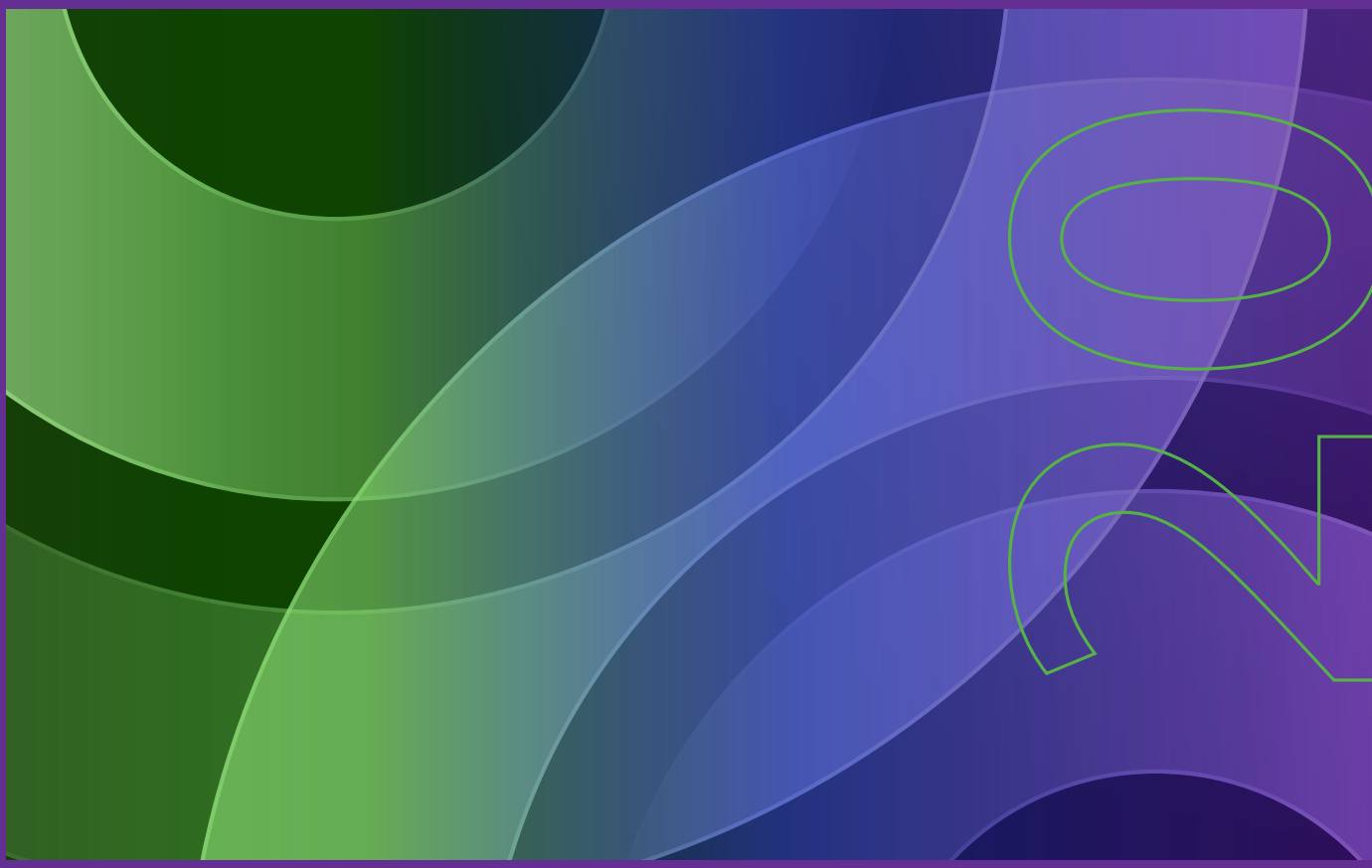
An Coimisinéir Teanga

24

Tuarascáil Bhliantúil
Annual Report



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Don Aire Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán:

De réir alt 30 d'Acht na dTeangacha Oifigiúla, 2003, cuireann an Coimisinéir Teanga an Tuarascáil seo don bhliain 2024 i láthair.

Séamas Ó Concheanainn
An Coimisinéir Teanga
Aibreán 2025

To the Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media:

In accordance with section 30 of the Official Languages Act 2003, this Report for 2024 is presented by An Coimisinéir Teanga.

Séamas Ó Concheanainn
An Coimisinéir Teanga
April 2025

RÁITEAS MISIN

"Cearta teanga á gcosaint"

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

Cothrom na Féinne a chinntiú do chách trí ghearáin faoi na deacrachtaí a bhaineann le teacht ar sheirbhísí poiblí i nGaeilge 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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Achoimre ar an mbliain 2024

2024 - 594 Gearán

Léiríonn líon agus nádúr na ngearán i rith 2024 na bearnaí ollmhóra reatha atá i seirbhísí poiblí i nGaeilge, e.g.

- ganntanas foirne le hinniúlacht sa Ghaeilge chun seirbhísí faisnéise teileafóin, deisce cabhrach agus comhrá gréasáin a chur ar fáil i nGaeilge
- easpa seirbhísí idirghníomhacha ar líne (e.g. clárú do sheirbhísí poiblí, iarratais a dhéanamh ar thacaí agus coinní a dhéanamh)
- easpa bonneagair seirbhísí poiblí sa Ghaeltacht le rochtain ar sheirbhísí poiblí i nGaeilge a éascú
- Foirmeacha oifigiúla
- Úsáid chruinn ar ainm, sloinne, seoladh, agus teideal i nGaeilge lena n-áirítear an síneadh fada.

Léiríonn na bearnaí ollmhóra thuas an géar-riachtanas atá ann córas nua na gcaighdeán teanga a thabhairt i bhfeidhm, agus lánfheidhm a thabhairt d'fhorálacha uile Acht na dTeangacha Oifigiúla (Leasú), 2021 gan mhoill

Teastaíonn na comhlachtaí poiblí móra atá ag soláthar seribhísí poiblí forleathana, ar nós ranna rialtais, údaráis áitiúla agus institiúidí oideachais a thabhairt faoi scáth chóras na gcaighdeán teanga mar thosaíocht

Comhairle curtha ar Chomhlachtaí Poiblí ar **593** ócáid éagsúil

Méadú **55%** ó 2023

2024	2023	2022	2021	2020	2019
593	381	285	159	111	122

Tháinig **16%** de na gearáin ón nGaeltacht

Tháinig **28.6%** de na gearáin ó **Bhaile Átha Cliath** – laghdú de bheagán ar bhlianta eile

Alt 10A (Fógraíocht ag Comhlachtaí Poiblí)

Léirigh an chéad tuarascáil a d'fhoilsigh an Oifig ar alt 10A. i Mí Dheireadh Fómhair 2024 go ndearna comhlachtaí poiblí fógraíocht ar luach €3.8m ar mheáin Ghaeilge i gcaitheamh 2023. Léirigh an tuarascáil freisin go ndearnadh fógraíocht i nGaeilge dar luach €10.4m ar mheáin Bhéarla freisin i gcaitheamh 2023. Tá monatóireacht leanúnach á déanamh ar chomhlíontacht comhlachtaí poiblí d'alt 10A.

Clár Faireacháin 2024

Faireacháin déanta ar os cionn 50 comhlacht poiblí maidir le 4 B (a)&(b) den Acht Leasaithe - **Alt 4B (a)** comhalta foirne eile a cheapadh, ón mbainistíocht shinsearach, chun maoirseacht a dhéanamh ar fheidhmíocht agus ar thuairisciú oibleagáidí faoi na hAchtanna.

Alt 4B (b) Monatóireacht á déanamh ar thuairisciú comhlachtaí poiblí ar chomhlíonadh na reachtaíochta teanga ina dtuarascáil bhliantúil.

Faireachán déanta ar 4 chomhlacht poiblí maidir le feidhmiú mholtaí imscrúduithe.
- An Post
- Feidhmeannacht na Seirbhíse Sláinte
- Comhairle Contae na Gaillimhe
- RTÉ

594 gearán

laghdú **6.5%** ar 2023

2024	2023	2022	2021	2020
594	634	600	727	604

4 imscrúdú foirmiúil tugtha chun críche

Fionnachtana gur sháraigh
- Údarás Aerfort Bhaile Átha Cliath,
- Comhairle Co. Chill Dara,
- Uisce Éireann, agus
- An Roinn Gnóthaí Eachtracha (Oifig na bPasanna)

forálacha reachtúla teanga

Overview of 2024

594 Complaints in 2024

The level and nature of complaints reflect the extensive gaps in current public services in Irish, e.g.

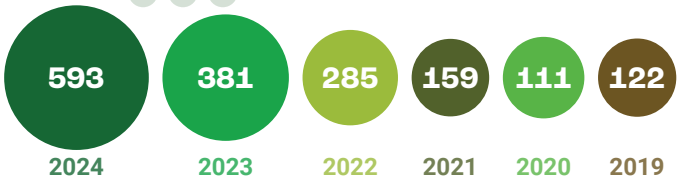
- a significant shortage of staff with competency in Irish to provide telephone information, helpdesk and web chat services in Irish
- lack of online interactive services in Irish (e.g. registration for public services, requests for supports and making appointments)
- lack of public service infrastructure in the Gaeltacht to facilitate access to public services in Irish
- Official forms
- Use of the correct form of names, surnames, addresses and titles in Irish including the síneadh fada (acute accent).

The considerable shortfalls mentioned above demonstrate the urgent need to implement the new language standards system, and to give full effect without delay to all provisions of the Official Languages (Amendment) Act 2021

Large public bodies that provide extensive public services, such as government departments, local authorities and educational institutions, need to be brought under the scope of the new language standards system as a priority

Advice given to Public Bodies on 593 various occasions

55% increase since 2023



28.6% of complaints came from **Dublin** – a slight decrease on previous years

Section 10A (Advertising by Public bodies)

First report published by OCT on section 10A. in November 2024 showed that public bodies placed advertising to the value of €3.8m on Irish-language media during 2023. Irish language advertising to the value of €10.4m was also placed on English-language media during 2023. The monitoring of compliance by individual public bodies with section 10A is ongoing.

2024 Monitoring Programme

Monitoring carried out on over 50 public bodies in respect of 4 B (a)&(b) of the Amended Act - **Section 4B (a)** Appoint, from senior management, another member of staff to oversee the performance and reporting of obligations under the Acts.

Section 4B (b) Monitoring being carried out of public bodies reporting on compliance with the language legislation in their annual reports.

Monitoring of 4 public bodies regarding the implementation of investigation recommendation.

- An Post
- Health Service Executive
- Galway County Council
- RTÉ

594 complaints

decrease of 6.5% on 2023

4 formal investigations concluded

Findings that
- Dublin Airport Authority
- Kildare County Council
- Uisce Éireann, and
- The Department of Foreign Affairs (Passport Office)

breached statutory language provisions

RÉAMHRÁ

Láidriú Chearta Teanga Phobal na Gaeilge

Gnóthaíodh clochmhílte tábhachtachta i bhfeidhmiú na reachtaíochta teanga nua a chuimsítear in Acht na dTeangacha Oifigiúla (Leasú), 2021 i gcaitheamh 2024. Sheol an Rialtas an chéad Phlean Náisiúnta um Sheirbhísí Poiblí Gaeilge i stair an Stáit i Mí Dheireadh Fómhair 2024. Is é bunaidhm an Phlean conair shoiléir a leagan amach trína dtiocfaidh méadú ar líon, agus feabhas ar chaighdeán na seirbhísí poiblí atá ar fáil i nGaeilge. Tá dhá chrann taca ar leith mar bhonn don Phlean Náisiúnta, ar an gcéad dul síos an fhoráil reachtúil go mbeidh 20% den fhoireann a earcófar sa tSeirbhís Phoiblí, idir Meitheamh 2022 agus Nollaig 2030, inniúil sa Ghaeilge. Ar an dara crann taca tá córas na gcaighdeán teanga a leagfaidh amach go sonrach na seirbhísí a bheidh dualgas ar chomhlachtaí poiblí a sholáthar i nGaeilge, agus ar an leibhéal inniúlachta sa Ghaeilge a chaithfidh a bheith ag an bhfoireann a bheidh ag soláthar na seirbhísí sin thar ceann an chomhlachta phoiblí.

Is téama leanúnach tríd an Tuarascáil seo an géar-riachtanas atá ann anois go dtabharfar feidhm iomlán do dhá chrann taca an Phlean Náisiúnta, córas nua na gcaighdeán teanga agus an fhoráil 20% d'earcaigh le Gaeilge.

I mí na Nollag 2024 leag mé tráchtaireacht reachtúil faoi bhráid Aire na Gaeltachta maidir le obair an Choiste Chomhairligh. Bunaíodh an Coiste Comhairleach le stiúradh a dhéanamh ar an bPlean Náisiúnta. Tá ról cinniúnach ag an gCoiste Comhairle i stiúradh an bhirt náisiúnta a bheidh de dhíth ionas go dtiocfaidh méadú ar bhonn córasach agus céimniúil ar líon, agus feabhas ar chaighdeán, na seirbhísí poiblí atá ar fáil i nGaeilge. Beidh an tráchtaireacht a leag mé faoi bhráid Aire na Gaeltachta á fhoilsiú ag an Rialtas i gcaitheamh 2025.

Le linn Oireachtas na Samhna 2024 i gCill Airne, d'fhoilsigh m'Oifig an chéad tuarascáil ar fheidhmiú

FOREWORD

Strengthening the Language Rights of the Irish Language Community

During 2024 important milestones were achieved in the implementation of the new language legislation contained in the Official Languages (Amendment) Act 2021. The Government launched the first ever National Plan for Irish Language Public Services in the history of the State in October 2024. The main aim of the Plan is to set out a clear path that will increase the number, and improve the quality of public services in Irish. The National Plan will be underpinned by two cornerstones in particular, firstly the statutory provision that 20% of staff recruited to the Public Service, between June 2022 and December 2030, will be proficient in Irish. The second cornerstone being the language standards system which will specifically set out the services that public bodies will be required to provide in Irish, and the level of Irish-language proficiency that the staff providing those services must have.

A central theme of this report is the clear and urgent need for the full implementation of the two cornerstones of the National Plan, the new language standards system and the 20% provision of recruits with Irish.

In December 2024 I submitted a statutory commentary to the Minister for the Gaeltacht regarding the work of the Advisory Committee. The Advisory Committee was established to steer the National Plan. The Advisory Committee has a key role in leading national action required to systematically and gradually increase the number, and improve the quality, of public services available in Irish. The commentary that I submitted to the Minister for the Gaeltacht will be published by the Government during 2025.

During the November 2024 Oireachtas na Samhna in Killarney, my Office published the first report on the

fhoráil alt 10A (Fógraíocht ag Comhlachtaí Poiblí). Léirigh an tuarascáil sin go ndearna comhlachtaí poiblí fógraíocht ar luach €3.8m ar mheáin Ghaeilge i gcaitheamh 2023 agus go ndearnadh fógraíocht i nGaeilge dar luach €10.4m ar mheáin Bhéarla freisin i gcaitheamh 2023. Tá tuilleadh dul chun cinn ag teastáil ar fud na seirbhíse poiblí trí chéile, áfach, le go sroichfear na tairsí reachtúla 5% de chaiteachas bliantúil fógraíochta comhlachtaí poiblí ar na meáin Ghaeilge, agus go ndéanfar 20% d'fhógraíocht iomlán in aon bhliain i nGaeilge.

Tá treisiú an rialachais chorparáidigh d'fheidhmiú cearta teanga ar cheann de na dúshláin earnála is mó atá le sárú ar fud na seirbhíse poiblí le go dtiocfaidh feabhas mór, rud atá de dhíth, ar chaighdeán na seirbhísí poiblí atá ar fáil i nGaeilge. Rinne m'Oifig iniúchadh in 2024 ar a mhéad atá comhlachtaí poiblí ag comhlíonadh dhualgais nua faoin Acht Teanga leasaithe (2021) chuige seo. Chumhdaigh an t-iniúchadh an riachtanas i ndáil le ball foirne sinsearach a ainmniú i ngach comhlacht poiblí chun críoch monatóireacht ar fheidhmiú na reachtaíochta teanga laistigh den chomhlacht poiblí, agus tuairisciú i dTuarascáil Bhliantúil an chomhlachta phoiblí ar chleachtais na heagraíochta ar mhaithe le comhlíonadh na reachtaíochta teanga. Tá torthaí an iniúchta seo curtha i láthair sa chaibidil ar fhaireachán ar leathanaigh 51 thíos.

Eascraíonn éiteas cearta teanga agus cearta an duine ón mian go gcaithfear dínit an duine a chosaint. Más mian le pobal na teanga an teanga is rogha leo a úsáid agus iad ag plé le seirbhísí Stáit, caithfear dínit an phobail sin a chosaint. I mí na Nollag 2021 thug Aire Stáit na Gaeltachta tosach feidhme d'fhoráil a thugann cosaint do dhínit an phobail teanga sa reachtaíocht teanga leasaithe. Faoi alt 9A. den Acht leasaithe (2021) tá duaglas ar chomhlachtaí poiblí a gcórais teicneolaíochta faisnéise agus cumarsáide a bheith in ann ainm, sloinne, seoladh poist agus teideal bhaill an phobail a thaifeadadh agus a úsáid go cruinn i nGaeilge. Cuimsítear cruinnúsáid an tsínidh fhada i nGaeilge sa bhforáil nua seo freisin. Bhí an fhaillí a bhíothas a dhéanamh ar bhaill den phobal maidir le míchruinneas agus earráidí ina gcuid sonraí pearsanta i nGaeilge ar cheann de na húdair ghearáin ba mhó a tarraingníodh anuas leis an Oifig le roinnt blianta anuas.

Is í taithí m'Oifige go bhfuil an leibhéal soláthair maidir le foirmeacha oifigiúla a bheith ar fáil i nGaeilge ó

implementation of the section 10A provision (Advertising by Public Bodies). That report showed that public bodies placed advertisments to the value of €3.8m on Irish-language media during 2023 and that Irish language advertising to the value of €10.4m was also placed on English-language media during 2023. However, further progress is needed across the public service as a whole, in order to reach the statutory thresholds of 5% of public bodies' annual advertising expenditure on Irish language media, and 20% of total advertising in any given year to be in Irish.

Strengthening corporate governance for the implementation of language rights is one of the greatest sectoral challenges that must be overcome across the public service in order to achieve the much-needed improvement in the quality of public services available in Irish. My Office conducted an audit in 2024 of public bodies compliance with new obligations under the amended Language Act (2021) in this regard. The audit covered the requirement to appoint a senior staff member in each public body for the purpose of monitoring the implementation of language legislation within the public body, and reporting in the public body's Annual Report on the organisation's practices for the purpose of compliance with language legislation. The results of this audit are presented in the chapter on Monitoring on pages 51 below.

The ethos of language rights and human rights stems from the desire to protect human dignity. If the language community wishes to use the language of their choice when dealing with State services, the dignity of that community must be protected. In December 2021, the Minister of State for the Gaeltacht commenced a provision protecting the dignity of the language community in the amended language legislation. Under section 9A. of the amended Act public bodies are obliged to ensure that their information and communications technology systems are capable of accurately recording and processing the name, surname, postal address and title of members of the public in Irish. The correct use of the síneadh fada (accent) in Irish is also included in this new provision. One of the most frequent grounds of complaint made to my Office over the past few years is the unfair treatment of members of the public when their personal data in Irish has been recorded inaccurately or erroneously.

My Office's experience is that the provision of official forms in Irish from public bodies is extremely poor. Up

chomhlachtaí poiblí thar a bheith lag. Go dtí seo ba thrí ghealltanas Scéime Teanga a leagtaí dualgas ar chomhlachtaí poiblí foirmeacha oifigiúla a sholáthar i nGaeilge nó go dátheangach agus is líon an-teoranta comhlachtaí poiblí a raibh an dualgas sin orthu dá réir. Is é eispéireas m'Oifige thar na blianta go dtarlaíonn cúlú ar ghealltanais a thugtar ó scéim go scéim, go bhfuil doiléireacht maidir le sonraíocht na seirbhíse atá le soláthar. Tá tábhacht ar leith ag baint le foirmeacha oifigiúla go mbíonn siad lárnach sa chéad phointe teagmhála a bhíonn ag baill an phobail leis an gcomhlacht poiblí. Is minic a bhíonn na foirmeacha ar líne fite fuaite le gnéithe eile den tseirbhís phoiblí, cuir i gcás seirbhísí teileafóin nó deisce fáiltithe. Is dea-scéala é mar sin gur tugadh tosach feidhme i Mí na Nollag 2024 freisin d'fhoráil 9B. Achta leasaithe (2021) a leagfaidh dualgas ar chomhlachtaí poiblí foirmeacha oifigiúla a sholáthar i nGaeilge nó go dátheangach. Tá Aire na Gaeltachta le treoirlínte oifigiúla a fhoilsiú chun tacú le comhlachtaí poiblí na dualgais reachtúla nua atá sna forálacha maidir le cruinnúsáid sonraí pearsanta agus foirmeacha oifigiúla a chomhlíonadh. Aire na Gaeltachta a fhorodóidh na comhlachtaí poiblí a thiocfaidh faoi scóip na bhforálacha nua. Dualgas nua suntasach eile a tugadh i bhfeidhm i Mí na Nollag 2024 freisin is ea go gcaithfidh conraitheoirí nó soláthraithe tríú páirtí atá ag obair thar ceann comhlachtaí poiblí géilleadh d'fhorálacha ar leith d'alt 9 den Phríomh-Acht agus do chaighdeáin teanga a fhorordófar don chomhlacht poiblí ábhartha.

Bearnaí Suntasacha Reatha

Gearáin

Fuair an Oifig 594 gearán in 2024. Tá an líon gearán sin sa raon céanna le líon na ngearán le cúig bliana anuas (e.g. 2020: 604, 2022: 600, 2023: 634) cé is moite de 2021 (727) nuair a tháinig méadú suntasach ar líon na ngearán de thoradh easpa seirbhísí poiblí trí Ghaeilge le linn phaindéim COVID-19. Is díol suntais gurb é catagóir na Scéimeanna Teanga an catagóir ba mhó ar bhain gearáin leis arís in 2024. Bhain ceann as gach trí ghearán (37%) ina n-iomláine a fuair m'Oifig in 2024 le córas na scéimeanna teanga. Tá Aire na Gaeltachta tar éis scéimeanna teanga a dhaingniú le isteach agus amach le 140 comhlacht poiblí thar na blianta. Comhlachtaí poiblí iad seo a chuireann seirbhísí poiblí forleathana agus tábhachtacha ar fáil don phobal agus, dá réir, ar chóir dualgas a leagan orthu seirbhísí poiblí ar leith a sholáthar i nGaeilge, sa bhreis ar na seirbhísí a leag forálacha díreacha Acht na dTeangacha Oifigiúla 2003 orthu. Léiríonn líon agus cineál na ngearán a until now, commitments by public bodies to provide official forms in Irish or bilingually were through a Language Scheme and a very limited number of public bodies were therefore obliged to do so. My Office's experience over the years is that there is a scaling back on commitments made from scheme to scheme, and there is ambiguity regarding the specification of the service being provided. Official forms are particularly important as they are often the first point of contact that members of the public have with the public body. Online forms are often integrated with other aspects of the public service, such as telephone or reception desk services. Consequently, it is a positive development that provision 9B of the amended Act (2021) was also implemented in December 2024 imposing an obligation on public bodies to provide official forms in Irish or bilingually. The Minister for the Gaeltacht is to publish official guidelines to support public bodies in complying with the new statutory obligations contained in the provisions regarding the accurate use of personal data and official forms. The Minister for the Gaeltacht will prescribe the public bodies that will fall within the scope of the new provisions. Another significant new obligation also came into effect in December 2024 is that third-party contractors or suppliers working on behalf of public bodies must comply with specific provisions of section 9 of the Principal Act and with language standards prescribed for the relevant public body.

Current Significant Gaps

Complaints

The Office received 594 complaints in 2024. This number of complaints is in the same range as the number of complaints over the past five years (e.g. 2020: 604, 2022: 600, 2023: 634) with the exception of 2021 (727) when there was a significant increase in the number of complaints due to the lack of public services in Irish during the COVID-19 pandemic. It is noteworthy that most complaints in 2024 again pertained to the Language Schemes category . One in three complaints (37%) received by my Office in 2024 related to the system of language schemes. The Minister for the Gaeltacht has confirmed language schemes with approximately 140 public bodies over the years. These are public bodies that provide extensive and important public services to the public and should be required, accordingly, to provide specific public services in Irish, in addition to the services they are obliged to provide by direct provisions of the Official Languages Act 2003. The number and nature of complaints relating to the

bhaineann le córas na scéimeanna teanga in 2024 go bhfuil sé níos práinní anois ná riamh go dtabharfaí caighdeáin teanga nua i bhfeidhm gan mhoill, rud a rachaidh i ngleic leis na bearnaí follasacha atá i seirbhísí poiblí i nGaeilge de thoradh laigí chóras na Scéimeanna Teanga.

I measc na laigí ba shuntasaí a bhaineann le córas na scéimeanna teanga tá a laghad dualgas atá ar chomhlachtaí poiblí dóthain foirne le inniúlacht sa Ghaeilge a bheith fostaithe acu chun seirbhísí poiblí ar ardchaighdeán a sholáthar i nGaeilge. Tá easpa seirbhísí idirghníomhacha ar líne, easpa seirbhísí faisnéise teileafóin agus deasc cabhrach i measc na mbearnaí eile is mó i seirbhísí poiblí trí Ghaeilge faoi láthair. Tá mionchur síos ar chineál agus ar threochtaí na ngearán a fuair m'oifig thíos i gCaibidil na nGearán.

Aisghairm ar Bhunú Scéimeanna Teanga Nua

Cé gur údar dóchais na clochmhílte thuasluaite ar nós foilsiú an chéad Phlean Náisiúnta do Sheirbhísí Poiblí i nGaeilge in 2024, tá bearnaí ollmhóra fós sa bhfreastal atá an Stát a dheánamh ar phobal na Gaeilge i láthair na huaire. Tráth a thug Aire Stáit na Gaeltachta feidhm d'alt 17 d'Acht na dTeangacha Oifigiúla (Leasu), 2021 an 12 Nollaig 2024, rinneadh aisghairm ar an bhforáil in Acht na dTeangacha Oifigiúla 2003 trína bhféadfadh an tAire scéimeanna teanga nua a dhaingniú le comhlachtaí poiblí. Ba é an príomhchuspóir a bhí le scéimeanna teanga go bhféadfaí dualgas a leagan ar chomhlachtaí poiblí seirbhísí poiblí breise, lasmuigh díobh siúd a leagadh síos i mbunfhorálacha an Achta, a sholáthar i nGaeilge. Níor éirigh le córas na scéimeanna teanga ar bhonn córasach cur le líon ná le caighdeán na seirbhísí poiblí a bhí ar fáil don phobal i nGaeilge. Dá réir sin, chinn an rialtas deireadh a chur le scéimeanna teanga agus córas nua na gcaighdeán teanga a thabhairt isteach ina n-áit. Leagfaidh córas nua na gcaighdeán teanga síos go sonrach an tseirbhís a chaithfidh comhlacht poiblí nó catagóir de chomhlachtaí poiblí a chur ar fáil i nGaeilge mar aon leis an leibhéal inniúlachta sa Ghaeilge a chaithfidh a bheith ag an bhfoireann a bheidh ag soláthar na seirbhísí.

Géarghá le Córas na gCaighdeán Teanga nua a thabhairt i bhfeidhm

Leanann feidhm reachtúil na ngealltanas a chuimsítear i scéimeanna teanga a dhaingnigh an tAire le comhlachtaí poiblí roimh aisghairm na Nollag 2024 maidir le bunú Scéimeanna Teanga nua. Is ábhar buartha é, áfach, nár forordaíodh aon chaighdeán teanga d'aon chomhlacht poiblí go fóill tráth a bhfuil

language schemes system in 2024 demonstrate that it is now more urgent than ever to implement without delay the new language standards to address the obvious gaps in public services in Irish as a result of the flaws of the language schemes system.

Among the most significant flaws associated with the language schemes system is the minimal obligation on public bodies to employ sufficient staff with competence in Irish to provide high-quality public services in Irish. The lack of interactive online services, the lack of telephone information services and helpdesks are among the other biggest gaps in public services through Irish at present. A detailed description of the nature and trends of complaints received by my office is provided below in the Complaints Chapter.

Establishment of New Language Schemes Rescinded

While the above developments such as the publication of the first National Plan for Public Services in Irish during 2024, are encouraging, there are still significant gaps in the State's current provision for the Irish-language community. When section 17 of the Official Languages (Amendment) Act 2021 came into effect on 12 December 2024 by the Minister of State for the Gaeltacht, the provision in the Official Languages Act 2003 whereby the Minister could ratify new language schemes with public bodies was rescinded. The main purpose of language schemes was to place an obligation on public bodies to provide additional public services in Irish, beyond those set out in the initial provisions of the Act. The language schemes system has not systematically succeeded in increasing the number or quality of public services available to the public in Irish. Accordingly, the government decided to abolish language schemes and introduce a new language standards system instead. The new language standards system will set out in detail the service that a public body or category of public bodies must provide in Irish as well as the level of proficiency in Irish that the staff must have in providing the services.

Urgent need to implement the new Language Standards System

The statutory implementation of the commitments, contained in language schemes confirmed by the Minister with public bodies prior to the December 2024 rescindment of new Language Schemes, continue. It is a matter of concern, however, that language standards have not yet been prescribed for any public body at a time when the establishment of

deireadh curtha le bunú scéimeanna teanga nua mar a leagadh síos in Acht na dTeangacha Oifigiúla, 2003. Tá an géarghá atá ann faoi láthair do chóras na gcaighdeán teanga a thabhairt i bhfeidhm gan mhoill d'fhonn laigí chóras na scéimeanna teanga agus ar na bearnaí suntasacha a sonraíodh i seirbhísí poiblí i nGaeilge le roinnt mhaith blianta a réiteach. Léiríonn líon agus cineál na ngearán atá m'Oifig ag fáil go bliantúil go mbaineann na bearnaí reatha is mó i seirbhísí poiblí comhaimseartha i nGaeilge le heaspa seirbhísí idirghníomhacha ar líne (clárú do sheirbhísí poiblí, iarratais a dhéanamh ar thacaí ar líne agus coinní a dhéanamh le comhlachtaí poiblí), easpa seirbhísí faisnéise teileafóin agus seirbhísí deisce cabhrach ar ardchaighdeán i nGaeilge. Cé gur daingníodh scéimeanna teanga le ballaíocht ar 140 comhlacht poiblí, tá folús suntasach sna dualgais atá ar an 140 comhlacht poiblí sin maidir le soláthar na seirbhísí criticiúla thuasluaite ar bhonn córasach. Bhí cúis mhaith le roghnú an 140 comhlacht poiblí lenar dhaingnigh an tAire scéim teanga go dtí seo faoi Acht na dTeangacha Oifigiúla, 2003. Ba í an chúis sin go raibh seirbhísí poiblí forleathana á soláthar acu a bhfuil an-éileamh ag an bpobal orthu. Is féidir catagóiriú faoi na ceannteidil seo a leanas a dhéanamh ar thromlach an 140 comhlacht poiblí lenar daingníodh scéimeanna teanga:

- Ranna agus Áisinteachtaí Rialtais
- Údaráis Áitiúla
- Institiúidí Oideachais
- Comhlachtaí Poiblí Móra eile (e.g. Feidhmeannacht na Seirbhíse Sláinte)

Bunriachtanas a bheidh ann go dtabharfaidh an chéad sraith de chaighdeáin teanga na catagóirí thuasluaite uile de chomhlachtaí poiblí isteach faoina scáth maidir le soláthar seirbhísí criticiúla idirghníomhacha ar líne, seirbhísí faisnéise teileafóin agus seirbhísí deisce cabhrach. Aithnítear an riachtanas do sholáthar seirbhísí idirghníomhacha ar líne i straitéisí náisiúnta an rialtais maidir le forbairt seirbhísí poiblí ar ardchaighdeán in Éirinn. Mar shampla, luaitear sa stráitéis 'Cónascadh Rialtais 2030: Straitéis Dhigiteach agus TFC do Sheirbhís Phoiblí na hÉireann' a d'fhoilsigh An Roinn Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe in 2022 go mbeidh oiread agus 90% de sheirbhísí poiblí ar leith á seachadadh ar líne faoin mbliain 2030. Luaitear sa straitéis chéanna go bhfuiltear ag súil go mbeidh 80% de shaoránaigh na tíre ag úsáid an ardáin MyGovID faoin mbliain 2030 d'fhonn teacht ar sheirbhísí poiblí áirithe. Is tairseach é MyGovID trína bhfuil bunseirbhísí ar fáil, cuir i gcás

new language schemes as laid down in the Official Languages Act, 2003, has been discontinued. There is an urgent need to implement the language standards system without delay in order to address the significant shortfalls in language schemes system and the significant gaps identified in public services in Irish over a number of years. The number and type of complaints my Office receives annually indicates that the greatest current gaps in public services in Irish at present relate to the shortfall in online interactive services (registering for public services, applying for supports online and making appointments with public bodies), telephone information services and helpdesk services in Irish. Although language schemes have been confirmed with approximately 140 public bodies, there is a significant gap in the obligations of those 140 public bodies regarding the provision of the critical services mentioned above on a systematic basis. The selection of the 140 public bodies with which a language scheme has been confirmed by the Minister under the Official Languages Act 2003 to date was well justified. The public bodies in question offer a wide range of public services for which there is a very high demand from the public. The majority of the 140 public bodies with which language schemes have been confirmed can be categorised under the following headings:

- Government Departments and Agencies
- Local Authorities
- Educational Institutions
- Other Large Public Bodies (e.g. Health Service Executive)

It will be a fundamental requirement that the first set of language standards bring the the above-mentioned categories of public bodies under their scope with respect to the provision of critical online interactive services, telephone information services and helpdesk services. The need for the provision of interactive online services is recognised in the government's national strategies for the development of high-quality public services in Ireland. For example, the Government's strategy 'Connecting Government 2030: A Digital and ICT Strategy for Ireland's Public Service' published by the Department of Public Expenditure NDP Delivery and Reform in 2022 suggests that as much as 90% of particular public services will be delivered online by the year 2030. The same strategy states that it is expected that 80% of the country's citizens will be using the MyGovID platform by 2030 to access particular public services. MyGovID is a national

iarratas a dhéanamh ar cheadúnas tiomána, ar phas, ar chárta seirbhíse poiblí, ar sheirbhísí tacaíochta tithíochta agus araile. Ach má scrúdaítear leibhéal an tsoláthair i nGaeilge ar an tairseach náisiúnta seo i láthair na huaire tá éagothromaíocht ollmhór idir caighdeán agus cuimsitheacht na seirbhísí poiblí atá ar fáil i mBéarla i gcomparáid leis an tseirbhís thearc agus bhearnach i nGaeilge. Beidh sé ina bhunriachtanas go bhfaighidh na caighdeáin teanga tosaigh greim ar na seirbhísí poiblí atá á seachadadh ar thairseacha ar nós MyGovID, lena chinntiú go bhfuil na seirbhísí poiblí seo, a bhfuil tarraingt ollmhór ag an bpobal orthu lá i ndiaidh lae, ar fáil i nGaeilge.

Dátaí do Sheirbhísí Gaeltachta

Faoi Acht na dTeangacha Oifigiúla (Leasú), 2021 sainnítear go bhforordóidh Aire na Gaeltachta, faoi fho-ailt 18E(a) & 18E(b), dualgas a leagan ar chomhlachtaí poiblí:

1. faoina mbeidh an Ghaeilge ina teanga oibre in oifigí comhlachtaí poiblí sa Ghaeltacht,
2. faoina ndéanfar na seirbhísí go léir a chuireann comhlacht poiblí, nó aicme de chomhlachtaí poiblí sa Ghaeltacht, agus ó lasmuigh den Ghaeltacht i leith Limistéar Pleanála Teanga, a sholáthar i nGaeilge.

De réir Acht na dTeangacha Oifigiúla (Leasú), 2021 , sainnítear go ndéanfar na dátaí thuasluaite a fhorordú laistigh de 3 mhí ón uair a chuirtear an Plean Náisiúnta um Sheirbhísí Poiblí Gaeilge faoi bhráid an Rialtais. Sheol an Rialtas an Plean Náisiúnta ar 9/10/2024. Is forálacha an-tábhachtach iad ailt 18E(a) agus 18E(b) ar mhaithe lena chinntiú go bhfuil freastal cóir á dhéanamh ar phobal na Gaeltachta maidir le soláthar seirbhísí poiblí i nGaeilge agus caithfear na himpleachtaí a eascraíonn ó mhoill iad a fhorordú a bhreith sa chomhthéacs sin. Ní féidir le m'Oifig monatóireacht a dhéanamh ar ailt 18E(a) agus 18E(b) seo go dtí go bhforordóidh an tAire dátaí faoina mbeidh dualgas ar chomhlachtaí poiblí ina leith.

