhi an díolúine a shuaisíonn náthaíocht ariamh ar an deis agus na stáitse de na Rialacháin agus gur bhí an díolúine a chomhartha iomhána mar gheall ar na tréithe lándra ealaíne agus ailtireachta. Bhi an díolúine a bhíodh i gceist ag a dtugadh faoi bhrí na Rialacháin. Is láithreach agus mar gheall ar na tréithe ealaíne agus ailtireachta a chur ar fáil an díolúine a bhíodh i gceist ag a dtugadh faoi bhrí na Rialacháin.

Ni fhéadfaí a shéanadh an bpaíneal corten, an “suiteán”, mar chomhartha agus gur tháinig sí faoi bhri na Rialacháin. Is léir go dtugann an inscríbhinn le fios don té atá ar an mbóthar poiblí go bhfuil an calafort in aice láimhse.

Chinn m’fhéidir nár bhain an díolúine mar thagair an Comhlacht Calafoirt dó le hábhar sa chás seo. Níl aon cheist i m’iontach go mba bhí an díolúine a thug sí le fios le comharthai a ndéantar an bheith orthu, is é sin comharthai a bhi in aire roimh an 1 Márta 2009, dáta thosach feidhme na Rialacháin. B’ionann glacadh lena mhalairt agus forlíríu a fháilteach an aon Rialacháin. Chiallódh sé nár ghabh ó chomharthacht poiblí comharthai nua a athrú in imthosca nach raibh siad ag cloí leis na Rialacháin nuair a cuireadh in aire id de bhri go mbí dhíol spéis iad ó thaobh na healaíne, na hailtireachta nó na staire.

Bhí an Comhlacht Calafoirt ag díriú aird chomh maith ar an díolúine a luaitear sna Rialacháin a fhágann nach gá athrú a dhéanamh ar aon chomhartha “ar díol spéise é ó thaobh na healaíne, na hailtireachta nó na staire de”.

It was undeniable that the corten panel which formed part of the redevelopment of the site had significant artistic and architectural characteristics. But it was also clear to me that the inscription on the steel corten panel, the “installation”, functioned as a sign and was subject to the Regulations. It is obvious that the inscription informs those that are using the public road that the port is nearby.

I also found that the exemption referred to by the Port Company was not applicable in this instance. There is no doubt in my mind but that this exemption applies to signs that are being altered, signs that were erected before 1 March 2009, the commencement date of the Regulations. To accept otherwise could result in an absurd interpretation of the Regulations. It would mean that public bodies would not be required to alter new signs that were in not in compliance with the Regulations when erected as they were of artistic, architectural or historic interest.
In an investigation I conducted on the Department of Housing, Planning and Local Government I found that two statutory language obligations were breached on the publication of The National Planning Framework in English only and the launching of an associated website also in English only.

On 16 February 2018 the Government of Ireland launched Project Ireland 2040: an all-encompassing policy project for the development of Ireland. Shortly afterwards I received a complaint that the main supporting policy documents associated with the project were not available in Irish. After conducting further enquiries my Office discovered that the website the Department created for the project – www.npf.ie – was made available in English only.

These complaints were investigated based on commitments the Department had made in its fourth language scheme, agreed in 2017. The Department committed in that scheme to continue to publish core documents (major policy statements, strategies etc) bilingually under the same cover. If it was decided not to publish a bilingual version, due to cost implications or that it would be too large, the Department committed that separate versions would be published in Irish and in English. Each document would contain a statement that a version was available in the other language.
Regarding the publication of the document The National Planning Framework resulted in a conflict between two separate requirements, the need to comply with a specific publication date and the statutory requirement to publish the document simultaneously in both official languages. The result was that the statutory language obligation was set aside so that the publication date could be met. It was also significant that the same obligation, provided in the Department’s third language scheme, had previously been investigated in 2012. It was found at that time that the statutory language obligation had been breached when a core document was published in English only. During the investigation the Department made available a list of publications that were published since that date simultaneously in both official languages in accordance with the scheme’s commitment.

In situations such as this, and taking into account that the commitment had been previously investigated, I would have expected the Department to inform other stakeholders that the statutory language obligation could not be complied with if it was necessary to adhere to the proposed publication date. No evidence was made available to me that the Department had done this.

The Department accepted that it had not complied with the commitments in relation to the website. It stated that it expected the website would only be operational for a short period of time after which the material on the site would be included on a dedicated webpage for Ireland 2040 on the www.gov.ie website. The Department held the view that it would prove costly and time consuming to translate the material for a site that would only be in temporary use. It was confirmed at a later stage that due to an unforeseen delay in the transfer of material from the website it was decided to make the website www.npf.ie available in Irish.
An Coimisinéir Teanga • Tuarascáil Bhliantúil 2018 • Annual Report 2018

“... is léíríú follasach é ar imeallú na Gaeilge i saol poiblí na tíre, in amanna, nár cinntiodh go bhfoilseofaí an doiciméad An Creat Náisiúnta Pleanála sa teanga náisiúnta tráth ar seoladh é agus nuair ba mhoth a bhíothas, agus ag cur spéis ann.”

Ba thionscnamh an-mhór i saol poiblí na tíre seoladh Éire 2040 – An Tionscadal. Gan beann ar aon dualgas seoladh é, is léíríú follasach é ar imeallú na Gaeilge i saol poiblí na tíre, in amanna, nár cinntiodh go bhfoilseofaí an doiciméad An Creat Náisiúnta Pleanála sa teanga náisiúnta tráth ar seoladh é agus nuair ba mhoth a bhíothas, agus ag cur spéis ann.

Príomh-mholadh an lmscrúdaithe:
Rinne mé sé mholadh sa tuarascáil lmscrúdaithe, ina measc gur gá don Roinn fógra ceithre seachtaine a thabhairt do m’Oifig roimh an dáta beartaithe foilsithe i gcás aon doiciméad lena mbainean an gealltanas ábalta scéime. Mhairidh an riachtanas sin ar feadh trí bliana ón dáta ar eisiodh an tuarascáil lmscrúdaithe.

Imscrúdú seolta: 18 Bealtaine 2018
Tuarascáil eisithe: 15 Lúnasa 2018

Project Ireland 2040 was a significant initiative in the country’s public life. Regardless of any statutory obligation, not ensuring that the National Planning Framework was published in the national language, at the time that it was launched and when it was receiving most attention, was a clear demonstration of the marginalisation, at times, of the Irish language in the public life of this country.

Main Recommendation of the Investigation:
I made six recommendations in the investigation report including requiring the Department to give my Office at least four weeks advance notification of its proposed date of publication of any document that is subject to the relevant commitment in the language scheme. This requirement will remain in place for a period of three years from the date the investigation report was issued.

Investigation launched: 18 May 2018
Report issued: 15 August 2018

Iarnród Éireann

Léirigh imscrúdú nach raibh córais oiriúnacha ná dhóthanacha i bhfeidhm ag Iarnród Éireann chun a chinntiú go gcuireann leis na dualgais achtaí na dTeangacha Oifigiúla, 2003 agus faoin Acht Iompair, 1950 maidir le húsáid teangacha oifigiúla ar chomhartha.

By the end of 2017, 22 complaints concerning signs, raised on an informal basis with Iarnród Éireann, remained unanswered or partially unanswered. Ten of these complaints had been raised over a year previously. Given the number and the prevalence of the signs that were the subject of the complaints received by my Office, it appeared to me that it was possible that an appropriate

Iarnród Éireann

An investigation demonstrated that appropriate or adequate systems were not in place in Iarnród Éireann to ensure adherence to the statutory duties under the Official Languages Act 2003 or the Transport Act 1950 concerning the use of official languages on signs.

By the end of 2017, 22 complaints concerning signs, raised on an informal basis with Iarnród Éireann, remained unanswered or partially unanswered. Ten of these complaints had been raised over a year previously.

Given the number and the prevalence of the signs that were the subject of the complaints received by my Office, it appeared to me that it was possible that an appropriate
There was no system in place to ensure that the language requirements were adhered to when signs were being designed or erected by Iarnród Éireann or on its behalf. In addition to this, an effective system needed to be in place to investigate complaints concerning possible infringements and to correct signs where necessary.

Iarnród Éireann is a public body which uses a lot of signs to provide information to the public and to its staff for various reasons in its stations, on trains, beside train lines and in various other places. The organisation is subject to a language obligation, not only under the Regulations made under the Official Languages Act but also under the Transport Act 1950. Signage is an important aspect of its work, and also an important aspect of the visibility of the State’s policy on bilingualism. It is imperative, therefore, that strong, clear policies are in force in respect of the use of Irish on signage, and that effective strategies are in place to embed and normalise those policies in the organisation’s culture so that they are implemented without question and that the occasions on which they are disregarded are minimised as much as possible.

It is also imperative that a system is put in place to investigate complaints that are raised by my Office, to correct or amend non-compliant signs where necessary, and to reply accordingly in respect of those complaints within a reasonable timeframe. I launched the investigation to ascertain whether Iarnród Éireann had those suitable arrangements in place.

Iarnród Éireann explained in its response that the responsibility for erecting signs of various types was vested in named officials in different sections of the organisation. It was explained that a design standard was in place to ensure that new signs being erected complied with the Official Languages Act as well as other regulatory requirements.

It was confirmed that a translation service translates or checks new signs. It was also explained that those standards are also implemented when signs already in place are changed, although funding issues have an effect on that activity, especially regarding electronic signs. It was also advised that the process for designing signs was being
d’Iarnród Éireann i gcomhar leis an Údarás Náisiúnta lompair agus go ndéanfaí athbheithreithniú ar na próisis a bhaineann le comhartha sealadacha a chur in airde.

Deimhniodh gurb é an tOifigeach Gaeilge a chinntíonn go mbíonn an fhoireann ar an eolas maidir le comharthaíochta a bhaineann leis na comharthaíocht a chur in airde, agus gur eisiodh treoiríolite chun a chintiú go raibh a chur in airde.

Deimhníodh gurb é an tOifigeach Gaeilge a chinntíonn go mbíonn an fhoireann ar an eolas maidir le comharthaíocht a bhaineann leis na comharthaíocht a chur in airde. Cuireadh in iúl go raibh sé beartaithe ag Iarnród Éireann na dualgais teanga a bhíonn leis i gcás comharthaíocht a chur in airde.

Míníodh freisin gur ar an Oifigeach Gaeilge a bhíonn an fhorfhreagar is mó go bhfuil an tOifigeach Gaeilge a bhíonn ar an eolas maidir leis na comharthaíocht a bhíonn leis, agus a bhíonn an eolas maidir leis na comharthaíocht a bhíonn leis, agus a bhíonn an eolas maidir leis na comharthaíocht a bhíonn leis.

Bhain 21 de na gearáin a áiríodh san imscrúdú le comharthaí i stáisiúin traenach. Thug Iarnród Éireann le fios go raibh na comharthaíocht a bhíonn leis in iúl toisc gur tháinig an tOifigeach Gaeilge a bhíonn ar an eolas maidir leis na comharthaíocht a bhíonn leis.

Bhain gearáin amháin de na gearáin a áiríodh san imscrúdú le comharthaí i stáisiúin traenach. Thug Iarnród Éireann le fios go raibh na comharthaíocht a bhíonn leis in iúl toisc gur tháinig an tOifigeach Gaeilge a bhíonn ar an eolas maidir leis na comharthaíocht a bhíonn leis.

It was confirmed that the Irish Language Officer is the person who ensures that staff are knowledgeable of the statutory language duties concerning signage and that guidelines were issued to ensure that they were aware of the requirements under the Official Languages Act. As evidence, a copy of guidelines issued in 2009 and some excerpts from monthly meetings of the Executive Group (between 2009 and 2015) which concerned the fulfilment of language duties in respect of signs were provided. The investigation was informed that Iarnród Éireann intended to remind the relevant staff once more of the language duties pertaining to signage, as it had been some time since this last occurred.