Beidh folús suntasach i soláthar seirbhísí poiblí ar ardchaighdeán i nGaeilge sa Ghaeltacht go dtí go bhforordófar dátaí chun críocha ailt 18E(a) agus18E(b). Tá feidhm chriticiúil ag forordú na ndátaí Gaeltachta maidir le dul i ngleic le go leor de na bacanna agus moilleanna a bhfuil eispéireas ag pobal na Gaeltachta orthu faoi láthair maidir le teacht ar sheirbhísí ar ardchaighdeán i nGaeilge. Is cuid phríomha den réiteach iad na dátaí forordaithe thuasluaite trína

portal through which core services are available, such as applying for a driver's license, passport, public services card, housing support services, etc. However, an examination of the current level of provision in Irish on this national portal shows a huge imbalance between, on the one hand, the quality and comprehensiveness of public services available in English and, on the other, the scarce and incomplete service available in Irish. It will be imperative that the initial language standards include the public services that are being delivered on portals such as MyGovID to guarantee that these services, which are in significant demand on a daily basis, are available in Irish.

Dates for Gaeltacht Services

Under the Official Languages (Amendment) Act 2021, it is specified that the Minister for the Gaeltacht shall, under subsections 18E(a) & 18E(b), prescribe a duty on public bodies:

1. under which Irish will be the working language in public body offices in the Gaeltacht,
2. under which all services provided by a public body, or class of public body in the Gaeltacht, and from outside the Gaeltacht in respect of a Language Planning Area, will be delivered in Irish.

The Official Languages (Amendment) Act 2021 prescribes that the aforementioned dates will be prescribed within 3 months of the National Plan for Irish Language Public Services being submitted to the Government. The National Plan was launched by the Government on 9/10/2024, hence according to the timeframe set out in the amended 2021 language Act dates for prescribing services for the Gaeltacht would be expected by January 2025. Sections 18E(a) and 18E(b) are key provisions in ensuring the equitable provision of public services in Irish for the Gaeltacht community and the implications of a delay in prescribing them must be considered in this light. My Office cannot monitor sections 18E(a) and 18E(b) until the Minister sets dates for public bodies to comply with the delivery of public services in Irish to the Gaeltacht community.

A significant void will exist in the provision of public services in Irish for the Gaeltacht community until dates are prescribed for the purposes of sections 18E(a) and 18E(b). The prescribing of Gaeltacht dates is key in addressing many of the current obstacles and delays that the Gaeltacht community experiences in accessing high-quality services in Irish.. The prescribed dates are a key part of the solution that will lead to a significant

dtiocfaidh feabhas as cuimse ar sheirbhísí poiblí do phobal na Gaeilge. Tá géarghá ann freisin bonneagar seirbhísí poiblí nua a fhorbairt sa Ghaeltacht. Tá bonneagar náisiúnta pleanála teanga forbartha ag an Stát le roinnt blianta sna limistéir phleanála teanga laistigh den Ghaeltacht, agus i líonraí teanga agus i mbailte seirbhíse Gaeltachta lasmuigh den Ghaeltacht. Ba chóir leas a bhaint as an mbonneagar náisiúnta pleanála teanga chun molchampais seirbhísí poiblí a fhorbairt a chuirfidh raon leathan seirbhísí poiblí ar fáil i nGaeilge. Chruthódh na molchampais dlús foirne a bheadh ag seachadadh seirbhísí poiblí i nGaeilge mar aon le dlús éilimh ón bpobal teanga. Luífeadh an fhorbairt seo isteach go huile agus go hiomlán le feidhmeanna alt 18E(a) agus alt 18E(b) atá san Acht leasaithe (2021) freisin go mbeidh an Ghaeilge ina teanga oibre in oifigí na gcomhlachtaí poiblí sa Ghaeltacht ó dháta a fhorordóidh Aire na Gaeltachta. Tá deiseanna suntasacha ann go bhféadfaí na molchampais a chomhtháthú leis sa mbonneagar oideachais tríú leibhéal, teicneolaíochta (e.g. gTeiceana), sealbhaithe agus buanaithe teanga atá an Stát tar éis a fhorbairt sa Ghaeltacht cheana féin.

An Plean Náisiúnta

Mar a luadh thuas, is é bunaidhm an Phlean Náisiúnta a d'fhoilsigh an Rialtas an 9 Deireadh Fómhair 2024 conair shoiléir a leagan amach trína dtiocfaidh méadú ar líon, agus feabhas ar chaighdeán, na seirbhísí poiblí atá ar fáil don phobal i nGaeilge. Bunriachtanas a bheidh ann don Phlean Naisiúnta scála, scóip agus éagsúlacht na seirbhíse poiblí in Éirinn a thógáil san áireamh. Léiríonn figiúirí a d'fhoilsigh an Roinn Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe go raibh 397,121 duine fostaithe sa tseirbhís phoiblí ag deireadh 2023. Tagann breis agus 500 comhlacht poiblí forordaithe faoi Achtanna na dTeangacha Oifigiúla (2003, 2021) faoi scóip an Phlean Náisiúnta.

Tá dhá chrann taca ann go háirithe a chinnteoidh go mbeidh rath ar an bPlean Náisiúnta i dtaca le gnóthú na mórsprice náisiúnta uileghabhálach thuasluaite seirbhísí poiblí i nGaeilge a fheabhsú as cuimse. Is iad an dá chrann taca sin córas nua na gcaighdeán teanga a leagfaidh dualgas ar chomhlachtaí poiblí seirbhísí breise i nGaeilge a sholáthar agus an fhoráil go mbeidh inniúlacht sa Ghaeilge ag 20% d'earcaigh chuig an tseirbhís phoiblí idir Meitheamh 2022 agus Nollaig 2030. An 13 Márta 2023, thug an tAire Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán tosach feidhme d'alt 9 d'Acht na

improvement in public services for the Irish-speaking community. There is also a pressing need to develop a new public services infrastructure in the Gaeltacht. The State has developed a national language planning infrastructure in recent years through language planning areas within the Gaeltacht and language networks and Gaeltacht service towns outside the Gaeltacht. This national language planning infrastructure should be used to develop public service campus hubs that would provide a wide range of public services in Irish. The campus hubs would foster a concentration of public service staff delivering public services in Irish, along with a heightened demand from the language community. This development would fully compliment the functions of section 18E(a) and section 18E(b) of the amended Act (2021) providing that Irish will be the working language in the offices of public bodies in the Gaeltacht from a date to be prescribed by the Minister for the Gaeltacht. There are significant opportunities for the campus hubs to integrate with the third-level education, technology (e.g. gTeics), language acquisition and maintenance infrastructure that the State has already developed in the Gaeltacht.

The National Plan

The primary aim of the National Plan published by the Government on 9 October 2024 is to set out a clear path that will lead to an increase in the number, and improvement in the quality, of public services available to the public in Irish. The National Plan must, as a fundamental requirement, take into account the scale, scope and diversity of the public service in Ireland. Figures published by the Department of Public Expenditure NDP Delivery and Reform show that 397,121 people were employed in the public service at the end of 2023. Over 500 public bodies prescribed under the Official Languages Acts (2003, 2021) fall within the scope of the National Plan.

There are two cornerstones in particular that will ensure the success of the National Plan in achieving the above-mentioned overaraching national goal of considerably improving public service in Irish. These two cornerstones are the new language standards system, which will impose an obligation on public bodies to provide additional services in Irish, and the provision that 20% of recruits to the public service will have proficiency in Irish between June 2022 and December 2030. On 13 March 2023, the Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media commenced section 9 of the Official Languages

dTeangacha Oifigiúla (Leasú), 2021. Is in alt 9 atá an soláthar do chóras nua na gcaighdeán teanga a leagfaidh amach na seirbhísí poiblí breise a chaithfidh comhlachtaí poiblí a sholáthar i nGaeilge. Ní fheicfidh pobal na Gaeilge, áfach, tairbhe na forála seo maidir le seirbhísí poiblí breise a bheith ar fáil i nGaeilge go dtí go bhforordóidh Aire na Gaeltachta caighdeáin teanga shonracha do chomhlachtaí poiblí ar leith.

Is bunriachtanas é go dtabharfar caighdeáin teanga i bhfeidhm gan mhoill, lena chinntiú go mbeidh dualgas ar chomhlachtaí poiblí na croísheirbhísí poiblí a bhfuil éileamh mór orthu ón bpobal gach uile lá ar fáil i nGaeilge. Tá creimeadh mór déanta ar mhuinín phobal na Gaeilge i seirbhísí poiblí an Stáit de thoradh an fholúis ollmhóir atá i seirbhísí poiblí bunúsacha i nGaeilge. Fíoraíonn líon and cineál na ngearán a fhaigheann m'Oifig bunús na tuairime atá ag an bpobal teanga nach bhfuil freastal cothrom agus cóir á dhéanamh ag an Stát air faoi láthair de bhrí nach bhfuil bunseirbhísí poiblí á gcur ar fáil. Eascraíonn seo ó easnamh i seirbhísí bunúsacha poiblí i nGaeilge dá leithéidí seirbhísí idirghníomhacha ar líne, seirbhísí faisnéise teileafóin agus seirbhísí deisce cabhrach ar ardchaighdeán, a chur ar fáil i nGaeilge. Is iad seo cuid de na seirbhísí poiblí is bunúsaí trína ndéantar an caidreamh leanúnach a bhíonn ag an saoránach leis an Stát a riar.

Mar aon le crainn taca na gcaighdeán teanga agus na forála 20% d'earcaigh le Gaeilge tá crainn taca eile a chaithfear a fheidhmiú le go mbeidh rath fadtéarmach ar an bPlean Náisiúnta do Sheirbhísí Poiblí Gaeilge. Tugtar léargas ar na crainn taca sin i Léaráid A. Tá béim leagtha ar fud na Tuarascála Bliantúla seo ar an mbunriachtanas go bhfeidhmeofar na crainn taca seo ar bhonn córasach agus náisiúnta.

Caighdeáin Teanga agus an Fhoráil 20% d'earcaigh atá inniúil sa Ghaeilge

Is bunriachtanas é freisin go n-oibreoidh crann taca chóras na gcaighdeán teanga agus an dara crann taca don Phlean Náisiúnta, is é sin an fhoráil go mbeidh 20% d'earcaigh chuig an tseirbhís phoiblí, idir Meitheamh 2022 agus Nollaig 2030, inniúil sa Ghaeilge, i bpáirt lena chéile. Mura bhfuil comhlachtaí poiblí ag glacadh céimeanna anois lena chinntiú go mbeidh dóthain foirne atá inniúil sa Ghaeilge earcaithe acu chun na seirbhísí poiblí i nGaeilge a leagfar síos i gcóras nua na gcaighdeán teanga a sholáthar, rachaidh sé an-dian ar an bPlean Náisiúnta a bhunchuspóir a bhaint amach, is é sin go mbeidh i bhfad níos mó seirbhísí poiblí ar ardchaighdeán ar fáil i nGaeilge.

(Amendment) Act 2021. Section 9 contains the provision for a new language standards system which will set out the additional public services that public bodies must provide in Irish. The Irish-speaking community will not, however, see the benefit of this provision in terms of the availability of additional public services in Irish until the Minister for the Gaeltacht prescribes specific language standards for individual public bodies.

It is essential that language standards that will ensure that public bodies are obliged to provide core services in Irish that are in demand on a daily basis. The Irish-speaking community's confidence in the State's public services has been severely eroded as a result of the current huge dearth of basic public services in Irish. The language community's conviction that the State is not currently providing fair and equitable public services in Irish is borne out in the quantity and nature of complaints received by my Office each year. This is due to the absence of basic public services in Irish, including high-quality interactive online services, telephone information services, and helpdesk services, in Irish. These are some of the most basic public services through which the ongoing engagement that the citizen has with the state is administered.

Along with the cornerstones of language standards and the 20% provision of recruits with Irish, additional cornerstones must be set for the National Plan for Irish Language Public Services to be a long-term success. These cornerstones are illustrated in Diagram A. The underlying need for the systematic and national implementation of these cornerstones is emphasised throughout this annual report.

Language Standards and the Provision for 20% of Recruits Proficient in Irish

It is also a fundamental requirement that the the language standards system works hand in hand with another cornerstone of the National Plan, namely the provision that 20% of recruits to the public service, between June 2022 and December 2030, will be proficient in Irish. If public bodies are not taking steps now to ensure that they have recruited sufficient staff who are competent in Irish to provide public services in Irish that will be set out in the new language standards system, it will be very difficult for the National Plan to achieve its primary objective, which is to significantly increase the availability of high-quality public services in Irish.

Léaráid A
Crainn Taca an Phlean Náisiúnta

Is é príomhchuspóir an Phlean Náisiúnta conair shoiléir a leagan amach chun líon agus caighdeán seirbhísí poiblí i nGaeilge, a mhéadú agus a fheabhsú.

Tá ról ríthábhachtach ag an gCoiste Comhairleach um Sheirbhísí Gaeilge, a bhunaigh an tAire Gaeltachta i mí an Mheithimh 2022, i bhforbairt an Phlean agus maoirsiú a dhéanamh ar a chur i bhfeidhm. Sheol an Rialtas an chéad Phlean Náisiúnta i Mí Dheireadh Fómhair 2024.

Caighdeáin Teanga Nua

- Is é córas nua na gCaighdeán Teanga a leagfaidh amach cé na seirbhísí poiblí nua a chaithfidh comhlachtaí poiblí a sholáthar i nGaeilge.
- Leagfaidh na Caighdeáin Teanga amach freisin an leibhéal inniúlachta sa Ghaeilge a chaithfidh a bheith ag an bhfoireann a bheidh ag soláthar na seirbhíse thar ceann an chomhlachta phoiblí.
- Aire na Gaeltachta a leagfaidh síos na Caighdeáin Teanga nua a bhfuil ar chomhlachtaí poiblí cloí leo.

20% d'Earcaigh inniúil sa Ghaeilge

- Tá dualgas ar chomhlachtaí poiblí a chinntiú go mbeidh inniúlacht sa Ghaeilge ag duine as gach cúigear ball foirne a earcaíonn siad idir Bealtaine 2022 – Nollaig 2030.
- Teastaíonn cur chuige córasach náisiúnta le comhordú agus tomhais a dhéanamh ar chur chun cinn na forála 20%.

Bonneagar Náisiúnta

- Ní mór an bonneagar náisiúnta do sheachadadh seirbhísí poiblí i nGaeilge a fheabhsú go mór.
- Caithfear breithniú a dhéanamh ar mhoil campais réigiúnacha a bhunú sa Ghaeltacht agus ar fud an bhonneagair náisiúnta pleanála teanga chun feabhas a chur ar rochtain ar chroíseirbhísí poiblí i nGaeilge. Chabhródh moil den sórt sin le dlús seirbhísí poiblí i nGaeilge a threisiú, dlús na foirne le Gaeilge san earnáil phoiblí a threisiú, agus ag an am céanna freastal ar éileamh méadaithe ar sheirbhísí poiblí i nGaeilge ó phobal na teanga.

Straitéis Ollscolaíochta Ghaeilge

- Tá géar-riachtanas ann straitéis náisiúnta nua don Ollscolaíocht Ghaeilge a fhorbairt d'fhonn méadú as cuimse a chur ar líon na gcéimithe le Gaeilge a bheidh ar fáil don tseirbhís phoiblí.

Pleanáil Fórsa Saothair le Gaeilge

- Caithfear pleanáil don fhórsa saothair atá inniúil sa Ghaeilge a neadú i bpleanáil eagraíochtúil na gcomhlachtaí poiblí.
- Ba chóir an tsamhail phleanála d'fhórsa saothair náisiúnta atá á feidhmiú cheana ag comhlachtaí poiblí faoi threoir na Roinne Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe a fheidhmiú chun na críche seo.

Diagram A
Cornerstones of the National Plan

The key objective of the National Plan is to set out a clear pathway for increasing the number, and improving the standard, of public services in Irish.

The Irish Language Services Advisory Committee, which was established by the Minister for the Gaeltacht in June 2022, plays a vital role in the development of the Plan and the oversight of its implementation. The Government launched the first National Plan in October 2024.

New Language Standards

- The new Language Standards system will set out additional public services that public bodies will be obliged to provide in Irish.
- The Language Standards will also set out the level of proficiency in Irish that staff providing the services must have.
- Language Standards are prescribed by the Minister for the Gaeltacht.

National Infrastructure

- The current national infrastructure for delivering public services in Irish needs considerable improvement.
- Establishing regional campus hubs in the Gaeltacht and throughout the national language planning infrastructure must be considered to improve access to essential public services in Irish. Such hubs would help to concentrate public services in Irish, the number of public sector staff with competency in Irish delivering those services, while also responding to the increased demand for public services in Irish from the language community.

Workforce Planning

- Workforce planning that incorporates staff with proficiency in Irish must be embedded in the organisational planning of public bodies.
- The national workforce planning model, which is currently being implemented by public bodies under the guidance of the Department of Public Expenditure, NDP Delivery and Reform, should be used to this end.

20% Irish-Language Proficient Recruits

- Public bodies must ensure that one in every five staff members recruited between May 2022 – December 2030 are proficient in Irish.
- A systemic national strategy is essential to effectively coordinate and measure progress regarding the 20% provision.

Irish-medium University Education Strategy

- There is an urgent need to develop a new national Irish-medium university education strategy to dramatically increase the number of graduates proficient in Irish that will be available to the public sector.

Pleanáil don Fhórsa Saothair Náisiúnta atá inniúil sa Ghaeilge

Le go mbeidh dóthain foirne atá inniúil sa Ghaeilge ar fáil do chomhlachtaí poiblí leis na seirbhísí poiblí nua a leagfar síos sna caighdeáin teanga a sholáthar, caithfear pleanáil don fhórsa saothair atá inniúil sa Ghaeilge a neadú i bpleanáil eagraíochtúil na gcomhlachtaí poiblí fud fad na seirbhíse poiblí. Tá dea-chleachtais agus samhaltú do phleanáil don fhórsa saothair á bhfeidhmiú cheana féin ar fud na Seirbhíse Poiblí in Éirinn faoi threoir na Roinne Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe (RCPSPA). Ba chóir na dea-chleachtais agus an samhaltú seo a úsáid chun bonn córasach a chur faoi earcú foirne le hinniúlacht sa Ghaeilge mar thosaíocht straitéiseach eagraíochtúil i ngach comhlacht poiblí. Beidh comhordú, maoirseacht agus tuairisciú leanúnach de dhíth ar leibhéal náisiúnta ar mhaithe le dul chun cinn ar ghnóthú na forála 20% d'earcaigh atá inniúil sa Ghaeilge ar fud na hearnála poiblí idir 2022 – 2030 a thomhas. Ba chóir breathnú ar a leithéid ról an Aonaid um Pleanáil Straitéiseach don Fhórsa Saothair laistigh den RCPSPA don chúram criticiúil seo nó ar eintiteas eile dá leithéid. Bheadh ról ríthábhachtach ag an eintiteas cuí maidir le tuairisciú go rialta don Choiste Comhairleach faoin dul chun cinn sonrach a bheidh á dhéanamh chun críoch na forála 20% d'earcaigh laistigh de chomhlachtaí poiblí móra a chuireann seirbhísí forleathana agus tábhachtacha ar fáil, ag leibhéal earnála freisin (e.g. Ranna Rialtais, Údaráis Áitiúla) agus go náisiúnta.

Fórsa Saothair Ardoilte atá inniúil sa Ghaeilge a Sholáthar

Tháinig méadú 19,811 duine ar líon na bhfostaithe sa tseirbhís phoiblí ó 377,310 duine ag deireadh ráithe 4 in 2022 go 397,121 duine ag deireadh ráithe 4 in 2023. Méadú 13,309 fostaí ar an meán in aghaidh na bliana a tháinig ar an tseirbhís phoiblí idir 2018 agus 2023. Cuimsíonn na figiúirí seo fostaithe a earcaíodh sa státseirbhís freisin. Léiríonn an líon foirne a earcaítear isteach sa tseirbhís phoiblí ar an meán in aghaidh na bliana scála an bhirt náisiúnta a bheidh ag teastáil d'fhonn foireann atá inniúil sa Ghaeilge a earcú chun críoch na forála earcaíochta 20%.

I bhfianaise scála an bhirt atá de dhíth d'fhonn dóthain foirne atá inniúil sa Ghaeilge a sholáthar don tseirbhís phoiblí, beidh sé riachtanach go leagfar amach conair sa Phlean Náisiúnta trína bhforbrófar straitéis nua don Ollscolaíocht Ghaeilge go náisiúnta chun sruth de chéimithe ag a bhfuil Gaeilge mhaith a sholáthar, chun críocha na forála earcaíochta 20%, agus d'fhonn cur le

Planning for a National Irish Language-Proficient Workforce

In order for public bodies to have sufficient staff competent in Irish to provide the new public services set out in the language standards, planning for an Irish language-proficient workforce must be embedded in the organisational planning of public bodies across the public service. Best practices and modelling for workforce planning are already being implemented across the Irish Public Service under the guidance of the Department of Public Expenditure, NDP Delivery and Reform (DPENDR). These best practices and modelling should be used to systematically underpin the recruitment of staff proficient in Irish as a strategic organisational priority in every public body. Ongoing coordination, oversight and reporting will be required at a national level in order to measure progress on achieving the provision that 20% of recruits are proficient in Irish across the public sector between 2022 – 2030. The role of the Strategic Workforce Planning Unit within DPENDR or another similar entity should be considered for this key oversight function. The appropriate entity would play a key role in regularly reporting to the Advisory Committee on progress towards the 20% recruitment provision within large public bodies that provide extensive and important public services, at sectoral levels (e.g. Government Departments, Local Authorities) and nationally.

Providing a Highly Skilled Irish language-proficient Workforce

The number of employees in the public service increased by 19,811 from 377,310 at the end of Q4 in 2022 to 397,121 at the end of Q4 in 2023. The number of public service employees increased by an average of 13,309 per year between 2018 and 2023. These figures also include employees recruited into the civil service. The average number of staff recruited into the public service per year reflects the scale of the national effort required to recruit Irish language-proficient staff for the purposes of the 20% recruitment provision.

It will be imperative to establish a roadmap within the National Plan to develop a new strategy for Irish-medium Higher Education on a national scale. This roadmap will be necessary to ensure that a sufficient stream of graduates proficient in Irish is available to the public service to meet the 20% recruitment requirement, as well as to improve the Irish language proficiency of public service personnel who do not come under the scope of the 20% recruitment

hinniúlacht Ghaeilge na foirne atá ag obair sa tseirbhís phoiblí freisin, nach dtagann faoi scóip na forála 20%. Tá géar-riachtanas ann straitéis náisiúnta a fhorbairt idir na páirtithe leasmhara (An Roinn Breisoideachais agus Ardoideachais, Taighde, Nuálaíochta agus Eolaíochta, ÚAO, RTCEGSM agus Institiúidí Tríú Leibhéal) ionas go mbeidh dóthain foirne atá inniúil sa Ghaeilge ar fáil ar bhonn leanúnach. Tá ról lárnach ag an gCoiste Comhairleach atá ag stiúradh fhorbairt an Phlean Náisiúnta i ndáil le leagan amach na conaire d'fhíorú acmhainneacht na hearnála Ollscolaíochta Gaeilge, chun críche na forála 20%, i gcomhar leis na páirtithe leasmhara.

Imscrúduithe

Is é gnáthnós na hOifige go gcuirtear gearáin bhailí faoi bhráid comhlachtaí poiblí ar bhonn neamhfhoirmiúil ar an gcéad dul síos, sula ndéantar cinneadh an gá imscrúdú a thosú. Mura mbíonn aon toradh sásúil ar na hiarrachtaí neamhfhoirmiúla úd tugtar faoi imscrúdú foirmiúil. Bhí na bearnaí ollmhóra atá i seirbhísí poiblí i nGaeilge i láthair na huaire, a ndéantar trácht orthu thuas, amhail easpa seirbhísí idirghníomhacha ar líne agus easpa seirbhísí teileafóin ar ardchaighdeán i nGaeilge, ábhartha freisin d'imscrúdú foirmiúil a chuir an Oifig i gcrích i gcaitheamh 2024. Léirigh an t-imscrúdú reachtúil sin gur sháraigh An Roinn Gnóthaí Eachtracha (Oifig na bPasanna) na dualgais reachtúla teanga a daingníodh i bhfo-alt 18(1) d'Acht na dTeangacha Oifigiúla, 2003 fad is a bhaineann sé le feidhmiú gealltanais Scéime Teanga. Bhí na gealltanais ábhartha daingnithe ag Aire na Gaeltachta leis an Roinn Gnóthaí Eachtracha maidir le: seirbhísí idirghníomhacha i nGaeilge agus seirbhís teileafóin i nGaeilge a chur ar fáil. Léirigh an t-imscrúdú céanna gur sháraigh an Roinn fo-alt 9(2) d'Acht na dTeangacha Oifigiúla, 2003 freisin ach freagraí i scríbhinn i mBéarla a eisiúint chuig ball den phobal a rinne iarratas i scríbhinn i nGaeilge ar Phas.

Léirigh imscrúdú foirmiúil freisin gur sháraigh Údarás Aerfort Bhaile Átha Cliath an dualgas reachtúil teanga a daingníodh sna Rialacháin a eisíodh faoi fho-alt 9(1) d'Acht na dTeangacha Oifigiúla, 2003 [Na Rialacháin um Acht na dTeangacha Oifigiúla, 2003 (alt 9) 2008 (I.R. Uimh. 391 de 2008)], i gcás chomharthaí a chuir sé in airde i mBéarla amháin ag Críochfort 1 in Aerfort Bhaile Átha Cliath. Bhí na comharthaí ar crochadh ar dhá thaobh an bhealaigh a siúlann paisinéirí tríd ar a slí go dtí Críochfort 1, rud a fhágann go bhfuil radharc ag baill an phobail orthu agus iad ag fágáil an chríochfoirt nó ag filleadh air.

provision. There is an urgent need to develop a national strategy between key stakeholders (Department of Further and Higher Education, Research, Innovation and Science, HEA, DTCAGSM and Third Level Institutions) so that a sufficient number of Irish-language competent staff are available on an ongoing basis. The Advisory Committee guiding the development of the National Plan has a central role in setting out the roadmap for realising the potential of the Irish-medium Higher Education sector, towards the 20% provision, in collaboration with stakeholders.

Investigations

It is normal practice to discuss valid complaints with public bodies on an informal basis in the first instance, before a decision is made as to whether an investigation needs to be initiated. If these informal efforts fail to yield satisfactory results, a formal investigation is undertaken. The huge gaps that currently exist in public services in Irish, which are also set out above, such as the lack of interactive online services and the lack of high-quality telephone services in Irish, were also relevant to a formal investigation carried out by the Office during 2024. That investigation has revealed that the Department of Foreign Affairs (Passport Office) breached the statutory language obligations prescribed in subsection 18(1) of the Official Languages Act 2003 in so far as it relates to the implementation of Language Scheme commitments. The relevant language scheme commitments had been confirmed with the Department of Foreign Affairs by the Minister for the Gaeltacht in relation to: providing interactive services in Irish and a telephone service in Irish. The same investigation showed that subsection 9(2) of the Official Languages Act 2003 was contravened by the Department when written responses were issued in English to a member of the public who applied in writing in Irish for a passport.

A formal investigation also revealed that Dublin Airport Authority breached the statutory language obligation prescribed in the Regulations issued under subsection 9(1) of the Official Languages Act 2003 [Official Languages Act, 2003 (section 9) Regulations 2008 (SI No. 391 of 2008)], in relation to signs erected by the Authority in English only at Terminal 1, Dublin Airport. The signs were erected on both sides of the route that passengers walk through on their way to Terminal 1, which members of the public could see as they leave or return to the terminal.

I measc na n-imeachtaí a ndéantar cur síos orthu sna comharthaí seo bhí:

1. Bliain oscailte an Aerfoirt.
2. Tógáil an chéad rúidbhealaigh san Aerfort.
3. Teacht an bhanna ceoil The Beatles go haerfort Bhaile Átha Cliath i 1963.
4. Foireann sacair na hÉireann ag sroichint an Aerfoirt tar éis Chorn Sacair an Domhain i 1990.
5. Katie Taylor ar láthair an Aerfoirt tar éis na gCluichí Oilimpeacha in 2012 – í ar bord eitleáin.

Sháraigh Comhairle Contae Chill Dara an dualgas reachtúil teanga atá forordaithe i bhfo-alt 10(a) d'Acht na dTeangacha Oifigiúla, 2003 go gcaithfear doiciméid áirithe a fhoilsiú go comhuaineach sa dá theanga oifigiúla. Sháraigh an Chomhairle fo-alt 10(a) tráth ar fhoilsigh sí Dréacht-Phlean Forbartha Contae dá cuid i mBéarla amháin agus gan leagan Gaeilge den Dréacht-Phlean a fhoilsiú go comhuaineach.

Léirigh imscrúdú foirmiúil freisin gur sháraigh Uisce Éireann an dualgas reachtúil teanga a forordaíodh i bhfo-alt 9(3) d'Acht na dTeangacha Oifigiúla, 2003 ach comhfhreagras i scríbhinn a bhí i mBéarla amháin a sheoladh sa phost chuig baill den phobal i mBaile Locha Riach i gCo. na Gaillimhe. Bhain an chumarsáid neamhghéilliúil le fógra i scríbhinn go raibh deireadh á chur le "rabhadh fiuchta uisce".

Ar lámh amháin léiríonn an t-imscrúdú ar an Roinn Gnóthaí Eachtracha an géar-riachtanas atá ann go dtabharfaí lánfheidhm do chóras na gcaighdeán teanga gan mhoill le go leagfar síos an leibhéal inniúlacht teanga a chaithfidh a bheith ag baill foirne comhlachtaí poiblí atá ag soláthar croísheirbhísí poiblí i nGaeilge, cuir i cás seirbhísí faisnéise teileafóin ar ardchaighdeán, mar aon leis an dualgas seirbhísí idirghníomhacha ar líne ar ardchaighdeán a sholáthar i nGaeilge freisin. Ar an lámh eile léiríonn an sárú a rinne Údarás Aerfort Bhaile Átha Cliath, Comhairle Contae Chill Dara agus Uisce Éireann a riachtanaí agus atá sé go mbeadh dóthain foirne ag m'Oifig chun faireachán leanúnach a dhéanamh ar bhunfhorálacha Acht 2003 agus a mhéad atáthar á sárú go fóill.

The events described in these signs include:

1. The year the Airport opened.
2. Construction of the first runway at the Airport.
3. The arrival of the band The Beatles at Dublin airport in 1963.
4. The Irish soccer team arrival after the 1990 World Cup.
5. Katie Taylor at the airport after the 2012 Olympics – on board a plane.

Kildare County Council breached the statutory language obligation prescribed in subsection 10(a) of the Official Languages Act 2003 in so far as it relates to publishing certain documents simultaneously in both official languages. The Council breached subsection 10(a) by publishing its Draft County Development Plan in English only and failing to publish an Irish language version of the Draft Plan simultaneously.

A formal investigation also revealed that Uisce Éireann breached the statutory language obligation enshrined in subsection 9(3) of the Official Languages Act 2003 by sending written correspondence in English only by post to members of the public in Loughrea, Co. Galway. The non-compliant communication related to a written "boil water warning" notice being lifted.

On the one hand, the investigation into the Department of Foreign Affairs shows the urgent need for the language standards system to be fully implemented without delay in order to establish the level of language proficiency that staff delivering core public services such as telephone support services in Irish must have, as well as the obligation to provide interactive online services of a high standard in Irish. On the other hand, the statutory breaches by Dublin Airport Authority, Kildare County Council and Uisce Éireann demonstrate the need for my Office to have sufficient staff to continuously monitor the basic provisions of the 2003 Act and the extent to which they are still being breached.

Clár Faireacháin

I dtéarmaí ceannaireachta eagraíochtúla, tá sé ríthábhachtach feidhmiú cearta teanga a neadú i sícé rialachais na gcomhlachtaí poiblí. Chun na críche seo tá an-tábhacht le halt 4B(a) san Acht leasaithe (2021) a leagan dualgas ar cheann gach comhlacht poiblí ball foirne den bhainistíocht shinsearach a cheapadh chun maoirseacht a dhéanamh ar fheidhmiú an Achta laistigh den chomhlacht poiblí. Tá dualgas ar an mball foirne sin tuairisciú ar ais do cheann an chomhlachta phoiblí i ndáil le feidhmiú dhualgais an chomhlachta phoiblí sin faoin Acht Teanga. Faoi alt 4B(b) tá dualgas ar cheann an chomhlachta phoiblí freisin tuairisciú i dTuarascáil Bhliantúil an chomhlachta phoiblí ar fheidhmiú na reachtaíochta teanga sa chomhlacht poiblí. I gcaitheamh 2024 shocraigh m'Oifig faireachán a dhéanamh ar a mhéad a bhí cohórt ionadaíoch comhlachtaí poiblí ag comhlíonadh na bhforálacha seo, ina raibh:

i) trí cinn déag d'Údaráis Áitiúla i gcontaetha a bhfuil limistéir Ghaeltachta ina ndlínse agus údaráis áitiúla i gContae BÁC,

ii) ocht gcinn déag de Ranna Rialtais agus

iii) scór comhlacht poiblí a chuireann seirbhísí poiblí forleathana agus tábhachtacha ar fáil don phobal.

Fágann sé sin go ndearadh scrúdú ar 51 chomhlacht poiblí sa chéad chohórt seo. Leagtar torthaí an iniúchta amach thíos.

Léirigh an t-iniúchadh go raibh ráta an-ard géilliúlachta d'fhoráil 4B(a) i measc na gcomhlachtaí poiblí agus deimhniú faighte ó 50 den 51 comhlacht poiblí a ndearnadh faireachán orthu go raibh siad tar éis ball foirne a ainmniú chun maoirseacht a dhéanamh ar fheidhmiú na reachtaíochta teanga laistigh den chomhlacht poiblí.

I dtaca le 4B(b) agus a chinntiú go ndéanfar achoimre ar chur chuige an chomhlachta phoiblí i ndáil le feidhmiú na reachtaíochta teanga a áireamh i dtuarascáil bhliantúil an chomhlachta lena mbaineann, bhí 11 chomhlacht poiblí as an 51 chomhlacht poiblí ar fad nár chomhlíon an fhoráil seo go fóill. Is ionann an líon sin agus an cheathrú cuid (22%) díobh. Bhain cúiseanna áirithe leis seo dá dtagraítear dóibh thíos ar leathanaigh 51-64.

Monitoring Program

In terms of organisational leadership, it is imperative to embed language rights implementation in the governance psyche of public bodies. For this purpose, section 4B(a) of the amended Act (2021) is sifnificant, as it places a duty on the head of every public body to appoint a member of senior management staff to oversee the implementation of the Act within the public body. That staff member is obliged to report back to the head of the public body in relation to the exercise of that public body's duties under the Language Act. Under section 4B(b), the head of the public body is also required to report in the public body's Annual Report on the implementation of language legislation within the public body. During 2024 my Office decided to monitor compliance with these provisions by auditing a representative cohort of public bodies, namely:

i) thirteen Local Authorities including counties with Gaeltacht areas in their jurisdiction and local authorities in County Dublin,

ii) eighteen Government Departments and

iii) twenty public bodies that provide extensive and important public services to the public.

51 public bodies were therefore examined in this first cohort. The audit results are presented below.

The audit revealed a very high rate of compliance with provision 4B(a) by public bodies with confirmation received from 50 of the 51 public bodies monitored that they had appointed a member of staff to oversee the implementation of the legislation within the public body.

In relation to 4B(b) and ensuring that a summary of the public body's approach in relation to the implementation of the language legislation is included in the annual report of the body concerned, 11 public bodies out of a total of 51 public bodies had not yet complied with this provision. That number represents a quarter (22%) of this cohort. There were certain reasons for this which are referred to in the detailed commentary below on the overall results of the monitoring programme on pages 51-64.

Tosaíochtaí Eile Earnála

Fógraíocht ag Comhlachtaí Poiblí (Alt 10A. – Acht na dTeangacha Oifigiúla (Leasú), 2021)

Leagann Alt 10A. a tháinig i bhfeidhm an 10 Deireadh Fómhair 2022, dualgas reachtúil ar chomhlachtaí poiblí sciar suntasach dá bhfógraíocht a dhéanamh i nGaeilge.

Forordaítear le hAlt 10A. nach mór do chomhlachtaí poiblí a chinntiú:

- go ndéantar 20% dá bhfógraíocht bhliantúil trí Ghaeilge

agus

- go gcaitear 5% ar a laghad dá mbuiséad bliantúil fógraíochta ar fhógraíocht ar na meáin Ghaeilge.

Mar a luadh thuas, d'fhoilsigh m'Oifig an chéad tuarascáil ar fheidhmiú na forála faoi alt 10A. (Fógraíocht ag Comhlachtaí Poiblí) don bhliain 2023 le linn Oireachtas na Samhna 2024 i gCill Airne. Léirigh an tuarascáil sin go ndearna comhlachtaí poiblí fógraíocht dar luach €3.8m ar mheáin Ghaeilge i gcaitheamh 2023 agus go ndearnadh fógraíocht i nGaeilge dar luach €10.4m ar mheáin Bhéarla freisin i gcaitheamh 2023. Tá láithreacht na Gaeilge ar mheáin éagsúla tar éis dul i méid go mór de thoradh na forála seo, rud atá an-tábhachtach chun bisiúlacht agus úsáid na Gaeilge a chothú. Daingníonn méadú ar fhógraíocht i nGaeilge cearta teanga phobal na Gaeilge.

Chumhdaigh an t-iniúchadh ar 2023 98% den chaiteachas iomlán a rinne earnáil na gcomhlachtaí poiblí ar fhógraíocht sa bhliain 2023 – rinneadh cros-seiceáil le tuairisciú Nielsen Ad Intel, foinse sonraí fógraíochta ag a bhfuil aitheantas forleathan aige. Rinneadh na comhlachtaí poiblí a sheol taiscthí géilliúlachta chun críoch alt 10A. isteach a ghrúpáil de réir tairseacha caiteachais ar fhógraíocht. An aidhm a bhí leis an gcatagóiriú sin ná comparáid a dhéanamh ar bhonn earnála idir comhlachtaí poiblí a bhfuil buiséid chomhchosúla fógraíochta acu agus treochtaí géilliúlachta a iniúchadh. Dá réir sin socraíodh ar thrí chatagóir rangaithe mar seo a leanas:

Catagóir	Caiteachas ar Fhógraíocht
Catagóir A	≥ €750,000
Catagóir B	€250,000 - €749,000
Catagóir C	≤ €250,000

Catagóir	Caiteachas ar Fhógraíocht	Leibhéal Géilliúlachta de réir forála	
	Tairsí Reachtúla	5%	20%
Catagóir A	≥ €750,000	3%	16%
Catagóir B	€250,000 - €749,000	6%	21%
Catagóir C	≤ €250,000	7%	26%

Other Sectoral Priorities

Advertising by Public Bodies (Section 10A. – Official Languages (Amendment) Act 2021)

Section 10A. which came into force on 10 October 2022, places a statutory obligation on public bodies to place a significant proportion of their advertising in Irish.

Section 10A. prescribes that public bodies must ensure:

- 20% of their annual advertising is placed in Irish

and

- at least 5% of their annual advertising budget is spent on advertising in Irish language media.

As mentioned above, my Office published the first report on the implementation of the provision under section 10A. (Advertising by Public Bodies) for the year 2023 at Oireachtas na Samhna 2024 in Killarney. That report showed that public bodies placed advertisements to the value of €3.8m on Irish-language media during 2023 and that advertising in Irish to the value of €10.4m was also placed on English-language media during 2023. This provision has notably enhanced the presence of Irish in various media, which plays a vital role in fostering the vibrancy and daily use of the language. Increasing advertising in Irish also serves to support and uphold the language rights of the Irish-speaking community.

The 2023 audit covered 98% of total advertising spend by the public sector in 2023 – cross-checked with Nielsen Ad Intel, a widely recognised source of advertising data. Public bodies that submitted compliance submissions for the purposes of section 10A. were grouped according to advertising expenditure thresholds. The aim of this categorisation was to compare on a sectoral basis public bodies with similar advertising budgets and to examine compliance trends. Accordingly, three classification categories were decided upon as follows:

Category	Advertising Expenditure
Cateogory A	≥ €750,000
Cateogory B	€250,000 - €749,000
Cateogory C	≤ €250,000

Category	Advertising Expenditure	Compliance Level by provision	
	Statutory Threshold	5%	20%
Category A	≥ €750,000	3%	16%
Category B	€250,000 - €749,000	6%	21%
Category C	≤ €250,000	7%	26%

Mar is léir ó na torthaí thuasluaite tá gníomh suntasach ag teastáil go fóill i measc na gcomhlachtaí poiblí a bhfuil na buiséid fógraíochta is mó acu le go sroichfear na tairsí reachtúla do na forálacha 5% agus 20%. Tá an tuairisc iomlán ar an iniúchadh ar alt 10A. (Fógraíocht ag Comhlachtaí Poiblí) ar fáil ar: www.coimisinéir.ie.

Tá monatóireacht leanúnach á déanamh ag an Oifig ar chomhlíonadh alt 10A. i measc comhlachtaí poiblí, lena n-áirítear úsáid chruinn na Gaeilge scríofa agus labhartha i bhfógraí. Leagadh béim ar leith ar an mbunriachtanas seo sna nótaí comhairleacha a scaip an Oifig ar gach comhlacht poiblí mar ullmhúchán do theacht i bhfeidhm alt 10A. Is éard atá i gceist le cruinneas sa chás seo, ábhar atá saor ó earráidí comhréire, gramadaí agus litrithe agus i gcás ábhar físe agus fuaime go dtugtar aird d'fhoghraíocht, d'aiceann agus do rithim shainiúil na Gaeilge. Tá sé seo níos tábhachtaí fós nuair a chuirtear san áireamh gur aistriúcháin ar leaganacha Béarla d'fhógraí is mó a d'fhéadfadh a bheith sna fógraí Gaeilge. Músclaíonn míchruinneas teanga i bhfógraí Gaeilge ceisteanna faoi iontaofacht na teachtaireachta atá an comhlacht poiblí a chur in iúl. Beidh tionchar diúltach ag fógraí dá leithéid sin freisin ar fhoghlaimeoirí teanga agus is lú an seans go dtabharfaidh cainteoirí líofa aird ar fhógraíocht ina bhfuil míchruinneas, agus d'fhéadfaí a mheas go bhfuil drochmheas á léiriú ar an nGaeilge. Caithfidh na páirtithe leasmhara éagsúla a bhíonn páirteach i gcruthú agus i bhfaomhadh fógraí i nGaeilge freagracht a ghlacadh as a ról féin sa bpróiseas dearbhaithe cáilíochta a chinnteoidh go mbeidh fógraí i nGaeilge ar ardchaighdeán. Cur amú acmhainní atá ann má bhíonn míchruinneas in ábhar fógraíochta faoin am a leagtar faoi bhráid aon chraoltóir é lena chraoladh. Táthar ag súil le cur i bhfeidhm rathúil alt 10A. agus ar an ról atá aige maidir le cearta teanga phobal na Gaeilge a neartú, mar aon le tacú le cur chun cinn na Gaeilge mar theanga bhisiúil chomhaimseartha. Foilseoidh m'Oifig tuarascáil ar fheidhmiú fhoráil fógraíochta alt 10A. do 2024 i bhFómhar 2025.

Cúrsaí Gaeloideachais

Rinneadh gearáin le m'Oifig maidir le heasnaimh mhóra a mheastar a bheith i soláthar na Roinne Oideachais d'earnáil na hiar-bhunscolaíochta lán-Ghaeilge go náisiúnta. Tá an t-ábhar seo á fhiosrú agam leis an Roinn chun críoch cearta teanga a fhorordaítear san Acht Oideachais 1998, lena n-áirítear na forálacha seo a leanas in alt 6.

As reflected from the above results, significant steps are still required among the public bodies with the largest advertising budgets in order to reach the statutory thresholds for the 5% and 20% provisions. The full report on the audit of section 10A. (Advertising by Public Bodies) is available at: www.coimisinéir.ie.

This Office is continuously monitoring compliance with section 10A. by public bodies, including the accurate use of written and spoken Irish in advertisements. Particular emphasis was placed on this fundamental requirement in the advisory notes circulated to all public bodies in preparation of the implementation of section 10A. Accuracy in this instance means content that is free from syntactic, grammatical and spelling errors and, in the case of video and audio content, that due regard and attention is paid to the distinctive pronunciation, cadence and rhythm of the Irish language. This is even more important when one considers that Irish-language advertisements are likely to be translations of original English-language advertisements. Linguistic inaccuracies in Irish language advertisements raise questions about the integrity of the message the public body is conveying. Such advertisements will also have a negative impact on language learners and fluent speakers are less likely to pay attention to advertising that contains inaccuracies and could be seen as disrespecting the Irish language. The various stakeholders involved in the creation and sign-off of advertisements in Irish must take responsibility for their own role in the quality assurance process, thus ensuring that advertisements in Irish are of a high standard. Submitting inaccurate advertising material to any broadcaster for broadcast is a waste of resources. We look forward to the successful implementation of section 10A. and its role in strengthening the language rights of the Irish-speaking community, as well as supporting the promotion of Irish as a vibrant contemporary language. My Office will publish a report on the implementation of the section 10A. advertising provision for 2024 in Autumn 2025.

Irish-Medium Education

Complaints have been made to my Office regarding perceived major shortcomings in the Department of Education's provision for the Irish-medium post-primary sector nationally. I am investigating this matter with the Department with regard to the Irish language rights prescribed in the Education Act 1998, including the following provisions in section 6 of the Act.

An tAcht Oideachais 1998 - Cuspóirí an Achta

6.—Gach duine a mbeidh baint aige nó aici leis an Acht seo a chur i ngníomh, beidh aird aige nó aici ar na cuspóirí seo a leanas ar dá mbun a d'achtaigh an tOireachtas an tAcht seo:

(i) cuidiú le réadú beartas agus cuspóirí náisiúnta i ndáil le leathadh an dátheangachais i sochaí na hÉireann agus go háirithe go mbainfí úsáid níos mó as an nGaeilge ar scoil agus sa phobal;

agus

(k) riachtanais teanga agus chultúrtha mac léinn a chur chun cinn ag féachaint do roghanna a dtuismitheoirí.

Toghcháin - Feiceálacht agus Cruinnúsáid na Gaeilge

Faigheann m'Oifig gearáin ar bhonn rialta maidir le húsáid agus easpa feiceálachta na Gaeilge le linn toghcháin agus reifrinn a bheith ar siúl. Is ceart tábhachtach teanga é go mbeadh freastal cóir á dhéanamh ar phobal na Gaeilge ina rogha teanga agus iad ag feidhmiú a gceart daonlathach aimsir toghcháin agus reifrinn. Tá Cinn Chomhairimh neamhspleách i gcomhlíonadh a ndualgas faoin Acht Toghcháin, 1992, agus ní fhorordaítear iad i láthair na huaire chun críocha sceideal na gcomhlachtaí poiblí faoina leagtar dualgais um sheirbhísí poiblí i nGaeilge a sholáthar chun críocha Phríomh-Acht na dTeangacha Oifigiúla, 2003. Cuireann an Roinn Tithíochta, Rialtais Áitiúil agus Oidhreachta treoirlínte neamhreachtúla ar fáil do na Cinn Chomhairimh roimh gach toghchán agus reifreann – áirítear ar na treoirlínte, mar shampla, soláthar d'úsáid na Gaeilge ar chomharthaíocht (Mír 7.1) i Stáisiúin Vótaíochta, lena n-áirítear Stáisiúin Vótaíochta sa Ghaeltacht, agus gur chóir go mbeadh Gaeilge ar a dtoil ag Oifigigh Cheannais agus ag Cléirigh Votála i Stáisiúin vótaíochta sa Ghaeltacht (Mír 7.5). Is léir, áfach, ó líon agus ó phatrún na ngearán a fhaigheann m'Oifig ar bhonn leanúnach go dteastaíonn na croísheirbhísí, lena n-áirítear na seirbhísí thuasluaite, a chuirtear ar fáil i nGaeilge do phobal na Gaeilge le linn toghchán agus reifreann a chur ar bhonn reachtúil. Chinnteodh sé sin go mbeadh freastal i bhfad níos fearr á dhéanamh ar phobal na Gaeilge. Dá réir, tharraing mé an cás seo anuas leis an Roinn Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán i gcaitheamh 2024 agus tá an t-ábhar idir lámha go fóill.

Education Act 1998 - Objectives of the Act

6. —Every person concerned in the implementation of this Act shall have regard to the following objects in pursuance of which the Oireachtas has enacted this Act:

(i) to contribute to the realisation of national policy and objectives in relation to the extension of bi-lingualism in Irish society and in particular the achievement of a greater use of the Irish language at school and in the community;

and

(k) to promote the language and cultural needs of students having regard to the choices of their parents.

Elections - Visibility and Accurate Use of Irish

My Office regularly receives complaints regarding the use and lack of visibility of the Irish language during elections and referendums. It is an important language right that the Irish-speaking community be fairly accommodated in their language of choice when exercising their democratic rights during elections and referendums. Returning Officers are independent in the performance of their duties under the Electoral Act 1992, and are not currently prescribed for the purposes of the schedule of public bodies under which duties are imposed for the provision of public services in Irish for the purposes of the Principal Official Languages Act 2003. The Department of Housing, Local Government and Heritage provide non-statutory guidelines to Returning Officers prior to each election and referendum – the guidelines include, for example, provision for the use of Irish on signage (Section 7.1) in Polling Stations, including Polling Stations in the Gaeltacht, and that Presiding Officers and Poll Clerks in Polling Stations in the Gaeltacht should be fluent in Irish (Section 7.5). It is clear, however, from the number and nature of complaints received by my Office on an ongoing basis that the core services, including the services mentioned above, provided in Irish to the Irish-speaking community during elections and referendums need to be placed on a statutory footing. This would ensure that the Irish-speaking community would be served much better. Accordingly, I raised this issue with the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media during 2024 and the matter is still under consideration.

SEIRBHÍSÍ EOLAIS AGUS CUMARSÁIDE

An pobal a choinneáil ar an eolas faoina gcearta teanga agus comhlachtaí poiblí a choinneáil ar an eolas faoina gcuid dualgas i leith na reachtaíochta teanga, tá an dá ní sin i measc phríomh-chúraimí m'Oifige. Dá bhrí sin, leithdháiltear móramh acmhainní daonna na hOifige do na cúraimí seo. Léiriú é seo ar an tábhacht a leagann an bhun-reachtaíocht agus forálacha an Achta Nua ar ról na hOifige.

Comhchoiste na Gaeilge, na Gaeltachta agus Phobal Labhartha na Gaeilge

Tá ról ríthábhachtach ag an gComhchoiste ábhair a bhfuil cur chun cinn na teanga go náisiúnta ag brath go mór orthu a choinneáil i mbéal an phobail agus dioscúrsa a chothú le páirtithe leasmhara maidir le fíorú na gcuspóirí náisiúnta sin. Táim thar a bheith buíoch den Chomhchoiste as a n-airdeall seasta ar cheisteanna a bhaineann le láidriú chearta teanga phobal na Gaeilge lena chinntiú go mbeidh cothrom na Féinne á fháil ag an bpobal teanga.

Ar 2 Deireadh Fómhair 2024 bhí sé de dheis agam féin agus baill d'fhoireann bhainistíochta m'Oifig láithriú a dhéanamh don Chomhchoiste ar phríomhtháil Thuarascáil Bhliantúil 2023 agus ar thosaíochtaí reatha maidir le láidriú cearta teanga phobal na Gaeilge. I measc na bpríomhábhar a pléadh le linn an tseisiúin leis an gComhchoiste bhí an géarghá atá ann bearta ar leith a dhéanamh le dul i ngleic leis na bearnaí suntasacha atá i seirbhísí poiblí i nGaeilge i láthair na huaire, lena n-áirítear:

1. Lánfheidhm a thabhairt d'fhorálacha nua Acht na dTeangacha Oifigiúla (Leasú), 2021.
2. Caighdeáin Teanga théagartha a thabhairt i bhfeidhm a rachaidh i ngleic leis na bearnaí follasacha atá i seirbhísí poiblí an lae inniu i nGaeilge de thoradh laigí sheanchóras na Scéimeanna Teanga.

INFORMATION AND COMMUNICATION SERVICES

Keeping the public informed of their language rights and keeping public bodies informed of their obligations in relation to language legislation are two of the main responsibilities of my Office. Accordingly, the majority of the Office's human resources are allocated to these tasks. This illustrates the importance of the original legislation and the provisions of the New Act in relation to the role of the Office.

Joint Committee on the Irish Language, Gaeltacht and the Irish-Speaking Community

The Joint Committee has a vital role in keeping matters in which the promotion of the language nationally is highly dependent on the public eye and in fostering a discourse with stakeholders on the realisation of these national objectives. I am very grateful to the Joint Committee for their constant vigilance on issues relating to strengthening the language rights of the Irish-speaking community to ensure that the language community receives parity.

On 2 October 2024, members of my office's management team and I had the opportunity to appear before the Joint Committee to discuss the main findings of the 2023 Annual Report and current priorities for strengthening the language rights of the Irish-speaking community. Among the key topics discussed during the session was the urgent need to take specific measures to address the significant gaps in public services in Irish at present, including:

1. Full implementation of the new provisions of the Official Languages (Amendment) Act 2021.
2. Implement robust language standards that will address the glaring gaps in today's public services in Irish, primarily due to the weaknesses of the old language schemes system.

3. Forbairt agus feidhmiú an Plean Náisiúnta do Sheirbhísí Poiblí i nGaeilge faoi scáth an Choiste Chomhairligh a bhunaigh an tAire. Beidh sé riachtanach go leagfaidh an Plean Náisiúnta amach mapa bóthair trína rachfar i ngleic leis na bearnaí móra reatha i seirbhísí poiblí i nGaeilge.

Leag mé béim ar leith freisin i m'aitheasc don Chomhchoiste ar an riachtanas atá ann go dtógfaidh na páirtithe leasmhara uile scála náisiúnta na hoibre atá i gceist lena chinntiú go n-éireoidh leis an bhforáil go mbeidh inniúlacht sa Ghaeilge ag 20% d'earcaigh na seirbhíse poiblí idir 2022 – 2030. Roinneadh figiúirí a bhí foilsithe ag an Roinn Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe leis an gComhchoiste, figiúirí a léirigh go raibh 397,121 duine fostaithe sa tseirbhís phoiblí ag deireadh 2023. Áiríonn na figiúirí sin an státseirbhís agus earnálacha an leighis, an oideachais, na cosanta, an dlí, na n-údarás áitiúil agus áisineachtaí stáit neamhthráchtála (NCSA). De réir na foinse céanna tháinig méadú 19,811 ar líon na bhfostaithe sa tseirbhís phoiblí ó 377,311 ag deireadh ráithe 4 in 2022 go 3948,122 ag deireadh ráithe 4 2023. Is tríd an bPlean Náisiúnta a leagfar amach an chonair trína n-oibreoidh dhá chrann taca den Phlean Náisiúnta as lámha a chéile. Is iad an dá chrann taca sin córas na gcaighdeán teanga a leagfaidh amach na seirbhísí poiblí nua a gcaithfidh comhlachtaí poiblí a chur ar fáil i nGaeilge, agus an fhoráil 20% d'earcaigh le hinniúlacht sa Ghaeilge a chinnteoidh go mbeidh dóthain foirne le Gaeilge mhaith ar fáil leis na seirbhísí nua sin a sholáthar i nGaeilge.

Bhí dea-thionchar an Achta nua (2021) faoi chaibidil freisin le linn an tseisiúin leis an gComhchoiste. Thuairiscigh mé gur údar misnigh an méadú as cuimse atá tagtha ar infheictheacht agus ar úsáid na Gaeilge ar fud earnáil na fógraíochta agus na meán de thoradh Alt 10A (Fógraíocht ag Comhlachtaí poiblí). Treisíonn an cor chun feabhais i bhfógraíocht trí Ghaeilge ar mheáin éagsúla cearta teanga phobal na Gaeilge.

Comhairle don Phobal agus do Chomhlachtaí Poiblí

Is feidhm thábhachtach de chuid m'Oifige comhairle a roinnt leis an bpobal faoina gcearta teanga agus le comhlachtaí poiblí maidir leis na dualgais reachtúla atá orthu maidir le soláthar seirbhísí poiblí i nGaeilge. Tapaíonn m'Oifig gach uile dheis comhairle a chur ar an bpobal maidir lena chearta teanga. Comhthreomhar leis seo, bíonn m'Oifig réamhghníomhach i gcónaí i ndáil le comhairle a roinnt le comhlachtaí poiblí maidir

3. The development and implementation of the National Plan for Public Services in Irish under the auspices of the Advisory Committee established by the Minister. It will be essential that the National Plan sets out a roadmap to address the current significant gaps in public services in Irish.

In my address to the Joint Committee, I also stressed the need for all stakeholders to take on board the national scale of the undertaking required to ensure that the provision for 20% of public service recruits between 2022 and 2030 to be proficient in Irish is successful. Figures published by the Department of Public Expenditure, NFP Delivery and Reform were shared with the Joint Committee, which showed that 397,121 people were employed in the public service at the end of 2023. These figures include the civil service, health, education, defence, justice, local authority and non-commercial state agencies (NCSA) sectors. According to the same source, the number of employees in the public service increased by 19,811 from 377,311 at the end of Q4 in 2022 to 397,122 at the end of Q4 2023. The National Plan will set out the pathway through which two key pillars of the National Plan will work hand in hand. These two pillars are the language standards system that will set out the new public services that public bodies must provide in Irish and the provision of 20% of recruits with proficiency in Irish, which will ensure that there are sufficient staff with good Irish available to offer these new services in Irish.

The positive impact of the new Act (2021) was also highlighted during the session with the Joint Committee. I reported that the significant growth in the visibility and use of the Irish language in the advertising and media sector, due to Section 10A (Advertising by Public Bodies), is very encouraging. The increase in advertising in Irish on various media strenghtens the language rights of the Irish language community.

Advice to the Public and Public Bodies

It is an important function of my Office to share advice with the public about their language rights and with public bodies on their statutory obligations regarding providing public services in Irish. My Office takes every opportunity to advise the public on its language rights. Concurrently, my Office is consistently proactive in offering guidance to public bodies regarding their

lena gcuid dualgas faoin reachtaíocht teanga. Is díol suntais é an méadú a tháinig ar an gcomhairle a cuireadh ar chomhlachtaí poiblí le roinnt blianta anuas:

Bliain	Líon Comhairle do Chomhlachtaí Poiblí	Méadú ar an mbliain roimhe sin
2020	111	
2021	159	+43%
2022	285	+79%
2023	381	+34%
2024	593	+55%

Léiríonn na figiúirí méadú ó 111 in 2020 go 593 in 2024, arb ionann é sin agus méadú 434% san iomlán in imeacht 5 bliana. Is díol suntais é go bhfuil comhlachtaí poiblí ag teacht chuig Oifig an Choimisinéara Teanga agus iad ag lorg éagsúlacht leathan eolais agus faisnéise.

Baineann an sciar is mó den mhéadú ar an gcomhairle seo a chuirtear ar chomhlachtaí poiblí le forálacha nua a tháinig chun cinn le feidhmiú an Achta leasaithe, alt 10A, fógraíocht ag comhlachtaí poiblí go háirithe.

As an 593 comhairle a roinneadh le comhlachtaí poiblí anuraidh, bhain 413 nó 69.6% acu le hAlt 10A. Is léir go raibh an-tionchar ag forálacha seo Alt 10A ní hamháin ar chomhlachtaí poiblí ach ar an bpobal freisin. Déantar cur síos ar thorthaí an chéad osradhairc a rinne m'Oifig ar fheidhmiú an Ailt seo amach sa tuarascáil seo.

Ábhar	líon	líon iomlán 2024	%
Alt 10A	413	593	69.64
Alt 9(1)	64	621	10.31
Ilghnéitheach	41	621	6.60
Alt 11 – Scéimeanna	29	621	4.67
Acht Nua	22	621	3.54
Alt 10 – Foilsiú doiciméad áirithe	11	621	1.77
4A+ 4B	11	621	1.77
Ailt 9C agus 9D - Lógónna	11	621	1.77
Alt 9(3) Cora Poist	7	621	1.13
19A	5	621	0.81

responsibilities under the language legislation. It is noteworthy that the level of advice provided to public bodies has increased significantly in recent years.

Year	Number of Advice Requests from Public Bodies	Increase on previous year
2020	111	
2021	159	+43%
2022	285	+79%
2023	381	+34%
2024	593	+55%

The figures indicate a 434% increase in the span of five years, from 111 in 2020 to 593 in 2024. Public bodies are seeking a diverse array of information and data from the Office of An Coimisinéir Teanga, which is a noteworthy development.

The amended Act's new provisions, particularly section 10A, which pertains to public bodies' advertising, are responsible for the majority of the increase in the advice they receive.

Of the 593 pieces of advice given to public bodies last year, 413 or 69.6% of them related to Section 10A. It is evident that the provisions of Section 10A have had a significant effect on the public and public bodies. This report delineates the findings of my Office's preliminary assessment of the implementation of this Section.

Subject	number	total number in 2024	%
Section 10A	413	593	69.64
Section 9(1)	64	621	10.31
Miscellaneous	41	621	6.60
Section 11 – Schemes	29	621	4.67
New Act	22	621	3.54
Section 10 – Publication of certain documents	11	621	1.77
4A+ 4B	11	621	1.77
Sections 9C and 9D - Logos	11	621	1.77
Section 9(3) - Mailshots	7	621	1.13
19A	5	621	0.81

Tugann an tábla thuas léargas maith ar an ábhair is mó faoinar chuir m'Oifig comhairle ar chomhlachtaí poiblí i gcaitheamh na bliana seo caite. Díol suntais ann féin é go bhfuil foráil 9(1) comharthaíocht, ó Acht bunaidh 2003 ar an dara hábhar ba mó faoina dtugtar comhairle – 20 bliain i ndiaidh don fhoráil a theacht i bhfeidhm. Léiriú é seo, má bhí gá leis, ar an dúshlán a bhaineann le ról na hOifige i ndáil le dul i gcion ar chomhlachtaí poiblí maidir le forálacha seanbhunaithe chomh maith le forálacha an Achta leasaithe. Táim dóchasach go mbeidh feidhmiú Alt 4B an tuarascáil ar chomhlíonadh oibleagáidí faoin Acht Leasaithe ina chúnamh sa chomhthéacs seo.

Seimineár ar Chearta Teanga

Reáchtáil an Oifig Seimineár ar Chearta Teanga ag Oireachtas na Samhna i gCill Airne i Mí na Samhna 2024. D'fhreastail suas le 400 duine ar an seimineár a craoladh ar líne freisin. Táim faoi chomaoin ar leith ag an Ollamh le Dlí an Dr. Fionnuala Ní Aoláin, aoíchainteoir an tseimineáir. "Crosbhóthar Cearta Teanga – Deiseanna agus Dúshláin" ba theideal do chaint spreagúil an Dra. Ní Aoláin. Tá cliú agus cáil ar an Ollamh Ní Aoláin i bhfad agus i gcéin mar shaineolaí ar chearta daonna agus teanga. Chomh maith lena saothrú acadúil ar na hábhair sin is iar-rapóirtéir de chuid na Náisiún Aontaithe ar fhrithsceimhlitheoireacht í an tOllamh Ní Aoláin freisin. Mar chuid den tseimineár freisin seoladh tuairisc ar an bhfás a bhí tagtha ar fhógraíocht i nGaeilge ón earnáil phoiblí de thoradh alt 10A. (Fógraíocht ag Comhlachtaí Poiblí).

Cumarsáid Sheachtrach

Freastalaíonn ionadaithe ó m'Oifig ar ócáidí agus ar imeachtaí éagsúla le linn na bliana agus féachtar i gcónaí le freastal ar imeachtaí ábhartha chun feasacht faoi chearta teanga a chur chun cinn i measc an phobail teanga. Tapaíodh oiread deiseanna agus arbh fhéidir le linn 2024 chun an pobal a chur ar an eolas faoin Acht Leasaithe agus faoi na forálacha úra a fheabhsóidh cearta teanga an phobail. I measc imeachtaí na bliana 2024, bhí:

- Cur i láthair do Bhoird Oideachais agus Oiliúna na hÉireann
- Freastal ar Ard-Fheis Chonradh na Gaeilge
- Cuireadh chuig Ambasáid Cheanada
- Cur i láthair don Choimisiún um Chearta an Duine agus Comhionannas
- Cur i láthair do Ghréasán Cumarsáide na Roinne TCEGSM x2

The table above offers a comprehensive summary of the primary subject matters on which my Office has provided guidance to public bodies in the past year. It is important to note that the second most frequently consulted subject is the signage provision 9(1), from the original 2003 Act, which was enacted 20 years ago. This demonstrates the difficulty the Office encounters in its capacity to influence public bodies in relation to the provisions of the amended Act and established provisions. The Section 4B report on performance of public bodies under the Amended Act may well assist in this endeavour.

Seminar on Language Rights

The Office held a Seminar on Language Rights at Oireachtas na Samhna in Killarney in November 2024. Up to 400 people attended the seminar, which was also broadcast online. I am particularly grateful to Professor of Law, Dr. Fionnuala Ní Aoláin, who was the Seminar's guest speaker. The title of Professor Ní Aoláin's motivational speech was "The Crossroads of Language Rights – Opportunities and Challenges." Professor Ní Aoláin is widely recognized as a distinguished expert in the fields of human rights and language. Alongside her extensive academic contributions, she has also served as a former United Nations rapporteur on counter-terrorism. During the seminar, a report was also launched on the growth of advertising in Irish from the public sector as a result of section 10A. (Advertising by Public Bodies).

External Communications

Each year, representatives from my Office participate in a variety of events and activities, with a particular emphasis on attending pertinent events to raise awareness of language rights within the language community. The public was informed about the Amended Act and the new provisions that will enhance the language rights of the community as many times as feasible during 2024. The following were the events of 2024:

- Presentation to the Irish Education and Training Boards
- Attending Conradh na Gaeilge's Ard-Fheis
- Invitation to the Canadian Embassy
- Presentation to the Human Rights and Equality Commission
- Presentation to the Department of TCAGSM's Communications Network x2

- Cur i láthair do Ghaelchultúr x 2
- Cur i láthair don Roinn Coimirce Sóisialaí x2
- Cur i láthair d'Ospidéal San Séamas
- Cur i láthair do Dhlí-Chumann na hÉireann x4
- Cur i láthair do Chumann na nOifigeach Forbartha Gaeilge
- Cur i láthair do RTÉ
- Cur i láthair do IBEC
- Cur i láthair do Ghréasán Forbartha Áitiúla na hÉireann (ILDN)
- Cur i láthair do Chumann Barra na Gaeilge
- Cur i láthair don Roinn Fiontar, Trádála agus Fiontraíochta x2
- Cur i láthair don Údarás Árachais Sláinte
- Cur i láthair do Bhord Bia
- Cur i láthair d'Ionaid Saor-Chomhairle Dlí FLAC
- Cur i láthair le linn Seachtain Chlaochlaithe na Seirbhísí Poiblí
- Cur i láthair do Spórt Éireann
- Cur i láthair do Choláiste na hOllscoile, Corcaigh
- Cur i láthair don BSL
- Cur i láthair ag Tionól Forbartha an Ghaeloideachais
- Cur i láthair do Ghréasán Gáis na hÉireann
- Oireachtas na Samhna
- Seoladh Osradharc Alt 10A
- Cur i láthair d'Europus
- Cur i láthair do Choimisiún Meabhairshláinte na hÉireann
- Bronnadh Ghradaim Sheosaimh Uí Ógartaigh
- Cur i láthair agus pléphainéal ag Tionól Pleanála Teanga
- Cur i láthair don Údarás Náisiúnta Iompair

Ionadaíocht Náisiúnta agus Idirnáisiúnta

Is ball bunaidh í an Oifig de Chumann Idirnáisiúnta na gCoimisinéirí Teanga (CICT) agus tagann baill an chumainn le chéile go tráthrialta i seimineáir ghréasáin ar líne chun faisnéis agus dea-chleachtais a roinnt ar a chéile. Pléitear saincheisteanna teicniúla, bealaí ina gcinntear cearta teanga ó dhlínse go dlínse agus mar is fearr cultúr géilliúlachta a chur chun cinn i measc

- Presentation to Gaelchultúr x2
- Presentation to the Department of Social Protection x2
- Presentation to St. James' Hospital
- Presentation to the Law Society of Ireland x4
- Presentation to the Association of Irish Language Development Officers
- Presentation to RTÉ
- Presentation to IBEC
- Presentation to the Irish Local Development Network
- Presentation to the Irish Bar Association
- Presentation to the Department of Enterprise, Trade and Enterprise x2
- Introducing me to the Health Insurance Authority
- Presentation to Bord Bia
- Presentation to FLAC Free Legal Advice Centres
- Presentation during Public Service Transformation Week
- Presentation to Sport Ireland
- Presentation to University College Cork
- Presentation to the ESB
- Presentation at the Irish-medium Education Development Conference
- Presentation to Gas Networks Ireland
- Oireachtas na Samhna
- Launch of Section 10A Overview
- Presentation to Europus
- Presentation to the Mental-Health Commission
- Seosamh Ó hÓgartaigh Awards Ceremony
- Presentation and panel discussion at the Language Planning Conference
- Presentation to the National Transport Authority

National and International Representation

The Office is a founding member of the International Association of Language Commissioners (IALC). The association's members convene on a regular basis for online webinars to exchange information and best practices. Technical issues, the determination of language rights from jurisdiction to jurisdiction, and the most effective methods for fostering a culture of

comhlachtaí poiblí. Tá cathaoirleacht ar fho-ghrúpa cumarsáide CICT faoi chúram m'Oifigse le trí bliana anuas. Déanann an fo-ghrúpa seo cúram bolscaireachta agus cumarsáide ar ócáidí éagsúla an Chumainn – seimineáir ar líne agus comhdhálacha ina measc. Thug baill foirne na hOifige dhá sheimineár ar líne le bliain anuas - ceann ar an bhfógraíocht agus ceann ar fhearann na ngearán.

D'fhreastal toscaireacht ón Oifig ar Chomhdháil dhé-bhliantúil an Chumainn i gCaerdydd na Breataine Bige an samhradh seo caite. Ócáid fhiúntach fhónta a bhíonn sa chomhdháil a thugann deis do bhaill foirne na gCoimisiún éagsúil scéala a gcuid oibre a roinnt. Tá tús curtha ag m'Oifig le Comhdháil an CICT a óstáil sa Ghaillimh in 2026.

Bíonn m'Oifig páirteach in imeachtaí an Chumainn Ombudsman in éineacht le seirbhísí ombudsman eile in Éirinn, sa Ríocht Aontaithe, i gcríocha thar lear agus i Spleách-chríocha Choróin na Breataine. Déanann seirbhísí ombudsman gearáin ón bpobal a imscrúdú go neamhchlaonta agus a réiteach. Is féidir leas a bhaint as seirbhís ombudsman gan aon táille a íoc agus is ar chothrom na Féinne a bhunaítear na cinntí. Tionóladh comhdháil an chumainn seo i gcathair Bristol Shasana an samhradh seo caite freisin agus bhí láithreacht ó m'Oifig ann. Arís, is deis í éisteacht le misin Ombudsman eile agus foghlaim óna n-eispéiris. Tugann ócáidí dá leithéidí seo treochtaí éagsúla chun solais freisin.

Ábhar cumarsáide

Agus tosach feidhme tugtha d'fhorálacha uile an Achta leasuithe, tá m'Oifig ag cur treoirleabhair nua le chéile chun cearta teanga an phobail a mhíniú go húdarásach agus go soiléir bunaithe ar Acht na dTeangacha Oifigiúla comhtháite, 2003 & 2021. Bainfear earraíocht as ábhar an treoirleabhair chun ábhar nua a fhoilsiú ar leathanach tuirlingthe shuíomh idirlín na hOifige. Ach a ndéanfar ionramháil chuí ar threoirlínte na Roinne maidir le hAilt 9A – 9D, déanfar cóipeanna crua a chur i gcló freisin mar áis don phobal agus do chomhlachtaí poiblí trí chéile. Scaiptear ábhar cumarsáide ag ócáidí poiblí agus imeachtaí pobail chun feasacht a ardú agus faisnéis chruinn a scaipeadh maidir le cearta teanga i measc úsáideoirí seirbhísí poiblí. Tá na féidearthachtaí maidir le aip a chuimseodh an t-ábhar seo ar fad a chruthú, á fhiosrú ag m'Oifig faoi láthair.

compliance among public bodies are among the topics that are discussed. For the past three years, my office has served as the chair of the IALC communications sub-group. This subgroup is responsible for the promotion and communication of the Association's diverse events, which encompass online seminars and conferences. Office staff have held two online seminars the past year - one on advertising and one on the complaints' domain.