It was also explained that the ultimate responsibility for investigating complaints received from the Office of An Coimisinéir Teanga and issuing a reply lies with the Irish Language Officer. Iarnród Éireann acknowledged, however, that between September 2016 when the last Irish Language Officer left until the new Irish Language Officer was appointed recently, no sufficiently clear arrangements were in place and therefore complaints from the Office of An Coimisinéir Teanga had not been investigated or responded to at the standard or with the timeliness one would expect.

21 of the complaints included in the investigation concerned signage in train stations. 21 of the complaints included in the investigation concerned signage in train stations. Iarnród Éireann advised that the signs were corrected in the case of two of these. As regards the rest, the investigation was advised that they would be corrected as soon as was practical, or as soon as was possible from a financial point of view, and that there were yet other signs which were still being investigated.

Iarnród Éireann has been subject to the obligation concerning the use of Irish on permanent signage since 1950 and the practice of making signs bilingual should be well established reviewed within Iarnród Éireann, in partnership with the National Transport Authority, and that the process for erecting temporary signs would be reviewed.

One of the complaints included in the investigation concerned the fact that the sineadh fada was not displayed on the reserved signs on board trains. This meant that a passenger’s name could not be displayed correctly if the name contained a sineadh fada. The investigation was advised that work was being done with the suppliers of the system to correct the problem but that they could not say when it would be resolved.

Iarnród Éireann has been subject to the obligation concerning the use of Irish on permanent signage since 1950 and the practice of making signs bilingual should be well established.
bheith daingnithe go maith san eagraíocht i bhfad roimh an am seo. Ba leir i bhfianaise na ngearán, cé go raibh an cleachtas sin daingnithe go lácóidh i gcás cineálacha anairthe comharthai, go mb’fhéidir nár féachadh chuige an duálgas sin a chomhliónadh i gcás cineálacha agus go raibh tuiscintí nó cleachtais i gcodanna anairthe den eagraíocht nach raibh ag teacht leis an reachtaíocht.

Ní bhíodh aon dualgas ar Iarnród Éireann maidir le comharthaí sealadach faoin Acht Lompair, 1950 ach ní dhéantar aon idirdhealú ar chomharthaí buana agus comharthaí neamhbuana nó sealadacha sna Rialacháin atá déanta faoi Acht na dTeangacha Oifigiúla. Le teacht i bhfeidhm na Rialachán sin in 2009, ní mór comharthaí sealadacha a bheith dátheangach (nó i nGaeilge amháin) agus i gcomhréir leis na forálacha eile teanga atá sna Rialacháin sin. Ba den rachtanas é, mar sin, go gcuirfí an ceanglas teanga sin in iúl go héifeachtach don churo a bhí in airde.

B’ait liom go gcuirfeadh comhlacht poiblí in Éirinn córas comharthaoichta isteach nach bhféadfadh aímnmeacha paisinéiri atá sa teanga náisiúnta a léiriú go cruinn ná an dínít agus an chuírtéis a thabhairt dá phaisinéiri a n-aímnmeacha Gaeilge a litriú mar a tugadh d’Iarnród Éireann iad.

Is cás ar leith na comharthai áirithinte leictreonacha sna cóistí traenach lena léirítear ainm an phaisinéara a chuir suíochán in áirithe. Sa chás go mbionn síneadh fada ar ghuta in ainm an phaisinéara, ní léirítear é. Dheimhnigh Iarnród Éireann go raibh deacrachtaí teicniúla ag baint leis an gcóras atá á ádúint agus nárbh fhéidir an síneadh fada a thaispeáint ar chomharthaoichta ai ríthe san am i láthair. B’ait liom go gcuirfeadh comhlacht poiblí in Éirinn córas comharthaoichta isteach nach bhféadh aímnmeacha paisinéiri atá sa teanga náisiúnta a léiriú go cruinn ná an dínít agus an chuírtéis a thabhairt dá phaisinéiri a n-aímnmeacha Gaeilge a litriú mar a tugadh d’Iarnród Éireann iad.

It seemed strange to me that a public body in Ireland would install a signage system that could not display people’s names in the national language or bestow the dignity and courtesy to passengers of displaying their names as they had provided them to Iarnród Éireann.

The electronic reservation signs in train coaches displaying the name of a passenger who has reserved a seat are a particular case. Where a vowel in the passenger’s name includes a *síneadh fada*, it is not displayed. Iarnród Éireann confirmed that there are technical difficulties in relation to the system in use and that the *síneadh fada* could not be displayed on reservation signs at present. It seemed strange to me that a public body in Ireland would install a signage system that could not display people’s names in the national language or bestow the dignity and courtesy to passengers of displaying their names as they had provided them to Iarnród Éireann.

Due to the lack of cooperation in respect of the inquiries and the lack of response to complaints it appeared to me that I had to launch the investigation. It appeared from the evidence that there was no understanding in the organisation of the importance of providing full answers quickly. Iarnród Éireann had accepted, apparently, in addition to this, that non-compliant signs can be corrected when it suits the organisation itself or the relevant business unit, depending on
comharthai neamhghéilliúla a cheartú nuair a oireann sé don eagraíocht féin nó don aonad gnó ábhartha, ag brath ar chúinsí éagsúla eile, maoiniú san áireamh. Is ceanglas reachtúil é a chintiú go mbíonn comharthaí i gcomhréir leis na dualgais teanga atá leagtha sios faoin Acht Iompair, 1950 agus faoi Acht na DTeangacha Oifigiúla, 2003. Má gheilltear gur sáraíodh an ceanglas sin, ní mór na céimeanna cuí a chur i gcrích chun an sárú sin a cheartú chomh luath agus a thagann sé chun solais.

Ceapadh Oifigeach Gaeilge in Iarnród Éireann le linn an imscrúdaithe féin agus aithníodh an feabhas a tháinig ar an gcumarsáid agus ar fhreagraí ó ceapadh an t-oifigeach sin.

**Príomh-mholtaí an Imscrúdaithe:**

Rinne mé sé mholadh sa tuarascáil imscrúdaithe, ina measc go gceartófaí na comharthaí ab ábhar don imscrúdú laistigh de thrí m hí. D’iarr m é freisin go gcuirfí córais, beartais agus treoirlínte cuí in áit agus go gcuirfí tuairisc bhliantúil faoi m o bhráid m aidir lena bhfeidhm iú.

**Imscrúdú seolta:** 21 Nollaig 2017  
Tuarascáil eisithe: 21 Meán Fómhair 2018

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**Cork County Council**

An investigation found that Cork County Council breached the statutory language obligation which is contained in subsection 18(1) of the Official Languages Act 2003 insofar as it concerns the implementation of a provision of a statutory language scheme by providing the Irish language version of the Council’s website through the use of the machine translation service Google Translate.

I received a complaint from a member of the public that use was being made of a machine translation system to provide the Irish language version of Cork County Council’s website.

A commitment had been given in the language scheme which had been confirmed in the case of the Council that the static content of the Council’s website would be available by July 2008 and that it would be maintained in accordance with the maintenance carried out on the English version:

**2.2 Doiciméadú Scríofa**

- Beidh an buanábhár atá ar láithreán gréasáin Comhairle Contae Chorcaí ar fáil i nGaeilge faoi húi 2008 agus go ndéanfaí an cothú céanna air agus a dhéanfaí ar an suíomh Béarla.

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**Cork County Council**

An investigation found that Cork County Council breached the statutory language obligation which is contained in subsection 18(1) of the Official Languages Act 2003 insofar as it concerns the implementation of a provision of a statutory language scheme by providing the Irish language version of the static content of the Council’s website through the use of the machine translation service Google Translate.

I received a complaint from a member of the public that use was being made of a machine translation system to provide the Irish language version of Cork County Council’s website.

A commitment had been given in the language scheme which had been confirmed in the case of the Council that the static content of the Council’s website would be available by July 2008 and that it would be maintained in accordance with the maintenance carried out on the English version:

**2.2 Written Documentation**

- All of the static content of the Cork County Council website will be available in Irish by July 2008 (and will be maintained in the same manner as the English site.)
When the quality of the translation being provided on the website was examined, it appeared that this provision was possibly not being adhered to, and my Office raised the matter with the County Council informally, as a first step. The Council stated that the website had been renewed and that a decision had been taken to use machine translation as a temporary measure, as it was assumed that large organisational structural changes would be occurring in the Council in the near future and that substantive changes to the website would arise as a result. The County Council was of the opinion that those changes would be effected within one year and it was confirmed that it was intended to provide an Irish language translation of the website after that, in accordance with the commitment in the language scheme.

I felt that the proposal being made by the Council was not acceptable in light of the commitment in the language scheme, and I therefore launched an investigation on the subject. I issued the investigation documents to the Chief Executive Officer of the Council on 29 August 2018.

After granting an extension of time, I received a reply by letter dated 11 October 2018. On 8 November 2018, Cork County Council provided amended details in respect of the estimated costs of translation. I received complete cooperation from the Council during the course of the investigation and I am grateful to the Council in that respect.
Cork County Council accepted that the commitment given in the language scheme had been breached ...

Cork County Council accepted that the commitment given in the language scheme had been breached by its decision to provide the Irish language version of the static content by using machine translation during the redevelopment of the renewed website.

The Council explained, however, that it was not fully understood that that scheme commitment would be breached when a decision was made to use machine translation as part of the redevelopment of the website. When the new version of the website was being developed, regular meetings were convened during which questions relating to the project were discussed, including the question of Irish. It was agreed, it was said, that an Irish version of the redeveloped website would be provided, in accordance with the scheme commitment and with the wishes of the Council itself. When it was decided that a machine translation system would be used to that end, the following circumstances and reasons were taken account of:

... it was felt that neither the time nor the resources were available within the Council to translate the content ...

1. Although the number of pages on the website had been greatly reduced in comparison with the old website, it was felt that neither the time nor the resources were available within the County Council to translate the content, and that the cost involved in sending the content to a private company for translation would be excessive in comparison to the funding which was available for the project.

2. It was not known at that time what change or changes would be imposed on Cork County Council and Cork City Council, including the possibility of an amalgamation of the two councils. The Council was loathe, therefore, to “expend large sums of money” to a private company to translate pages of the website when it was not known how long they would be in effect before they would have to be changed from scratch once more.

Ghlac Comhairle Contae Chorcaí leis gur sáraíodh an gealltanas a rinneadh ina scéim teanga ...

Ghlac Comhairle Contae Chorcaí leis gur sáraíodh an gealltanas a rinneadh ina scéim teanga trína cinneadh an leagan Gaeilge den ábhar statach ar an suíomh gréasáin a chur ar fáil trí mheaisínaistriúchán a úsáid le linn fhorbairt an tsuímh gréasáin athnuaithe.

Mhinigh an Chomhairle Contae, áfach, nár tuigeadh go hiomlán go mbeadh an gealltanas sin de chuid na scéime á shárú nuair a cinéadadh úsáid a bhaint as córas meaisínaistríúchán mar chuid d’athfhorbairt an tsuímh gréasáin. Nuair a bhí an leagan nua den suíomh a bhfhorbairt, reáchtáladh cruinnithe rialta inar pléadh saincheisteanna éagsúla a bhain leis an gnó, ceist na Gaeilge san áireamh. Aontaíodh, a dúradh, go gcuirfí leagan Gaeilge den suíomh athfhorbartha ar fáil de réir an gealltanais seo de chuid na Scéime Teanga agus de réir mhianta na Comhairle féin. Nuair a cinéadadh córas meaisínaistríúchán amhain a úsáid chuige sin, bhí na cúisí agus na fáthanna seo a leanas á gcur san áireamh:

... braithdeadh nach raibh an t-am ná na hachmhaíni ar fáil laistigh den Chomhairle Contae féin leis an ábhar a aistiú ...