Last summer, a delegation from the Office participated in the Association's biennial Conference in Cardiff, Wales. The conference is a valuable and beneficial event that provides staff members from the various Commissions with the chance to exchange work-related information. My office will host the next conference, in Galway in 2026.

The Ombudsman Association events are attended by my office in conjunction with other ombudsman services in the United Kingdom, Ireland, overseas territories, and British Crown Dependencies. Public complaints are impartially investigated and resolved by ombudsman services. The ombudsman service is available at no cost, and its decisions are rendered impartially. My office also attended the conference of this association, which was held in Bristol, England last summer. Once more, it presents an opportunity to listen to the experiences of other Ombudsman missions. A variety of emerging trends are also underscored by such events.

Communication Material

My Office is currently in the process of compiling a new guidebook that will provide a succinct and authoritative explanation of the language rights of the community in accordance with the Official Languages Act, 2003 & 2021, as all of the provisions of the amended Act have been implemented. The guidebook's content will be utilised to publish new content on the Office website's landing page. When the Department's guidelines regarding Sections 9A – 9D have been finalised, physical copies will be printed for the convenience of the public and public bodies in general. In order to increase awareness and disseminate precise information about language rights among users of public services, communication materials are disseminated at community and public events. We are investigating the possibility of creating an app that would make all this information readily available to the public and public bodies alike.

Na Meáin

Fáiltíonn m'Oifig roimh fhiosruithe ó na meáin i gcónaí agus is cuid thábhachtach den dioscúrsa ar threisiú cearta teanga é cíoradh na reachtaíochta teanga ar na meáin chumarsáide. Déantar iarracht freastal ar iarratais ó na meáin laistigh de 24 uaire an chloig agus is minic go dtarlaíonn sin ar lá an iarratais. Cinntíonn na ráitis a eisíonn m'Oifig go mbíonn faisnéis chruinn údarásach ar fáil le cur i láthair an phobail ar na meáin éagsúla. Glacaim buíochas leis na hiriseoirí agus leis na meáin uile a tháinig i dteagmháil le m'Oifig i gcaitheamh 2024. Cabhraíonn a gcuid fiosrúcháin go mór le m'Oifig an pobal a choinneáil ar an eolas faoi fhorbairtí i bhfearann na gcearta agus na reachtaíochta teanga.

The Media

My Office always welcomes inquiries from the media, and the coverage of language legislation in the media is an important part of the discourse on strengthening language rights. Every effort is made to respond to media requests within 24 hours, which often happens on the day of inquiry. The statements issued by my Office ensure that accurate and authoritative information is available to the public in the various media. I thank all the journalists and media outlets who contacted my Office throughout 2024. Their enquiries greatly help my Office to keep the public informed about developments in the language rights and legislation domain.

An Dr Fionnuala Ní Aoláin, a thug óráid ag seimineár Oifig an Choimisinéara Teanga "Crosbhóthar Cearta Teanga – Deiseanna agus Dúshláin"

Dr. Fionnuala Ní Aoláin delivering the address at Oifig an Choimisinéara Teanga's seminar "The Crossroads of Language Rights – Opportunities and Challenges"

GEARÁIN

Fuair an Oifig 594 gearán in 2024. Mar atá le feiceáil ó Thábla 1 thíos tá an líon gearán sin sa raon céanna le líon na ngearán le cúig bliana anuas cé is moite de 2021, nuair a tháinig méadú suntasach ar líon na gearán de thoradh easpa seirbhísí poiblí trí Ghaeilge le linn phaindéime COVID-19.

Tábla 1

Bliain	Líon na nGearán
2020	604
2021	727
2022	600
2023	634
2024	594

Tá líon na ngearán a fuarthas in 2024 ag teacht leis na blianta roimhe sin a bheag nó a mhór. Is díol suntais gurb é catagóir na Scéimeanna Teanga an catagóir ba mhó ar bhain gearáin leis arís in 2024. Mar a léirítear i dTábla 2 agus i gCairt A thíos, bhain ceann as gach trí ghearán (37%) ina n-iomláine a fuair m'Oifig in 2024 le córas na scéimeanna teanga. Tá Aire na Gaeltachta tar éis scéimeanna teanga a dhaingniú le i gcás isteach agus amach le 140 comhlacht poiblí thar na blianta. Comhlachtaí poiblí iad seo a chuireann seirbhísí poiblí forleathana agus tábhachtacha ar fáil don phobal agus dá réir ar chóir dualgas a leagan orthu seirbhísí poiblí ar leith a sholáthar i nGaeilge, sa bhreis ar na seirbhísí a leag forálacha díreacha Acht na dTeangacha Oifigiúla, 2003 orthu.

COMPLAINTS

The Office received 594 complaints in 2024. As can be seen from Table 1 below, the number of complaints is in keeping with the number of complaints over the past five years with the exception of 2021, when the number of complaints increased significantly due to the lack of public services through Irish during the COVID-19 pandemic.

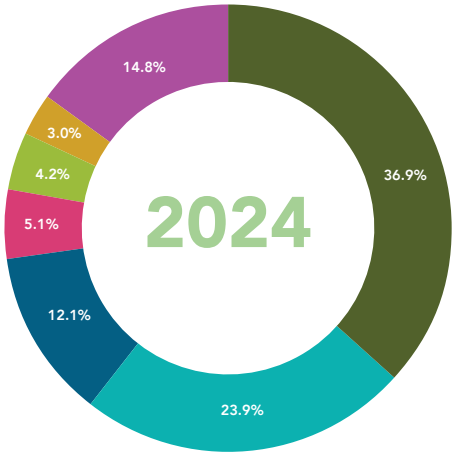
Table 1

Year	Number of Complaints
2020	604
2021	727
2022	600
2023	634
2024	594

The number of complaints received in 2024 is broadly in line with previous years. It is noteworthy that the Language Schemes category received the most complaints again in 2024. As shown in Table 2 and Chart A below, one in three complaints (37%) received by my Office in 2024 related to the system of language schemes. The Minister for the Gaeltacht has ratified language schemes in respect of approximately 140 public bodies over the years. These are public bodies that provide extensive and important public services to the public and should be required, accordingly, to provide specific public services in Irish, in addition to the services they are obliged to provide by direct provisions of the Official Languages Act 2003.

Tábla 2
Miondealú (%) ar líon na ngearán do 2024 de réir catagóire

Table 2
Breakdown (%) of complaints for 2024 by category



	2023	2024
Foráil Scéime teanga (san áireamh: seirbhísí ar líne, cártaí aitheantais, suíomhanna gréasáin agus foirmeacha) *Language scheme provision (including online services, identity cards, websites and forms)*	38.5%	36.9%
Comharthaíocht & stáiseanóireacht neamhghéilliúil *Non-compliant signage and stationery*	25.9%	23.9%
Freagraí i mBéarla ar chumarsáid i nGaeilge *Replies in English to correspondence in Irish*	8.2%	12.1%
Easpa Gaeilge ar chomharthaí bóthair *Lack of Irish on road signs*	6.6%	5.1%
Fadhb le hainm agus/nó seoladh a úsáid i nGaeilge *Problem with use of name and/or address in Irish*	5.8%	4.2%
Alt 10A. Fógraíocht *Section 10A. Advertising*	3.2%	3.0%
Eile (cúiseanna éagsúla) *Other (various issues)*	11.8%	14.8%
Iomlán *Total*	100%	100%

Léiríonn líon agus cineál na ngearán a bhaineann le córas na scéimeanna teanga in 2024 go bhfuil sé níos práinní anois ná riamh go dtabharfaí caighdeáin teanga nua i bhfeidhm gan mhoill a rachaidh i ngleic leis na bearnaí follasacha atá i seirbhísí poiblí i nGaeilge de thoradh laigí córas na Scéimeanna Teanga. Nuair a chuirtear san áireamh gur bhain beagnach dhá ghearán as chuile chúig ghearán le Ranna Rialtais agus le hÚdaráis Áitiúla feictear an géar-riachtanas atá ann go ndíreoidh na caighdeáin teanga tosaigh a fhorodóidh Aire na Gaeltachta ar na seirbhísí poiblí breise ba chóir do na fo-earnálacha sin a sholáthar i nGaeilge, e.g. córais idirghníomhacha agus seirbhísí ar líne, seirbhísí teileafóin, deasc fáiltithe etc.

The number and nature of complaints relating to the system of language schemes in 2024 demonstrate that it is now more urgent than ever that new language standards be implemented without delay to address the obvious gaps in public services in Irish resulting from the weaknesses of the Language Schemes system. When we consider that almost two out of every five complaints related to Government Departments and Local Authorities, we see the urgent need for the initial language standards to be prescribed by the Minister for the Gaeltacht to focus on the additional public services that these sub-sectors should provide in Irish, e.g. interactive systems and online services, telephone services, reception desks etc.

Laigí Chóras na Scéimeanna Teanga

Easpa Foirne ag a bhfuil Inniúlacht sa Ghaeilge

Faigheann m'Oifig gearáin ar bhonn leanúnach faoi dheacrachtaí a bhíonn ag baill an phobail teacht ar bhaill foirne i gcomhlachtaí poiblí a bhfuil dóthain inniúlachta sa Ghaeilge labhartha acu a chuirfeadh ar a gcumas an tseirbhís a bhíonn á lorg a sholáthar ar ardchaighdeán. Tá an t-easnamh seo ar an mbac is mó i láthair na huaire maidir le seirbhísí poiblí ar chaighdeán sásúil i nGaeilge a chur ar fáil don phobal. Tuairiscítear go mion minic don Oifig go gcliseann ar an ngné chumarsáide labhartha idir an pobal agus ball foirne an chomhlachta phoiblí ceal inniúlachta cuí sa Ghaeilge d'fhonn seirbhísí poiblí bunúsacha dá leithéidí seirbhísí teileafóin, seirbhísí deisce cabhrach agus fáilithe a rochtain gan bhac agus gan mhoill i nGaeilge gach lá den tseachtain. Is í an fhoráil 20% d'earcaigh atá inniúil sa Ghaeilge an phríomh-mheicníocht atá sa reachtaíocht teanga nua lena chinntiú go mbeidh dóthain foirne a bheidh inniúil sa Ghaeilge fostaithe ag comhlachtaí poiblí le go rachfar i ngleic leis na bearnaí thuasluaite. Mar a leagtar béim air i réamhrá na Tuarascála seo, caithfear earcú dóthain foirne atá inniúil sa Ghaeilge a neadú i gcleachtais phleánála d'fhórsa saothair agus i bpleanáil eagraíochtúil na gcomhlachtaí poiblí ar bhonn leanúnach le go rachfar i ngleic leis an bhfolús ollmhór reatha seo i soláthar seirbhísí poiblí i nGaeilge.

Seirbhísí Idirghníomhacha ar líne

Baineann mórthromlach na gcásanna i gcatagóir na ngearán faoi Scéimeanna Teanga leis an easnamh ollmhór a bhaineann le seirbhísí ar líne i nGaeilge. De thoradh fhorás agus áisiúlacht na nuatheicneolaíochta, tá an líon seirbhísí poiblí nó codanna suntasacha de sheirbhísí poiblí atá an Stát á sholáthar ar líne anois ag méadú as cuimse. Níl an soláthar i nGaeilge chomh maith céanna, áfach, i gcomparáid leis an soláthar ar ardchaighdeán i mBéarla. Déanann an staid seo creimeadh ar mhuinín phobal labhartha na Gaeilge i dtiomantas an Stáit i dtaca le cothrom na Féinne a thabhairt dóibhsean ar mian leo a ngnóthaí a dhéanamh i nGaeilge agus seirbhísí poiblí á n-úsáid acu. Gné shuntasach de na seirbhísí ar líne is ea foirmeacha lenar féidir le baill an phobail iarratais a dhéanamh ar raon leathan seirbhísí agus tacaíochtaí ón Stát. Ní féidir tábhacht na seirbhísí ar líne a ligean i ndearmad mar a fheictear ón mbéim a leagann an Rialtas orthu i straitéisí náisiúnta dá leithéidí 'Cónascadh Rialtais 2030: Straitéis Dhigiteach agus TFC do Sheirbhís Phoiblí na hÉireann'. Gan ach sprioc thábhachtach amháin a roghnú, luaitear sa straitéis go bhfuiltear ag

Weaknesses in the System of Language Schemes

Lack of Staff with Irish Language Proficiency

My Office receives complaints on an ongoing basis regarding difficulties experienced by members of the public in finding staff in public bodies who have sufficient proficiency in spoken Irish to enable them to provide the service they require to a high standard. This deficit is currently the greatest obstacle to providing public services of satisfactory quality in Irish to the public. It is frequently reported to the Office that the spoken communication aspect between the public and staff of the public body fails due to the lack of appropriate competence in Irish in order to access basic public services such as telephone services, helpdesk and reception services without hindrance or delay in Irish on a daily basis. The 20% provision for recruits who are proficient in Irish is the main mechanism in the new language legislation to ensure that public bodies employ sufficient numbers of staff who are proficient in Irish to address the aforementioned gaps. As highlighted in the introduction to this Report, the recruitment of sufficient numbers of staff who are competent in Irish must be embedded in workforce planning practices and organisational planning of public bodies on an ongoing basis in order to address this huge current gap in the provision of public services in Irish.

Online Interactive Services

The vast majority of cases in the Language Schemes complaints category relate to the huge deficit associated with online services in Irish. As a result of the growth and convenience of new technology, the number of public services or significant parts of public services that the State is now providing online is increasing exponentially. However, the provision in Irish is not on a par with the high-quality provision in English. This situation erodes the confidence of the Irish-speaking community in the State's commitment to providing parity for those who wish to conduct their business in Irish when using public services. Forms by which members of the public can apply for a wide range of services and supports from the State are a significant feature of the online services. The importance of online services cannot be overlooked as evidenced by the emphasis placed on them by the Government in national strategies such as 'Connecting Government 2030: A Digital and ICT Strategy for Ireland's Public Service'. To mention just one key target, the strategy states that it is expected that 80%

súil go mbeidh 80% de shaoránaigh ag úsáid leithéid an ardáin MyGovID faoi 2030. Ní féidir seirbhísí i nGaeilge a fhágáil ar lár agus an fhorbairt seo idir lámha.

Foirmeacha Oifigiúla

Is í taithí m'Oifige ná go bhfuil an leibhéal soláthair maidir le foirmeacha oifigiúla i nGaeilge ó chomhlachtaí poiblí thar a bheith lag. Is minic a bhíonn an fhoirm iarratais nó an fhoirm chlárúcháin do sheirbhís phoiblí ar líne ar an gcéad phointe teagmhála a bhíonn ag baill an phobail leis an gcomhlacht poiblí. Is minic leis a bhíonn na foirmeacha ar líne fite fuaite le gnéithe eile den tseirbhís phoiblí, cuir i gcás seirbhísí teileafóin nó deisce fáiltithe. Bíonn gach aon ghné den tseirbhís ag brath ar a chéile d'fhonn seirbhís iomlán ar ardchaighdeán a chur ar fáil agus is amhlaidh a chliseann ar cheann de na gnéithe sin den tseirbhís i nGaeilge go minic, fiú sna cásanna ina bhfuil gealltanas scéime teanga i bhfeidhm faoina soláthróidh comhlacht poiblí an tseirbhís sin i nGaeilge. Is é eispéireas m'Oifige thar na blianta go dtarlaíonn cúlú ar ghealltanais a thugtar ó scéim go scéim, go bhfuil doiléireacht maidir le sonraíocht na seirbhíse atá le soláthar agus doiléireacht maidir leis na hacmhainní foirne ag a bhfuil an inniúlacht sa Ghaeilge a theastaíonn leis an tseirbhís a sholáthar ar ardchaighdeán i nGaeilge.

Sonraí Pearsanta i nGaeilge

Tháinig an chuid deiridh de na forálacha nua a chuimsítear in Acht na dTeangacha Oifiigiúla (Leasú), 2021 i bhfeidhm i Mí na Nollag 2024, ach ar tháinig deireadh leis an uastréimhse faoina gcaithfí feidhm a thabhairt d'fhorálacha uile an Achta, is é sin 3 bliana tar éis achtú an Achta i Mí na Nollag 2021. I measc na bhforálacha a tugadh i bhfeidhm i mí na Nollag 2024 tá foráil a leagann duaglas ar chomhlachtaí poiblí a gcórais teicneolaíochta faisnéise agus cumarsáide a bheith in ann ainm, sloinne, seoladh poist agus teideal bhaill an phobail a thaifead agus a phróiseáil go cruinn i nGaeilge. Cuimsítear cruinnúsáid an tsínidh fhada i nGaeilge sa bhforáil nua seo freisin. Is foráil fhíorthábhachtach í seo mar go bhfaigheann m'Oifig gearáin rialta i leith sonraí pearsanta bhaill den phobal i nGaeilge a úsáid go míchruinn. Ba líon an-bheag comhlachtaí poiblí a raibh dualgas orthu ina leith seo faoi scáth Scéime Teanga go dtí seo, rud a d'fhág go raibh sé fíordheacair an ceart bunúsach seo a fhíorú do phobal na Gaeilge.

Comhthéacs eile ar eascair go leor deacrachtaí uaidh maidir le húsáid an leagain Ghaeilge de sheoltaí poist ba ea an córas Éirchód. Baineann bunús na deacrachta

of citizens will be using a platform such as MyGovID by 2030. Services in Irish cannot be omitted from this development.

Official Forms

My Office's experience is that the level of provision of official forms in Irish from public bodies is extremely poor. The application form or registration form for an online public service is often the first point of contact that members of the public have with the public body. Online forms are often integrated with other aspects of the public service, such as telephone or reception desk services. Every aspect of the service is dependent on each other in order to provide a complete, high-quality service and one of those aspects of the service in Irish often fails, even in cases where there is a language scheme commitment in place under which a public body will provide that service in Irish. My Office's experience over the years is that there is a weakening of commitments made from scheme to scheme, that there is ambiguity regarding the specification of the service to be provided and ambiguity regarding the staff resources with Irish language proficiency required to provide the service to a high standard in Irish.

Personal Details in Irish

The final part of the new provisions contained in the Official Languages (Amendment) Act 2021 came into force in December 2024, when the maximum period within which all the provisions of the Act had to be implemented, namely 3 years after the enactment of the Act in December 2021, expired. Among the provisions brought into force in December 2024 is a provision that places an obligation on public bodies to ensure that their information and communications technology systems are capable of accurately recording and processing the name, surname, postal address and title of members of the public in Irish. The correct use of the síneadh fada (accent) in Irish is also included in this new provision. This is a very important provision as my Office receives regular complaints regarding the inaccurate use of personal data of members of the public in Irish. Only a very small number of public bodies have had an obligation in this regard under the system of Language Schemes to date, which has made it extremely difficult to ensure this fundamental right for the Irish-speaking community.

Another context from which many difficulties arose regarding the use of the Irish version of postal addresses was the Eircode system. The difficulty relates

leis an leagan Béarla de sheoltaí a bheith á n-úsáid mar réamhshocrú agus gan aon deis a bheith ag an bpobal an réamhshocrú i mBéarla a chur ar ceal ach leagan Gaeilge den seoladh a chlárú. Údar mór faoisimh a bheidh ann do phobal na Gaeilge go rachaidh an fhoráil thuasluaite alt 9A. – dualgas comhlachtaí poiblí maidir le hainmneacha, seoltaí agus teidil i nGaeilge – i ngleic freisin leis an easnamh seo sa gcóras Éirchód. Ní bheidh feidhm iomlán ag foráil 9A. áfach go dtí go n-eiseoidh Aire na Gaeltachta treoirlínte reachtúla a roinnfidh mioneolas leis na comhlachtaí poiblí faoi chur i bhfeidhm na forála agus a bhforórdóidh comhlachtaí poiblí chun críocha na forála sin. Tráth a bheidh na treoirlínte reachtúla seo á bhfeidhmiú maidir le cruinnúsáid sonraí pearsanta agus le foirmeacha oifigiúla freisin, beifear ag súil go dtiocfadh laghdú ar líon na ngearán a fhaigheann m'Oifig faoin dá cheart thábhachtacha teanga seo.

Alt 10A. (Fógraíocht ag Comhlachtaí Poiblí)

Don dara bliain as a chéile, bhí an fhoráil san Acht nua i dtaca le cúrsaí fógraíochta (alt 10A. den Acht comhtháite) i measc na sé réimse is mó a ndearnadh gearáin ina leith. Tá borradh nach beag tar éis teacht ar fheiceálacht na Gaeilge i bhfógraí de chuid na gcomhlachtaí poiblí mar thoradh ar fheidhmiú na forála reachtúla sin. Leis an bhfás san ábhar atáthar a chur ar fáil i nGaeilge, ach an oiread le tionscnamh úr ar bith, tá roinnt deacrachtaí ag teacht chun cinn, go háirithe i dtaobh an aistriúcháin agus cruinneas foghraíochta, ach is cosúil go bhfuil feabhas ag teacht ar na cúrsaí sin, de réir a chéile, go háirithe de thoradh maoirseacht bhreise na meán a bhíonn ag iompar agus ag craoladh na bhfógraí. Rinne m'Oifig monatóireacht i mbliana ar chur i bhfeidhm na forála sin in 2023, arbh í an chéad bhliain iomlán feidhmithe í agus d'eisigh mé forléagas tosaigh ar fheidhmiú na forála fógraíochta i mí na Samhna 2024 chomh maith.

Breithniúcháin Eile

Is é an gnáthnós é go gcuirtear gearáin bhailí faoi bhráid comhlachtaí poiblí tríd an gcóras neamhfhoirmiúil a fheidhmíonn an Oifig mar chéad chéim den phróiseas imscrúduithe ar an gcéad dul síos, sula ndéantar cinneadh an gá imscrúdú foirmiúil a sheoladh. Tríd an gcur chuige seo tugtar deis don chomhlacht poiblí moltaí sásúla a chur os mo chomhair chun aghaidh a thabhairt ar bhunús an ghearáin. Bíonn comhoibriú maith le fáil go hiondúil ó fhormhór na gcomhlachtaí poiblí. Mura mbíonn aon toradh sásúil ar na hiarrachtaí neamhfhoirmiúla úd tugtar faoi imscrúdú foirmiúil. Tugtar tuairisc i gCaibidil na nImscrúdaithe sa Tuarascáil seo ar na cásanna nár éirigh le m'Oifig a

to the English version of addresses being used as the default and the public having no opportunity to override the English default by registering the Irish language version of the address. It will be a great relief to the Irish-speaking community that the aforementioned provision of section 9A. – public bodies' obligations regarding names, addresses and titles in Irish – will address this deficiency in the Eircode system. However, provision 9A. will not be fully effective until the Minister for the Gaeltacht issues statutory guidelines that will provide detailed information to public bodies about the implementation of the provision and prescribes public bodies for the purposes of this provision. When these statutory guidelines are implemented in relation to the accurate use of personal data as well as official forms, it is hoped that the number of complaints my Office receives about these two important language rights will decrease.

Section 10A. (Advertising by Public Bodies)

For the second year in a row, the provision in the new Act relating to advertising (section 10A. of the integrated Act) was among the six areas most complained about. There has been a significant increase in the visibility of the Irish language in advertisements by public bodies as a result of the implementation of this statutory provision. With the growth in content being made available in Irish, as with any new initiative, some difficulties are emerging, particularly relating to the accuracy of translations and pronunciation, but these matters seem to be gradually improving, particularly as a result of the increased supervision by the media that carry and broadcast the advertisements. My Office monitored the implementation of the relevant provision in 2023, the first full year of implementation, during the year and I also issued an initial overview of the implementation of the advertising provision in November 2024.

Other Considerations

It is normal practice to discuss valid complaints with public bodies through the informal complaints system my Office operates as the first step of the investigative process before a decision is made as to whether a formal investigation needs to be initiated. This approach gives the public body an opportunity to submit satisfactory proposals to address the basis of the complaint. Good cooperation is generally available from most public bodies. If these informal efforts fail to yield satisfactory results, a formal investigation is undertaken. The Investigations Chapter of this Report describes the cases that my Office was unable to

réiteach tríd an bpróiseas neamhfhoirmiúil réitithe gearán agus a raibh sé riachtanach imscrúdú foirmiúil a sheoladh ina leith.

Mar a tuairiscíodh thuas léiríonn an líon suntasach gearán a bhaineann le córas na scéimeanna teanga an géar-riachtanas atá ann go dtabharfar córas nua na gcaighdeán teanga i bhfeidhm d'fhonn dul i ngleic leis na bearnaí ollmhóra reatha atá i seirbhísí poiblí i nGaeilge. Léiriú eile ar a riachtanaí atá sé is ea líon na ngearán nach raibh m'Oifig in ann a fhiosrú in 2024 toisc nár leagadh dualgas reachtúil teanga ar an gcomhlacht poiblí ábhartha. Níorbh fhéidir le m'Oifig 51% de líon iomlán na ngearán a fuarthas a fhiosrú go foirmiúil toisc, i gcásanna áirithe, nárbh ann do dhualgas reachtúil. Laghdú é an figiúr sin ar 58% don bhliain 2023 agus 55% a bhí sa gcatagóir seo in 2022. Is cinnte go gcabhróidh córas nua na gcaighdeán teanga go mór le dul i ngleic leis an mbearna shuntasach seo, ach a bhforordóidh Aire na Gaeltachta iad.

Bunfhorálacha an Achta Teanga (2003)

Comharthaíocht

Baineann sciar mór de na gearáin trí chéile a fhaigheann m'Oifig le halt 9(1) - comharthaíocht agus stáiseanóireacht, gnéithe den reachtaíocht atá feiceálach don phobal go laethúil. Is cúis imní é líon na gcomharthaí nua a chuirtear in airde a bhíonn míchruinn ó thaobh na Gaeilge de, nó nach bhfuil i gcomhréir leis na forálacha reachtúla, atá i bhfeidhm anois ón mbliain 2009. Bíonn m'Oifig breá sásta i gcónaí comhairle a thabhairt má chuirtear profaí comharthaíochta faoina bráid agus rinneadh sin i gcás oiread agus 64 comhlacht poiblí anuraidh.

Is léir, áfach, go bhfuil cur chuige níos córasaí ag teastáil i measc comhlachtaí poiblí, rud a dhearbhóidh cáilíocht na gcomharthaí atá á gcur ar taispeáint acu. Cabhróidh forálacha 4B(a) agus 4B(b) (alt 3 na reachtaíochta leasaithe (2021)) le feasacht agus leis an rialachas corparáideach i dtaca le cearta teanga a threisiú. Leagtar freagracht i ndáil le tuairisciú ar bhall foirne sinsearach i ngach comhlacht poiblí anois, freagracht i dtaca le maoirsiú a dhéanamh ar fheidhmiú an Achta mar aon le tuairisc a thabhairt i dTuarascáil Bhliantúil faoi chur chuige an chomhlachta phoiblí chun críoch géilliúlacht na reachtaíochta teanga. Láidreoidh na forálacha seo sícé rialachais na gcomhlachtaí poiblí maidir le feidhmiú na gceart teanga.

resolve through the informal complaint resolution process and in which it was necessary to launch an investigation.

As reported above, the significant number of complaints relating to the system of language schemes demonstrates the urgent need for a new system of language standards to be implemented in order to address the huge current gaps in public services in Irish. Another indication of its necessity is the number of complaints that my Office was unable to investigate in 2024 because the relevant public body did not have a statutory language obligation in this regard. My Office was unable to formally investigate 51% of the total number of complaints received due, in some cases, to the absence of a statutory obligation. This figure sees a reduction from 58% in this category in 2023 and 55% in 2022. The new system of language standards, when prescribed by the Minister for the Gaeltacht, will certainly help to address this significant gap.

Basic provisions of the Language Act (2003)

Signage

A large proportion of the overall complaints my Office receives still relate to section 9(1) - signage and stationery, aspects of legislation that are visible to the public daily. The number of new signs being erected displaying inaccurate Irish, or that do not comply with the statutory provisions which have been in force since 2009, is a cause for concern. My Office is always happy to advise if signage proofs are submitted and was done in the case of up to 64 public bodies last year.

It is clear, however, that a more systematic approach is needed among public bodies, which will ensure the quality of signage they are displaying. Provisions 4B(a) and 4B(b) (section 3 of the amended legislation (2021)) will help to strengthen awareness and corporate governance in relation to language rights. Responsibility for reporting is now placed on a senior member of staff in each public body, who will oversee the implementation of the Act as well as reporting in an Annual Report on the public body's approach to compliance with the language legislation. These provisions will strengthen the governance psyche of public bodies in relation to the implementation of the language rights.

Cumarsáid i scríbhinn i do rogha teanga oifigiúla

Bhí líon agus céatadán na ngearán i dtaca le freagraí i mBéarla a thabhairt ar chumarsáid i scríbhinn i nGaeilge measartha ard arís eile in 2024 i bhfianaise go bhfuil an fhoráil bhunaidh in alt 9(2) i bhfeidhm ó 2004. Feictear do bhaill an phobail a thionscnaíonn an chumarsáid i nGaeilge leis an gcomhlacht poiblí sna cásanna seo gur éagothroime é nach bhfreagraítear a gcumarsáid ina rogha teanga oifigiúla. Bhain sciar de na gearáin seo, freisin, le córais idirghníomhacha ar líne atá i bhfeidhm ag comhlacht poiblí, córais ina gcuirtear iallach ar bhaill an phobail in go leor cásanna Béarla a úsáid seachas a rogha teanga oifigiúla. Níor chuir na comhlachtaí poiblí malairt córais ar fáil chun an chumarsáid a éascú i rogha teanga oifigiúla an úsáideora seirbhíse. Tuairiscíodh an bhearna shuntasach seo i seirbhísí poiblí i nGaeilge i dTuarascálacha na hOifige seo sna blianta 2023, 2022 agus 2021 freisin. Fearacht na mbearnaí thuasluaite maidir le seirbhísí poiblí ar líne, is léiriú eile é an t-easnamh maidir le cumarsáid i rogha teanga an bhaill den phobal a thionscnaíonn cumarsáid ar a riachtanaí atá sé go dtabharfaí caighdeáin teanga i bhfeidhm gan mhoill a leagfaidh dualgas ar chomhlachtaí poiblí córais ar líne ar comhchaighdeán a sholáthar sa dá theanga oifigiúla.

Achtacháin eile a bhaineann le stádas nó le húsáid na Gaeilge

Bhain céatadán suntasach de na gearáin le forálacha achtachán eile a bhaineann le stádas nó le húsáid na Gaeilge, lena n-áirítear úsáid na Gaeilge ar chomharthaí tráchta, a chuirtear i láthair i dTábla 2 ina fhigiúr ar leith. Is sa *Lámhleabhar do Chomharthaí Tráchta* a leagtar síos na dualgais reachtúla teanga atá ar údaráis bhóithre i leith úsáid na Gaeilge ar chomharthaí tráchta. Bheifí ag súil leis go gcuirfí le feasacht ar an ábhar seo de réir mar atá feasacht ar an reachtaíocht trí chéile ag fás.

Written communication in the preferred official language

The number and percentage of complaints regarding responses in English to written communications in Irish were once again relatively high in 2024 given that the original provision in section 9(2) has been in force since 2004. Members of the public who initiate communication in Irish with the public body in these cases are agrieved that their communication is not responded to in their official language of choice. A proportion of these complaints also related to interactive online systems operated by a public body, systems in which members of the public are in many cases forced to use English rather than their preferred official language. The public bodies did not provide an alternative system to facilitate communication in the service user's preferred official language. This significant gap in public services in Irish was also reported in this Office's Annual Reports in 2023, 2022 and 2021. Similar to the aforementioned gaps in online public services, the lack of communication in the language of choice of the member of the public initiating communication is another indication of the need for language standards to be implemented without delay that will oblige public bodies to provide online systems of a similar standard in both official languages.

Other enactments relating to the status or use of the Irish language

A significant percentage of complaints related to provisions of other enactment relating to the status or use of the Irish language, including the use of Irish on traffic signs presented as a separate figure in Table 2. The *Traffic Signs Manual* sets out the statutory language obligations on road authorities regarding the use of Irish on traffic signs. It is expected that awareness of this matter would increase as awareness of the legislation in general grows.

Treochtaí Gaeltachta agus Náisiúnta

Bhí leibhéal na ngearán ón nGaeltacht seasmhach go maith agus daoine i gceantar Gaeltachta ag déanamh 16% de líon iomlán na ngearán i gcomparáid le 17% in 2023.

Fearacht blianta eile is ó Chontae Bhaile Átha Cliath a tháinig an líon is mó gearán ar bhonn contae, ach tháinig líon suntasach freisin ó chontaetha na Gaillimhe, Chill Chainnigh, na Mí, an Chláir, Chill Mhantáin, Chiarraí, Liatroma, agus Chorcaí.

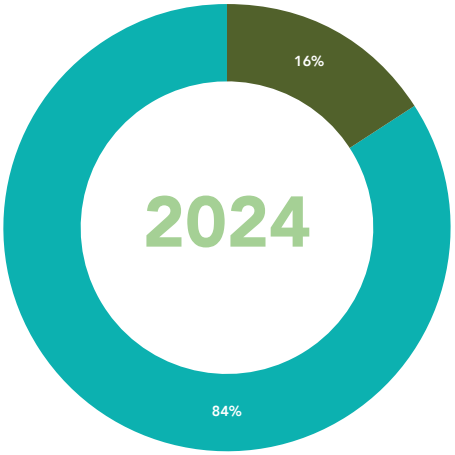
Gaeltacht and National Trends

The level of complaints from the Gaeltacht was fairly stable with people in Gaeltacht areas making 16% of the total number of complaints compared to 17% in 2023.

As in previous years, the largest number of complaints on a county by county basis were received from County Dublin, but significant numbers also were received from counties Galway, Kilkenny, Meath, Clare, Wicklow, Kerry, Leitrim, and Cork.

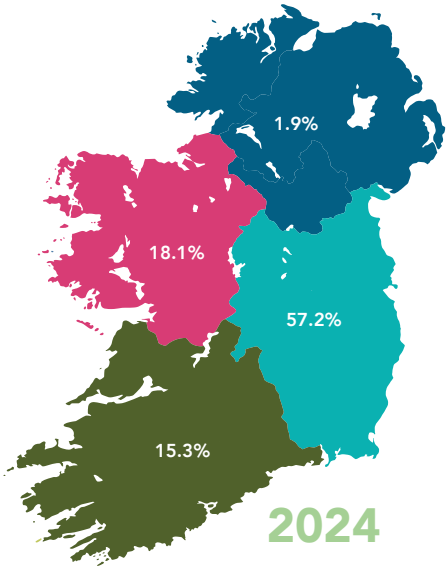
Gearáin: An Ghaeltacht agus lasmuigh den Ghaeltacht
Complaints: Gaeltacht and non-Gaeltacht

	2023	2024
An Ghaeltacht *Gaeltacht*	17%	16%
Lasmuigh den Ghaeltacht *Non-Gaeltacht*	83%	84%
Iomlán *Total*	100%	100%



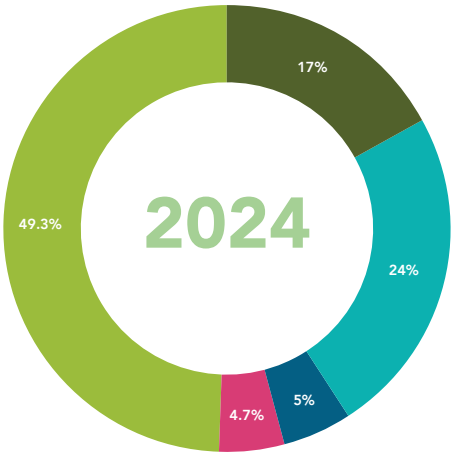
Gearáin de réir Cúige
Complaints by Province

	2022	2023	2024
Cúige Mumhan *Munster*	9.9%	11.5%	15.3%
Cúige Laighean *Leinster*	49.7%	55.7%	57.2%
Cúige Uladh *Ulster*	4.1%	5.4%	1.9%
Cúige Connacht *Connacht*	14.5%	16.1%	18.1%
Níor sonraíodh an ceantar *Location not specified*	21.8%	11.3%	7.5%



Gearáin de réir cineál an chomhlachta phoiblí
Complaints by type of public body

	2023	2024
Ranna & oifigí rialtais *Government departments & offices*	16.9%	17%
Údaráis áitiúla *Local authorities*	18.8%	24%
Údaráis sláinte *Health authorities*	5.4%	5%
Údaráis oideachais *Education authorities*	3.6%	4.7%
Eagraíochtaí eile Stáit *Other State organisations*	55.3%	49.3%
Iomlán *Total*	100%	100%



Aitheasc an Choimisinéara Teanga, Séamas Ó Concheanainn, ag Comhchoiste na Gaeilge, na Gaeltachta agus Phobal Labhartha na Gaeilge. Tá Órla de Búrca, Bainisteoir Gearán, Páidí Ó Lionáird, Bainisteoir Cumarsáide agus Eibhlín de Paor, Bainisteoir Imscrúduithe, i dteannta an Choimisinéara Teanga

Address by An Coimisinéir Teanga, Séamas Ó Concheanainn, to the Joint Committee on the Irish language, Gaeltacht and the Irish-speaking Community. An Coimisinéir Teanga is accompanied by Órla de Búrca, Complaints Manager, Páidí Ó Lionáird Communications Manager and Eibhlín de Paor, Investigations Manager

IMSCRÚDUITHE

Údarás Aerfort Bhaile Átha Cliath

Achoimre

Léirigh imscrúdú gur sháraigh Údarás Aerfort Bhaile Átha Cliath an dualgas reachtúil teanga a dhaingnítear

- sna Rialacháin a eisíodh faoi fho-alt 9(1) d'Acht na dTeangacha Oifigiúla, 2003 [Na Rialacháin um Acht na dTeangacha Oifigiúla, 2003 (alt 9) 2008 (I.R. Uimh. 391 de 2008), i gcás comharthaí a chuir an tÚdarás in airde i mBéarla amháin i gCríochfort 1 in Aerfort Bhaile Átha Cliath.

Bunús an Ghearáin

Rinne ball den phobal gearán le m'Oifig i Mí an Mhárta 2023 inar líomhnaíodh gur cuireadh comharthaíocht nua i mBéarla amháin in airde i gCríochfort 1 in Aerfort Bhaile Átha Cliath.

Tá dualgas ar chomhlachtaí poiblí a thagann faoi scáth Acht na dTeangacha Oifigiúla, 2003 faoi Alt 9 (1) a dheimhniú go mbíonn aon chomhartha a chuirtear in airde i nGaeilge nó i nGaeilge agus i mBéarla araon. Is é léirmhíniú na hOifige go dtagann na comharthaí áirithe ba bhunús leis an ngearán a rinneadh leis an Oifig faoi na forálacha sin.

I Mí an Mhárta 2023, cuireadh in airde sraith nua comharthaí a roinneann faisnéis leis an bpobal faoin Aerfort ó am a bhunaithe. Cuimsíonn na comharthaí ceannscríbhinní agus foscríbhinní ar mhaithe le feasacht a ardú faoin Aerfort agus faisnéis a roinnt leis an bpobal faoi imeachtaí stairiúla a tharla ar láthair an Aerfoirt.

Tá na comharthaí nua ar crochadh ar dhá thaobh an bhealaigh a siúlann paisinéirí tríd ar a slí go dtí Críochfort 1, rud a fhágann go bhfuil radharc ag baill an phobail orthu agus iad ag fágáil an chríochfoirt nó ag filleadh air.

INVESTIGATIONS

Dublin Airport Authority

Summary

An investigation determined that Dublin Airport Authority breached the statutory language obligation enshrined

- in the Regulations issued under subsection 9(1) of the Official Languages Act 2003 [Official Languages Act, 2003 (section 9) Regulations 2008 (SI No. 391 of 2008), in relation to signs erected by the Authority in English only in Terminal 1 at Dublin Airport.

Basis of Complaint

A member of the public made a complaint to my Office in March 2023 alleging that new English-only signage had been erected in Terminal 1 at Dublin Airport.

Public bodies that fall under the Official Languages Act 2003 are obliged under Section 9 (1) to ensure that any sign erected is in Irish or in both Irish and English. The Office's interpretation is that the particular signs that were the basis for the complaint made to the Office fall under those provisions.

In March 2023, a new series of signs was erected to share information with the public about the Airport since its establishment.

The signs include headings and subtext to raise awareness about the Airport and share information with the public about historical events that have occurred on the Airport site.

The new signs are erected on both sides of the route that passengers walk through on their way to Terminal 1, allowing members of the public to see them as they leave or return to the terminal.

I measc na n-imeachtaí a ndéantar cur síos orthu sna comharthaí seo tá:

1. Bliain oscailte an Aerfoirt.
2. Tógáil an chéad rúidbhealaigh san Aerfort.
3. Teacht an bhanna ceoil The Beatles go hAerfort Bhaile Átha Cliath i 1963.
4. Foireann sacair na hÉireann tar éis Chorn Sacair an Domhain i 1990.
5. Katie Taylor ar láthair an Aerfoirt tar éis na gCluichí Oilimpeacha in 2012 – í ar bord eitleáin.

An Próiseas Imscrúdaithe

Fiosraíodh an gearán seo le hÚdarás Aerfort Bhaile Átha Cliath tríd an bpróiseas neamhfhoirmiúil a fheidhmíonn m'Oifig mar chéad chéim. Roinn an Oifig comhairle agus faisnéis le hÚdarás Aerfort Bhaile Átha Cliath maidir leis na dualgais a fhordaítear in alt 9(1) agus sna rialacháin ghaolmhara maidir le comharthaíocht a chuireann comhlachtaí forordaithe faoin Acht in airde.

D'áitigh Údarás Aerfort Bhaile Átha Cliath, áfach, i gcomhfhreagras faoin ábhar ó shin i leith nach raibh na comharthaí, a bhí faoi chaibidil sa ghearán áirithe seo ag teacht, dar leis, faoi scóip na forála agus na rialachán maidir le comharthaíocht arna n-eisiúint faoi fho-alt 9 (1) d'Acht na dTeangacha Oifigiúla, 2003. Dá réir sin, toisc nár éirigh le hiarrachtaí neamhfhoirmiúla an cás seo a réiteach, rinne mé cinneadh imscrúdú a sheoladh maidir le hábhar an ghearáin.

An Dualgas Reachtúil - I.R 391 de 2008 (Na Rialacháin um Acht na dTeangacha Oifigiúla, 2003 [Alt 9] 2008

Leagann na Rialacháin (Rialacháin um Acht na dTeangacha Oifigiúla 2003 (ALT 9) I.R. Uimh. 391 2008) a eisíodh faoi fho-alt 9(1) d'Acht na dTeangacha Oifigiúla, 2003, dualgas reachtúil teanga ar chomhlachtaí poiblí a fhorordaítear faoin Acht, Údarás Aerfort Bhaile Átha Cliath san áireamh, i dtaca le comharthaíocht. De réir na Rialachán sin, ní mór comharthaí a chuireann comhlacht poiblí in airde a bheith i nGaeilge, nó i nGaeilge agus i mBéarla araon. Ní cheadaítear comharthaí a chur in airde i mBéarla amháin.

Is mar seo a leanas a leagtar amach an dualgas i mír 6(1) agus 7(2) de na Rialacháin um Acht na dTeangacha Oifigiúla 2003 (ALT 9) I.R. Uimh. 391 2008):

The events described in these signs include:

1. The year the Airport opened.
2. Construction of the first runway at the Airport.
3. The arrival of the band The Beatles to Dublin airport in 1963.
4. The Irish soccer team after the 1990 World Cup.
5. Katie Taylor at the airport after the 2012 Olympics – on board a plane.

The Investigation Process

This complaint was investigated with Dublin Airport Authority through the informal process operated by my Office as a first step. The Office shared advice and information with Dublin Airport Authority in relation to the obligations prescribed in section 9(1) and the related regulations in relation to signage erected by prescribed bodies under the Act.

However, Dublin Airport Authority has attested that the signs at issue in this particular complaint did not, in its view, fall within the scope of the provision and regulations relating to signage issued under subsection 9 (1) of the Official Languages Act 2003. Accordingly, as informal efforts to resolve this matter had been unsuccessful, I decided to launch an investigation into the subject of the complaint.

The Statutory Duty - SI 391 of 2008 (Official Languages Act 2003 [Section 9] Regulations 2008

The Regulations (Official Languages Act 2003 Regulations (SECTION 9) SI No. 391 (2008) issued under subsection 9(1) of the Official Languages Act 2003, places a statutory language obligation on public bodies prescribed under the Act, including Dublin Airport Authority, in relation to signage. The Regulations prescribe that signs erected by a public body must be in Irish, or in both Irish and English. Signs may not be erected in English only.

The obligation is set out in paragraphs 6(1) and 7(2) of the Official Languages Act 2003 Regulations (SECTION 9) SI No. 391 of 2008) as follows:

'Alt 6(1) Faoi réir fhorálacha an Rialacháin seo, maidir le haon chomhartha a chuireann comhlacht poiblí in airde, nó a chuirtear in airde thar ceann aon chomhlachta phoiblí in aon suíomh—

(a) sa Stat, nó

(b) ach amháin i gcás comhlachta forfheidhmithe, lasmuigh den Stát

is i nGaeilge nó i nGaeilge agus i mBéarla a bheidh sé.'

Alt 7(2) - Beidh feidhm ag na forálacha seo a leanas maidir le comhartha i nGaeilge agus i mBéarla a chuireann comhlacht poiblí in aon suíomh:

(a) beidh an téacs i nGaeilge ann ar dtús

(b) beidh an téacs i nGaeilge chomh feiceálach, chomh sofheicthe agus chomh hinléite céanna leis an téacs i mBéarla,

(c) ní bheidh na litreacha sa téacs i nGaeilge níos lú, ó thaobh méide de, ná na litreacha sa téacs i mBéarla,

(d) maidir leis an téacs i nGaeilge, cuirfidh sé in iúl an fhaisnéis chéanna leis an bhfaisnéis a chuireann an téacs i mBéarla in iúl, agus

(e) ní dhéanfar focal sa téacs i nGaeilge a ghiorrú mura rud é go bhfuil an focal sa téacs i mBéarla, ar aistriúchán air é, giorraithe freisin.'

Príomh-mholtaí an Imscrúdaithe

Moladh

1) Go ngníomhóidh Údarás Aerfort Bhaile Átha Cliath ionas go mbeidh, a luaithe agus is féidir, an fhaisnéis a thaispeántar ar na comharthaí is ábhar don imscrúdú i gcomhréir leis na Rialacháin faoi fho-alt 9(1).

2) a. Go n-ullmhóidh Údarás Aerfort Bhaile Átha Cliath dréacht-treoirlínte maidir le húsáid na dteangacha oifigiúla ar chomharthaíocht de réir na Rialachán um Acht na dTeangacha Oifigiúla, 2003 (alt 9) 2008, (I.R. Uimh. 391 de 2008).

   b. Go n-eiseofar na treoirlínte chuig foireann an Údaráis ar mhaithe le feasacht ar na Rialacháin, agus géilliúlacht dóibh, maidir le comharthaíocht a chinntiú. Go n-eiseoidh Údarás Aerfort Bhaile Átha Cliath ciorclán go bliantúil chuig an bhfoireann chun na dualgais reachtúla sna Rialacháin thuasluaite maidir le comharthaíocht a mheabhrú dóibh chun críoch na géilliúlachta.

Amlíne an Imscrúdaithe

Imscrúdú seolta: 18 Iúil 2023
Tuarascáil eisithe: 5 Nollaig 2024

'Section 6(1) Subject to the provisions of this Regulation, any sign placed by or on behalf of a public body at any location—

(a) in the State, or

(b) except in the case of an enforcement body, outside the State

shall be in the Irish language or in the Irish and English languages.'

Section 7(2) - The following provisions shall apply to a sign in the Irish and English languages placed at any location by a public body:

(a) the text in the Irish language shall appear first,

(b) the text in the Irish language shall not be less prominent, visible, or legible than the text in the English language,

(c) the lettering of the text in the Irish language shall not be smaller in size than the lettering of the text in the English language,

(d) the text in the Irish language shall communicate the same information as is communicated by the text in the English language, and

(e) a word in the text in the Irish language shall not be abbreviated unless the word in the text in the English language, of which it is the translation, is also abbreviated.'

Main Recommendations of the Investigation

It was recommended that

1) Dublin Airport Authority act so that, as soon as possible, the information displayed on the signs subject to the investigation complies with the Regulations under subsection 9(1).

2) a. Dublin Airport Authority prepare draft guidelines regarding the use of official languages on signage in accordance with The Official Languages Act 2003 (Section 9) Regulations 2008 (S.I. No. 391 of 2008).

   b. The guidelines be issued to Authority staff to ensure awareness of, and compliance with, the Regulations in relation to signage. Dublin Airport Authority issue an annual circular to staff to remind them of the statutory obligations in the above Regulations regarding signage, for the purposes of compliance.

Timeline of Investigation

Investigation commenced: 18 July 2023
Report issued: 5 December 2024

Comhairle Contae Chill Dara

Achoimre

Léirigh imscrúdú gur sháraigh Comhairle Contae Chill Dara an dualgas reachtúil teanga a daingníodh

- i bhfo-alt 10(a) d'Acht na dTeangacha Oifigiúla, 2003 i ndáil le doiciméid áirithe a fhoilsiú go comhuaineach sa dá theanga oifigiúla ach ar foilsíodh Dréachtphlean Forbartha Contae dá cuid i mBéarla amháin, gan leagan a sholáthar go comhuaineach i nGaeilge.

Bunús an Ghearáin

Rinne ball den phobal gearán le m'Oifig i mBealtaine 2022 inar líomhnaíodh nár foilsíodh Dréachtphlean Forbartha Contae Chill Dara 2023-2029 go comhuaineach i nGaeilge agus i mBéarla.

Tá dualgas ar chomhlachtaí poiblí a thagann faoi scáth Acht na dTeangacha Oifigiúla, 2003 faoi Alt 10(a) den Acht, aon doiciméad ina bhfuil tograí beartais phoiblí a chur ar fáil go comhuaineach i nGaeilge agus i mBéarla. De bhrí go dtéitear i gcomhairle leis an bpobal mar chuid de phróiseas ullmhaithe dréachtphlean forbartha contae, tagann an doiciméad seo faoi bhrí na forála sin.

An Próiseas Imscrúdaithe

Fiosraíodh an gearán seo le Comhairle Contae Chill Dara tríd an bpróiseas neamhfhoirmiúil a fheidhmíonn m'Oifig mar chéad chéim. Tar éis don Oifig freagra Chomhairle Contae Chill Dara ar na fiosruithe sin a mheas, iarradh eolas breise ar an gComhairle ach níor cuireadh freagra críochnúil ar fáil agus rinne mé cinneadh imscrúdú a sheoladh maidir le hábhar an ghearáin.

An Dualgas Reachtúil - Fo-alt 10(a) d'Acht na dTeangacha Oifigiúla, 2003

Is mar seo a leanas a leagtar dualgas reachtúil ar chomhlachtaí poiblí a thagann faoi scáth na reachtaíochta faoi fho-alt 10(a) d'Acht na dTeangacha Oifigiúla, 2003, go bhfoilsítear doiciméid áirithe go comhuaineach sa dá theanga oifigiúla;

'D'ainneoin aon achtacháin eile, déanfaidh comhlacht poiblí (seachas comhlacht, eagraíocht nó grúpa a bheidh forordaithe de bhun rialachán chun críocha chlásal (b) de mhír 1(5) den Chéad Sceideal) na doiciméid seo a leanas, a dhéanfaidh sé nó a dhéanfar faoina údarás, a fhoilsiú go comhuaineach i ngach ceann de na teangacha oifigiúla:

(a) aon doiciméad ina leagtar amach tograí beartais phoiblí;'

Kildare County Council

Summary

An investigation determined that Kildare County Council breached the statutory language obligation enshrined

- in subsection 10(a) of the Official Languages Ac, 2003 in relation to the simultaneous publication of certain documents in both official languages by publishing the Draft County Development Plan in English only, without providing a simultaneous version in Irish.

Basis of Complaint

A member of the public made a complaint to my Office in May 2022 alleging that the Draft Kildare County Development Plan 2023-2029 was not published simultaneously in Irish and English.

Public bodies that fall under the Official Languages Act 2003 are required under Section 10(a) of the Act to make any document containing public policy proposals available simultaneously in Irish and English. As the public is consulted as part of the process of preparing a draft county development plan, this document falls within the meaning of that provision.

The Investigation Process

This complaint was investigated with Kildare County Council through the informal process operated by my Office as a first step. After the Office considered Kildare County Council's response to these queries, further information was requested from the Council but a conclusive response was not provided and I decided to launch an investigation into the subject of the complaint.

Statutory Obligation - Section 10(a) of the Official Languages Act 2003

The statutory obligation placed on public bodies that fall within the remit of the legislation under subsection 10(a) of the Official Languages Act, 2003, to publish certain documents simultaneously in both official languages is as follows;

'Notwithstanding any other enactment, the following documents made by or under the authority of a public body (other than a body, organisation or group standing prescribed pursuant to regulations for the purposes of clause (b) of paragraph 1(5) of the First Schedule) shall be published by that body in each of the official languages simultaneously:

(a) any document setting out public policy proposals;'

1. Luaitear dréachtphleananna forbartha na n-údarás áitiúil go sonrach, áfach, mar dhoiciméid ina bhfuil tograí beartais phoiblí in Ionstraim Reachtúil Uimh. 32 de 2004, a thugann tús feidhme don mhír sin den Acht: *An tOrdú um Acht na dTeangacha Oifigiúla 2003 (Tosach Feidhme) 2004*. Tháinig an fhoráil sin i bhfeidhm an 1 Bealtaine 2004.
2. Sa chéad fhreagra ó Chomhairle Contae Chill Dara ar an imscrúdú, glactar leis gur sháraigh an eagraíocht an dualgas reachtúil teanga a dhaingnítear in Alt 10(a) d'Acht na dTeangacha Oifigiúla, 2003 i ndáil le doiciméid a fhoilsiú go comhuaineach sa dá theanga oifigiúla. Léiríodh do m'Oifig gur fhoilsigh Comhairle Contae Chill Dara an Dréachtphlean Forbartha Contae (2023-2029) i mBéarla amháin an 14/03/2022. Dar le Comhairle Contae Chill Dara ba é an amlíne reachtúil a bhaineann le hullmhú an dréachtphlean de réir an Achta um Pleanáil agus Forbairt ba chúis le sárú na ndualgas reachtúil teanga. Éilítear ar chomhlachtaí poiblí áfach, faoi Acht na dTeangacha Oifigiúla, 2003 *"D'ainneoin aon achtacháin eile"* go bhfoilseofaí na doiciméid chuí *"go comhuaineach i ngach ceann de na teangacha oifigiúla"*. Ní féidir liom, dá bhrí sin, glacadh leis gur lean Comhairle Contae Chill Dara an próiseas reachtúil a fhorordaítear sa bhforáil thuasluaite d'Acht na dTeangacha Oifigiúla, 2003 chun a chinntiú go bhfoilseofaí an Dréachtphlean Forbartha Contae go comhuaineach i ngach ceann de na teangacha oifigiúla.

Príomh-mholtaí an Imscrúdaithe

1. Moladh go gcuirfeadh Comhairle Contae Chill Dara plean feidhme faoi bhráid Oifig an Choimisinéara Teanga, chun géilliúlacht d'Achtanna na dTeangacha Oifigiúla (2003 & 2021) a dheimhniú i ndáil le doiciméid ina bhfuil tograí beartais phoiblí á bhfoilsiú go comhuaineach agus go gcuirfí an plean sin i bhfeidhm.
2. Moladh go gcuirfí in iúl i scríbhinn do m'Oifig tráth a thabharfaidh Comhairle Contae Chill Dara fógra faoi réir Alt 11 (1) den Acht um Pleanáil & Forbairt 2000 go bhfuil Dréachtphlean Forbartha Contae nua le forbairt aici agus go ndeimhneofar go bhfoilseofar na doiciméid chuí go comhuaineach i nGaeilge agus i mBéarla.

Amlíne an Imscrúdaithe

Imscrúdú seolta: 31 Eanáir 2024
Tuarascáil eisithe: 8 Samhain 2024

1. However, draft local authority development plans are specifically mentioned as documents containing public policy proposals in Statutory Instrument No. 32 of 2004, which brings into operation that section of the Act: *The Official Languages Act 2003 Commencement Order 2004*. The provision came into effect on 1 May 2004.
2. In Kildare County Council's initial response to the investigation, it is accepted that the organisation breached the statutory language obligation enshrined in Section 10(a) of the Official Languages Act 2003 in relation to publishing documents simultaneously in both official languages. My Office was informed that Kildare County Council published the Draft County Development Plan (2023-2029) in English only on 14/03/2022. According to Kildare County Council, the statutory timeline for the preparation of the draft plan in accordance with the Planning and Development Act caused the breach of statutory language obligations. However, public bodies are required, under the Official Languages Act 2003 *"Notwithstanding any other enactment"* that the appropriate documents be published *"simultaneously in each of the official languages"*. I cannot, therefore, accept that Kildare County Council followed the statutory process prescribed in the above provision of the Official Languages Act 2003 to ensure that the Draft County Development Plan was published simultaneously in each of the official languages.

Main Recommendations of the Investigation

1. It was recommended that Kildare County Council submit an implementation plan to the Office of An Coimisinéir Teanga, to ensure compliance with the Official Languages Acts (2003 & 2021) in relation to the simultaneous publication of documents containing public policy proposals, and that that plan be implemented.
2. It was recommended that my Office be informed in writing when Kildare County Council gives notice under Section 11 (1) of the Planning and Development Act 2000 of its intention to develop a new Draft County Development Plan and to ensure that the relevant documents are published simultaneously in Irish and English.

Timeline of Investigation

Investigation commenced: 31 January 2024
Report issued: 8 November 2024

Uisce Éireann

Achoimre

Léirigh imscrúdú gur sháraigh Uisce Éireann an dualgas reachtúla teanga a dhaingnítear

- i bhfo-alt 9(3) d'Acht na dTeangacha Oifigiúla, 2003 i dtaca leis an dualgas atá ar chomhlachtaí poiblí cumarsáid i scríbhinn a dhéanamh leis an bpobal i gcoitinne nó le haicme den phobal i gcoitinne, i nGaeilge nó go dátheangach, ach ar sheol siad cumarsáid i mBéarla amháin sa phost.

Bunús an Ghearáin

Rinneadh gearán liom i Mí an Mhárta 2024, inár líomhnaíodh gur sheol Uisce Éireann comhfhreagras sa phost chuig baill an phobail i gceantar Bhaile Locha Riach i gCo. na Gaillimhe, a bhí i mBéarla amháin. Ba é an t-ábhar a bhain leis an gcumarsáid i scríbhinn i mBéarla a eisíodh tríd an bpost, go raibh deireadh le teacht le "rabhadh fiuchta uisce" a bhí i bhfeidhm ón mbliain roimhe sin.

An Próiseas Imscrúdaithe

Rinne ball den phobal gearán le m'Oifig an 4 Márta 2024 inar cuireadh in iúl go bhfuarthas litir dar dáta an 23 Feabhra 2024 sa phost ó Uisce Éireann, a bhí i mBéarla amháin. Bhain an comhfhreagras le faisnéis a bhíothas a thabhairt don phobal i limistéir áirithe, go raibh deireadh á chur láithreach leis an riachtanas a bhí ann go dtí sin go bhfiuchfaí an t-uisce sa cheantar i ngeall ar bhaol sláinte.

D'ardaigh m'Oifig an cheist seo faoi dhó cheana le Uisce Éireann le bliain anuas ach ar eisíodh comhfhreagras tríd an bpost ar ábhair ghaolmhara. Dúnadh an dá ghearán sin ar an mbonn gur dhearbhaigh an comhlacht poiblí go rabhthas tar éis socrú a chur i bhfeidhm a chinnteodh nach dtarlódh sárú ar an bhforáil sin arís. Is é léirmhíniú m'Oifige gur aicme den phobal a ndeachthas i dteagmháil leo faoi oibreacha Uisce Éireann i gceantar Bhaile Locha Riach i Mí Feabhra 2024. Toisc gurbh é sin an tríú gearán a cuireadh faoi bhráid na hOifige maidir leis an ábhar céanna, chinn mé gur ghá an cheist a fhiosrú ar leibhéal ní ba dhoimhne agus ní b'iomláine.

An Dualgas Reachtúil - fo-alt 9(3) d'Acht na dTeangacha Oifigiúla, 2003

Leagtar amach sa reachtaíocht go bhfuil dualgas ar chomhlachtaí poiblí cumarsáid i scríbhinn a dhéanamh leis an bpobal i nGaeilge nó go dátheangach.

Uisce Éireann

Summary

An investigation determined that Uisce Éireann breached the statutory language obligation enshrined

- in subsection 9(3) of the Official Languages Act 2003 pertaining to the duty on public bodies written communication with the general public or a class of the general public, in Irish or bilingually, by sending communications by post in English only.

Basis of Complaint

I received a complaint in March 2024 alleging that Uisce Éireann had sent correspondence which was in English only by post to members of the public in the Loughrea area of Co. Galway. The subject of the written communication in English issued by post was the end of a "boil water notice" that had been in effect since the previous year.

The Investigation Process

My Office received a complaint from a member of the public on 4 March 2024 stating that a letter dated 23 February 2024 had been received in the post from Uisce Éireann, which was in English only. The correspondence related to information given to the public in certain areas stating that the boil water requirement due to health risks in the area was being lifted.

My Office had previously raised this issue on two occassions with Uisce Éireann in the past year in relation to correspondence issued by post on related matters. Both of these complaints were closed on the basis that the public body confirmed that an arrangement had been put in place to ensure that a breach of that provision would not occur again. My Office's interpretation is that a class of the public was contacted about Uisce Éireann's works in the Loughrea area in February 2024. As this was the third complaint submitted to the Office regarding the same matter, I decided that the matter needed to be investigated at a more thorough and more complete level.

Statutory Obligation - Section 9(3) of the Official Languages Act 2003

The legislation sets out that public bodies are obliged to communicate in writing with the public in Irish or bilingually.

'I gcás ina ndéanfaidh comhlacht poiblí cumarsáid i scríbhinn nó leis an bpost leictreonach leis an bpobal i gcoitinne nó le haicme den phobal i gcoitinne chun faisnéis a thabhairt don phobal nó don aicme, cinnteoidh an comhlacht gur i nGaeilge, nó i mBéarla agus i nGaeilge, a bheidh an chumarsáid.'

Sa chéad fhreagra ó Uisce Éireann ar an imscrúdú, glacadh leis gur sháraigh an eagraíocht an dualgas reachtúil teanga a dhaingnítear i bhfo-alt 9(3) d'Acht na dTeangacha Oifigiúla, 2003 i ndáil leis an dualgas atá ar chomhlachtaí poiblí cumarsáid i scríbhinn a dhéanamh leis an bpobal i gcoitinne nó le haicme den phobal i gcoitinne, i nGaeilge nó go dátheangach. Cé gur chuir Uisce Éireann fianaise ar fáil don imscrúdú gur forbraíodh córas ina bhfuil fáil ar leaganacha Gaeilge d'fhógraí atá le scaipeadh ar an bpobal le linn rabhadh a bheith á eisiúint nó á mhaolú, níor úsáideadh an leagan Gaeilge den fhógra a bhí le scaipeadh i gcás an ghearáin atá faoi chaibidil san imscrúdú seo, fógra a bhain le limistéar Bhaile Locha Riach.

Thuairiscigh Uisce Éireann nach raibh sa chor poist a eisíodh ach gné amháin de phlean cumarsáide na heagraíochta ar mhaithe le cumarsáid a dhéanamh leis an bpobal agus gur líon an-bheag áitritheoirí a bhí i gceist, i gcomhréir lena líon custaiméirí ina iomláine agus lena chuid oibre trí chéile. Mhaígh an comhlacht poiblí gur earráid dhaonna amháin ba chúis leis an mbotún a rinneadh sa chás seo inar eisíodh comhfhreagras i scríbhinn i mBéarla amháin i Mí Feabhra 2024.

Aithním go bhfuil dul chun cinn áirithe déanta ar an gceist, ach i bhfianaise go bhfuarthas dhá ghearán eile ar an bhforáil reachtúil chéanna laistigh de bhliain roimhe sin, gearáin a bhain leis an gceantar céanna, ní féidir liom glacadh leis go bhfuil na socruithe atá i bhfeidhm sásúil d'fhonn géilliúlacht d'alt 9(3) d'Acht na dTeangacha Oifigiúla a chinntiú. Sna trí chás sin, bhí an litir a seachadadh de láimh trí chor poist ar phobal Bhaile Locha Riach i mBéarla amháin agus neamhghéilliúil d'alt 9(3) dá bharr.

Príomh-mholtaí an Imscrúdaithe

Moladh

1. Go gcomhlíonfaidh Uisce Éireann feasta an dualgas reachtúil teanga atá air faoi alt 9(3) d'Acht na dTeangacha Oifigiúla 2003, nuair a dhéanfaidh sé cumarsáid i scríbhinn leis an bpobal i gcoitinne, nó le haicme den phobal i gcoitinne, chun faisnéis a thabhairt. Mar a léirítear leis an imscrúdú seo tagann "fógraí fiuchta uisce" faoi scóip na forála in alt 9(3).

'Where a public body communicates in writing or by electronic mail with the general public or a class of the general public for the purpose of furnishing information to the public or the class, the body shall ensure that the communication is in the Irish language or in the English and Irish languages.'

In Uisce Éireann's initial response to the investigation, it accepted that the organisation breached the statutory language obligation enshrined in subsection 9(3) of the Official Languages Act 2003 in relation to the duty of public bodies to communicate in writing with the general public or a class of the general public, in Irish or bilingually. While Uisce Éireann provided evidence to the investigation that a system had been developed in which Irish language versions of notices to be circulated to the public were available when a notice was being issued or withdrawn, the Irish language version of the notice to be circulated was not used in the case of the complaint at issue in this investigation relating to the Loughrea area.

Uisce Éireann reported that the mailshot issued was only one aspect of the organisation's communications plan for communicating with the public and that the number of residents involved was very small, in proportion to its overall customer base and its overall workload. The public body claimed that the mistake made in this case, in which written correspondence was issued in English only in February 2024, was solely due to human error.

I recognise that some progress has been made on the issue, but in light of the fact that two other complaints relating to the same geographical area were received about the same statutory provision within the previous year, I cannot accept that the arrangements in place are satisfactory in order to ensure compliance with section 9(3) of the Official Languages Act. In all three cases, the letter hand-delivered by mailshot to the community of Loughrea was in English only and therefore non-compliant with section 9(3).

Main Recommendations of the Investigation

It was recommended that

1. Uisce Éireann fulfil its statutory language obligation under section 9(3) of the Official Languages Act 2003 when communicating in writing with the general public, or a class of the general public, for the purpose of providing information. As this investigation shows, "boil water notices" fall within the scope of the provision in section 9(3).

2. Go n-eiseoidh Uisce Éireann ciorclán go bliantúil chuig an bhfoireann chun na ceanglais reachtúla teanga agus na nósanna imeachta i dtaca le comhfhreagras a sheoladh chuig an bpobal chun críocha alt 9(3) d'Acht na dTeangacha Oifigiúla a chur i gcuimhne don fhoireann. Go n-ullmhófar beartais feasachta eile d'fhonn baill foirne a oiliúint i dtaca le ceanglas reachtúil na heagraíochta agus í ag comhlíonadh a dualgais reachtúla teanga.

Amlíne an Imscrúdaithe

Imscrúdú seolta: 21 Márta 2024
Tuarascáil eisithe: 8 Samhain 2024

2. Uisce Éireann issue a circular annually to staff to remind staff of the statutory language requirements and procedures in relation to sending correspondence to the public for the purposes of section 9(3) of the Official Languages Act. Other awareness measures be prepared in order to train staff members in relation to the statutory requirements of the organisation in fulfilling its statutory language obligations.

Timeline of Investigation

Investigation commenced: 21 March 2024
Report issued: 8 November 2024

Órla de Búrca, Bainisteoir Gearán, ag labhairt ag Comhchoiste na Gaeilge, na Gaeltachta agus Phobal Labhartha na Gaeilge.

Órla de Búrca, Complaints Manager, speaking to the Joint Committee on the Irish language, Gaeltacht and the Irish-speaking Community.

An Roinn Gnóthaí Eachtracha (Oifig na bPasanna)

Achoimre

Léirigh imscrúdú gur sháraigh An Roinn Gnóthaí Eachtracha (Oifig na bPasanna) na dualgais reachtúla teanga a dhaingnítear

- i bhfo-alt 9(2) d'Acht na dTeangacha Oifigiúla, 2003 ach ar eisíodh freagraí i mBéarla chuig ball den phobal a rinne iarratas i nGaeilge ar phas.
- i bhfo-alt 18(1) d'Acht na dTeangacha Oifigiúla, 2003 i dtaca le feidhmiú na ngealltanas sa Scéim Teanga a dhaingnigh an comhlacht poiblí maidir le:
  - seirbhísí idirghníomhacha i nGaeilge a chur ar fáil (Scéim Teanga, Mír 4.2.4)
  - seirbhís teileafóin as Gaeilge a chur ar fáil (Scéim Teanga, Mír 4.2.5)

Bunús na nGearán

Rinneadh seacht ngearán le m'Oifig (idir Meán Fómhair 2023 agus Bealtaine 2024) inar líomhnaíodh easnaimh i gcur i bhfeidhm dhualgais reachtúla teanga na Roinne Gnóthaí Eachtracha (Oifig na bPasanna). Bhain níos mó ná foráil amháin leis na gearáin éagsúla a fuarthas. Is féidir féidir na gearáin a chuimsiú faoi thrí mhír mar seo a leanas:

1. Freagraí i mBéarla ar chomhfhreagras i nGaeilge

Bhí triúr ball den phobal a sheol gearáin chuig an Oifig inar líomhnaíodh go ndearnadh iarratas ar phas ar líne i nGaeilge agus gur seoladh cumarsáid i scríbhinn ar ais i mBéarla amháin.

Ba é seasamh na Roinne go raibh córas inmheánach i bhfeidhm ag a bhfuil táscaire a aithníonn nuair a dhéantar iarratas ar phas i nGaeilge agus go gcuirtear baill foirne ar a n-airdeall ina thaobh seo. Lena chois sin, gintear tuarascáil go laethúil a chuirtear ar fáil d'Oifig na bPasanna le gur féidir aon iarratas i nGaeilge a threorú chuig bainisteoirí ar leith chun a chinntiú gur ball foirne atá inniúil sa Ghaeilge a bhíonn freagrach as aon iarratas i nGaeilge a phróiseáil. D'áitigh an Roinn gur earráid dhaonna faoi dear aon teip a tharla maidir le géilliúlacht don reachtaíocht teanga.

2. Seirbhísí idirghníomhacha

Bhí triúr ball den phobal a rinne gearán maidir le seirbhísí idirghníomhacha na Roinne Gnóthaí Eachtracha a bhain le hiarratas ar phas i nGaeilge a dhéanamh ar

Department of Foreign Affairs (Passport Office)

Summary

An Roinn Gnóthaí Eachtracha agus Trádála
Department of Foreign Affairs and Trade

An investigation determined that the Department of Foreign Affairs (Passport Office) breached the statutory language obligations enshrined in

- subsection 9(2) of the Official Languages Act 2003 where responses were issued in English to a member of the public who applied in Irish for a passport.
- subsection 18(1) of the Official Languages Act 2003 in relation to the implementation of the commitments in the Language Scheme confirmed by the public body regarding:
  - providing interactive services in Irish (Language Scheme, Section 4.2.4)
  - providing a telephone service in Irish (Language Scheme, Section 4.2.5)

Basis of Complaints

Seven complaints were made to my Office (between September 2023 and May 2024) alleging shortcomings in the implementation of the Department of Foreign Affairs' (Passport Office) statutory language obligations. More than one provision was implied in the various complaints received. The complaints can be grouped under three headings as follows:

1. Replies in English to correspondence in Irish

Three members of the public sent complaints to the Office alleging that an online passport application was made in Irish and written communication was returned in English only.

The Department's position was that an internal system was in place with an indicator that identifies when a passport application is made in Irish and that staff members are alerted to this. In addition, a report is generated daily which is provided to the Passport Office so that any application in Irish can be directed to specific managers to ensure that a member of staff who is proficient in Irish is responsible for processing any application in Irish. The Department argued that any failure to comply with language legislation was due to human error.