1. Biodh is gur laghdáidh lión na leathanach go mór sa suíomh nua i gcomparáid leis an seansuíomh, braithdeadh nach raibh an t-am ná na hachmhaíni ar fáil laistigh den Chomhairle Contae féin leis an ábhar a aistiú agus go mbeadh an costas a bheinfheadh leis an ábhar sin a chur á aistriú ag cuideachta phriobháideach rómhór i gcomórtas leis an gciste a bhí ar fáil don tionscadal.

2. Níor bh eol ag an am sin cén t-athrú nó cén a hathruithe a churfí i bhfeidhm ar Chomhairle Contae Chorcaí agus ar Chomhairle Cathrach Chorcaí lena n-áirítear córasacadh féideartha an dá eagraíochta. Leasac leis an gComhairle Contae, dá dheascaí sin, “suimeanna móra a ioc” le cuideachta phriobháideach chun leathanaigh an tsuímh gréasáin a aistiú nuair nach rabhthas in ann a rá cé chomh fada agus a bheadh feidhm acu gcaithfí iad a athrú ó bhonn arís.
3. The commitment which obliges the County Council to keep the Irish version of the website current, so that the Irish version of the website reflects the English version, was also taken into account. Difficulties had arisen with the old website in that respect and it was felt that the information could be provided and that both language versions could be kept concurrent on the website by using this translation option.

4. It was acknowledged at the meetings that such a machine translation system "could be inaccurate for phrases and longer sentences", but it was thought that this approach would be acceptable as an interim step until the County Council was ready to provide a more accurate translation in the future.

The County Council accepted, however, that the Irish translation being provided by a machine translation system only of the static content of the website was not of the same standard as the original English version and an Action Plan was presented to the investigation in which the steps already taken and those yet to be taken to translate the content and make it available (over a period of a year) were outlined. That plan also included arrangements so that the Irish version of that content would be kept up to date with any future changes to the English language content.

The investigation was provided with copies of the translation tenders which had been received, along with the estimated cost of the work (a cost which was later revised). It was confirmed that an application had been made to increase the funding for Oifig na Gaeilge and at the time the investigation received the response, work had commenced on preparing the content for translation. I welcomed that approach.

As there was a statutory obligation on the County Council to provide the static content on the website bilingually, it appeared to me that the decision that had to be made by the Council was whether it was worth redeveloping the website and whether it should be redeveloped (including the provision of the static content of equal standard in both languages) or whether it should not be redeveloped pending certainty of the lifespan of such an investment. Once a decision had been made to proceed with the redevelopment, there was no choice but to provide the Irish language version.
... is cinnte go bhuiful ról lárnach ag acmhainní teicneolaíocha aistriúcháin maidir leis an bhfreastal a dhéantar ar phobail teanga éagsúla ó thaobh eolas agus seirbhísí a sholáthar. Níl amhras ann, ach an oiread, ach go gcuirfear leis an ról sin in imeacht ama ...

With the development of technology in the area of translation, there is no doubt but that technological translation resources have a central role to play in the service which is provided to different language communities in respect of the supply of information and services. There is also no doubt that that role will be enhanced over time ...

Le forbairt na teicneolaíochta i réimse an aistriúcháin, is cinnte go bhfuil ról lárnach ag acmhainní teicneolaíocha aistriúcháin maidir leis an bhfreastal a dhéantar ar phobail teanga éagsúla ó thaobh eolas agus seirbhísí a sholáthar. Níl amhras ann, ach an oiread, ach go gcuirfear leis an ról sin in imeacht ama le forás agus le feabhsú na teicneolaíochta isin. Is féidir go dtiocfaidh an lá fós a mbeidh aistriúcháin á gcur ar fáil ag meaisínaistriúcháin as féin ar chaighdeán atá sásúil ó thaobh chuirioidh an cumarsáide chuimhneach de chun crioche oifiguala de, ach ní leir dom go bhfuil an lá sin tagtha go fóill.

Go nuige seo, i gcás na Gaeilge de, is minic a bhíonn an t-aistriúchán a chuirtear ar fáil ó chórais ar nós Google Translate dothuigthe, neamhbhailí, nó go dtéann teachtaireacht an bhuntéacs amú. B’ábabhar sásaimh dom gur tháinig Comhairle Contae Chorcaí ar an tuairim nach raibh a leithéid de chóras sásúil nuair a rinne sí an cheist a mheas an bhuntéacs. Ní bhíonn an téacs sa Ghaeilge a tháirtreireachtaí trí chóras meaisínaistriúcháin amháin inochtra le caighdeán an bhuntéacs Béarla. Go deimhin, d’fhéadfaí an t-ábhar statach a chur ar fáil in Gaeilge agus go gcuirfí an t-ábhar sin ar fáil go cearnach de réir m a d’aois tréidheach de réir mar a d’aois tréidheach de réir tréidheach de réir tréidheach de réir tréidheach de réir tréidheach de réir tréidheach de réir. Leag mé bhéim chomh maith ar an riachtanas go mbeadh socruithe in áit chun an t-ábhar Gaeilge a cheinneáil cothrom le dáta.

**Príomh-mholtaí an Imscrúdaithe:**

Mhol mé nach leanfaí ar aghaidh ag úsáid an chórais Google Translate ar mhaithte le hábhar i nGaeilge a chur ar fáil ar an úsáidh gréasáin. I m aisc na bpríomh-mholtaí eile d’iarr mé go ndéanfaí athnuachan ar an bPlean Gníomhaíochta a bhí átheidhme ogaí ag an gComhairle chun an t-ábhar statach a chur ar fáil i nGaeilge agus go gcuirfín an t-ábhar sin ar fáil go cernnideach de réir mar a d’aois tréidheach de réir. Leag mé bhéim chomh maith ar na riachtasain go mbeadh socruithe in áit chun an t-ábhar Gaeilge a cheinneáil cothrom le dáta.

Imscrúdú seolta: 29 Lúnasa 2018
Tuarascáil eisithe: 23 Samhain 2018
Amharclann na Mainistreach

An investigation found that the Abbey Theatre was in breach of the statutory language obligations that are confirmed in the Regulations in respect of signage issued under subsection 9(1) of the Official Languages Act 2003 in respect of signs both inside and outside of the Abbey Theatre.

A complaint was made to my Office in February 2017 that signs in the Abbey Theatre were not bilingual. Under the Regulations which have been issued under subsection 9(1) of the Official Languages Act 2003, public bodies must ensure that their signs are in Irish, or in Irish and English. Signs in English only are not permitted.

My Office raised the subject of the complaint with the Abbey Theatre through the informal complaints system it operates, as a first step. Every effort was made to resolve the issue, but those efforts were not successful.

When the informal attempts were not successful, I decided to undertake a formal investigation to make findings in respect of this matter, and to make recommendations, if appropriate.

I launched the investigation on 18 May 2018. I issued the investigation papers to the Directors of the Abbey Theatre as a first step, and I requested a written response by 9 June 2018. The Abbey Theatre provided a response in a letter dated 1 June 2018. Having reviewed that response, I wrote

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Léirigh imscrúdú go raibh Amharclann na Mainistreach ag sárú an dualgais reachtúil teanga atá daingnithe sna Rialacháin i dtaca le comharthaíocht atá eisithe faoi fho-alt 9(1) d’Acht na dTeangacha Oifigiúla, 2003 i gcás comharthaí lasmuigh agus laistigh d’Amharclann na Mainistreach.

Rinneadh gearán le m’Oifig i mí Feabhra 2017 nach raibh comharthaí in Amharclann na Mainistreach dátheangach. Faoi na Rialacháin atá eisithe faoi fho-alt 9(1) d’Acht na dTeangacha Oifigiúla, 2003, ní foláir do chomhlachtaí poiblí a chinntiú gur i nGaeilge, nó i nGaeilge agus i mBéarla, atá a gcuid comharthaí – ní cheadaítear comharthaí i mBéarla amháin.

Tharraing m’Oifig ábhar an ghearáin anuas le hAmharclann na Mainistreach tríd an gcóras neamhfhoirmiúil fiosruithe gearán a feidhmíonn an Oifig, mar chéad chéim. Rinneadh gach iaracht an cheist a shocrú, ach nior éirigh leis na hiarrachtaí sin.

Nuair nár éirigh leis na hiarrachtaí neamhfhoirmiúla, chinn mé dul i muinín imscrúdú fóirmiúil le teacht ar fho- tionachtaí i dtaca leis an gcéist seo agus moltaí a dhéanamh, dá mba chuí.


Sa fhreagra, aithníodh go raibh roinnt den chomharthaíocht san Amharclann nach raibh ag teacht leis na ceanglais teanga a bhaineann le comharthaí. Bhi cuid de na comharthaí sin ann, a mhinigh siad, ó na 1960idi nuair a tógadh an Amharclann.

Rinneadh na comharthaí neamhghéilliúila a aicmiú ina dtrí chineál:

(1) Comharthaí Sealadacha

Aithníodh go raibh comharthaí neamhbuana (pósta, comhartha páipéir, páipéir lannaithe, comhartha ócáideacha etc.) in áiteanna éagsúla ar fud an fhoirgnimh. Deimhníodh go mbainfí anuas na comharthaí neamhghéilliúila den chineál sin faoi 31 lúl 2018 agus go gcuirfí comharthaí nua (géilliúla) ina n-áit de réir mar ba ghá. Deimhníodh chomh maith go gcuirfí socruithe i bhfeidhm lena gcinnteofaí go mbeadh aon chomhartha nua den chineál sin a chuirfí in airde feasta ag teacht leis an reachtaitoich. D’fháiltigh mé roimh an ngealltanas sin.

(2) Comharthaí Dátheangacha

Chuir an Amharclann in iúl go ndéanfaí na comharthaí dátheangacha a leasú nó a athrú faoin 31 lúl 2018 ionas go mbeidhis ag teacht leis an reachtaitoich. Luadh go mbeadh roinnt costas ag baint leis an obair seo a chur i gcóirich.

Sa dara freagra, dar dáta an 24 Lúnasa 2018, dheimhnigh an Amharclann go raibh na comharthaí sin i gcás (1) agus (2) thús an leasú agus go gcuirfí socruithe i bhfeidhm lena gcinnteofaí go mear ann eolas maidir leis an dul chun cinn. D’fháiltigh mé roimh an ngealltanas sin chomh maith.

(3) Comharthaí Daingnithe

Mhinigh an Amharclann go raibh roinnt comharthaí (i mBéarla amháin) daingnithe ar fhoirgreamh na hAmharclainne ar maidh fúthu go mbainfeadh “infheistíocht nach beag” lena gceartú.

Chuir an Amharclann in iúl don imscrúdú go raibh tionscadal ar bun a raibh d’aithníteoí leis atáphorbaí a dheanann ar an Amharclann lena n-áiritear an seanfhoirgreamh a leagan agus once more to the Theatre on 22 June 2018 and I requested further information and clarifications. That information and clarifications were provided in a response from the Theatre dated 24 August 2018.

It was explained that some of those signs had been erected in the 1960s, when the Theatre was built.

It was acknowledged in the response that some of the signage in the Theatre was not in accordance with the language requirements in respect of signs. It was explained that some of those signs had been erected in the 1960s, when the Theatre was built.

The non-compliant signs were divided into three types:

(1) Temporary Signs

It was acknowledged that there were temporary signs (posters, paper signs, laminated signs, casual signs etc.) in various places throughout the building. It was confirmed that non-compliant signs of that nature would be removed by 31 July 2018 and that new (compliant) signs would be erected in their stead where necessary. It was also confirmed that arrangements would be put in place ensuring that any new signs of that nature being erected would be in line with the legislation. I welcomed that commitment.

(2) Bilingual Signs

The Theatre confirmed that the bilingual signs would be corrected or changed by 31 July 2018 to ensure compliance. It was indicated that some cost would attach to completing this work.

In its second response, of 24 August 2018, the Theatre confirmed that the signs mentioned in (1) and (2) above were being amended and that it would keep me informed as to progress. I welcomed that commitment also.

(3) Fixed Signs

The Theatre explained that there were some signs (in English only) which were affixed to the Theatre building and which “no small cost” would apply to their correction.

The Theatre advised the investigation that there was a project in hand to redevelop the Theatre, which included demolishing the old building and building a new Theatre on
forígneamh nua a thógáil ar an láthair céanna. Miniodh go raibh bailchrioch á cur ar phlean gnó gnó chuige sin agus go raibh sé mar aidhm go gcuirfí tús leis an obair sin faoi cheann dhá bhliain. D’áithigh an Amharcáinn nár chóir dul i mbun an chothais mhóir a bhainfeadh le ceartú na comharthaíochta daingnithe ar fhóirgneamh atá beartaithe a leagan ach tugadh gealltanas go ndéanfaí “comhlionadh Acht na DTeangacha Oifigíúla a chorpú a chéadún na náisiúnaí ar fhóirgneamh nua.”

Sonraíodh na comharthaí daingnithe a bhíothas ag iarraidh a choinneáil go dtí go dtí go leagfaí an foirgneamh:

i. An comharthas os cionn an phríomhdhorais ar thaobh Shráid Mhaoilbhríde.

ii. Roinnt treochomharthai taobh istigh den fhoirgneamh atá leabaithe nó neadaithe sna ballaí féin agus atá in áit ó tógadh an foirgneamh.

I dtaca leis an tionscadal athfhorbartha, chuir an Amharcáinn i lùl gur fhogair an tAire Cultúir, Oidhreachta agus Gaeltachta i mí Aibreáin 2018 go raibh €80 milliún curtha in áirithe d’athfhorbairt na hAmharclainne mar chuid de phlean infheistíochta in mbonneagar cultúir, oidhreachta agus teanga na tíre, go raibh pleán gnó curtha faoi bhráid na Roinne ag an Amharclann agus go rabhthas ag súil le bru chun cinn leis an tionscadal gan mhoil ach cead a fháil chuige sin. Bhíothas ag súil go mbeadh na comharthaí beagnach críochnaithe faoin mbliain 2022 agus chun an sprioc sin a bhaint amach, nár mhór an Seanfhóirgneamh a leagan tráth éigin in 2020.

It should be clarified that there is no provision in the Official Languages Act which allows me, as Coimisinéir Teanga, to provide an exemption to any public body from a statutory language requirement. If I make a decision in an investigation, based on the evidence provided to me, that a public body has failed to comply with a provision of the Act, I am obliged to make a finding in the report on the investigation to that effect in accordance with the Act.
Ba ar an 16 Feabhra 2017 a tharraing m’Oifig an gearán a rinneadh liom anuas leis an Amharclann den chéad uair, agus ainneoin iarrachtaí leanúnacha m’Oifige, ba chúis díomá dom nach raibh an comhoibriú a fuarthas ón Amharclann ar an gcáighdeán a mbeinn ag súil leis ... 

Príomh-mholtaí an imscrúdaithe:

Rinne mé sraith moltaí chuí a thabhairt ar an réimse agus na haicmí comharthai neamhghéilliúla. Chomh maith leis seo mhol mé go leasófaí an comhartha atá i mBéarla amháin os cionn príomhhoras na hAmharclainne faoin 30 Meitheamh 2019 mura gcuirfí fianaise ar fáil chu i mshástaíta go bhfuil scoirthe cinnte déanta foirgneamh na hAmharclainne a leagan le linn na bliana 2020.

Imscrúdú seolta: 18 Bealtaine 2018
Tuarascáil eisithe: 17 Deireadh Fómhair 2018

My Office first raised the complaint made to me with the Theatre on 16 February 2017 and despite the continued efforts of my Office, it was a matter of some disappointment to me that the level of cooperation I received from the Theatre was not commensurate with the standard I would expect when my Office raises queries, as it is entitled to do in the performance of its statutory duties. I initiated the investigation due to this lack of cooperation. I acknowledge with thanks, however, the cooperation of the Theatre with the investigation itself.

Main recommendations of the investigation:

I made a series of recommendations to deal with the range and classes of non-compliant signs. I also recommended that the sign above the main entrance of the Theatre be changed by 30 June 2019 unless evidence is provided to my satisfaction that definite arrangements have been put in place to demolish the Theatre building during 2020.

Investigation launched: 18 May 2018
Report issued: 17 October 2018
An investigation found that Galway County Council breached a statutory language obligation concerning the implementation of a commitment in Measure 3.14 of the Council’s statutory language scheme, by issuing notices in English only in tweet form concerning matters relating to Gaeltacht areas, and by utilising the unofficial English versions of Gaeltacht placenames instead of the versions confirmed in the Placenames (Ceantair Ghaeltachta) Order, 2004 in a notice issued by the Council in tweet form, but that the County Council did not breach the same statutory language scheme insofar as it concerns the implementation of a commitment in Measure 3.14 that any general correspondence which it initiates with the public in Gaeltacht areas will be in Irish, through the issuing of notices in English only in tweet form concerning matters which related to Gaeltacht areas.

Since 2014, 11 complaints in total were made to my Office in respect of the use of Irish and/or the use of Gaeltacht placenames in tweets issued by Galway County Council, and these complaints were raised with the Council. It was apparent to my Office that three of the commitments given in the Council’s current language scheme were relevant:

**Measure 3.14:**

‘General correspondence initiated by the Council with the public in a Gaeltacht area will be in Irish only or bilingual.

An t-Ordú Logainmneacha (Ceantair Ghaeltachta) 2004 will be used by the Council for official purposes and used as a default in all of the Council’s databases and correspondence.

The Council will actively ensure that every aspect of its work directly or indirectly affecting the Gaeltacht will be in Irish and have cognisance of the cultural and linguistic heritage of the Gaeltacht and will not have a detrimental effect on the use of Irish as a community language but will promote and encourage it.’
I received two complaints in 2017 in relation to tweets in English only relating to the Gaeltacht issued by Galway County Council.

In both the tweets, use was made of the unofficial English versions of Gaeltacht placenames. Two placenames orders made under the Act concern Gaeltacht areas – SI 872 of 2004 and SI 599 of 2011. Reference is made only to the order which was made in 2004 in the commitment given by the County Council. The placenames mentioned in the second tweet (An Aird Mhóir and Cill Chiaráin) were confirmed in the order made in 2004. The placename mentioned in the first tweet (An Mám) was confirmed in the order made in 2011. It appeared to me, therefore, that no breach occurred in respect of the use of the English version of that particular placename.

The Council confirmed their stance that the above commitments did not concern tweets and said that it was clear, according to them, that there was no commitment in the Scheme regarding tweets, nor did they think tweets had “been in mind when the provisions of the scheme were being drawn up”.

I decided that an investigation was necessitated to make findings on the matter. I issued the investigation documents to the Chief Executive of the County Council on 30 April 2018 and I requested a written answer by 22 May 2018. The Council provided me with a response on that date.

I received another complaint regarding tweets which issued on 25 May 2018 and on 27 May 2018. I wrote once more to the County Council on 30 May 2018. Scriobh mé chuig an gComhairle Contae ar an 30 Aibreán 2018 agus d’íarr mé freagra scríofa faoi 22 Bealtaine 2018. Chuir an Chomhairle Contae freagra ar fáil dom ar an dáta sin.

Fuair mé seasmh chun críocha oifigiúla.

The County Council maintained that tweets are not used for official purposes.

Once again, it was the County Council’s position that none of these three particular commitments in its language scheme had been breached because the requirements in those commitments referred to specific functions, and the issuing
cheann ar bith de na feidhmeanna sin. D’aithigh an Chomhairle Contae nár chomhothphreagras oifigiúil tvuíteanna chun críche na Scéime Teanga agus nár chomhothphreagras iad in aon chor. Ba é cáis na Comhairle Contae chomh maith nach mbaintear úsáid as tvuíteanna chun críochta oifigiúla.

Deimhmíodh i bhfreagra na Comhairle dar dáta an 15 Samhain go raibh sé de rún ag an gComhairle leanúint uirthi ag eisiúnt tvuíteanna in nGaeilge nó tvuíteanna dáthangacha a eisiúnt nuair ab fhéidir é, go háirithe tvuíteanna a bhaíneann leis an nGaeilteacht. Miniodh, áfach, go mbionn cuínsí agus constaicí praiticiúla ag baint leis sin ar uairibh.

Nil aon agó ach go n-eisíonn an Chomhairle Contae tvuíteanna as Gaeilge ar ábhair éagsúla a bhaineann le saol an Chontae: féilte, comhdhálacha, taispeántais ealaíne, fógraí drochaimsire agus go leor eile. Bhain na gæráin a rinneadh liom, áfach, le haicme áirithe tvuíteanna. Is tvuíteanna iadsan a d’eisigh an Chomhairle Contae chun eolas a scaipeadh a bhaineann lena feidhmeanna agus lena gníomhaíochtaí mar údarás aithiúil is ar a dtionscnamh féin chun eolas a scaipeadh – bailí.

Luaitear go sonrach sna trí ghealltanas na réimsí ina mbíonn feidhm ag ceanglais na ngealltanas sin: Comhfhreagras, Comhfhreagras Ginearálta, Gach Bunachar Sonrai, Chun críocha oifigiúla agus Gach gné dá cuid oibre.

De réir sainmhínithe is ionann “comhfhreagras” agus modh cumarsáide a chuirtear i gcrích trí mhalartú nó babhtáil litreacha, ríomhphost etc. Bhí mé sásta, mar sin, go raibh argóint na Comhairle Contae – nach “comhfhreagras” nó “comhfhreagras ginearálta” tvuíteanna arna n-eisiúnt aici ar tionscnamh féin chun eolas a scaipeadh – bailí.

Nuair atá bótair poílí le dúnadh, ní foláir fógra rúin a fhoilsiú i gceann amháin, nó níos mó, de na páipéir nuachta a bhfuil beartaithe. Is réir gurb é curas na comhothscálaíochta sin. Is leir gurb é cuspóir nó “crioch” na forála sin d’fheachtar a bhéif go bhfuil beartaithe anois.

Ar an tsíl chéanna, foráitear sa chonradh idir an Chomhairle Contae agus Uisce Éireann nach móir don Chomhairle aon bhhriseadh ar an soláthar uisce a bheartaítear nó a tharlaíonn of tweets could not be included as one of those functions. The County Council maintained that tweets were not official correspondence for the purpose of the language scheme, and indeed that they were not correspondence in any way. The County Council maintained that tweets are not used for official purposes.

It was confirmed in the Council’s response of 15 November that the Council intended to continue issuing tweets in Irish or bilingual tweets where possible, especially tweets concerning the Gaeltacht. It was explained, however, that circumstances and practical constraints prevent that sometimes.

These were tweets the Council issued to broadcast information which concerns its functions and actions as a local authority ...