2. Interactive Services

Three members of the public made complaints about the Department of Foreign Affairs' interactive services relating to applying for a passport in Irish online. It was

líne. Líomhnaíodh go raibh cuid de na seirbhísí a bhí ar fáil ar an leagan Gaeilge den chóras idirghníomhach easnamhach i gcomparáid le leagan Béarla an chórais chéanna. I ndáil le dhá cheann de na trí ghearán seo, líomhnaíodh gur dheacair an leagan Gaeilge a thuiscint agus dá thoradh sin go raibh ar na gearánaithe a bheith i dtuilleamaí an leagain Bhéarla d'fhonn brí na gceisteanna a shoiléiriú. Sa tríú chás, líomhnaíodh freisin nach raibh comhrá gréasáin i nGaeilge ar fáil.

Cé gur mhaígh An Roinn Gnóthaí Eachtracha go raibh seirbhís aistriúcháin Ghaeilge á húsáid chun leagan Gaeilge den chóras iarrtha pas ar líne a dhéanamh, tá sé le brath ar na samplaí a cuireadh ar fáil go bhfuil gnéithe a mbaineann caighdeán lag Gaeilge leo, rud a fhágann gur gá dul i dtuilleamaí an leagain Bhéarla den suíomh d'fhonn brí a bhaint as na ceisteanna a chuirtear i nGaeilge le bheith cinnte go bhfuil freagraí cruinne á soláthar. Ní raibh an leibhéal soláthair seirbhíse ag teacht leis an ngealltanas a bhí i Scéim Teanga na Roinne, go háirithe maidir le seirbhísí idirghníomhacha in Oifig na bPasanna.

3. Seirbhísí teileafóin

Bhí triúr ball den phobal a líomhnaigh nach raibh an tseirbhís teileafóin ar fáil dóibh i nGaeilge le linn dóibh a bheith ag fiosrú faoi iarratas ar phas. In dhá chás líomhnaigh na gearánaithe gur bhrúigh siad 'a haon' d'fhonn seirbhís i nGaeilge a fháil agus gur freagraíodh an glaoch as Béarla.

Tugadh le fios go raibh *'mol seirbhísí custaiméirí'* ar fáil chun glaonna ón bpobal a láimhseáil i nGaeilge. Cé gurb ann don chóras, is léir nár leor na cleachtais eagraíochtúla a bhí an Roinn Gnóthaí Eachtracha a chur i bhfeidhm tráth a tháinig na gearáin atá faoi chaibidil san Imscrúdú d'fhonn géilliúlacht iomlán do na forálacha cuí in Acht na dTeangacha Oifigiúla 2003 a chinntiú.

Tátal

In ainneoin na ngearán uile a cuireadh os comhair na Roinne Gnóthaí Eachtracha maidir le heaspa seirbhísí i nGaeilge a bheith ar fáil don phobal, tá sé le léiriú ó chomhfhreagras na Roinne i gcaitheamh an ama go bhfuiltear den tuairim go bhfuil na socruithe atá sí ag cur i bhfeidhm dóthanach chun freagairt dá dualgais reachtúla faoi Acht na dTeangacha Oifigiúla, 2003. Níor ghlac an Roinn Gnóthaí Eachtracha go ndearnadh sárú ar bith ar na dualgais reachtúla teanga a daingníodh faoi Acht na dTeangacha Oifigiúla, 2003 in aon chás a cuireadh os a comhair. D'áitigh an Roinn i gcaitheamh an ama go raibh córas i bhfeidhm chun críocha géilliúlachta d'Acht na dTeangacha Oifigiúla,

alleged that some of the services available on the Irish version of the interactive system were deficient compared to the English version of the same system. In relation to two of these three complaints, it was alleged that the Irish version was difficult to understand and, as a result, the complainants had to rely on the English version in order to clarify the meaning of the questions. In the third case, it was also alleged that a webchat was not available in Irish.

Although the Department of Foreign Affairs indicated that an Irish language translation service was being used to produce an Irish language version of the online passport application system, it is apparent from the examples provided that some elements of the Irish language version are of poor quality, making it necessary to rely on the English version of the site in order to make sense of the questions asked in Irish to ensure that accurate answers are being provided. The level of service provision was not in line with the commitment in the Department's Language Scheme, particularly in relation to interactive services in the Passport Office.

3. Telephone Services

Three members of the public alleged that the telephone service was not available to them in Irish when inquiring about a passport application. In two cases the complainants alleged that they pressed 'one' in order to receive service in Irish and that the call was answered in English.

It was indicated that a *'customer services hub'* was available to deal with calls from the public in Irish. Although the system exists, it is clear that the organisational practices in place at the Department of Foreign Affairs at the time of the complaints at issue in the Investigation were insufficient to ensure full compliance with the relevant provisions of the Official Languages Act 2003.

Conclusion

Despite the number of complaints made to the Department of Foreign Affairs regarding the lack of services in Irish available to the public, it is evident from the Department's correspondence throughout that it believes that the arrangements it has in place are sufficient in meeting its statutory obligations under the Official Languages Act 2003. The Department of Foreign Affairs did not accept that there had been any breach of the statutory language obligations enshrined in the Official Languages Act 2003 with regard to any of the cases referred to it. The Department has maintained throughout that a system was in place for the purposes of compliance with the Official Languages Act 2003 in

2003 sna cásanna a cuireadh os a comhair agus d'áitigh an Roinn gurbh *"....é tuiscint na Roinne fós go gcomhlíonann na socruithe atá i bhfeidhm na hoibleagáidí atá leagtha amach san Acht"*. Tá sé le léiriú ó na gearáin a thagann faoi scáth an imscrúdaithe seo go dtarlaíonn cliseadh leanúnach ar chumas na Roinne déileáil go cuí le hiarratais ar Phas i nGaeilge de réir dhualgais na reachtaíochta teanga. Níl an tascáire atá i bhfearas faoi láthair i dtaca le hiarratais i nGaeilge a aithint oiriúnach lena chinntiú go ndéileáiltear le hiarratas i nGaeilge ar Phasanna i nGaeilge go hiomlán. Maíonn an Roinn gur earráidí daonna ba chúis le fadhbanna a tháinig chun cinn agus í ag déileáil le hiarratais i nGaeilge ar Phasanna ach ní leor é sin mar fhreagra nuair a tharlaíonn a leithéid.

Tá éifeachtúlacht, téagar agus iontaofacht na gcóras a chuireann an Roinn Gnóthaí Eachtracha ar fáil d'fhonn freastal ar iarratais ar Phas i nGaeilge ina bhunriachtanas ionas go gcuirfidh an pobal muinín sa tseirbhís atáthar a chur ar fáil agus go bhfíorófar na cearta teanga atá dlite faoi Acht na dTeangacha Oifigiúla, 2003.

An Próiseas Imscrúdaithe

Is tríd an bpróiseas neamhfhoirmiúil a fheidhmíonn m'Oifig mar chéad chéim a tosaíodh ar na gearáin seo a fhiosrú ach chinn mé gur ghá imscrúdú a thionscnamh chun na fíricí ina n-iomláine a fhiosrú agus a mheas.

An Dualgas Reachtúil - Alt 9(2) d'Acht na dTeangacha Oifigiúla, 2003

Freagra i mBéarla an chumarsáid i nGaeilge.

I gcomhréir le fo-alt 9(2) den Acht, leagtar dualgas ar chomhlachtaí poiblí a chinntiú go bhfreagraítear aon chumarsáid a dhéanann duine den phobal i dteanga oifigiúil i scríbhinn nó leis an bpost leictreonach, sa teanga chéanna.

An Dualgas Reachtúil - Fo-alt 18(1) d'Acht na dTeangacha Oifigiúla, 2003

Scéim Teanga a fheidhmiú

Daingníodh Scéim Teanga i gcás na Roinne Gnóthaí Eachtracha den chéad uair an 1 Nollaig 2006. Faoi *Chaibidil 4 Feabhsú Seirbhísí a sholáthrófar go dátheangach* den Scéim Teanga a dhaingnigh an tAire i gcás na Roinne, faoi alt 14 d'Acht na dTeangacha Oifigiúla, 2003, gealltar an méid seo a leanas:

A. Seirbhísí Idirghníomhacha

Mír 4.2.4: *Seirbhísí Idirghníomhacha: Tá sé ar intinn, le linn 2006, áis a chur ar fáil d'iarratasóirí chun gur féidir*

the cases referred to it and the Department has argued that *"....it remains the Department's understanding that the arrangements in place comply with the obligations set out in the Act"*. It is evident from the complaints relating to this investigation that there is a continued failure in the Department's ability to deal appropriately with applications for a Passport in Irish in accordance with the obligations of the language legislation. The indicator currently in place for recognising applications in Irish is not suitable for ensuring that applications in Irish for Passports are dealt with entirely in Irish. The Department claims that problems that arose when dealing with applications in Irish for Passports were caused by human error, however that is not an adequate response when such problems persist.

The efficiency, robustness and reliability of the systems provided by the Department of Foreign Affairs to facilitate passport applications in Irish are essential to ensure public confidence in the service being provided and to ensure that the language rights provided for under the Official Languages Act 2003 are realised.

The Investigation Process

The investigation of these complaints began through the informal process that my Office operates as a first step, but I decided that an investigation was necessary to investigate and assess the full facts.

Statutory Obligation - Section 9(2) of the Official Languages Act 2003

Response in English to communication in Irish.

In accordance with subsection 9(2) of the Act, public bodies are required to ensure that any communication made by a member of the public in an official language is responded to in writing or by electronic mail in the same language.

Statutory Obligation - Subsection 18(1) of the Official Languages Act 2003

Implementation of Language Scheme

A Language Scheme was confirmed for the Department of Foreign Affairs for the first time on 1 December 2006. Under *Chapter 4 Improving services to be provided bilingually* of the Language Scheme confirmed by the Minister in the case of the Department, under section 14 of the Official Languages Act 2003, the following committment is given:

A. Interactive Services

Section 4.2.4 *: Interactive Services: It is intended, during 2006, to provide applicants with a facility to track*

leo dul chun cinn a n-iarratas ar phasanna a rianú thar an idirlíon. Beidh an áis seo, agus aon seirbhísí idirghníomhacha nua a thugtar isteach, ar fáil sa dá theanga oifigiúil
(leathanach 13)

B. Seirbhísí teileafóin

***Mír 4.2.5** : Oifig Fáilte / Oibritheoir Malartán / Fógraí Réamhthaifeadta ó bhéal: Is i mBéarla amháin a fheidhmíonn ár gcóras láimhseála teileafóin. Tá sé i gceist áfach an tseirbhís a thairiscint sa dá theanga oifigiúla. Bainfear an cuspóir sin amach faoi dheireadh na scéime reatha. Féadfaidh comhaltaí aonair na foirne, ar ndóigh, teachtaireachtaí a fhágáil i cibé teanga is rogha leo.'*
(leathanach 18)

Príomh-mholtaí an Imscrúdaithe

Moladh

1. a. Go gcloífidh An Roinn Gnóthaí Eachtracha feasta leis an dualgas reachtúil teanga atá uirthi faoi alt 9(2) d'Acht na dTeangacha Oifigiúla 2003, ach freagraí i nGaeilge a thabhairt ar chomhfhreagras ó bhaill an phobail a dhéantar i nGaeilge agus ar iarratas i nGaeilge á dhéanamh acu ar phas.

   b. Go gcloífidh An Roinn Gnóthaí Eachtracha feasta leis an dualgas reachtúil atá uirthi faoi alt 18(1) d'Acht na dTeangacha Oifigiúla, 2003

      i) i ndáil leis na gealltanais sa Scéim Teanga a daingníodh i gcás na Roinne Gnóthaí Eachtracha maidir le seirbhísí idirghníomhacha a chur ar fáil i nGaeilge. (Scéim Teanga, Mír 4.2.4)

      ii) i ndáil leis na gealltanais sa Scéim Teanga a daingníodh i gcás na Roinne Gnóthaí Eachtracha maidir le seirbhís teileafóin a chur ar fáil i nGaeilge. (Scéim Teanga, Mír 4.2.5)

   c. Go gcinnteodh An Roinn Gnóthaí Eachtracha go bhfuil leordhóthain foirne atá inniúil sa dá theanga oifigiúla i bhfostaíocht léi a chuirfeadh ar chumas na Roinne a dualgais reachtúla teanga maidir le soláthar seirbhísí teileafóin agus comhrá gréasáin Gaeilge a chomhlíonadh.

Amlíne an Imscrúdaithe

Imscrúdú seolta: 8 Márta 2024
Tuarascáil eisithe: 13 Nollaig 2024

the progress of their passport applications over the internet. This facility, and any new interactive services introduced, will be available in both official languages
(page 13)

B. Telephone Services

***Section 4.2.5**: Reception / Switchboard Operator / Pre-recorded oral announcements: Our telephone call handling system operates in English only. However, it is intended to offer the service in both official languages. This objective will be achieved by the end of the current scheme. Individual team members may, of course, leave messages in whatever language they prefer.'*
(Page 18)

Main Recommendations of the Investigation

It was recommended that

1. a. The Department of Foreign Affairs will henceforth comply with its statutory language obligation under section 9(2) of the Official Languages Act 2003, by providing responses in Irish to correspondence from members of the public made in Irish and to applications made in Irish for a passport.

   b. That the Department of Foreign Affairs will continue to comply with its statutory obligation under section 18(1) of the Official Languages Act 2003

      i) in relation to the commitments in the Language Scheme confirmed with the Department of Foreign Affairs regarding the provision of interactive services in Irish. (Language Scheme, Section 4.2.4)

      ii) in relation to the commitments in the Language Scheme confirmed with the Department of Foreign Affairs regarding the provision of a telephone service in Irish. (Language Scheme, Section 4.2.5)

   c. The Department of Foreign Affairs ensures that it employs sufficient staff who are competent in both official languages to enable the Department to fulfil its statutory language obligations in relation to the provision of Irish language telephone and webchat services.

Timeline of Investigation

Investigation commenced: 8 March 2024
Report issued: 13 December 2024

FAIREACHÁN

CLÁR FAIREACHÁIN 2024

Faoi réir fho-alt 21(a) den Acht, ceann d'fheidhmeanna an Choimisinéara Teanga is ea faireachán a dhéanamh ar a mhéad atá comhlachtaí poiblí ag comhlíonadh fhorálacha na reachtaíochta teanga.

Mar thosaíocht do chlár faireacháin na hOifige do 2024 socraíodh iniúchadh a dhéanamh ar fhorálacha in Acht na dTeangacha Oifigiúla (Leasú), 2021 a bhfuil an-tionchar acu ar threisiú na ceannaireachta eagraíochtúla ach feidhmiú cearta teanga a neadú i sícé rialachais na gcomhlachtaí poiblí. Chun na críche seo tá an-tábhacht ag baint le hailt 4B(a) agus 4B(b) in Acht na dTeangacha Oifigiúla (Leasú), 2021. Leagann alt 4B(a) dualgas ar cheann gach comhlachta phoiblí ball foirne den bhainistíocht a cheapadh chun maoirseacht a dhéanamh ar fheidhmiú an Achta laistigh den chomhlacht poiblí. Tá dualgas ar an mball foirne sin tuairisciú ar ais chuig ceann an chomhlachta phoiblí ar fheidhmiú a d(h)ualgas faoin Acht Teanga. Faoi alt 4B(b) tá dualgas ar cheann an chomhlachta phoiblí freisin tuairisciú a dhéanamh i dTuarascáil Bhliantúil an chomhlachta phoiblí ar fheidhmiú na reachtaíochta teanga sa gcomhlacht poiblí.

Is mar seo a leanas a shainnítear na dualgais a eascraíonn ó ailt 4B(a) agus 4B(b):

4B. Déanfaidh ceann comhlachta phoiblí—

(a) comhalta foirne eile den chomhlacht a cheapadh, ón mbainistíocht shinsearach, chun formhaoirsiú a dhéanamh ar chomhlíonadh oibleagáidí an chomhlachta faoin Acht seo agus tuarascáil a thabhairt dó nó di, de réir mar is cuí, i ndáil le hoibleagáidí an chomhlachta faoin Acht seo, agus

(b) a chinntiú go ndéanfar achoimre ar aon cheann de na nithe arna dtuairisciú dó nó di de réir mhír (a) a áireamh i dtuarascáil bhliantúil an chomhlachta lena mbaineann."

Tháinig an dá chuid den fhoráil seo i bhfeidhm an 5 Bealtaine 2023 de bhun an Ordaithe um Acht na

MONITORING

2024 MONITORING PROGRAMME

Under subsection 21(a) of the Act, one of the functions of An Coimisinéir Teanga is to monitor the extent to which public bodies are complying with the provisions of the language legislation.

As a priority for the Office's monitoring programme for 2024, it was decided to examine provisions in the Official Languages (Amendment) Act 2021 which have a significant impact on strengthening organisational leadership by embedding the implementation of language rights in the governance psyche of public bodies. For this purpose, sections 4B(a) and 4B(b) of the Official Languages (Amendment) Act 2021 are of great importance. Section 4B(a) places a duty on the head of every public body to appoint a member of senior management staff to oversee the implementation of the Act within the public body. That staff member is obliged to report back to the head of the public body in relation to the exercise of that public body's duties under the Language Act. Under section 4B(b), the head of the public body is also required to report in the public body's Annual Report on the implementation of language legislation in the public body.

The duties arising from sections 4B(a) and 4B(b) are defined as follows:

4B. The head of a public body shall—

(a) appoint, from senior management, another member of staff of the body to oversee the performance of, and report to him or her as appropriate in relation to, the obligations of the body under this Act, and

(b) ensure that a summary of any of the matters reported to him or her in accordance with paragraph (a) is included in the annual report of the body".

Both parts of this provision came into force on 5 May 2023 by virtue of the Official Languages Act

dTeangacha Oifigiúla (Leasú), 2021 (Tosach Feidhme) (Uimh. 2), 2023 (S.I. Uimh. 215 de 2023).

Dá réir sin i gcaitheamh 2024 socraíodh faireachán a dhéanamh ar chomhlíontacht cohórt ionadaíoch comhlachtaí poiblí leis an bhforáil seo, arb é atá ann:

i) trí cinn déag d'Údaráis Áitiúla i gcontaetha a bhfuil limistéir Ghaeltachta ina ndlínse agus údaráis áitiúla i gContae BÁC,

ii) ocht gcinn déag de Ranna Rialtais agus

iii) fiche comhlacht poiblí atá i measc na gcomhlachtaí poiblí is mó a mbaineann an pobal leas as a gcuid seirbhísí.

Fágann sé sin go ndearadh scrúdú ar 51 chomhlacht poiblí sa chéad chohórt seo. Leagtar torthaí an fhaireacháin amach anseo thíos faoi na trí mhór-roinn sin.

Próiseas an Fhaireacháin

Leag foireann na hOifige próiseas docht síos d'fhonn eolas a chur ar fáil i dtaca lena mhéad a bhí comhlachtaí poiblí ag cloí le foráil 4B(a) agus 4B(b), arbh é go príomh a bhí ann a fháil amach ó na comhlachtaí poiblí a) ar ainmníodh comhalta foirne ón mbainistíocht shinsearach chun formhaoirsiú a dhéanamh ar chomhlíonadh oibleagáidí an chomhlachta faoin Acht agus b) an ndearnadh achoimre ar na nithe a tuairiscíodh don chomhalta foirne sin, nó tagairt don tuairisciú sin, i dtuarascáil bhliantúil an chomhlachta. Bailíodh eolas, freisin, cé a d'fhoilsigh an comhlacht poiblí tuarascáil bhliantúil nó nár fhoilsigh óir níorbh fhéidir 4B(b) a chomhlíonadh ina héagmais sin.

Nuair a fuarthas an t-eolas sin, rinneadh suímh idirlín na gcomhlachtaí sin a scrúdú chun géilliúlacht a dheimhniú.

De bhrí go bhfuil um 500 comhlacht poiblí ann a thagann faoi scóip na reachtaíochta teanga faoi láthair, níorbh fhéidir iniúchadh a dhéanamh agus mionchuntas a thabhairt anseo ar gach comhlacht díobh sin. An faireachán a dhéantar ar an bhforáil seo, fearacht fhorálacha uile na reachtaíochta teanga, is faireachán fadtréimhseach é a bhíonn ar siúl i gcónaí ón uair a thagann an fhoráil i bhfeidhm. Dá réir sin, díríodh an scrúdú faireacháin, agus dírítear an mionchuntas seo dá réir, ar chohórt ionadaíoch comhlachtaí poiblí, arb é atá ann i) trí cinn déag d'Údaráis Áitiúla i gcontaetha a bhfuil limistéir Ghaeltachta ina ndlínse agus údaráis áitiúla i gContae BÁC, ii) ocht gcinn déag de Ranna Rialtais agus iii) an fiche comhlacht poiblí atá i measc na gcomhlachtaí poiblí is mó a mbaineann an pobal

(Amendment) Order, 2021 (Commencement) (No. 2), 2023 (SI No. 215 of 2023).

Accordingly, during 2024 it was decided to monitor the compliance of a representative cohort of public bodies with this provision, namely:

i) thirteen Local Authorities in counties with Gaeltacht areas in their jurisdiction and local authorities in County Dublin,

ii) eighteen Government Departments and

iii) twenty public bodies with whom the public have the greatest interaction and from whom the public most avail of services.

51 public bodies were therefore examined in this first cohort. The results of this monitoring are presented below under these three sub-cohorts.

The Monitoring Process

Office staff established a rigorous process to provide information on the extent to which public bodies were complying with provisions 4B(a) and 4B(b), which primarily involved ascertaining from public bodies a) whether a member of staff from senior management had been designated to oversee the body's compliance with its obligations under the Act and b) whether a summary of the matter reported to that member of staff was given, or referred to, in the body's annual report. Information was also collected on whether the public body had published an annual report or not, as 4B(b) could not be complied with otherwise.

Once this information was obtained, the websites of these bodies were examined to confirm compliance.

As there are around 500 public bodies that currently fall within the scope of language legislation, it was not possible to examine and provide a detailed account of each of these bodies here. The monitoring of this provision, as with all provisions of language legislation, is a long-term process that commences upon its implementation. Accordingly, the monitoring examination focused, and this detailed account focuses accordingly, on a representative cohort of public bodies, consisting of i) thirteen Local Authorities in counties with Gaeltacht areas in their jurisdiction and local authorities in County Dublin, ii) eighteen Government Departments and iii) the twenty public

leas as a gcuid seirbhísí. Fágann sé sin go ndearadh scrúdú ar 51 chomhlacht poiblí sa chéad chohórt seo. Leagtar torthaí an fhaireacháin amach anseo thíos faoi na trí mhór-roinn sin.

Modh oibre an Fhaireacháin

Is nós leis an Oifig réamhfhógra a thabhairt do chomhlachtaí poiblí faoi ábhar forála a bhítear a iniúchadh. D'fhéadfaí, áfach, nuair is cuí leis an Oifig iniúchadh a thionscnamh agus a dhéanamh gan réamhfhógra a thabhairt agus b'amhlaidh a bhí i gcás an iniúchta faireacháin áirithe seo.

Ba iad céimeanna an iniúchta:

- Eolas a bhailiú ón gcomhlacht poiblí cuí
- An t-eolas a fuarthas a scagadh
- Suíomh idirlín an chomhlachta a scrúdú chun an t-eolas a dheimhniú nó chun bearnaí eolais a líonadh
- Tuairisc a ullmhú ar thorthaí an iniúchta
- Litir nó tuairisc an iniúchta, mar aon le moltaí nuair ba chuí, a chur faoi bhráid an chomhlachta phoiblí.

Torthaí an Iniúchta Faireacháin

Leagtar torthaí an iniúchta amach de réir de dtrí fo-ghrúpa comhlachta phoiblí dá dtagraítear thuas. Tugtar spléachadh ar an eolas a tiomsaíodh faoi gach fo-ghrúpa díobh sin i bhfoirm tábla agus déantar plé ansin ar na díola suntais is mó a bhain le comhlachtaí poiblí an fho-ghrúpa sin. Déantar achoimre ar an iniúchadh ar fhoráil 4B(a) agus 4B(b) ag deireadh na míre seo agus ar na díola suntais is mó a d'eascair ón iniúchadh trí chéile. Tugtar comhairle agus moltaí i dtaca le dul i ngleic leis na díola suntais sin, d'fhonn cuidiú leis na comhlachtaí poiblí a thagann faoi scóip na reachtaíochta na forálacha áirithe seo a chomhlíonadh. I ndeireadh thiar thall, tugtar eolas cothrom le dáta más ann dó, tráth scríofa na tuarascála seo, ar fhreagra chomhlachtaí poiblí an chéad chohóirt seo ar na tuairiscí iar-iniúchta a cuireadh faoina mbráid mar aon le haon dul chun cinn a rinne na comhlachtaí poiblí sin idir an dá linn.

Údaráis Áitiúla

Tá 31 údarás áitiúil ann agus iad go léir ina gcomhlachtaí poiblí forordaithe faoin reachtaíocht teanga. Cuireann siad, de réir na Gníomhaireachta Bainistíochta Rialtais Áitiúil, 'na céadta seirbhís [ar fáil] agus ina measc siúd tá bóithre; pleanáil; tithíocht; forbairt eacnamaíoch agus pobail; an comhshaol, fóillíocht, agus seirbhísí áineasa; leabharlanna agus

bodies whose services are most widely used by the public. 51 public bodies were therfore examined in this first cohort. The results of this monitoring are presented below under these three sub-cohorts.

The Monitoring Methodology

It is customary for the Office to provide public bodies with advance notice regarding the subject matter of a provision the Office is auditing. Nevertheless, the Office has the authority to conduct an audit without prior notification in certain circumstances, as was the case during this specific monitoring inspection.

The audit followed the following steps:

- Collect information from the appropriate public body
- Examine the information received
- Examine the company's website to verify information or fill in information gaps
- Prepare a report on the results of the audit
- Submit the audit letter or report, together with recommendations where appropriate, to the public body.

The Monitoring Audit Findings

The audit findings are set out according to the three sub-groups of public bodies referred to above. An overview of the information compiled on each of these subgroups is given in tabular form and then the most significant points relating to the public bodies of that subgroup are discussed. The audit of provisions 4B(a) and 4B(b) and the most significant findings arising from the audit as a whole is summarised at the end of this section. Advice and recommendations are provided in relation to addressing these significant issues, in order to assist public bodies that fall within the scope of the legislation to comply with these particular provisions. Lastly, this report includes any new information that has been gathered since the time of its writing regarding the response of the initial cohort of public bodies to the post-audit reports that were submitted to them, as well as any progress that has been made by these public bodies in the interim.

Local Authorities

There are 31 local authorities, all of which are prescribed public bodies under language legislation. They provide, according to the Local Government Management Agency, 'hundreds of services including roads; planning; housing; economic and community development; the environment, leisure and

seirbhísí dóiteáin.' I bhfianaise a raon seirbhísí a chuireann siad ar fáil a liacht údarás áitiúil féin, níor fhéidir, taobh istigh de shrianta an fhaireacháin seo, cuntas a thabhairt orthu go léir. Dá réir sin, roghnaíodh na húdaráis áitiúla sin a dtagann ceantar Gaeltachta faoina limistéir riaracháin agus na húdaráis áitiúla i gContae Bhaile Átha Cliath. Cé go bhfuil na dualgais chéanna, chomh fada agus a bhaineann sé le cearta teanga an phobail a chomhlíonadh, ar údarás áitiúil dála gach comhlachta phoiblí go deimhin, bheifí ag súil leis go mbeadh na húdaráis áitiúla sin a bhfuil ceantar Gaeltachta ina ndlínse ina n-eiseamláirí.

recreational services; libraries and fire services.' Given the range of services provided by so many local authorities, it is not possible, within the constraints of this monitoring, to account for them all. Therefore, local authorities whose administrative areas include a Gaeltacht area were selected as well as local authorities in county Dublin. Although a local authority has the same obligations, as far as implementing the language rights of the community is concerned, as all public bodies, it would be expected that those local authorities that have a Gaeltacht area in their jurisdiction would be exemplary.

Tábla 3
Údaráis Áitiúla a bhfuil ceantar Gaeltachta ina ndlínse agus na húdarais áitiúla i gContae Bhaile Átha Cliath

Table 3
Local Authorities with jurisdiction over a Gaeltacht area and the local authorities in County Dublin

Comhlacht Poiblí *Public Body*	Ball Foirne Ainmnithe 4B(a) *4B(a) Staff Member Nominated*	Achoimre sa TB 4B(b) *4B(b) Summary in AR*	Géilliúil go hiomlán *Fully Compliant*
Comhairle Cathrach agus Contae Phort Láirge *Waterford City and County Council*	✓	✓	✓
Comhairle Cathrach Bhaile Átha Cliath *Dublin City Council*	✓	✓	✓
Comhairle Cathrach na Gaillimhe *Galway City Council*	✓	✓	✓
Comhairle Contae Chiarraí *Kerry County Council*	✓	✓	✓
Comhairle Contae Dhún Laoghaire-Ráth an Dúin *Dún Laoghaire-Rathdown County Council*	✓	✓	✓
Comhairle Contae na Gaillimhe *Galway County Council*	✓	✓	✓
Comhairle Contae Fhine Gall *Fingal County Council*	✓	✓	✓
Comhairle Contae na Mí *Meath County Council*	✓	✓	✓
Comhairle Contae Chorcaí *Cork County Council*	✓	✓	✓
Comhairle Contae Mhaigh Eo *Mayo County Council*	✓	✓	✓
* Comhairle Cathrach Chorcaí * *Cork City Council*	✓	×	×
* Comhairle Contae Átha Cliath Theas * *Dublin South County Council*	✓	×	×
* Comhairle Contae Dhún na nGall * *Donegal County Council*	✓	×	×

* deimhniú faighte ón gCP nach bhfuil an mhír san áireamh
* *confirmation received from PB that the item is not included*

Torthaí an Iniúchta

Mar a fheictear ó Thábla 3 thuas, as an 13 údarás áitiúla a ndearnadh iniúchadh orthu chun críoch an fhaireacháin ar fhoráil 4B(a) bhí gach ceann díobh tar éis comhalta foirne sinsearach a ainmniú chun formhaoirsiú a dhéanamh ar chomhlíonadh oibleagáidí an chomhlachta faoin Acht seo agus chun tuairisciú a dhéanamh do Cheann an chomhlachta phoiblí i ndáil le hoibleagáidí an chomhlachta faoin Acht. Is díol misnigh agus dearfachta go bhfuil ráta comhlíonta 100% le tuairisciú i leith na forála seo.

Maidir le foráil 4B(b), bhí 23% nó 3 gcinn de na húdaráis áitiúla a áiríodh san iniúchadh seo nach raibh a dtuarascáil bhliantiúil réidh acu tráth scríofa na tuarascála seo. Díol spéise agus díoma is ea é gur thug 3 cinn acu le fios nach bhfuil mír thuairisceáin i gcomhréir le 4B(b) den reachtaíocht teanga sa tuarascáil bhliantúil nuair a fhoilseofar í. Thuairiscigh comhlacht amháin díobh sin nárbh eol dóibh ceanglas foráil 4B(b) a bheith orthu agus go ndéanfar dá réir feasta.

Ábhar agus téagar na míre tuairisciúcháin

I measc na 10 n-údarás sin a chomhlíon an foráil seo mír a chur ina dtuarascáil bhliantúil, bhain éagsúlacht mhór le hábhar agus le téagar na míre sin. Ní shainítear sa reachtaíocht a bhfuil le tuairisciú sa mhír sin ach mír a chur i dTuarascáil Bhliantúil an chomhlachta phoiblí. Ní shainítear ach an méid seo a leanas:

(b) a chinntiú go ndéanfar achoimre ar aon cheann de na nithe arna dtuairisciú dó nó di de réir mhír (a) a áireamh i dtuarascáil bhliantúil an chomhlachta lena mbaineann.

agus gurb iad na nithe sin atá le tuairisciú de réir mhír (a):

(a) ... tuarascáil a thabhairt [don cheann an chomhlachta poiblí], de réir mar is cuí, i ndáil le hoibleagáidí an chomhlachta faoin Acht seo...

Bhí dhá údarás as na 10 gcinn ghéilliúla sin nach raibh de mhír acu sa Tuarascáil Bhliantúil ach cur síos líne nó dhó go rabhthas tar éis scéim teanga nua a aontú nó go rabhthas ag leanúint de scéim teanga a chur i bhfeidhm, eadhon Comhairle Contae Fhine Gall agus Comhairle Cathrach na Gaillimhe.

Rinne dhá údarás eile díobh, eadhon Comhairle Contae Dhún Laoghaire-Ráth an Dúin agus Comhairle Contae Bhaile Átha Cliath cur síos ar a gcuid imeachtaí Gaeilge i rith na bliana.

The Monitoring Audit Findings

As can be seen from Table 3 above, of the 13 local authorities audited for the purposes of monitoring provision 4B(a), all had designated a senior member of staff to oversee the body's compliance with its obligations under this Act and to report to the Head of the public body in relation to the body's obligations under the Act. It is encouraging and positive that a 100% compliance rate can be reported in relation to this provision.

In relation to provision 4B(b), 23% or 3 of the local authorities included in this audit had not yet completed their annual report at the time of writing. Interestingly and disappointingly, 3 of them indicated that the annual report, upon publication, will not contain a report item in accordance with 4B(b) of the language legislation. One of these bodies reported that they were not aware that provision 4B(b) was required and will comply accordingly in future.

Content and structure of the reporting item

The content and substance of the section included in the annual report of the 10 authorities that adhered to this provision were significantly different. The legislation does not specify what is to be reported in that section, but rather the requirement to have an item in the public body's Annual Report. The legislation states only the following:

(b) ensure that a summary of any of the matters reported to him or her in accordance with paragraph (a) is included in the annual report of the body.

and that the matters to be reported on in accordance with paragraph (a) are:

(a) ... report to [the head of the public body] as appropriate in relation to, the obligations of the body under this Act...

Two of the 10 compliant authorities had no item in their Annual Report other than a brief description that a new language scheme had been agreed or that a current scheme was currently being implemented, namely Fingal County Council and Galway City Council.

Two other authorities, Dún Laoghaire-Rathdown County Council and Dublin County Council, described their Irish language activities during the year.

Thomas Byrne, Aire Stáit na Gaeltachta, Máirín Nic Dhonnchadha, Ceannasaí Oireachtas na Gaeilge agus An Coimisinéir Teanga ag seoladh Ghréasán Gaeilge na hEarnála Poiblí i mBÁC i Mí Iúil 2024.

Thomas Byrne, Minister of State for the Gaeltacht, Máirín Nic Dhonnchadha, Head of Oireachtas na Gaeilge and An Coimisinéir Teanga at the launch of the Public Sector Irish Language Network in Dublin, July 2024.

Ba é an bhrí a bhain trí údarás eile as a ndualgas i ndáil le tuairisciú faoi 4B(b) gur ábhar a bhain le cur i ngníomh na reachtaíochta a bhí le tuairisciú go príomha. Rinne Comhairle Contae Chiarraí cur síos achomhair ar dhualgais an chomhlachta phoiblí faoi Achtanna na dTeangacha, rud a chabhraíonn le baill an údaráis agus leis an bpobal eolas a chur ar a ndualgas agus ar a gcearta faoin reachtaíocht teanga.

Cuir síos ar mhonatóireacht ar chur i bhfeidhm na nAchtanna mar aon le cuntas ar Alt 10A – Fógraíocht agus ar an gcaoi ar comhlíonadh an fhoráil sin a rinne Comhairle Contae na Mí agus Comhairle Contae na Gaillimhe. Chloígh tuairisc Comhairle Cathrach agus Contae Phort Láirge go docht le brí lom na forála sa mhéid is gur ainmnigh sí an ball sinsearach foirne a ainmníodh faoi 4B(a) agus go ndearnadh tagairt do mhír a thuairiscigh an duine sin do cheann an chomhlachta, is é sin gearán a rinne ball an phobail faoi chomharthaíocht agus a lua gur réitíodh an gearán sin.

Ranna Stáit

18 roinn stáit atá i Rialtas na hÉireann agus rinneadh imscrúdú orthu uile chun críocha an fhaireacháin seo ar 4B(a) agus 4B(b) a chomhlíonadh. Tugtar achoimre ar ghéilliúlacht na ranna sin sa tábla seo a leanas:

Three additional authorities interpreted their reporting obligation under 4B(b) as primarily pertaining to the implementation of the legislation. Kerry County Council has provided a brief summary of the public body's obligations under the Languages Acts. This information is beneficial for both the authority and the public, as it increases their awareness of their rights and responsibilities under the language legislation.