There is no arguing that the County Council issues tweets in Irish on various subjects concerning the life of the County: festivals, conferences, art exhibitions, weather warnings and much more. The complaints made to me, however, belonged to a specific category of tweets. These were tweets the Council issued to broadcast information which concerns its functions and actions as a local authority – as a roads authority and as an agency or contractor on behalf of Irish Water.

The areas in which these commitment requirements function is mentioned specifically in those three commitments: Correspondence, General Correspondence, All of the Council’s databases, For official purposes and Every aspect of its work.

According to definitions “correspondence” means a method of communication which is carried out by the exchange or trading of letters, e-mails etc. I was satisfied, therefore, that the argument put forward by the County Council – that the tweets it issued on its own initiative were not “correspondence” or “general correspondence” – was valid.

When public roads are to be closed, a notice of intention must be published in one or more of the newspapers that are read in that locality. It is apparent that the objective or “purpose” of that provision is to inform those people to whom the road closure would or could make a difference of the measures that are to be taken.

In the same way, there is a proviso in the contract between the County Council and Irish Water that the Council must inform Irish Water in a timely manner of any proposed break in
gan choinne a chur in iúl d’Uisce Éireann go tráthúil ionas gur féidir eolas a chur ar fáil do chustaiméirí trí lárionad teagmhála custaiméiri na heagraíochta sin.

Is críocha oifigiúla iad lucht úsáidte na mbóithre ábhartha agus lucht úsáidte an tsoláthair uisce a chur ar an eolas faoina bhfuil ag tarlú nó a bhfuil beartaithe agus modh cumarsáide éifeachtaidh chun ná n-ghcríoch sin is ea Twitter. Tá fianaise i bhfhoilseacháin éagsúla de chuid an Chomhairle ag thabharfadh le fios gurb é sin dearachd agus cur chuige na Comhairle Contae féin. Pé acu cumarsáid neamhfhoinníl nó cumarsáid oifigiúil atá i gcceist, is cumarsáid iad tvuíteanna arbh fhéidir an-tábhacht agus “gá” agus “práinn” a bheith ag baint leo dar leis an gComhairle féin. Is gné dá cuid i bhfeidhm.

I bhfreagra na Comhairle Contae dar dáta an 15 Samhain 2018 ar an dréacht-tuarascáil, soiléireodh go dtagraítear d’eisiúint tvuíteanna i gcáipéisí éagsúla dá cuid toisc go n-aithnítear gur saghas cumarsáide neamhfhoirmiúla a bhí sna tvuíteanna biodh is nach nglaictar leis gur cumarsáid oifigiúil oifigiúil iad.

Nuair a roghnaítear cumarsáid le pobal na Gaeltachta i mBéarla amháin, táthar ag deimhniú fhheidhmíacht an Bhéarla sna gnóthaí lena mbaineann an chumarsáid sin agus neamhfhheidhmíacht na Gaeilge. Táthar ag normalú an Bhéarla mar fhíomhtheacha chumarsáide agus an teanga is éifeachtaidh le gnóthai a dhéanamh leis an rialtas áitiúil agus istitúidí iaracháin eile a bhfuil fhabh na Gaeltachta ag brath orthu. I meabhráin focal, más é leas na Gaeilge mar theanga phobail cumarsáid a dhéanamh i nGaeilge nó go dátheangach, is é a haimhleas gan é sin a dhéanamh.

... más é leas na Gaeilge mar theanga phobail cumarsáid a dhéanamh i nGaeilge nó go dátheangach, is é a haimhleas gan é sin a dhéanamh.

Thagair an Chomhairle do dheacracha a d’fhéadfadh a bheith ag baint le tvútí dhéanamh ag eisiúint go tráthúil i gcásanna tromchúiseachta agus prain ag baint leo. Nuair a bhítear gcuirfí aon duine i mbaoil trí chomhlionadh gaeilgeoireachta chun aimhleas aon duine. Sa chás go n-athneofaí go raibh dualgas reachtúil ann tvuíteanna aiththe a bhainean leis an nGaeltacht ag eisiúint go dátheangach agus na leaganacha oifigiúla Gaeilge de logosanannacha Gaeilge a úsáidte i bhfhéidhmíacht an Bhéarla, níorfháil go hiontú an bheatha amháin, níor fháiltear a bheith ag baint leis an bhfeidhmíocht a bhítear a bhaint leis an Bhéarla, agus, níor fháiltear a thugtar leis an bhfeidhmíocht a bhítear a bhaint leis an Bhéarla.

Thagair an Chomhairle do dheacracha a d’fhéadfadh a bheith ag baint le tvútí dhéanamh ag eisiúint go tráthúil i gcásanna tromchúiseachta agus prain ag baint leo. Nuair a bhítear gcuirfí aon duine i mbaoil trí chomhlionadh gaeilgeoireachta chun aimhleas aon duine. Sa chás go n-athneofaí go raibh dualgas reachtúil ann tvuíteanna aiththe a bhainean leis an nGaeltacht ag eisiúint go dátheangach agus na leaganacha oifigiúla Gaeilge de logosanannacha Gaeilge a úsáidte i bhfhéidhmíacht an Bhéarla, níorfháiltear a bheith ag baint leis an bhfeidhmíocht a bhítear a bhaint leis an Bhéarla, agus, níor fháiltear a thugtar leis an bhfeidhmíocht a bhítear a bhaint leis an Bhéarla.

In short, if it benefits the Irish language as a community language to communicate in Irish or bilingually, it is to its detriment not to do so.

When it is decided to communicate with a Gaeltacht community in English only, the functionality of English in the affairs to which the communication refers is confirmed, as is the non-functionality of Irish. English is being normalised as the main language of communication and as the most effective language in which to conduct business with the local authority and other administrative institutions on which the Gaeltacht community relies. In short, if it benefits the Irish language as a community language to communicate in Irish or bilingually, it is to its detriment not to do so.

The Council referred to difficulties which could arise with issuing bilingual tweets in a timely manner in urgent or serious cases. Nobody is seeking to endanger people’s lives through the fulfilment of a provision of a language scheme, or to fulfil it to the detriment of any person. Where it is identified that there is a statutory obligation to issue certain tweets concerning the Gaeltacht bilingually and to use the official Irish versions of place names in those tweets, it would not be insurmountable to put arrangements in place so that the text of tweets could be translated immediately or without much delay, especially when the limits in the number of characters allowed are taken into account.
Main Recommendations of the Investigation:

- That Galway County Council put in place the appropriate arrangements to ensure that the official versions of Gaeltacht placenames are used in future in tweets in Irish or in English and that any tweets concerning Gaeltacht areas or communities would in future be issued in Irish or bilingually.

- That the appropriate staff be informed of the findings of the investigation and of the arrangements referred to above that are to be put in place, and that the County Council inform this Office of those arrangements and practices.

Investigation launched: 30 April 2018
Report issued: 29 November 2018
COMPLAINTS

My Office received a comparable number of complaints in 2018 (634) as were received in 2017 (638). Over 90% of the complaints related to five particular areas:

- provisions contained in language schemes
- signage and stationery
- response in English to communications in Irish
- road signs, and
- difficulty in using names and surnames in Irish

Language schemes cover a wide variety of services provided by over 130 public bodies and therefore it is not surprising that the highest number of complaints relate to this area. Neither is it surprising that a significant number of complaints relate to signage and stationery given their visibility and that the obligations relate to every public body covered by the Act. Road signs are not covered by the Regulations made under the Official Languages Act but I do have the authority to investigate the use of the official languages on such signs.

It is noticeable that there was an increase in the percentage of complaints received relating to responses in English to correspondence in Irish and difficulties people had using their name and surname in Irish. These are basic services that should be in place by all public bodies by now. I’m disappointed that computer systems operated by some public bodies remain incapable of handling the síneadh fada. As there is no relevant provision in the Act relating to using a name, surname and address in Irish, an issue of noncompliance with language legislation does not arise other than where a commitment is given in a language scheme. These difficulties highlight the importance of bringing into effect the recommendations made in the heads of the new Bill regarding the accurate recording of names and addresses in Irish.

Other than that there were no significant changes regarding the types of complaints received by my Office or the counties of origin. Almost a third of all complaints originated from complainants living in Dublin. A significant number of complaints were received from people living in counties Galway, Kilkenny, Kerry and Meath. Similar to other years 20% of complaints came from Gaeltacht regions.

My Office resolves the majority of complaints through the informal complaints process. In cases such as these the public body makes satisfactory proposals to deal with the complaint. If our efforts do not yield a satisfactory outcome I

GEARÁIN

Le linn na bliana seo fuair m’Oifig nach mór an líon céanna gearán (634) agus a fuair sí le linn na bliana 2017 (638). Bhain os cionn 90% de na gearán le cúig réimse faoi leith:

- forálacha i scéimeanna teanga
- comharthaocht agus stáiseanóireacht
- freagra i mBéarla ar chumarsáid i nGaeilge
- comharthai bóthair, agus
- fadhbh le húsáid ainmneacha agus sloinnte i nGaeilge

Cuimsíonn scéimeanna teanga réimse leathan seirbhísí atá á dtabhairt ag os cionn 130 comhlacht poiblí agus d’fháil an chotháilte a bhí os cionn 90% de na gearáin le cúig réimse faoi leith:

- forálacha i scéimeanna teanga
- comharthaocht agus stáiseanóireacht
- freagra i mBéarla ar chumarsáid i nGaeilge
- comharthai bóthair, agus
- fadhbh le húsáid ainmneacha agus sloinnte i nGaeilge

Tá sé le tabhairt faoi deara gur tháinig méadú ar an gcéatadán de na gearáin a bhain le freagraí i nBéarla a fháil ar chumarsáid i nGaeilge agus a bhí an fhorbairt is mó ann ag daoine a n-ainm agus a slóinnte a úsáid i gcomhthéarmaíocht le chuid comhdhachtaí agus de dhúil ar an bhfhorbairt is mó ann ar chomhthéarmaíocht le chuid scéimeanna teanga.

Thairis sin níor tháinig aon athrú suntasach ar na cineálachta gearán a bhunaigh m’Oifig ná go híonaithe atá naíonaithe a bhfuil an duais, an ceann doigh agus an bhfhorbairt is mó ann ar chomhthéarmaíocht le chuid scéimeanna teanga.

Tharlaíonn m’Oifig formhór na ngearán a fhaighnionsaíodh trí an gcomhthéarmaíocht le chuid scéimeanna teanga. Is féidir le náisiúntaí atá ina gcónaí i mBaile Átha Cliath ná gásáid an duais, an ceann doigh agus an bhfhorbairt is mó ann ar chomhthéarmaíocht le chuid scéimeanna teanga.

Cuimhnióidh m’Oifig an cheist chun cinn maidir le neamhchomhlíonadh reachtaíochta le do thoil agus leis an chéad duais a bhí ann ar an bhfhorbairt is mó ann ar chomhthéarmaíocht le chuid scéimeanna teanga.

An Coimisinéir Teanga • Tuarascáil Bhliantúil 2018 • Annual Report 2018
have the authority to initiate a formal investigation in order to make findings and recommendations. Information is provided in this Report on certain sample cases that were dealt with through the informal complaints process. Resolving complaints through this process is far preferable owing to the time and resources that a formal investigation entails not only for my Office but also for the public body concerned.