The monitoring of the implementation of the Acts, as well as an account of Section 10A – Advertising and how this provision was complied with, was described by Meath County Council and Galway County Council. The report of Waterford City and County Council strictly adhered to the direct meaning of the provision in that it identified the senior member of staff named under 4B(a) and referenced an item that that person had reported to the head of the body, namely a complaint made by a member of the public about signage. The report also stated that the complaint had been resolved.

State Departments

There are 18 state departments and all were audited for the purposes of this monitoring of 4B(a) and 4B(b). The following table provides a summary of the departments' compliance:

Tábla 4
Ranna Stáit

Table 4
State Departments

Comhlacht Poiblí *Public Body*	Ball Foirne Ainmnithe 4B(a) *4B(a) Staff Member Nominated*	Achoimre sa TB 4B(b) *4B(b) Summary in AR*	Géilliúil go hiomlán *Fully Compliant*
An Roinn Airgeadais *Department of Finance*	✓	✓	✓
An Roinn Caiteachais Phoiblí, Seachadta ar an bPlean Forbartha Náisiúnta *Department of Public Expenditure, National Development Plan Delivery and Reform*	✓	✓	✓
An Roinn Coimirce Sóisialaí *Department of Social Protection*	✓	✓	✓
An Roinn Cosanta *Department of Defence*	✓	✓	✓
An Roinn Fiontair, Trádála agus Fostaíochta *Department of Enterprise, Trade and Employment*	✓	✓	✓
An Roinn Forbartha Tuaithe agus Pobail *Department of Rural and Community Development*	✓	✓	✓
An Roinn Gnóthaí Eachtracha *Department of Foreign Affairs*	✓	✓	✓
An Roinn Iompair *Department of Transport*	✓	✓	✓
An Roinn Turasóireachta, Cultuir, Ealaíon, Gaeltachta, Spóirt agus Meán *Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media*	✓	✓	✓
Roinn an Taoisigh *Department of An Taoiseach*	✓	✓	✓
An Roinn Comhshaoil, Aeráide agus Cumarsáide *Department of Environment, Climate and Communications*	✓	✓	✓
An Roinn Dlí agus Cirt *Department of Justice*	✓	–	✓
An Roinn Oideachais *Department of Education*	✓	–	✓
* An Roinn Tithíochta, Rialtais Áitiúil agus Oidhreachta * *Department of Housing, Local Government and Heritage*	✓	×	×
An Roinn Breisoideachais & Ardoideachais, Taighde, Nuálaíochta agus Eolaíochta *Department of Further and Higher Education, Research, Innovation and Science*	✓	✓	✓
** An Roinn Leanaí, Comhionannais, Míchumais, Lánpháirtíochta & Óige ** *Department of Children, Equality, Disability, Integration & Youth*	✓	×	×
** An Roinn Sláinte ** *Department of Health*	✓	×	×
An Roinn Talmhaíochta, Bia agus Mara *Department of Agriculture, Food & Marine*	×	✓	×

* deimhniú faighte ón gCP nach bhfuil an mhír san áireamh
* *confirmation received from PB that the item is not included*

** níl deimhniú faighte ón gCP a bhfuil an mhír san áireamh nó nach bhfuil
** *no confirmation received from PB whether the item is included or not*

Torthaí an Iniúchta

Mar a fheictear ó Thábla 4 thuas, as an 18 roinn rialtais a ndearnadh iniúchadh orthu chun críoch an fhaireacháin ar fhoráil 4B(a) bhí 17 gcinn díobh tar éis comhalta foirne sinsearach a ainmniú chun formhaoirsiú a dhéanamh ar chomhlíonadh oibleagáidí an chomhlachta faoin Acht seo agus chun tuairisciú a dhéanamh do Cheann an chomhlachta phoibl i ndáil le hoibleagáidí an chomhlachta faoin Acht. I dtaca leis an roinn eile - An Roinn Talmhaíochta, Bia agus Mara – ní bhfuarthas aon fhreagra ar chomhfhreagras ó OCT faoin ábhar seo. Ach a ndearnadh taighde deisce agus cíoradh ar shuíomh idirlín na Roinne sin, níorbh fhéidir teacht ar aon eolas i dtaobh a ghéilliúla is atá an Roinn do 4B(a). Is díol díomá é an méid sin, go háirithe nuair a chuirtear san áireamh gur Roinn Rialtais atá sa chomhlacht poiblí seo. Cé go bhfuil an dualgas céanna ar gach ceann de na 500 comhlacht poiblí a fhorordaítear faoin reachtaíocht teanga, táthar ag brath go háirithe ar na 18 Roinn Rialtais a bheith in n-eiseamláirí do na comhlachtaí poiblí eile, go háirithe an iliomad comhlachtaí a thuairiscíonn de na Ranna Rialtais sin.

Mar sin féin, tá 14 Roinn atá géilliúil go hiomlán agus tá na ranna sin le moladh as na forálacha is caibidil don iniúchadh seo a chomhlíonadh mar a éilítear orthu a dhéanamh de réir dhlí na hÉireann. Tugtar faoi deara go bhfuil dhá roinn as an 14 roinn ghéilliúla seo nach bhfuil ag comhlíonadh fhoráil 4B(b) faoi láthair ach is amhlaidh nár foilsíodh a dtuarascálacha bliantúla don bhliain 2023 go fóill toisc iad a bheith ag feitheamh ar fhaomhadh an Rialtais chun a bhfoilsithe. Mar sin féin, dhearbhaigh an dá roinn sin, An Roinn Dlí agus Cirt agus An Roinn Oideachais, i gcomhfhreagras le OCT go mbeidh mír faoi réir fhoráil 4B(b) san áireamh ina dtuarascálacha bliantúla faoi seach.

Ní hionann na ranna lánghéilliúla, áfach, ach um 77% den chohórt seo comhlachtaí poiblí agus is díol suntais agus díomá é sin go háirithe ar na cúiseanna a luaitear thuas i dtaobh an eiseamláireachais. Le linn an iniúchta seo, tháinig sé chun solais nach raibh 4 Roinn Rialtais i gcomhréir leis an reachtaíocht go hiomlán. As an 3 Roinn Rialtais atá neamhghéilliúil d'fhoráil 4B(b) – mír thuairisciúcháin sa tuarascáil bhliantúil. Ní mór a lua athuair, áfach, go bhfuil 3 cinn acu sin tar éis foráil 4B(a) a chomhlíonadh. Níor éirigh leis na trí roinn sin foráil 4B(b) a chomhlíonadh ar na cúiseanna faoi leith, arb é an chúis is coitianta acu sin (ar fud na trí chatagóir roghnaithe comhlachtaí poiblí a phléitear sa mhír seo) gur gnách le comhlachtaí poiblí, dála eagraíochtaí eile, a dtuarascáil bhliantúil a bhunú ar thuarascáil na bliana

The Monitoring Audit Findings

As can be seen from Table 4 above, of the 18 government departments audited for the purposes of monitoring provision 4B(a), 17 had designated a senior member of staff to oversee the body's compliance with its obligations under this Act and to report to the Head of the public body in relation to the body's obligations under the Act. In relation to the other department - the Department of Agriculture, Food and the Marine - no response was received to correspondence from the OCT on this matter. Desk research and a search of the Department's website revealed that no information was available regarding the Department's compliance with 4B(a). This is particularly disheartening in light of the fact that this public body is a government department. Although all of the 500 public bodies that are mandated by the language legislation are subject to the same obligation, the 18 Government Departments are particularly relied upon to be role models for the other public bodies, especially the many bodies that report to those Government Departments.

Nevertheless, 14 departments are entirely compliant, and they should be commended for adhering to the provisions outlined in this audit, as they are mandatory under Irish law. It is important to note that two of the 14 departments that are presently compliant are not currently in compliance with provision 4B(b). However, their annual reports for 2023 have not yet been published, as they are awaiting Government approval for publication. Nevertheless, both departments, Justice and Education, confirmed in correspondence with the OCT that a section subject to provision 4B(b) will be included in their respective annual reports.

Be that as it may, the fact that approximately 77% of this cohort of public bodies are wholly compliant is particularly noteworthy and disheartening, given the aforementioned reasons for exemplarity. During this audit, it transpired that 4 Government Departments were not fully compliant with the legislation. 3 of those Government Departments are non-compliant with provision 4B(b) – reporting item in annual report. It must be reiterated, however, that 3 of these have complied with provision 4B(a). The three departments that failed to comply with provision 4B(b) did so for a variety of reasons. The most prevalent reason, as seen in the three selected categories of public bodies discussed in this section, is that public bodies, like other organisations, frequently base their annual reports on the previous year's report. Due to the fact that these provisions were implemented halfway through 2023 (the year to which this monitoring

roimhe sin. De bhrí gur tháinig na forálacha seo i bhfeidhm um leathshlí tríd an mbliain 2023 (an bhliain lena mbaineann an imscrúdú faireacháin seo) - an 5 Bealtaine 2023 – is féidir a thuiscint go bhféadfadh lúb a thitim ar lár.

Is amhlaidh a tharla don Roinn Tithíochta, Rialtais Áitiúil agus Oidhreachta a thug le fios don OCT gur 'cúis aiféala don Roinn [é] agus [go bhfuil] céimeanna curtha i gcrích chun a chinntiú go mbeidh achoimre... [ina] dTuarascáil Bhliantúil i gcomhair na bliana 2024'.

Maidir leis na 2 roinn eile - An Roinn Leanaí, Comhionannais, Míchumais Lánpháirtíochta & Óige agus An Roinn Sláinte - ní rabhthas tar éis a dtuarascálacha a fhoilsiú tráth scríofa na tuarascála seo ná níor thug siad le fios go gcomhlíonfaí 4B(b) sa tuarascáil ach a bhfoilseofaí í.

Ábhar agus téagar na míre tuairisciúcháin

I measc an 15 Roinn Rialtais a chuir mír faoi réir 4B(b) ina dtuarascáil bhliantúil, idir tuarascálacha a foilsíodh agus atá le foilsiú tráth scríofa na tuarascála seo, bhain éagsúlacht mhór le hábhar agus le téagar na míre sin fearacht mar atá le tuairisciú i leith na n-údarás áitiúil thuas.

Arís eile rinne cuid de na comhlachtaí poiblí seo, amhail an Roinn Comhshaoil, Aeráide agus Cumarsáide agus an Roinn Gnóthaí Eachtracha, tagairt d'imeachtaí i nGaeilge a reáchtáladh i rith na bliana. Rinne roinnt de na comhlachtaí tagairt do bhall foirne sinsearach bainistíochta a cheapadh faoi 4B(a), amhail an Roinn Cosanta, an Roinn Comhshaoil, Aeráide agus Cumarsáide agus an Roinn Forbartha Tuaithe agus Pobail. Rinne formhór na gcomhlachtaí sa rannán seo tagairt dá gcuid oibleagáidí faoin reachtaíocht teanga mar aon le tagairt dá Scéimeanna Teanga, cuir i gcás an Roinn Comhshaoil, Aeráide agus Cumarsáide, an Roinn Airgeadais, an Roinn Fiontair, Trádála agus Fostaíochta, an Roinn Coimirce Sóisialaí, Roinn an Taoisigh agus an Roinn Iompair.

Díol suntais is ea é a mhéad tagairtí a dhéantar d'Alt 10A – Fógraíocht. B'amhlaidh a rinne an Roinn Comhshaoil, Aeráide agus Cumarsáide, Roinn an Taoisigh, an Roinn Turasóireachta, Cultuir, Ealaíon, Gaeltachta, Spoirt agus Meán, an Roinn Iompair agus an Roinn Forbartha Tuaithe agus Pobail mar shampla. Seans gurbh é ba chúis leis seo gur iarradh ar chomhlachtaí poiblí sonraí i dtaobh chomhlíonadh Alt 10A a thuairisciú i rith na bliana.

investigation pertains) on May 5, 2023, it is foreseeable that errors may occur.

This was the case with the Department of Housing, Local Government, and Heritage, which informed the OCT that '[it] is a cause for regret for the Department and [that] steps have been taken to ensure that a summary... [will] be included in the Annual Report for 2024'.

Regarding the other 2 departments - Children, Equality, Disability Integration & Youth and the Department of Health - they had not published their reports at the time of writing this report nor did they indicate that the report would comply with 4B(b) when published.

Content and structure of the reporting item

The content and scope of the section under 4B(b) in the annual reports of the 15 Government Departments that included it, both those that were published and those that were yet to be published at the time of this report, were subject to significant variation, as is the case with the reporting on local authorities above.

Once again, some of these public bodies, such as the Department of the Environment, Climate and Communications and the Department of Foreign Affairs, made reference to Irish language events held during the year. A number of bodies referred to the appointment of a senior management team member under 4B(a), such as the Department of Defence, Department of the Environment, Climate and Communications and the Department of Rural and Community Development. Most of the bodies in this section referred to their obligations under language legislation as well as referring to their Language Schemes, for example the Department of the Environment, Climate and Communications, Department of Finance, Department of Enterprise, Trade and Employment, Department of Social Protection, Department of An Taoiseach, and the Department of Transport.

The frequency with which Section 10A – Advertising is referenced is noteworthy. This was the case with the Department of the Environment, Climate and Communications, Department of An Taoiseach, the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media, the Department of Transport and the Department of Rural and Community Development, for example. This may have been due to the fact that public bodies were required to report data on compliance with Section 10A during the year.

Maidir le tuairisciú faoi nithe suntasacha a tharla i ndáil leis an reachtaíocht teanga tríd is tríd, ba í an Roinn Gnóthaí Eachtracha ba mhó a rinne amhlaidh chomh maith le cuntas gairid a thabhairt ar imeachtaí eile Gaeilge dá leithéidí eagrán Gaeilge dá nuachtlitir a chur amach agus ciorcal comhrá a eagrú do bhaill foirne.

Mar a luadh roimhe seo, ní shainítear inneachar na dtuairiscí seo sa reachtaíocht ach cuideoidh an t-imscrúdú faireacháin seo linn scagadh a dhéanamh ar a bhfuil sna tuairiscí sin go dtí seo agus leagan amach molta a chur ar fáil (ag deireadh na caibidle seo).

Rogha 20 Comhlacht

Luadh roimhe seo go bhfuil um 500 comhlacht poiblí i gceist leis na comhlachtaí poiblí a fhorordaítear faoin reachtaíocht teanga. Ach a mbaintear 13 údarás áitiúla agus 18 roinn rialtais a ndearnadh iniúchadh orthu sa cohórt seo den líon sin fágtar um 469 comhlacht poiblí a chuireann seirbhísí ar fáil don phobal. Níorbh fhéidir, dar ndóigh, cuntas a thabhairt anseo ar an líon sin agus beartaíodh dá réir díriú ar an 20 comhlacht poiblí, atá i measc na gcomhlachtaí poiblí is mó a bhíonn i dteagmháil leis an bpobal agus is mó a mbaineann an pobal leas as a gcuid seirbhísí.

The Department of Foreign Affairs provided the most comprehensive account of significant events that occurred in relation to language legislation in general, as well as a brief account of other Irish language events, such as the issuance of an Irish language edition of its newsletter and the organisation of a conversation circle for staff members.

As previously stated, the legislation does not specify the content of these reports; however, this monitoring investigation will enable us to evaluate the content of these reports to date and offer a suggested format (at the conclusion of this chapter).

20 Select Bodies

It was previously stated that approximately 500 public bodies are prescribed under the language legislation. If the 13 local authorities and 18 government departments that were audited in this cohort are excluded, the remaining number is approximately 469 public bodies that offer services to the public. Of course, it was impossible to account for that number in this context. Consequently, it was determined to concentrate on the 20 public bodies that engage with the public the most and whose services the public utilises the most.

An Coimisinéir Teanga i mbun aithisc ag Comhdháil Chumann Idirnáisiúnta na gCoimisinéirí Teanga i gCaerdydd. Ba é teideal na cainte: 'An Tábhacht a bhaineann le Luachanna Seirbhíse Poiblí i ndáil le Cearta Teanga a Chothú.'

An Coimisinéir Teanga speaking at the Conference of the International Association of Language Commissioners in Cardiff. The title of the talk was: 'The Importance of Public Service Values in Upholding Language Rights.'

Tábla 5
20 Comhlacht Poiblí atá ina measc siúd is mó caidreamh leis an bpobal

Table 5
20 Public Bodies that are among those that engage the most with the public

Comhlacht Poiblí *Public Body*	Ball Foirne Ainmnithe 4B(a) *4B(a) Staff Member Nominated*	Achoimre sa TB 4B(b) *4B(b) Summary in AR*	Géilliúil go hiomlán *Fully Compliant*
An Post	✓	✓	✓
An tÚdarás Náisiúnta Iompair *National Transport Authority*	✓	✓	✓
An tÚdarás um Shábháilteacht ar Bhóithre *Road Safety Authority (RSA)*	✓	✓	✓
Bord Bia	✓	✓	✓
Bus Éireann	✓	✓	✓
Comhairle Contae Chill Dara *Kildare County Council*	✓	✓	✓
An Coimisiún um Iomaíocht agus Cosaint Tomhaltóirí *Competition & Consumer Protection Commission (CCPC)*	✓	✓	✓
EirGrid	✓	✓	✓
Fiontraíocht Éireann *Enterprise Ireland*	✓	✓	✓
FSS *HSE*	✓	✓	✓
Líonraí Gáis Éireann *Gas Networks Ireland*	✓	✓	✓
Rasaíocht Capall Éireann *Horse Racing Ireland*	✓	✓	✓
Bonneagar Iompair Éireann *Transport Infrastructure Ireland*	✓	✓	✓
Uisce Éireann	✓	✓	✓
* Bord Soláthair an Leictreachais * *Electricity Supply Board*	✓	×	×
* Fáilte Ireland	✓	×	×
* An Ghníomhaireacht Forbartha Tionscail * *Industrial Development Agency (IDA)*	✓	×	×
Safefood – An Bord um chur chun cinn Sábháilteacht Bia *Safefood – Food Safety Promotion Board*	✓	✓	✓
* Seirbhís Fuilaistriúcháin na hÉireann * *Irish Blood Transfusion Service*	✓	×	×
Ollscoil Teicneolaíochta na Mumhan *Munster Technological University*	✓	×	×

* deimhniú faighte ón gCP nach bhfuil an mhír san áireamh
* *confirmation received from PB that the item is not included*

Torthaí an Iniúchta

Mar a fheictear ó Thábla 5 thuas, i measc an 20 comhlacht poiblí sa rannán seo a ndearnadh iniúchadh orthu chun críoch an fhaireacháin ar fhoráil 4B(a), bhí gach cean díobh tar éis comhalta foirne sinsearach a ainmniú chun formhaoirsiú a dhéanamh ar chomhlíonadh oibleagáidí an chomhlachta faoin Acht seo agus chun tuairisciú a dhéanamh do Cheann an chomhlachta phoibl i ndáil le hoibleagáidí an chomhlachta faoin Acht. Fearacht na n-údarás áitiúil thuas, is iontach an rud é a fheiceáil agus tá na comhlachtaí sin le moladh.

Maidir le céatadán na gcomhlachtaí poiblí atá lánghéilliúil, tá an figiúr, 15 as 20 nó 75% ag teacht a bheag nó a mhór le céatadán an dá rannán eile thuas (77% faoi seach).

5 comhlacht poiblí atá neamhghéilliúil d'fhoráil 4(B)b – mír thuairisciúcháin sa tuarascáil bhliantúil – agus ní mór a lua arís eile go bhfuil na comhlachtaí sin go léir tar éis foráil 4B(a) a chomhlíonadh.

I dtaca leis na 5 chomhlacht thuas (Tábla 5) nár chuir mír faoi fhoráil 4B(b) ina dtuarascáil bhliantúil, ba é an chúis ba mhó a bhí leis sin, fearacht an dá rannán eile roimhe seo, go rabhthas ag leanúint leagan amach seanbhunaithe tuarascála bliantúla agus nár cuimhníodh ar mhír a chur isteach agus i gcás aon chomhlacht amháin is amhlaidh gur tharla athrú foirne sa réimse seo a d'fhág gur thit lúb ar lár. Mar sin féin gheall na 5 chomhlacht poiblí sin go mbeidh mír chuí sa chéad tuarascáil bhliantúil eile. Tá aon chomhlacht amháin i measc na 5 cinn sin, Ollscoil Teicneolaíochta na Mumhan (MTU), a thuairiscigh go ndéantar tuairisciú bliantúil in earnáil an ard-oideachais ach a dtugtar na cuntais bhliantúla chun críche. Baineann na cuntais sin leis an mbliain acadúil ollscoile, rud a chiallaíonn nach bhfuil tuarascáil bhliantúil fhaofa ar fáil go fóill. Thug MTU le fios, áfach, go mbeidh mír faoi 4B(b) sa tuarascáil bhliantúil ach a bhfoilseofar í. I ngeall ar chóras tras-seiceála na hoifige, ní áirítear MTU i measc na gcomhlachtaí lánghéilliúla chun críoch an fhaireacháin seo.

Ábhar agus téagar na míre tuairisciúcháin

As an 15 chomhlacht phoiblí a chuir mír faoi réir 4B ina dtuarascáil bhliantúil, idir tuarascálacha a foilsíodh agus atá le foilsiú tráth scríofa na tuarascála seo, tá na míreanna sin ag teacht leis na míreanna sa dá rannán eile dá dtagraítear anseo thuas. Fearacht na ranna rialtais thuas, rinne go leor comhlachtaí sa rannán seo tagairt dá Scéim Teanga a chur i ngníomh, e.g. NTA,

The Monitoring Audit Findings

As can be seen from Table 5 above, of the 20 public bodies in this section audited for the purposes of monitoring provision 4B(a), all had designated a senior member of staff to oversee the body's compliance with its obligations under this Act and to report to the Head of the public body in relation to the body's obligations under the Act. As is the case with the local authorities mentioned above, this is extemenly engouraging and these bodies are to be commended.

The percentage of public bodies that are fully compliant, 15 out of 20 or 75%, is broadly in line with the percentage in the other two sections above (77% each).

5 public bodies are non-compliant with provision 4(B)b – a report in the annual report. It is important to reiterate that all of these bodies are compliant with provision 4B(a).

The five bodies listed above (Table 5) that did not include a section under provision 4B(b) in their annual report were primarily due to the fact that they were adhering to the established annual report format and had forgotten to include a section. In the case of one body, a change in staff in this area resulted in an error of omission. This is similar to the other two previous sections. Nevertheless, these five public bodies have pledged to incorporate a relevant section into their future annual reports. Only one of these 5 bodies, Munster Technological University (MTU), reported that annual reporting is carried out in the higher education sector after the annual accounts are finalised. These accounts relate to the university academic year, which is why an approved annual report is not yet available. MTU indicated, however, that a section under 4B(b) will be included in their annual report once it is published. Due to the office's cross-checking system, MTU is not included among the fully compliant bodies for the purposes of this monitoring.

Content and structure of the reporting item

The inclusions of the 15 public bodies that comply with section 4B in their annual report, both published and yet to be published at the time of compiling this report, are consistent with the inclusion in the other two cohorts mentioned above. As with government departments above, many bodies in this section referenced the implementation of their Language

Bus Éireann, Bonneagar Iompar Éireann, CCPC agus rinne go leor acu tagairt d'Alt 10A – Fógraíocht a bheith ina dhualgas nua acu faoin reachtaíocht teanga, e.g. An Post, Bus Éireann, Rasaíocht Capall Éireann, FSS, GNI, NTA, RSA, An Bord um chur chun cinn Sábháilteacht Bia, agus Comhairle Contae Chill Dara. Ní dhearna ach cúpla comhlacht tagairt do 4B(a) nó 4B(b) i.e. An Post, NTA, Uisce Éireann, Líonraí Gáis Éireann, Rasaíocht Capall Éireann, An Bord um chur chun cinn Sábháilteacht Bia, agus EirGrid. Tagairt lom don reachtaíocht is mó a rinne go leor de na comhlachtaí agus iad ag lua gurb ann do reachtaíocht teanga agus go bhfuil dualgais áirithe orthu dá réir e.g. FSS, RSA, NTA, Bord Bia, Fiontraíocht Éireann, CCPC, Bonneagar Iompar Éireann, An Bord um chur chun cinn Sábháilteacht Bia agus Eirgrid. Luaigh roinnt acu go rabhthas ag cur na tuarascála bliantúla ar fáil go dátheangach mar gheall ar an reachtaíocht teanga. Murab ionann agus an dá rannán roimhe seo ní dhearna ach comhlacht poiblí amháin, FSS, tagairt d'imeachtaí Gaeilge a reáchtáladh i rith na bliana.

Focal Scoir

51 chomhlacht poiblí as um 500 comhlacht poiblí a fhorordaítear faoin reachtaíocht teanga an líon comhlachtaí poiblí a ndearnadh iniúchadh orthu chun críocha an fhaireacháin seo ar a mhéad atáthar ag comhlíonadh fhorálacha 4B(a) agus 4B(b).

I dtaca le 4B(a):

comhalta foirne eile den chomhlacht a cheapadh, ón mbainistíocht shinsearach, chun formhaoirsiú a dhéanamh ar chomhlíonadh oibleagáidí an chomhlachta faoin Acht seo agus tuarascáil a thabhairt dó nó di, de réir mar is cuí, i ndáil le hoibleagáidí an chomhlachta faoin Acht seo,

tá 50 comhlacht poiblí tar éis an fhoráil seo a chomhlíonadh arb í an Roinn Talmhaíochta, Bia agus Mara an t-aon cheann acu nárbh fhéidir eolas a fháil uathu nó fúthu sa mhéid is nach bhfuil cóip dá tuarascáil bhliantúil le fáil agus nár tugadh aon fhreagra ar chomhfhreagras a sheol OCT amach faoin iniúchadh faireacháin.

Má chuirtear an Roinn neamhghéilliúil thuas as an áireamh, is díol sásaimh agus dóchais é gur ainmnigh formhór gach comhlacht poiblí ball foirne chun na gcríoch dá dtagraítear san Acht agus luaigh go leor de na comhlachtaí poiblí an ceapachán sin ina dtuarascáil bhliantúil.

Scheme, e.g. NTA, Bus Éireann, Transport Infrastructure Ireland, CCPC and many of referred to Section 10A – Advertising as being a new obligation under language legislation, e.g. An Post, Bus Éireann, Horse Racing Ireland, HSE, GNI, NTA, RSA, Food Safety Promotion Board, and Kildare County Council. Only a few bodies referred to 4B(a) or 4B(b) i.e. An Post, NTA, Uisce Éireann, Gas Networks Ireland, Horse Racing Ireland, Food Safety Promotion Board, and EirGrid. Many of the bodies made a bare reference to the legislation, stating that language legislation exists and that they have certain obligations accordingly, e.g. HSE, RSA, NTA, Bord Bia, Enterprise Ireland, CCPC, Transport Infrastructure Ireland, Food Safety Promotion Board and EirGrid. Some mentioned that the annual report was being made available bilingually due to language legislation. Unlike the previous two sections, only one public body, the HSE, made reference to Irish language events held during the year.

In Conclusion

The number of public bodies that were audited for the purposes of this monitoring to determine the extent to which provisions 4B(a) and 4B(b) are being complied with is 51 out of around 500 public bodies prescribed under the language legislation.

In relation to 4B(a):

appoint, from senior management, another member of staff of the body to oversee the performance of, and report to him or her as appropriate in relation to, the obligations of the body under this Act,

50 public bodies have adhered to this provision; the Department of Agriculture, Food, and the Marine is the sole body from which information could not be obtained. This is due to the fact that a copy of its annual report is unavailable, and the OCT did not receive a response to correspondence regarding the monitoring audit.

The majority of public bodies have nominated a staff member for the purposes referred to in the Act, and many of these bodies have mentioned this appointment in their annual report. Even if we exclude the non-compliant Department mentioned above, this is heartening and encouraging.

I dtaca le 4B(b):

a chinntiú go ndéanfar achoimre ar aon cheann de na nithe arna dtuairisciú dó nó di de réir mhír (a) a áireamh i dtuarascáil bhliantúil an chomhlachta lena mbaineann,

as an 51 chomhlacht poiblí a scrúdaíodh don iniúchadh seo,

1. Dheimhnigh 9 gComhlacht Poiblí nár chuir siad aon achoimre chun críoch alt 4B(b) san áireamh ina dTuarascáil Bhliantúil do 2023.
2. Níor dhearbhaigh 2 chomhlacht poiblí ar shásaigh siad alt 4B(b) nó nár shásaigh maidir le hachoimre a chur san áireamh ina dTuarascáil Bhliantúil do 2023.
3. Dhearbhaigh 2 chomhlacht poiblí go gcuirfidh siad achoimhre san áireamh tráth a mbeidh Tuarascáil Bhliantúil 2023 á foilsiú.

Is ionann an líon Comhlacht Poiblí neamhghéilliúil i gcohórt 1 agus 2 thuas agus 22%. Bhain cúiseanna áirithe leis seo dá dtagraítear sa mhiontráchtaireacht thuas de bhun geallúintí a tugadh do OCT le linn an phróisis faireacháin seo agus tá súil go mbeidh mír chuí ag 13 díobh sa chéad tuarascáil bhliantúil eile.

Mar is léir ón tráchtaireacht ar na míreanna sin atá, nó a bheidh, i dtuarascáil bhliantúil na bliana atá faoi chaibidil san iniúchadh faireacháin seo, bhain éagsúlacht mhór le hinneachar na míreanna sin, idir tagairt ghinearála cúpla líne don reachtaíocht teanga, tagairt ghairid don scéim reatha teanga a chur i bhfeidhm, tagairt d'Alt 10A – Fógraíocht agus cuir síos ar imeachtaí Gaeilge.

In relation to 4B(b):

ensure that a summary of any of the matters reported to him or her in accordance with paragraph (a) is included in the annual report of the body,

of the 51 public bodies examined for this audit,

1. 9 Public Bodies confirmed that they did not include any summary for the purposes of section 4B(b) in their Annual Report for 2023.
2. 2 public bodies did not confirm if they complied with section 4B(b) in relation to including a summary in their 2023 Annual Report.
3. 2 public bodies have confirmed that they will include a summary when publishing their 2023 Annual Report.

That number represents 22% of non-compliant public bodies in cohorts 1 and 2 above . As mentioned in the comprehensive commentary above, there were specific reasons for this. Based on promises made to OCT during this monitoring process, it is expected that 13 of those public bodies will include an appropriate section in their next annual report.

The content of the items included in the annual report for the year under review in this monitoring audit was highly varied, as evidenced by the commentary. These inclusions ranged from a brief reference to language legislation, a general reference of a few lines, a reference to the current language scheme, a reference to Section 10A – Advertising, and a description of Irish language events.

FAIREACHÁN AR IMSCRÚDUITHE

An Post

Achoimre

Léirigh imscrúdú gur sháraigh An Post na dualgais reachtúla teanga a dhaingnítear:

- i bhfo-alt 18(1) d'Acht na dTeangacha Oifigiúla, 2003 a fhad is a bhaineann sé le feidhmiú na ngealltanas sa Scéim Teanga a dhaingnigh an comhlacht poiblí maidir le:
  - seirbhísí idirghníomhacha ar líne a bheith ar fáil go comhuaineach sa dá theanga oifigiúla (Scéim Teanga, Beart 10.1)
  - leagan dátheangach d'ábhar statach a sholáthar ar shuíomh gréasáin (Mír 10.1)
- i bhfo-alt 9(2) d'Acht na dTeangacha Oifigiúla, 2003, ach cosc á chur ar dhuine cumarsáid a dhéanamh ina rogha teanga oifigiúla, trí fheidhm a thabhairt do chóras ar líne maidir le táille imréitigh custam a chur ar fáil i mBéarla amháin
- in Ionstraim Reachtúil Uimh. 391 de 2008 ach comhartha neamhghéilliúil a chur in airde i suíomh de chuid An Post.

Príomh-mholtaí an imscrúduithe

Is iad príomh-mholtaí an imscrúdaithe:

Moladh go gcuirfeadh An Post plean feidhmithe faoi bhráid Oifig an Choimisinéara Teanga a chuimseodh na gnéithe seo a leanas:

- Go n-ullmhófaí beart feasachta ar fud an chomhlachta phoiblí le hoiliúint a chur ar bhaill foirne maidir le ceanglas reachtúil na heagraíochta agus í ag cloí le dualgais reachtúla teanga.
- Go bhforbrófaí treoirlínte foirne a chinnteoidh go gcuirfear an dualgas reachtúil ina Scéim Teanga san áireamh as seo amach agus pleanáil ar bun maidir le seirbhísí idirghníomhacha nua a dhearadh agus a

INVESTIGATIONS MONITORING

An Post

Summary

An investigation revealed that An Post breached the statutory language obligations enshrined:

- in subsection 18(1) of the Official Languages Act 2003 in relation to the implementation of committments contained in the Language Scheme ratified by the public body in respect of:
  - interactive online services being available simultaneously in both official languages (Language Scheme, Measure 10.1)
  - providing a bilingual version of static content on a website (Section 10.1)
- in subsection 9(2) of the Official Languages Act 2003, by prohibiting a person from communicating in their official language of choice in providing an online system for customs clearance fees in English only
- in Statutory Instrument No. 391 of 2008 by erecting a non-compliant sign in an An Post location.

Main recommendations of investigation

Main recommendations of investigation:

It was recommended that An Post submit an implementation plan to the Office of An Coimisinéir Teanga which would include the following elements:

- That an awareness measure be prepared across the public body to train staff regarding the organisation's statutory obligation to comply with language legislation.
- That staff guidelines be established to guarantee that the statutory obligation in its Language Scheme is adhered to in the future, and that preparations be made for the design and implementation of new

shuiteáil, cibé a dhéanann An Post féin é nó a dhéantar thar ceann an chomhlachta é.

- Go bhforbrófar treoirlínte foirne maidir le hoibriú suíomh gréasáin An Post, cur chuige a chinnteoidh go gcoinneofar ábhar Gaeilge an tsuímh gréasáin cothrom le dáta.
- Go gcuirfí beartas i bhfeidhm lena chinntiú go bhfuil an córas ar líne maidir le táille imréitigh custam ar fáil sa dá theanga oifigiúla.

An obair iniúchta

Scríobh m'Oifig chuig An Post an 7 Meitheamh 2024, agus lorgaíodh eolas cothrom le dáta ar an dul chun cinn a rinneadh i dtaca le moltaí an imscrúdaithe a chur i bhfeidhm. Lorgaíodh síneadh ama an 24 Meitheamh 2024 agus ceadaíodh an síneadh ama sin chun freagra a chur ar fáil.

I mí Iúil 2024, chuir An Post comhfhreagras ar fáil inar glacadh leis na moltaí. Tugadh le fios go raibh An Post tiomanta do na dualgais atá air faoi Acht na dTeangacha Oifigiúla agus do dhul i ngleic leis an saincheisteanna a bhí fós le réiteach.

Cuireadh in iúl dúinn go raibh oiliúint á cur ar bhaill foirne nua a bhí ag teacht isteach maidir le ceanglas reachtúil na heagraíochta mar chuid den phróiseas ionduchtúcháin. Tugadh le fios go raibh rannóg acmhainní i nGaeilge le fáil ar an inlíon do bhaill foirne agus go raibh eolas úsáideach sa mhír sin ar sheirbhísí aistriúcháin, ar an scéim teanga agus ar na ceanglais reachtúla teanga atá ar An Post.

Sa chomhfhreagras céanna cuireadh in iúl dúinn go rabhthas ag obair ar fhéidearthachtaí i ndáil le hoiliúint rialta i bhfeasacht teanga a chur ar fáil don fhoireann reatha. Tugadh le fios go bhfuil os cionn 10,000 duine ag obair le An Post agus go dtógfadh sé tamall córas a chur i bhfeidhm a bheidh in ann freastal ar riachtanais na bhfostaithe go léir.

Tugadh le fios go n-eiseofaí nóta faisnéise i mí Iúil agus arís i mí na Nollag chuig an bhfoireann ar fad a mheabhródh dóibh na n-oibleagáidí Gaeilge atá ar An Post. Anuas air sin, tugadh le fios go raibh rannóg 'acmhainní Gaeilge' ar an inlíon úsáideach agus ar fáil do bhaill foirne.

Mhínigh An Post go raibh próisis inmheánach nua i bhfeidhm maidir le haistriúchán ar ábhar agus an t-ábhar sin a uaslódáil go dtí an suíomh gréasáin. De réir an phróisis sin, 'éilíonn an fhoireann gréasáin go ndéanfar an leagan Gaeilge d'ábhar a uaslódáil ag an am céanna leis an téacs i mBéarla'.

interactive services by An Post or on behalf of the public body.