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

**Gearáin le linn 2018  Complaints during 2018**

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gearáin Complaints</td>
<td>345</td>
<td>328</td>
</tr>
<tr>
<td>Comhairle tugtha  Advice given</td>
<td>293</td>
<td>306</td>
</tr>
<tr>
<td>Iomlán Total</td>
<td>638</td>
<td>634</td>
</tr>
</tbody>
</table>

**Céatadán na ngearán de réir cineál**
**Percentage of complaints by type**

<table>
<thead>
<tr>
<th>Category</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foráil de scéim teanga (san áireamh: cártaí aitheantais, suíomhanna gréasán agus foirmreacha)</td>
<td>33.9%</td>
<td>35.5%</td>
</tr>
<tr>
<td>Easpa Gaeilge ar chomharthaíocht &amp; stáiseanóireacht: Lack of Irish on signage and stationery</td>
<td>32.8%</td>
<td>29.7%</td>
</tr>
<tr>
<td>Freagraí i mBéarla ar chumarsáid i nGaeilge: Replies in English to correspondence in Irish</td>
<td>8.2%</td>
<td>9.0%</td>
</tr>
<tr>
<td>Easpa Gaeilge ar chomharthai bóthair: Lack of Irish on road signs</td>
<td>8.0%</td>
<td>8.5%</td>
</tr>
<tr>
<td>Fadhbh le hainm agus/nó le seoladh i nGaeilge: Problem with use of name and/or address in Irish</td>
<td>5.3%</td>
<td>8.0%</td>
</tr>
<tr>
<td>Achtacháin elle a bhaineann le stádas nó le húsáid na Gaeilge: Other enactments relating to the use or status of Irish</td>
<td>2.0%</td>
<td>2.7%</td>
</tr>
<tr>
<td>Bileoga nó ciorcláin i mBéarla ar mhainí: Leaflets or circulars in English only</td>
<td>1.4%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Foirísíú doiciméad éirithe: Publication of certain documents</td>
<td>1.1%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Eile (cúiseanna aonair): Other (individual issues)</td>
<td>7.3%</td>
<td>4.4%</td>
</tr>
<tr>
<td><strong>Iomlán Total</strong></td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Gearáin: An Ghaeltacht agus lasmuigh den Ghaeltacht  Complaints: Gaeltacht and non-Gaeltacht

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Ghaeltacht</td>
<td>22%</td>
<td>20%</td>
</tr>
<tr>
<td>lasmuigh den Ghaeltacht</td>
<td>78%</td>
<td>80%</td>
</tr>
</tbody>
</table>

Iomlán Total 100% 100%

Gearáin de réir contae  Complaints by county

<table>
<thead>
<tr>
<th>County</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baile Átha Cliath</td>
<td>35.0%</td>
<td>32.8%</td>
</tr>
<tr>
<td>Cill Chainnigh</td>
<td>15.0%</td>
<td>16.5%</td>
</tr>
<tr>
<td>Gaillimh</td>
<td>13.0%</td>
<td>13.4%</td>
</tr>
<tr>
<td>Ciarrai</td>
<td>4.7%</td>
<td>4.4%</td>
</tr>
<tr>
<td>An Mhí</td>
<td>3.5%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Dún na nGáill</td>
<td>4.4%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Corcaigh</td>
<td>3.0%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Cill Mhantáin</td>
<td>1.3%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Liatroim</td>
<td>1.0%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Cill Dara</td>
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<td>1.4%</td>
</tr>
<tr>
<td>An Clár</td>
<td>1.7%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Lasmuigh den dlíirse</td>
<td>1.0%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Eile</td>
<td>14.4%</td>
<td>13.9%</td>
</tr>
</tbody>
</table>

Iomlán Total 100% 100%
Gearáin de réir cineál comhlachta phoiblí

Complaints by type of public body

<table>
<thead>
<tr>
<th>Cineál Comhlachta Phoiblí</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ranna &amp; oifigí rialtais</td>
<td>13.6%</td>
<td>18.5%</td>
</tr>
<tr>
<td>Local authorities</td>
<td>36.8%</td>
<td>36.0%</td>
</tr>
<tr>
<td>Health authorities</td>
<td>4.3%</td>
<td>3.0%</td>
</tr>
<tr>
<td>Education authorities</td>
<td>4.9%</td>
<td>3.0%</td>
</tr>
<tr>
<td>Other state organisations</td>
<td>40.4%</td>
<td>39.5%</td>
</tr>
<tr>
<td><strong>Iomlán Total</strong></td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Samplaí de ghearáin a fiosraíodh in 2018

An Phríomh-Oifig Staidrimh

Rinneadh gearáin le m’Oifig gur i mBéarla amháin a cuireadh ar fáil an bhileog eolais a bhi in úsáid ag an bPríomh-Oifig Staidrimh le linn di a bheith i mbun suirbhé sa Ghaeltacht. Is i mBéarla freisin a bhí an seoladh Gaeltacht a ar an gclúdach litreach a bhain leis an suirbhé.

B’ábhar faoiisimh don ghearánach go raibh Gaeilge líofa ag an té a bhí i mbun an tsuirbhé ach ceistíodh an chúis nach raibh an bhileog eolais agus an seoladh in nGaeilge freisin.

Ghlac an Phríomh-Oifig Staidrimh leis go mba chúirf go gcuirfí leagan Gaeilge den bhileog eolais a fáil le linn an agallaimh ó tharla go mba ann dá leithéid. Thug sí le fios dúinn go n-úsáidi leagan dátheangach de bhileoga agus de litreachá dá cuid roimh dheireadh na bliana 2018. Idir an dá linn iarraidh ar agallóirí a chinntiú go raibh an stoc cuit a iompar acu.

Gheall sí freisin go ndéanfai na teastaithe a bhí ag teastáil ar an gcóras riomhaireachta chun go n-aithneofaí seoltai Gaeltacht agus go gcinntseofaí go mbeadh na logainmneacha oifigiúla in úsáid go caighdeánach.

Examples of complaints examined in 2018

Central Statistics Office

My Office received a complaint that the information leaflet used by the Central Statistics Office while undertaking a survey in the Gaeltacht was made available in English only. The Gaeltacht address on an envelope relating to the survey was also in English.

The complainant was satisfied that the person conducting the interview had fluent Irish but questioned the reason for not having the information leaflet and address in Irish.

The Central Statistics Office accepted that the Irish version of the information leaflet should have been made available during the interview as one existed. It informed us that a bilingual version of its information leaflets and letters would be used before the end of 2018. In the meantime interviewers were requested to ensure they had the relevant stock with them.

It also promised that the necessary amendments would be made to the computer system to allow for the recognition of Gaeltacht addresses and to ensure that official placenames would be used as standard practice.
National Transport Authority

The Office received a number of complaints in relation to the use of the brand ‘Transport for Ireland’ on public and private buses operating under a contract from the National Transport Authority (NTA). The regulations made under the Official Languages Act require that signs placed in any location by public bodies be in Irish or bilingual. However an exemption is provided for logos and brand names. As a result it was accepted that the complaint did not relate to the regulations.

The Transport Act 1950 requires that all permanent signs placed by Córas Iompair Éireann (CIÉ) companies are in Irish or bilingual. It was on that basis that we examined the question with the NTA insofar that it could be viewed that CIÉ companies were being required to use signs that were in English only.

After examining the question it was apparent to us that the NTA was required under its founding legislation to provide for the “development and implementation of a single public transport brand”. That legislation did not require it to ensure that the brand was in Irish or bilingual. As the NTA had the authority to develop a monolingual brand it was not apparent that any language provision had been breached.

Office of Public Works

My Office received a complaint that an advertisement in a national newspaper for the position of Park Superintendent for Ionad an Bhlascaoid in Dún Chaoin, Co. Kerry was in English only. There was a reference in the advertisement to managing State-owned property on “the Great Blasket Island”.

No regulations have been made relating to the use of official languages on advertisements. As a result there was no statutory requirement that the advertisement be in Irish or bilingual. However, there was a provision in the organisation’s language scheme relating to the use of official Gaeltacht placenames.

In response to the complaint the Office of Public Works informed us that an Irish version of the advertisement was placed in the Irish language newspaper ‘Seachtain’ and that it was also advertised in Irish on the website www.publicjobs.ie. In addition, it stated that sites owned by the Office of Public Works situated in Gaeltacht areas operate through Irish and that candidates for this position would be required to undertake an oral and written examination to assess their competence in Irish.

An tÚdarás Náisiúnta Iompair

Fuair an Oifig roinnt gearán maidir le húsáid an bhranda ‘Transport for Ireland’ ar bhusanna poiblí agus príobháideacha a bhí ag feidhmíu de réir conradh a bhí bronnta orthu ag an Údarás Náisiúnta Iompair (UNI). De réir na rialachán atá déanta faoi Acht na dTeangacha Oifigiúla tá dualgas ar comhlachtaí poiblí comhartha a bhíonn suite in aon suíomh a bheith i nGaeilge nó dátheangach. Tá diolúine ag lógó agus ainm branda, áfach. Glacadh leis dá réir nár tháinig an gearán seo faoi bhrá i n'rialachán sin.

Facair Acht Iompair, 1950 leagtar dualgas ar chomhlachtaí Chóras Iompair Éireann (CIÉ) a gcuid buanchomhartha a bhéadh i nGaeilge nó dátheangach. Is ar an mbonn sin a d'allsmamos an cheist le ÚNI sa mhéid go bhféadfaí a áitíú go raibh riachtanais leánachtaí de chuid CIÉ comhartha a úsáid a bhí i mBéarla amháin.

Tar éis dúinn an scéal a fhiosrú ba léir go raibh de chúram ar ÚNI ina reachtaíocht bhunaithe “branda aonair iompair poiblí a tharlaí a thairí aghas agus a chur i ngníomh”. Níor éiligh an reachtaíocht orthu go mbeadh an branda sin i nGaeilge nó dátheangach. Ó tharla é a bheith faoi dhlíinse feidhmíun ÚNI branda aonteangach a tharlaí níor léir go raibh aon fhoráil teanga sáraithe.

Oífig na nOibreacha Poiblí

Cuireadh gearán faoi bhráid m’Oífig de bharr fógra do Stiúrthóir Páirce in Ionad an Bhláscaoid i nDún Chaoín, Co. Chiarrai a bheith i mBéarla amháin i nuachtán náisiúnta. Bhi tagairt déanta san bhfógraíocht bhunaithe “branda aonair iompair poiblí a tharlaí a thairí aghas agus a chur i ngníomh”. Níor éiligh an reachtaíocht orthu go raibh an bhfógraíocht i mbéarla an bhfógraíocht a tharlaí níor léir go raibh aon fhoráil teanga sáraithe.

Nil aon rialachán déanta maidir le húsáid na dteangacha oífigíula ar fhográín. Dá thoradh sin ní raibh aon dualgas reachtúil ann go mbeadh an bhfógraíocht i nGaeilge nó dátheangach. Bhi ghealltanas ábhartha in scéim teanga na heagraíochtaí maidir le húsáid githníochtach as aonchumaíochtaí in Gaeilge agus chomh maith. Mar fhreagra ar an ngearán thug Oífig na nOibreacha Poiblí le fios gur cuireadh leagan Gaeilge den bhfógraíocht a fáil sa nuachtán Gaeilge: ‘Seachtain’. Ghealltanas a bhí féin ar stráid bhféidhmíon oideachais ceoil de chuid Oífig na nOibreacha Poiblí atá lonnaithe i gceantair Ghaeltacha éiríonn aon níos mó níos mó na stráid bhféidhmíon oideachais ceoil de chuid Oífig na nOibreacha Poiblí.
It admitted that it had made an error in not using the official Gaeltacht placename, An Blascaod Mór, in the advertisement in the English language newspaper. An office notice was issued to all staff members reminding them of the requirement to use official placenames for Gaeltacht areas.

Galway County Council

A complainant drew our attention to a letter he received from his local Gaeltacht library informing him that the book he had ordered was now available. The complainant was unhappy that the letter was in English and that symbols were used on his address. In addition to this the link to his library account on the Irish version of the website was non-operational.

The Council apologised that the letter was in English only and that the symbol was replaced with the service and the link to his online account were also resolved.

The Council informed us that it had asked the Local Government Management Agency, which is responsible for the provision of the online library system, to provide an Irish version of the system but that was not done. The Office is discussing this matter with the Agency in light of commitments made in its language scheme.

Electricity Supply Board

During the construction of its new headquarters the Electricity Supply Board (ESB) erected hoardings at the site that both contained information and publicised the activities and values of the company. We received a complaint that the information on the hoardings was in English only.
Pléadh an t-ábhar le BSL agus bhi sé den tuairim nach comharthai a bhí i gceist leis an duine a chuir an ábhar margaoilctha agus fógraíochta. Bhi na cláir curtha in aire de réir conradh a bhí deanta aige leis an ngnólacht tógála a bhí freagraigh as an láthair. Thug sé le fios d’fhéadfadh sé mbeadh costas suntasach i gceist lena n-athrú.

Tar éis roinnt plé a dhéanamh ar an ábhar mhol BSL go bhfheidfadh sé roinnt de na cláir a bhí gan ábhar deartha a úsáid chun macasamhail an ábhar a chur ar fáil i nGaeilge. Cé nach raibh an spás ar fáil chun an lún céanna cláir a chur ar fáil i nGaeilge glacamar le moladh BSL ar an tuisceint go gcloifí le riachtanais na Rialachán le linn d’obair den chineál seo a bheith ar bun amach anseo.

Comhairle Contae Dhún na nGall

Ni raibh ar chumas gearánaigh teacht ar an leagan Gaeilge d’fhoirm iarratais agus ábhar tacaíochta a bhí in airde de feachtais earrachta a bhí ar siúl ag Comhairle Contae Dhún na nGall doifigeach foirne. Cuireadh an t-ábhar ar fáil don ghearánach nuair a lorgaíodh é ach bhí sé míshásúil go mba ghá an t-ábhar i nGaeilge a éileamh sa chéad áit.

Tá gealltanais tugtha ag an gComhairle Contae ina scéim teanga go mbeadh fáil ag saoránaigh ar fhoirmíochtaí iarraidhais agus na bileoga a ghabhann leo sa teanga oifigiúil is rogha an oifigeach foirmeach ar a dhíreacha. Ghlinn an Chomhairle leis na cláir a bhí in airde de feachtaí a dháthacha ar na eolas a chuirfadh siúth an t-ábhar i nGaeilge a éileamh sa chéad áit.

Thug m’Oifig le fios don Chomhairle go raibh dualgas soiléir le comhlíonadh aici agus go gcaithfí na cláiríochtaí a bhí molta a thabhairt i bhfeidhm go seasmhach.

Donegal County Council

A complaint was unable to access the Irish version of an application form and supporting documentation relating to a staffing officer recruitment process undertaken by Donegal County Council. The information was provided to the complainant when requested but it was unsatisfactory that the material in Irish had to be requested in the first place.

The County Council has committed in its language scheme to provide application forms and supporting documents to citizens on the organisation’s website in their official language of choice.

The Council accepted that in this instance the relevant material wasn’t provided until it was requested and it promised that the necessary arrangements would be made to ensure that all recruitment documents, including application forms, leaflets and advertisements, would be available bilingually on the Council’s website henceforth.

My Office informed the Council that a clear obligation had to be complied with and that the proposed arrangements had to be applied consistently.

An Garda Síochána

Tá gealltanais tugtha ag an nGarda Síochána ina scéim teanga go mbeadh an t-ábhar stáitche an duine a chuir an ábhar earrachta go mbeadh seoladh ar a fhios ar an eolas a chuirfadh siúth an t-ábhar stáitche ar an eolas a chuirfadh siúth an t-ábhar stáitche. Thug m’Oifig le fios don Chomhairle go raibh dualgas soiléir le comhlíonadh aici agus go gcaithfí na cláiríochtaí a bhí molta a thabhairt i bhfeidhm go seasmhach.

An Garda Síochána has given a commitment in its language scheme to provide all the static content on its website in both official languages. Due to a number of complaints that we received and the monitoring process operated by my Office we were aware that some of the static content was not provided in Irish.

When it was noticed that An Garda Síochána had launched a revamped website I was surprised that there were a number of gaps in the static content provided in Irish. It was also noticeable that there were errors in some of the content published in Irish.
Déileáladh leis na deacrachtaí seo tríd an bpróiseas neamhfhoirmiúil gearán idir comhfhreagras agus chruinnithe leis an nGarda Síochána. Aontaíodh clár ama agus cur chuige leis an nGarda Síochána a chinntigh go rabhthas ag cloí le gealltanais na scéime i dtréimhse réasúnach ama.

An Post

Fuair m’Oifig gearán gur thóg sé 21 lá ar phacáiste, a raibh an seoladh seachadta i nGaeilge air, ceann scríbe a bhaint amach. Nuair a shroich an pacáiste an seoladh bhí dhá ghreamán curtha air, ceann a thug le fios go raibh an seoladh micheart in úsáid agus ghreamán eile a thug le fios gurbh é an leagan Béarla den seoladh mícheart den seoladh.

D’ardaigh m’Oifig an gearán leis an bPost ar an mbonn go bhfuil gealltanas i scéim teanga an chomhlachta a dheimhníonn go dtiocfadh an caighdeán céanna seirbhíse i gceist don phostas beag beann ar an teanga oifigiúil ina mbíonn an seoladh scríofa.

D’admhaigh an Post go raibh an seoladh ceart agus nár chóir na greamáin a bhí scotaithe i mbéarla a bhígh scríofa air ach a mhaid. Gabhadh leithscéal leis an gcumastair mar a bhí a tharsa. Meabharloch don fhíoireann go mba chóir clois leis na Nósanna Óibre Caighdeánaacha i gcásanna go mionbionn an amhras faoin seoladh. Pléadh dualgas an Phoist i leith seoltaí Gaeilge ag seirminéir do bhainisteoirí an Phoist ina dhiaidh sin.

These issues were dealt with through the informal complaints process by way of correspondence and meetings with An Garda Síochána. A timeframe and approach was agreed with An Garda Síochána to ensure compliance with the scheme’s commitments within a reasonable period of time.

An Post

My Office received a complaint that it took 21 days to deliver a package that had a delivery address in Irish. When the package reached its destination it had two stickers attached to it, one stating that an incorrect address had been used and another sticker indicating that the English version of the address was the correct one.

My Office raised the complaint with An Post on the basis that a commitment is made in the body’s language scheme confirming that the same standard of postal service will apply regardless of the official language in which the address is written.

An Post accepted that the package was correctly addressed and that the stickers and the address in English should not have been used. The complainant received an apology for what had occurred. Staff were reminded that the Standard Operating Procedures should be applied where any doubt exists about an address. The obligation of An Post in relation to addresses in Irish were discussed during a seminar for managers at a later stage.
Health Service Executive

A person contacted my Office regarding a new website developed by University Hospital Galway, www.uhgmaternity.com, for maternity services. The information on the website was in English and in Polish.

My Office enquired with the Health Service Executive regarding the website, citing a commitment provided in its language scheme for the western region. The commitment in its scheme related to evaluating the language implications associated with the development of new services in an effort to provide services in both official languages.

In response to our enquiries the Executive informed us that the information would be provided on the site in Irish and that the work had already commenced. We were also told that arrangements were put in place to identify patients’ language of choice on presenting at the maternity unit.
FAIREACHÁN

Le linn na bliana 2018, cuireadh tús le múnla nua faireacháin a chur i bhfeidhm inar leagadh tuilleadh béime ar obair iniúchta a bhí bunaithe ar théarmaí éagsúla. Faoin múnla nua anois áirítear meascán de scéimeanna teanga, rialachán agus dualgas dhireachta faoin Acht seachas faireachán atá bunaithe go príomha ar scéimeanna teanga. Is ar fhorálacha Acht na dTeangacha Oifigiúla amháin a díríodh san obair faireacháin ó tharla nach bhfuil aon chumhacht agam faireachán a dhéanamh ar fhorálacha in aon achtachán eile a bhaineann le húsáid nó le stádas teanga oifigiúla.

An príomhchuspóir a bhí leis an obair faireacháin seo ná measúnú a dhéanamh ar chomhlíonadh na ndualgas teanga a bhain le gach réimse a scrúdaiodh. Ullmhalodh pleán iniúchta don bhliain inar cuireadh san áireamh ceithre mhóir-réimse faireacháin. Is ar na réimsí oibre seo a leanas a díríodh an chuid is mó d’obair faireacháin na bliana:

• Iníúchadh ar lion na bpost atá atá sainaitheanta ag ranna rialtais lena mbaineann riachtanais Gaeilge
• Iníúchadh ar úsáid na dteangacha oifigiúla ar chomharthaíocht ag suíomhanna oidhreachta de chuid Oifig na nOibreacha Poiblí
• Faireachán ar chur i bhfeidhm gealltanas reachtúil áirithe de scéim teanga na heagraíochta, go príomha an gealltanas a bhaineann le suíomhanna gréasáin
• Faireachán ar chur i bhfeidhm moltai imscrúdaithe

Tugtar léargas gairid sa tuarascáil seo ar na hiniúchtaí a rinne an Oifig le linn na bliana. Tá sé i gceist agam tuarascáil faireacháin a fhoilsiú níos deireanaí sa bhliain ina dtabharfadh léargas níos iomláine ar an obair iniúchta a cuireadh i gcrích agus priomhthorthaí na n-iníúchtaí sin. Iníúchadh ar earcú forne le hinniúlacht sa Ghaeilge

Le linn na bliana scrúdáloidh an lín forne le hinniúlacht sa Ghaeilge atá fostaithe ag ranna rialtais agus an lín post atá sainaitheanta lena mbaineann riachtanais Gaeilge. Óilleonn foiltóil 13(2)(c) den Acht nach mór do chomhlacht poiblí atá ag ullmhú scéim teanga a chintiú “go bhfúil lín leordhóthanach dá fhreireann inniúl sa Ghaeilge chun go mbeidh siad in ann a sheirbhís a choláthar trí Ghaeilge chomh maith lena soláthar trí Bhéarla”. Láithreach ar na ranna rialtais ar fad atá ag feidhmí齿轮 scéim teanga sonrai a chur ar fáil maird lei an lín forne le hinniúlacht sa Ghaeilge atá fostaithe acu. Tá scéim teanga daingnitéireach ag an Aire le gach roinn rialtais céise moite de cheann amhráin.

Léirigh thorthaí an iníúchtaí gur ag leibhéal an-iseal, go ginearálta, atá an lín forne atá ar fáil do ranna rialtais agus atá

MONITORING

During 2018, a new system of monitoring was introduced in which greater emphasis was placed on the audit work based on different themes. The new system incorporates a combination of language schemes, regulations and direct provisions under the Act rather than monitoring based primarily on language schemes. The monitoring work has focused only on the provisions of the Official Languages Act since I don’t have the powers to monitor the provisions of any other enactment relating to the use or status of the Irish language.

The primary objective of the monitoring work is to evaluate the fulfilment of the language obligations in each area examined. An audit plan for the year was prepared and four major areas were included. Most of the year’s audit work focused on the following areas:

• An audit of the number of posts identified by government departments with an Irish language requirement
• An audit of the use of the official languages on signage at heritage sites of the Office of Public Works
• Monitoring the implementation of certain statutory commitments given by an organisation in its language scheme, focusing primarily on the commitment regarding websites
• Monitoring the implementation of recommendations in investigations

A short insight is given in this report into the audits conducted by my Office this year. I intend publishing a monitoring report later in the year in order to provide a more detailed insight into the completed monitoring work and the main results of same.

Audit on the recruitment of staff with competence in Irish

During the year, the number of staff employed by government departments with competence in Irish and the number of specified posts requiring Irish language competency were examined. Under subsection 13(2)(c) of the Act, a public body when preparing a language scheme must “ensure that an adequate number of its staff are competent in the Irish language so as to be able to provide its service through Irish as well as English”. All government departments operating a language scheme were asked to provide details on the number of staff employed who were competent in Irish. The Minister has confirmed a language scheme with all government departments, with the exception of one.

The results of the audit showed that the number of staff available to government bodies who were competent in
performing their work through Irish is, in general, at a very low level. A more complete account of the method and the results of this audit will be given in the monitoring report.

Audit on signs at heritage sites

In the Regulations (S.I. 391 of 2008) made under subsection 9(1) of the Official Languages Act 2003 certain obligations are placed on public bodies that come within the remit of the Act regarding the use of official languages on stationery, signage and recorded oral announcements.

As part of this year’s audit work it was decided to conduct an audit on the use of the official languages on signage at ten heritage sites of the Office of Public Works. The objective of this audit was to come to a general opinion on the level of compliance of the Office of Public Works with the Regulations. The results of the audit showed that a satisfactory level of compliance was reached at most sites despite the fact that it could not be confirmed they were fully complying with the Regulations in all cases.

Monitoring of websites

In the Office’s audit program it was decided to examine the way in which local authorities were implementing the commitments given by them in their language scheme regarding Irish language material on their websites. During this year ten websites were examined, and this work will continue into the years ahead. Often, different commitments are given in the various language schemes, regarding the material to be provided on the website. This means that there is no commonality in the kind of material in Irish provided by the various local authorities.

Monitoring the implementation of recommendations of an investigation

Under the Official Languages Act it is the responsibility of An Coimisinéir Teanga to submit a report to both Houses of the Oireachtas if he/she is of the opinion that the recommendations of an investigation are not being implemented by a public body, after a reasonable period of time has passed. This is the final step available to me under the Act when a public body does not comply with the recommendations made in an investigation report.

During 2018, my Office examined the way six public bodies implemented the recommendations made in the investigation reports.

A more detailed account of the methodology and the audit results of all areas examined will be contained in the monitoring report to be published later this year.
**LANGUAGE SCHEMES**

Schemes confirmed

The Minister for Culture, Heritage and the Gaeltacht confirmed five new language schemes, eight second language schemes, eight third language schemes and one fourth language scheme during 2018. By the end of the year, 132 language schemes were confirmed and implemented. A list of public bodies with language schemes confirmed by the Minister is available on this Office’s website – www.coimisinire.ie

Schemes expired

Of the 132 language schemes, 67 had expired by year-end 2018. This meant that, in the absence of a new language scheme, no additional commitments in relation to improved services in Irish were required of those public bodies.

Draft schemes

By the end of 2018, 115 draft language schemes remained to be confirmed by the Minister for Culture, Heritage and the Gaeltacht:

- 43 first draft schemes, 40 second draft schemes, 23 third draft schemes, 9 fourth draft schemes.

More than ten years have elapsed since six of these public bodies were asked to prepare a scheme and more than five years in the case of another 42 public bodies.

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**SCÉIMEANNA TEANGA**

Scéimeanna daingnithe

Dhaingnigh an Aire Cultúir, Oidhreachta agus Gaeltachta cúig chéadscéim teanga, ocht ndara scéim teanga, ocht dtírú scéim teanga agus ceathrú scéim teanga amháin le linn na bliana 2018. Foai dheireadh na bliana bhi 132 scéim teanga daingnithe agus i bhfeidhm. Tá liosta de na comhlachtaí poiblí a bhfuil scéim teanga daingnithe ag an Aire ina leith le fáil ar shuíomh gréasáin na hOifige – www.coimisinire.ie

Scéimeanna in éag

Bhi 67 scéim teanga, as 132 san iomlán, imithe in éag faoi dheireadh na bliana 2018. In éagmais scéim teanga nua a bheith aontaithe ag na comhlachtaí poiblí, ní raibh aon dualgas orthu na seirbhísí a chuirtear ar fáil don phobal trí Ghaeilge a threisiú.

Dréachtscéimeanna

Ag deireadh na bliana 2018, bhi 115 dréachtscéim teanga fós le daingniú ag an Aire Cultúir, Oidhreachta agus Gaeltachta:

- 43 cead-dréachtscéim, 40 dara dréachtscéim, 23 tríú dréachtscéim, 9 gceathrú dréachtscéim.

Tá os cionn deich mbliana caite ó iarradh ar shé cinn de na comhlachtaí poiblí sin scéim a uilimhú agus os cionn cúig bliana i gcás 42 comhlacht poiblí eile.

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Áine Lawlor (lárStiúrthóir na Comhairle Múinteoirí Teanga); an Coimisinéir Teanga, Rónán Ó Domhnaill; agus an Dr Teresa O’Doherty (Uachtarán Institiúid Oideachais Marino) ag ócáid seolta an Bháileiléara san Oideachas tri Mheáin na Gaeilge in Institiúid Oideachais Marino.

Áine Lawlor (former Director of the Teaching Council); An Coimisinéir Teanga, Rónán Ó Domhnaill; and Dr Teresa O’Doherty (President of Marino Institute of Education) at the launch of the Bachelor of Education in Irish at Marino Institute of Education.
Bliain inar daingníodh an chéad Scéim Teanga  

<table>
<thead>
<tr>
<th>Year</th>
<th>Schemes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>1</td>
</tr>
<tr>
<td>2005</td>
<td>22</td>
</tr>
<tr>
<td>2006</td>
<td>18</td>
</tr>
<tr>
<td>2007</td>
<td>29</td>
</tr>
<tr>
<td>2008</td>
<td>15</td>
</tr>
<tr>
<td>2009</td>
<td>15</td>
</tr>
<tr>
<td>2010</td>
<td>5</td>
</tr>
<tr>
<td>2011</td>
<td>0</td>
</tr>
<tr>
<td>2012</td>
<td>3</td>
</tr>
<tr>
<td>2013</td>
<td>4</td>
</tr>
<tr>
<td>2014</td>
<td>6</td>
</tr>
<tr>
<td>2015</td>
<td>9</td>
</tr>
<tr>
<td>2016</td>
<td>8</td>
</tr>
<tr>
<td>2017</td>
<td>11</td>
</tr>
<tr>
<td>2018</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>151</td>
</tr>
</tbody>
</table>

Scéimeanna dímholta  
Schemes superseded  
2

Scéimeanna as feidhm  
Lapsed schemes  
17

Iomlán  
Total  
132

Scéimeanna Daingnithe ag an Aire  
Schemes Confirmed by the Minister
Scéimeanna imithe in éag  Schemes expired

The number of schemes expired and the period since they expired

- Os cionn 7 mbliana  Greater than 7 years
- Idir 4-7 mbliana  Between 4-7 years
- Idir 1-3 bliana  Between 1-3 years
- Níos lú ná bliain  Less than a year

Tá eolas breise maidir leis na scéimeanna teanga daingnithe agus le hiarratais ar dhréachtscéimeanna a uilmhú le fáil ar shuíomh gréasáin Oifig an Choimisinéara Teanga ag www.coimisineir.ie

Additional information regarding confirmed language schemes and requests to prepare language schemes is available on the Office of An Coimisinéir Teanga website at www.coimisineir.ie
**CÚRSAÍ AIRGEADAIS**

Cuireadh buiséad €753,000 ar fáil don Oifig don bhliain 2018 agus tarraingiodh anuas €746,623 den airgead sin.


A luithe agus is féidir tar éis an iniúchta, déanfaidh an Coimisinéir Teanga cóip de na cuntas sin, nó de cibé sleachta as na cuntas sin a shonróidh an tAire Cultúir, Oidhreachta agus Gaeltachta, mar aon le tuarascáil an Ard-Reachtaire Cuntas agus Ciste maidir leis na cuntas, a chuís Nótaí chéanna de na doiciméid sin á leagan faoi bhráid Thithe an Oireachtais ag an Aire. Foilseofar freisin iad ar shuíomh gréasáin na hOifige seo.

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**FINANCIAL MATTERS**

A budget of €753,000 was provided for my Office for 2018 and €746,623 of that money was drawn down.

The financial statements of the Office for 2018 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 Culture, Heritage and the Gaeltacht 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.

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**Prompt Payments**

In accordance with Government decisions made on the 2nd and 8th of March 2011 and on the 28th of March 2017, public bodies are required to have appropriate systems in place to ensure that valid invoices are paid within 15 days from the date they are received. Public bodies are also required to publish a quarterly report on this matter on their website.

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**Íocaíochtaí Prasa**

I gcomhréir le cinntí Rialtais a rinneadh ar an 2 agus an 8 Márta 2011 agus ar an 28 Márta 2017, leagadh dualgas ar eagraíochtaí stáit córais chuí a fheidhmiú ionas go n-íocfaí sonraisc bhailí laistigh de 15 lá ón dáta a fhaightear iad. Tá dualgas ar eagraíochtaí chomh maith tuairisc ráithiúil maidir leis an ábhar seo a fhoilsíu ar a suíomh gréasáin.

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**Tuairisc ar Íocaíochtaí Prasa  Prompt Payments Report**

Tréimhse Clúdaite: 1 Eanáir – 31 Nollaig 2018  Period Covered: 1 January – 31 December 2018

<table>
<thead>
<tr>
<th>Sonraí</th>
<th>Uimhir Number</th>
<th>Luach (€)</th>
<th>Céatadán (%) de lion íomlán na n-íocaíochtaí a rinneadh Percentage (%) of total number of payments made</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lion na n-íocaíochtaí a rinneadh laistigh de 15 lá Number of payments made within 15 days</td>
<td>230</td>
<td>110,113</td>
<td>98%</td>
</tr>
<tr>
<td>Lion na n-íocaíochtaí a rinneadh laistigh de thréimhse idir 16 lá agus 30 lá Number of payments made within a period of 16 days to 30 days</td>
<td>5</td>
<td>1,715</td>
<td>2%</td>
</tr>
<tr>
<td>Lion na n-íocaíochtaí a rinneadh sa bhreis ar 30 lá Number of payments made in excess of 30 days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lion íomlán na n-íocaíochtaí sa tréimhse Total number of payments made in the period</td>
<td>235</td>
<td>111,828</td>
<td>100%</td>
</tr>
</tbody>
</table>
ENERGY USAGE
The following information is provided in accordance with the provisions of S.I. 542 of 2009.

Overview of energy usage in 2018
The use of electricity in the office building in An Spidéal, Co. Galway 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 2018, the Office of An Coimisinéir Teanga used 65.36 MWh of electricity, an increase of 5.3% on 2017 consumption. The building’s reception area is being shared with other tenants since mid-2018. The rise in energy usage relates to the amount of energy used in that area of the building.

Actions taken in 2018
The established energy-saving practices were continued: ensuring that all equipment is turned off when not in use and examining the office at the end of every working day to ensure that lights and equipment are switched off overnight and when the building is not occupied. Energy consumption is used as a criterion in choosing electronic equipment and in evaluating tenders for equipment.

Actions planned for 2019
The Office will continue the energy-saving policies already initiated and it is intended to monitor electricity consumption on a regular basis during 2019.
Ar an 12 Márta 2014, cheap Uachtarán na hÉireann, Micheál D. Ó hUigínn, Rónán Ó Domhnaill mar Choimisinéir Teanga. On 12 March 2014, the President of Ireland, Michael D. Higgins, appointed Rónán Ó Domhnaill as Coimisinéir Teanga.

Is é an leagan Gaeilge buntéacs na Tuarascála seo.

The Irish language version is the original text of this Report.