- That staff guidelines be developed regarding the operation of the An Post website, an approach that will ensure that the website's Irish language content is kept up to date.
- That a policy be implemented to ensure that the online customs clearance fee system is available in both official languages.

Audit work

My Office wrote to An Post on 7 June 2024, seeking an update on the progress made in implementing the investigation's recommendations. On June 24 2024, an extension of time was requested in order to submit a response.The extension was granted.

In July 2024, An Post provided correspondence accepting the recommendations. It stated that An Post was dedicated to fulfilling its responsibilities under the Official Languages Act and to resolving the outstanding issues.

We were informed that new incoming staff were being trained in the organisation's statutory requirements as part of the induction process. It was noted that an Irish language resource section was available on the intranet for staff members containing useful information on translation services, the language scheme and the statutory language obligations of An Post.

In the same correspondence, we were informed that efforts were underway to investigate the feasibility of offering regular language awareness training to current employees. It was noted that An Post employs more than 10,000 individuals and that it would require a significant amount of time to establish a system that can accommodate the requirements of all employees.

It was stated that a memo would be issued in July and again in December to all staff reminding them of An Post's Irish language obligations. In addition, it was noted that the 'Irish language resources' section on the intranet was particularly useful and available to staff members.

An Post explained that new internal processes were in place regarding content translation and uploading to the website. The process requires 'that the Irish version of content be uploaded at the same time as the English text'.

Tugadh le fios go bhfuil foireann gréasáin An Post ag obair chun an t-ábhar go léir a aistriú ó chóras oibriúcháin reatha Kentico 12 go dtí an córas gréasáin nuashonraithe Kentico 13. Dúradh go raibh an fhoireann gréasáin, mar chuid den obair sin, ag bogadh leathanaigh ón seanchóras go dtí an córas nua agus gur obair leanúnach é sin.

Dúradh go raibh an t-oifigeach Gaeilge ag obair le haistritheoirí gairmiúla chun ábhar stairiúil agus reatha a aistriú agus a chur le scuaine an tsuímh gréasáin lena uaslódáil. Tugadh le fios go ndearnadh dul chun cinn ar an ábhar sin agus go rabhthas ag tabhairt aghaidh ar na saincheisteanna atá fós le réiteach.

Tugadh le fios go raibh 900 leathanach ar shuíomh An Post an tráth sin i bhfeidhmchláir éagsúla. Maíonn An Post go bhfuil codanna móra den suíomh i nGaeilge anois agus gur féidir teacht ar an ábhar sin go héasca.

Míníodh go ndéantar aistriúchán ar cháipéisí nua mar ghnáthnós oibre de réir an chláir 'sheasta' aistriúcháin atá ann. Ar mhaithe le dul i ngleic leis an éileamh méadaithe ar aistriúchán, thug An Post le fios gur cuireadh le líon na n-aistritheoirí le míonna beaga roimhe sin chun freastal ar an éileamh agus go raibh siad ag obair go dian chun a gcuid ceanglas dlíthiúil faoin reachtaíocht teanga a chomhlíonadh chomh maith le riachtanais an ghnó agus na gcustaiméirí.

I dtaca leis an ábhar stairiúil an suíomh gréasáin, tugadh le fios gur tugadh tús áite do na rannóga An Nollaig agus leathanaigh a bhaineann leis na Gradaim Leabhar. Tugadh le fios go ndearnadh nuashonrú ar an leathanach baile chun rannóga Gaeilge a bhí in easnamh a chur san áireamh. Cuireadh tús le hobair aistriúcháin ar phríomhrannóga eile an tsuímh gréasáin. Tugadh le fios go raibh dúshlán níos mó ag baint le leathanaigh a éilíonn obair forbartha agus go dtógann siad seo níos faide le cur i gcrích.

Tá leaganacha Gaeilge fhoirmeacha Airgid An Post ar fad le fáil ar an suíomh gréasáin anois.

Tugadh le fios gur aistríodh agus gur uaslódáladh nó gur leasaíodh os cionn 80 leathanach inneachair ar an láithreán gréasáin idir Samhain 2023 agus Meitheamh 2024.

I dtaca leis an gcóras ar líne maidir le táillí imréitigh custam, tugadh le fios go raibh An Post ag obair air chun é a chur ar fáil sa dá theanga oifigiúla; dúradh go raibh formhór an inneachair i nGaeilge ach nár mhór obair forbartha a dhéanamh ar na gnéithe nár aistríodh. Tugadh le fios gur aistríodh an téacs agus go raibh tús áite á thabhairt dó sin sa riaráiste oibre.

It was stated that An Post's web team is working to migrate all content from the current Kentico 12 operating system to the updated Kentico 13 web system. The correspondence indicated that the web team was in the process of migrating pages from the old system to the new system as part of the project. This work was ongoing.

It also stated that the Irish language officer was working with professional translators to translate historical and current material which would be queued for upload to the website. It indicated that progress had been made on this matter and that the outstanding issues were being addressed.

It stated that there were 900 pages on the An Post site at that time in various applications. An Post claims that large parts of the site are now in Irish and that this content can be easily accessed.

According to the current 'continuous' translation programme, the translation of new documents is a standard procedure. The number of translators has been increased in recent months to meet the increased demand for translation, as indicated by An Post. The translators are working diligently to meet the legal requirements of language legislation, as well as the needs of the business and customers.

In relation to the historical content of the website, it was indicated that priority was given to the Christmas sections and pages relating to the Book Awards. It was indicated that the homepage had been updated to include Irish language sections that previously were not available. Translation work has begun on the other main sections of the website. It was stated that pages that require development work were more challenging and took longer to complete.

Irish versions of all An Post Money forms are now available on the website.

It was stated that over 80 pages of content were moved, uploaded or modified on the website between November 2023 and June 2024.

An Post reported it was in the process of ensuring that the online system for customs clearance fees was accessible in both official languages. The majority of the content was in Irish, but development work was required for the remaining components that had not yet been translated. It was reported that the text had been translated and that this had been flagged in the backlog of work.

Cuireadh nasc faoi bhráid na hOifige chuig inneachar Gaeilge nua nó nuashonraithe ar an suíomh gréasáin.

Scríobh m'Oifig arís chuig An Post an 12 Lúnasa 2024 inar fáiltíodh roimh na céimeanna a bhí siad a ghlacadh chun dul i ngleic le moltaí an imscrúdaithe a chur i bhfeidhm agus inar iarradh faisnéis bhreise a chur faoi bhráid na hOifige. Lorgaíodh faisnéise bhreise i dtaca leis na hábhair seo a leanas:

a) Cuntas a thabhairt ar an gcóras aontaithe i dtaca le hoiliúint rialta i bhfeasacht teanga a chur ar fáil don fhoireann reatha,

b) Spriocdháta sonrach a chur ar fáil faoina mbeadh an córas ar líne a bhaineann le táille imréitigh custaim ar fáil sa dá theanga oifigiúla,

c) Tuairisc cothrom le dáta maidir leis an dul chun cinn a rinneadh ar shuíomh gréasáin an chomhlachta a chur faoi bhráid na hOifige faoin 23 Meán Fómhair 2024,

d) Cóip de na treoirlínte foirne atá i bhfeidhm a chinnteoidh go bhfuil an dualgas reachtúil ina scéim teanga san áireamh le linn seirbhís idirghníomhach nua a dhearadh agus a shuiteáil, idir sheirbhís de chuid An Post féin nó thar ceann an chomhlachta phoiblí sin.

e) Cóip den mheabhrúchán a eisíodh chuig an bhfoireann chuí chun na ceanglais reachtúla teanga agus na nósanna imeachta i dtaca le haon seirbhís nua a bheifear a dhearadh a chur i gcuimhne don fhoireann sin a chur faoi bhráid na hOifige.

Chuir An Post faisnéis bhreise faoi mo bhráid i bhfreagra dar dáta an 6 Meán Fómhair 2024. Tugadh le fios go raibh oiliúnt as Gaeilge á chur ar fáil don fhoireann i gcónaí agus go rabhthas ag plé le soláthróirí an tráth sin i dtaca leis an gcéad chéim eile de ranganna Gaeilge a chur ar fáil don fhoireann.

I dtaca leis an gcóras ar líne maidir le táille imréitigh custam a cuireadh ar fáil i mBéarla amháin, dúradh gur ghá obair forbartha a dhéanamh ina leith agus go raibh an scéal níos casta ná mar a síleadh ar dtús dá bharr. Táthar ag fanacht le huasdátú ón bhforbróir.

Tugadh le fios go rabhthas ag obair ar an suíomh gréasáin agus go gcuirfí tuairisc cothrom le dáta faoi bhráid na hOifige faoin 23 Meán Fómhair faoi mar a iarradh. Tugadh le fios go mbíodh plé leanúnach idir An Post agus an fhoireann ceannaigh maidir leis na dualgais reachtúla a thagann faoin ngealltanas scéime lena chinntiú go gcuirtear riachtanais Ghaeilge san

A link to new or updated Irish language content on the website was submitted to the Office.

On 12 August 2024, my office wrote to An Post once more, expressing its appreciation for the actions they were taking to resolve the implementation of the investigation's recommendations and requesting that they provide additional information. Additional information was sought in relation to the following matters:

a) Provide an account of the agreed system for providing regular language awareness training to current staff,

b) Provide a specific deadline by which the online customs clearance fee system would be available in both official languages,

c) Submit an updated report on the progress made on the company's website to the Office by 23 September 2024,

d) A copy of the staff guidelines that are currently in effect to ensure that the statutory obligation in its language scheme is considered when designing and deploying a new interactive service by An Post or on behalf of that public body.

e) The Office will be provided with a copy of the circular that was distributed to the relevant staff members of the organisation, reminding them of the statutory language requirements and the procedures for any new service that is being designed.

An Post submitted additional information in a response dated 6 September 2024. It was stated that staff members were receiving ongoing training in Irish, and negotiations were presently underway with providers to determine the subsequent phase of Irish language instruction.

In relation to the online customs clearance fee system which was made available in English only, it was stated that development work was required and that the situation was therefore more complex than initially thought. An Post is awaiting an update from the developer.

It was stated that work was being done on the website and that an updated report would be submitted to the Office by 23 September as requested. The purchasing team and An Post were said to be in ongoing discussion regarding the statutory obligations that are included in the scheme commitment to ensure that

áireamh agus seirbhísí idirghníomhacha nua ar line á bpleanáil. Tugadh le fios gur tugadh deacrachtaí faoi deara i gcásanna nach féidir leagan Gaeilge de tháirge a chur ar fáil – córas a bhféadfadh úsáid intleachta saorga a bheith san áireamh ann.

Cuireadh cóip ar fáil den mheabhrúchán a eisíodh chuig an bhfoireann i mí Lúil chun na ceanglais reachtúla teanga agus na nósanna imeachta i dtaca le haon seirbhís nua a bheidh á dhearadh a chur i gcuimhne dóibh. Tugadh le fios gur roinneadh an t-eolas ar an aip foirne chomh maith.

Ina theannta sin, cuireadh roinnt seatanna scáileáin den inlíon atá le fáil ag an bhfoireann lena chinntiú go mbíonn siad ar an eolas faoina ndualgais reachtúla teanga faoi Acht na dTeangacha Oifigiúla agus go gcloíonn siad leo ar fáil, mar fhianaise. Tugadh le fios go gcoinníonn Oifig na Gaeilge an t-eolas sin cothrom le dáta.

I litir dar dáta an 24 Meán Fómhair 2024, tugadh le fios go raibh ábhar á bhogadh ón gcóras oibriúcháin Kentico 12 go dtí an córas gréasáin nuashonraithe Kentico 13 agus go raibh athbhreithniú á dhéanamh ar na leathanaigh féachaint an raibh an leagan Gaeilge ceart. I gcásanna ina raibh inneachar Gaeilge in easnamh, bhíothas á thabhairt faoi deara agus á chur i scuaine na míreanna a bhí le haistriú. Ina theannta sin tugadh le fios go ndearnadh athbhreithniú ar thuairim agus 130 leathanach, gur cuireadh ábhar nua i nGaeilge leis an suíomh le cúpla seachtain roimhe sin agus go ndearnadh aistriúchán ar leathanaigh eile agus go raibh siadsan i scuaine na míreanna a bhí le huaslódáil. Bhíothas ag súil lena mbeith beo faoi dheireadh mhí Dheireadh Fómhair. Tugadh le fios chomh maith gur seoladh meabhrúchán chuig na heagarthóirí gréasáin ar fad sna rannóga éagsúla in An Post.

Tugadh le fios an 25 Deireadh Fómhair 2024, go raibh an córas ar líne le haghaidh táille imréitigh custam beagnach réidh agus go ndéanfaí teagmháil leis an Oifig arís ach an córas sin a bheith beo.

Glacadh buíochas le An Post as an Oifig a choinneáil ar an eolas.

An 10 Nollaig 2024, scríobh m'Oifig chuig An Post arís agus lorgaíodh eolas crothrom le dáta. Fuarthas ríomhphost an lá dár gcionn a thug le fios gur aistríodh an t-ábhar agus go ndearnadh an obair forbartha a bhí ag teastáil ar an gcóras ar líne le haghaidh na táille imréitigh custaim. Le linn na dtástálacha ar an gcóras,

Irish language requirements are considered when developing new interactive online services. It was noted that challenges were encountered in instances where an Irish version of a product could not be provided, a system that could potentially incorporate artificial intelligence.

The Office was provided with a copy of the circular that was distributed to the relevant staff members of the organisation, reminding them of the statutory language requirements and the procedures for any new service that is being designed. It was indicated that the information was also shared on the team app.

Furthermore, evidence was provided in the form of numerous photographs of the intranet that was accessible to staff to guarantee that they were cognisant of and adhered to their statutory language obligations under the Official Languages Act. It was noted that the Irish Language Office keeps this information up to date.

In a letter dated 24 September 2024, it was noted that content was being moved from the Kentico 12 operating system to the updated Kentico 13 web system and that the pages were being reviewed to ensure that the Irish version was correct. In cases where Irish content was missing, it was noted and items were queued for translation. In addition, it was reported that a review had been conducted on 130 pages, that new content in Irish had been added to the site in the preceding weeks, and that other pages had been translated and were queued for uploading. It was expected to be live by the end of October. It was also reported that a reminder had been sent to all web editors in the various departments in An Post.

It was stated on 25 October 2024 that the online system for customs clearance fees was almost ready and that the Office would be contacted again once that system was live.

An Post was thanked for keeping the Office informed.

On 10 December 2024, my Office wrote to An Post again and requested up-to-date information. An email was received the next day indicating that the material had been transferred and that the required development work had been carried out on the online

tháinig sé chun solais go raibh deacracht le leathanach amháin. Dúradh go ndearnadh treániarracht na deacrachtaí a réiteach ach toisc gur tháinig reo cóid i bhfeidhm ar an suíomh an 18 Samhain nárbh fhéidir réiteach a fháil um an dtaca sin. Tugadh le fios go raibh tús áite ag an obair sa scuaine oibre agus go mbeifí ag obair air i mí Eanáir ach an reo cóid a bheith imithe in eag. Ina fhianaise sin, cuireadh roinnt seat den scáileán ar fáil a léirigh gur cruthaíodh an t-aistear sin i nGaeilge.

Tugadh le fios athuair an 23 Nollaig, go mbeifí i dteagmháil le hOifig an Choimisinéara Teanga arís i mí Eanáir i dtaca leis an uasdátú.

Príomhfhionnachtain

Tá teagmháil ar bhonn rialta idir m'Oifig agus An Post maidir le cur i bhfeidhm na moltaí a rinne mé san imscrúdú.

Amlíne

Tús teagmhála: 7 Meitheamh 2024
Teagmháil is déanaí: 24 Nollaig 2024

system for the customs clearance fee. During system tests, it became apparent that there was a problem with one page. A concerted effort was made to resolve the difficulties, but a solution wasn't possible at that time due to a code freeze on the site on 18 November, as was stated. It was stated that the work had priority in the work queue and that it would be worked on in January once the code freeze had been resolved. To that end, several screenshots were provided showing that journey in Irish.

It was stated again on December 23rd that the Office of An Coimisinéir Teanga would be contacted again in January regarding the update.

Main finding

My Office has regular contact with An Post regarding the implementation of the recommendations made in the investigation.

Timeline

Contact initiated: 07 June 2024
Latest contact: 24 December 2024

Efa Gruffudd Jones, Coimisinéir Teanga na Breatnaise, Shirley C. MacLean, Coimisinéir na dTeangacha Oifigiúla, New Brunswick, Ceanada agus An Coimisinéir Teanga ag Comhdháil Chumann Idirnáisiúnta na gCoimisinéirí Teanga i gCaerdydd i Meitheamh 2024.

Efa Gruffudd Jones, the Welsh Language Commissioner, Shirley C. MacLean, the Official Languages Commissioner, New Brunswick, Canada and An Coimisinéir Teanga at the Conference of the International Association of Language Commissioners in Cardiff in June 2024.

Feidhmeannacht na Seirbhíse Sláinte

Achoimre

Léirigh imscrúdú a tugadh chun críche le linn na bliana 2022 gur sháraigh Feidhmeannacht na Seirbhíse Sláinte (FSS) an dualgas reachtúil teanga a dhaingnítear i bhfo-alt 9(2) d'Acht na dTeangacha Oifigiúla, 2003, ach córas déanta coinní a chur i bhfeidhm don vacsaín phapalómaivíris dhaonna (HPV) nár chuir san áireamh cumarsáid i scríbhinn i nGaeilge ón bpobal leis an bhFeidhmeannacht.

Príomh-mholtaí an imscrúduithe

Ba iad príomh-mholtaí an imscrúdaithe go gcinnteofar feasta go ndéanfar soláthar don chumarsáid i scríbhinn sa dá theanga oifigiúla i dtaca le seirbhís ar bith dá cuid agus nach mbeidh aon bhac ar chumarsáid i scríbhinn i gceachtar de na teangacha oifigiúla. I gcás aon seirbhíse idirghníomhaí ar líne a chuireann FSS ar fáil mar mhodh cumarsáide chun iarratas a dhéanamh ar sheirbhís nó chun sochar a iarraidh, moladh:

a) Go ndéanfar an tseirbhís sin a sholáthar sa dá theanga oifigiúla d'fhonn seirbhís ar comhchéim a chinntiú, nó

b) Sa chás go mbeadh an áis sin i dteanga oifigiúil amháin go gcinnteofaí go mbeadh slí ar fáil lena bhféadfaí cumarsáid i scríbhinn a dhéanamh sa teanga oifigiúil eile chun an t-iarratas a dhéanamh agus nach mbeadh bac ar chumarsáid i scríbhinn leis an gcomhlacht poiblí i gceachtar den dá theanga oifigiúla i dtaca leis an ngnó.

An obair iniúchta

Déanann m'Oifig faireachán rialta ar chomhlíonadh mholtaí an imscrúdaithe seo agus bíonn cumarsáid rialta idir FSS agus m'Oifig.

Scríobh m'Oifig chuig FSS an 23 Eanáir 2024 agus lorgaíodh liosta de theidil na seirbhísí idirghníomhacha atá an Fheidhmeannacht a úsáid, seirbhísí atá dírithe ar an bpobal i gcoitinne. Bhí freagra dlite ar an litir seo faoin 14 Feabhra 2024. Eisíodh meabhrúchán an 5 Márta 2024 nuair nach bhfuarthas aon fhreagra. Rinne FSS teagmháil teileafóin le m'Oifig an 7 Márta 2024 agus tugadh le fios go raibh siad ag obair ar an bhfreagra.

Eisíodh meabhrúchán eile ar an ábhar an 19 Aibreán 2024.

An 3 Bealtaine agus 4 Bealtaine 2024, tháinig ríomhphoist ó FSS a ghlac leithscéal as an moill agus

Health Service Executive

Summary

An investigation completed during 2022 revealed that the Health Service Executive (HSE) breached the statutory language obligation enshrined in subsection 9(2) of the Official Languages Act, 2003, by implementing an appointment-making system for the human papillomavirus (HPV) vaccine that did not include written communication in Irish from the public to the Executive.

Main recommendations of investigation

The investigation's primary recommendations were to guarantee that written communication in both official languages will be available for any of its services in the future and that there will be no impediment to written communication in either of the official languages. In the case of any interactive online service provided by the HSE as a means of communication to apply for a service or claim a benefit, it is recommended that:

a) this service be provided in both official languages in order to ensure equality, or

b) In the event that this facility is available in only one official language, it will be guaranteed that a method of communication in the other official language is available to submit the application in writing. Additionally, there will be no impediment to communicating in writing with the public body in either official language regarding the business.

Audit work

My Office regularly monitors compliance with the recommendations of this investigation and there is regular communication between the HSE and my Office.

On January 23, 2024, my office contacted the HSE and requested a list of the titles of the interactive services that the HSE uses and that are intended for the general public. A response to this letter was due by 14 February 2024. A reminder was issued on 5 March 2024 when no response was received. The HSE contacted my Office by telephone on 7 March 2024 and advised that a response was being prepared.

A further reminder on the matter was issued on 19 April 2024.

On 3 and 4 May 2024, emails were received from the HSE apologising for the delay and a list of the

bhí liosta de na seirbhísí idirghníomhacha a chuireann FSS ar fáil faoi iamh. Tugadh le fios gur seirbhísí náisiúnta iad seirbhísí ginearálta a sheachadtar go lárnach agus go bhfuil gach scáileán idirghníomhach agus teachtaireachtaí cumarsáide ar fáil i mBéarla agus i nGaeilge. Tugadh le fios chomh maith go gcuirtear seirbhísí nach seirbhísí ginearálta iad ar fáil go réigiúnach agus cé go bhfuil na scáileáin idirghníomhacha ar fáil i mBéarla agus i nGaeilge, go bhfuil clár oibre ar siúl chun na teachtaireachtaí 'áitiúla' go léir a aistriú ós rud é gur teachtaireachtaí saindeartha iad nach bhfuil caighdeánaithe ar fud na réigiún.

Scríobh m'Oifig chuig FSS an 8 Bealtaine 2024 agus lorgaíodh an seoladh gréasáin a úsáideann an pobal le rochtain a fháil ar na córais a bhí beo an tráth sin. Bhí freagra dlite ar an gcomhfhreagras sin faoin 22 Bealtaine 2024.

Eisíodh meabhrúcháin an 24 Bealtaine 2024 agus an 10 Iúil 2024 nuair nach bhfuarthas freagra. Tháinig comhfhreagras dar dáta an 15 Iúil 2024 ó FSS inar tugadh le fios gur seoladh ábhar na fiosruithe ar aghaidh chuig an rannóg digiteachta d'fhonn freagra a fháil ina leith.

I gcomhfhreagras a fuarthas ó FSS an 16 Iúil 2024, glacadh leithscéal as moille an chomhfhreagrais. Cuireadh in iúl nach raibh an tseirbhís shonrach ag feidhmiú a thuilleadh. I dtaca leis na saincheisteanna a sonraíodh, tugadh le fios go raibh roinnt céimeanna i bhfeidhm chun cáilíocht phróisis aistriúcháin na seirbhísí digiteacha poiblí a fheabhsú.

Sa chomhfhreagras céanna, tugadh le fios gur ar an aip atá le seoladh roimh dheireadh na bliana 2024 a bheas na córais ar fáil. Tugadh le fios go ndearnadh roinnt obair deartha sa chúlra chun a chinntiú go léirítear athruithe sna leaganacha teanga go léir ag an am céanna. Beidh aip na seirbhísí láir ar fáil i nGaeilge agus i mBéarla.

I mí Lúnasa 2024, scríobh m'Oifig chuig FSS inar lorgaíodh soiléiriú i dtaca leis na seirbhísí idirghníomhacha. Tugadh le fios do m'Oifig roimhe sin go raibh na seirbhísí idirghníomhacha a bhí dírithe ar an bpobal ar fáil i nGaeilge agus i mBéarla agus sa chomhfhreagras is déanaí ó FSS, cuireadh in iúl gur ar aip a bhí le seoladh roimh dheireadh na bliana 2024 a bheadh na córais sin ar fáil feasta. Lorgaíodh deimhniú maidir le:

- cé na seirbhisí a bheidh ar fáil ar an aip, agus
- leagan Gaeilge a bheith ar fáil ag an am céanna leis an leagan Béarla.

interactive services provided by the HSE was enclosed. It was noted that general services are national services that are delivered centrally and that all interactive screens and communication messages are available in English and Irish. It was also noted that non-general services are provided regionally and that while the interactive screens are available in English and Irish, a programme of work is underway to translate all 'local' messages as they are bespoke messages that are not standardised across regions.

My Office wrote to the HSE on 8 May 2024 and sought the web address used by the public to access the systems that were live at that time. A response to this letter was due by 22 May 2024.

Reminders were issued on 24 May 2024 and 10 July 2024 when no response was received. Correspondence dated 15 July 2024 was received from the HSE indicating that the subject of the queries had been forwarded to the digital department for a response.

In correspondence received from the HSE on 16 July 2024, an apology was offered for the delay in the correspondence. It was reported that the specific service was no longer operating. In relation to the issues identified, it was indicated that a number of steps were in place to improve the quality of the translation process of digital public services.

In the same correspondence, it was indicated that the systems will be available on the app, which was to be launched before the end of 2024. It was noted that some design work was done behind the scenes to ensure that changes were reflected in all language versions at the same time. The core-services app will be available in English and Irish.

In August 2024, my Office wrote to the HSE seeking clarification in relation to the interactive services. My Office was previously advised that the interactive services aimed at the public were available in Irish and English and in the most recent correspondence from the HSE, it was indicated that these systems would now be available on an app to be launched before the end of 2024. Confirmation was sought regarding:

- what services will be available on the app, and
- would an Irish language version be available at the same time as the English version.

Bhí freagra dlite ar an gcomhfhreagras sin faoin 6 Meán Fómhair 2024. Seoladh meabhrúchán an 11 Meán Fómhair 2024.

Tháinig ríomhphost ó FSS, an 16 Deireadh Fómhair 2024, inar tugadh le fios go raibh súil acu Aip FSS a eisiúint ag deireadh na bliana sin [2024].

Tugadh le fios go mbeadh an aip ar fáil i nGaeilge agus i mBéarla agus go mbeadh na seirbhísí san aip ar fad ar fáil go dátheangach. Dúradh go dtabharfadh an aip eolas sláinte do dhaoine, mar shampla a gcuid coinní sláinte, cógais, teidlíochtaí, vacsaíniú, chomh maith leis an eolas atá ar fáil ar shuíomh gréasáin FSS. Chomh maith leis sin, tugadh le fios go mbeadh an t-eolas cliniciúil a bheadh ar fáil san aip ar fáil sa teanga ina gcuirtear isteach sa chóras cliniciúil í. Más í an Ghaeilge teanga réamhshocraithe an ghutháin, bheadh an aip ar fáil don duine sin i nGaeilge agus d'fhéadfadh daoine a rogha teanga a roghnú san aip freisin.

Ina theannta sin, tugadh le fios go mbeifí ag tabhairt córas cumarsáide, fógraí agus teachtaireachtaí, tríd an aip isteach an bhliain dár gcionn [2025] agus go mbeadh an chumarsáid sin á seoladh i rogha teanga an úsáideora.

Dúradh go dtabharfadh an aip eolas sláinte atá ar fáil ar HSE.ie. agus cé nach bhfuil an t-eolas ar fad ar fáil as Gaeilge fós, táthar ag obair ar aistriúchán a chur ar fáil.

Scríobh m'Oifig chuig FSS arís inar lorgaíodh deimhniú go mbeadh an aip ar fáil go comhuaineach i ngach ceann den dá theanga oifigiúla.

Thug FSS le fios do m'Oifig an 25 Feabhra 2025, go raibh an aip sláinte ar fáil le híoslódáil ón lá sin. Tugadh le fios nach raibh na feidhmiúlachtaí uile ar fáil sa leagan Béarla fós agus go ndéanfaí an leagan Gaeilge a fhorbairt ar comhchéim leis an leagan Béarla. Dúradh gurbh é sin tús saolré na haipe agus go mbeadh feidhmeanna á gcur leis ar bhonn céimneach.

Tugadh le fios go mbeifí sásta aon aiseolas a fhaightear le linn an phróisis a chur san áireamh chun feabhas a chur ar an aip.

Dheimhnigh FSS a tiomantas d'fhorbairt leanúnach a dhéanamh ar an aip chun lánfheidhmiúlacht dhátheangach a bhaint amach.

A response to this letter was due by 6 September 2024. A reminder was sent on 11 September 11 2024.

An email from the HSE, dated 16 October 2024, indicated that they hoped to release the HSE App by the end of that year [2024].

It was stated that the app would be available in Irish and English and that all services in the app would be available bilingually. It was stated that the app would provide people with health information, such as their health appointments, medications, entitlements, vaccinations, as well as the information available on the HSE website. In addition, it was indicated that the clinical information available in the app would be available in the language in which it is entered into the clinical system. If Irish is the default language of a user's phone, the app would be available in Irish and people could also select their preferred language within the app.

In addition, it was stated that a communications, notifications and messaging system would be introduced through the app the following year [2025] and that these communications would be sent in the user's preferred language.

It was stated that the app would provide health information available on HSE.ie. and while not all the information is available in Irish at present, work is underway to provide a translation.

My Office wrote to the HSE again seeking confirmation that the app would be available simultaneously in each of the two official languages.

The HSE informed my Office on 25 February 2025, that the health app was available for download from that date. It was noted that the English version did not yet include all of the functionalities, and the Irish version would be developed in a manner that was consistent with the English version. It was stated that this was the beginning of the app's lifecycle and that functions would be added on a phased basis.

It was indicated that they would be happy to take into account any feedback received during the process to improve the app.

The HSE confirmed its commitment to the ongoing development of the app to achieve full bilingual functionality.

Príomhfhionnachtain

Tá teagmháil leanúnach ag m'Oifig le FSS ar an ábhar.

Amlíne

Tús teagmhála: 11 Eanáir 2023
Teagmháil is déanaí: 25 Feabhra 2025

Main finding

My Office has ongoing contact with the HSE on the matter.

Timeline

Contact initiated: 11 January 2023
Latest contact: 25 February 2025

Comhairle Contae na Gaillimhe

Achoimre

Léirigh imscrúdú gur sháraigh Comhairle Contae na Gaillimhe na dualgais reachtúla teanga a dhaingnítear i bhfo-ailt 9(2) agus 18(1) d'Acht na dTeangacha Oifigiúla, 2003:

- ach cumarsáid i scríbhinn leis an bpost leictreonach i nGaeilge a fhreagairt i mBéarla.
- bac a chur ar dhuine, cumarsáid a dhéanamh ina rogha teanga oifigiúla, ach iallach a chur ar an duine sin córas seirbhíse idirghníomhach ar líne a bhí ar fáil i mBéarla amháin a úsáid, agus gan malairt slí a chur ar fáil don duine faoina bhféadfaí cumarsáid i scríbhinn a dhéanamh i nGaeilge i dtaca leis an ngnó a bhíothas a dhéanamh leis an gComhairle.

Príomh-mholtaí an imscrúduithe

Is iad príomh-mholtaí an imscrúdaithe:

Moladh go gcuirfeadh Comhairle Contae na Gaillimhe plean feidhmithe faoinár mbráid chun géilliúlacht d'Achtanna na dTeangacha Oifigiúla, 2003 & 2021 a dheimhniú:

- Go n-ullmhófar beart feasachta ar fud an chomhlachta phoiblí le hoiliúint a chur ar bhaill foirne maidir le ceanglas reachtúil na heagraíochta agus í ag cloí le dualgais reachtúla teanga.
- Go bhforbrófar treoirlínte foirne a chinnteoidh go gcuirfear an dualgas reachtúil ina Scéim Teanga san áireamh sna cúinsí seo a leanas:
  1. maidir le haon seirbhís idirghníomhach atá á feidhmiú go stairiúil a chur ar fáil i nGaeilge agus i mBéarla, agus
  2. le linn do phleanáil a bheith ar siúl maidir le seirbhís idirghníomhach nua a dhearadh agus a shuiteáil, idir sheirbhís de chuid na Comhairle

Galway County Council

Comhairle Chontae na Gaillimhe
Galway County Council

Summary

An investigation revealed that Galway County Council breached the statutory language obligations enshrined in subsections 9(2) and 18(1) of the Official Languages Act, 2003:

- by responding in English to written communication by electronic mail in Irish.
- by preventing an individual from communicating in their official language of choice, compelling them to utilise an online interactive service system that was exclusively available in English, and failing to offer an alternative method of written communication in Irish in connection with their business with the Council.

Main recommendations of investigation

Key recommendations of the Investigation:

It was recommended that Galway County Council submit an implementation plan to ensure compliance with the Official Languages Acts 2003 & 2021:

- That an awareness measure be prepared across the public body to train staff regarding the organisation's statutory obligation to comply with language legislation.
- That staff guidelines be developed to ensure that the statutory obligation in their Language Scheme is taken into account in the following circumstances:
  1. in relation to any interactive service that has historically been operated in Irish and English, and
  2. the statutory commitment in the Council's Language Scheme will be implemented when

Contae féin nó thar ceann an chomhlachta phoiblí sin, go gcuirfear an gealltanas reachtúil i Scéim Teanga na Comhairle i bhfeidhm.

- Go gcinnteofar go mbeidh an córas maidir le Seirbhís Tuairiscithe Réamhphleanála ar Líne ar fáil agus ag feidhmiú sa dá theanga oifigiúla.

An obair iniúchta

Scríobh m'Oifig chuig Comhairle Contae na Gaillimhe an 7 Meitheamh 2024 d'fhonn cuntas cothrom le dáta a lorg ar na céimeanna a ghlac sí chun moltaí an imscrúdaithe a chur i bhfeidhm.

Cuireadh in iúl do m'Oifig, an 28 Meitheamh 2024, gur bhunaigh an Chomhairle seirbhís nua idirghníomhach d'fiosrúcháin réamhphleanála ar 'preplanning.ie'. Tugadh le fios gur ceapadh an córas go sainiúil do Chomhairle Contae na Gaillimhe agus go bhfuil sé ar fáil i nGaeilge agus i mBéarla agus go ndéanfaidh rannóg IT na Comhairle monatóireacht leanúnach air.

Sa chomhfhreagras céanna, cuireadh in iúl dúinn go ndéantar gach iarracht cloí le riachtanais Acht na dTeangacha Oifigiúla mar a leagtar amach ina scéim teanga iad, ach ó am go ham, go ndéantar an tiomantas sin a fhailliú de bharr athruithe foirne agus chastacht na gníomhaíochta oibre. Ghlac an Comhairle Contae leithscéal as an méid sin.

Cuireadh in iúl dúinn, i dteannta na hoiliúna a chuirtear ar fáil do na gníomhairí pleanála i nGaillimh, gur cuireadh oiliúint ar fáil do gach ball foirne ábhartha sa rannóg pleanála maidir le hoibríochtaí agus tuairisciú na seirbhíse idirghníomhaí nua. Tugadh le fios go gcuirtear a ndualgas faoi Acht na dTeangacha Oifigiúla in iúl do gach ball foirne i gconaí agus go scaiptear leabhrán nua foirne ar an bhfoireann reatha agus ar bhaill nua foirne mar chuid den phróiseas ionduchtúcháin. Tugadh le fios go bhfuil an t-eolas seo le fáil chomh maith ar fhillteán comhroinnte ag gach ball foirne tráth ar bith. Cuireadh cóip den leabhrán nua foirne faoi bhráid m'Oifige.

Dúradh chomh maith, go dtuigeann an Chomhairle na dualgais atá uirthi faoin reachtaíocht teanga, agus an gá atá lenár dteanga dhúchais a chosaint agus a chothú agus go ndéanann foireann uile na Comhairle a ndícheall na dualgais sin a chomhlíonadh.

Scríobh m'Oifig, an 2 Lúnasa 2024, chuig an gComhairle Contae d'fhonn buíochas a ghlacadh as an dul chun cinn a rinneadh maidir le moltaí an imscrúdaithe a chur i bhfeidhm agus eolas breise a lorg

planning is undertaken for the design and installation of a new interactive service, whether by the County Council or on its behalf.

- Ensure that the Online Pre-Planning Inquiry system is available and operating in both official languages.

Audit work

My Office wrote to Galway County Council on 7 June 2024 seeking an updated account of the steps it had taken to implement the recommendations of the investigation.

On 28 June 2024, my Office was informed that the Council had established a new interactive pre-planning enquiry service on 'preplanning.ie'. It was noted that the system was designed specifically for Galway County Council and is available in Irish and English and will be continuously monitored by the Council's IT department.

In the same correspondence, we were informed that although every effort is made to comply with the requirements of the Official Languages Act as outlined in its language scheme, this commitment sometimes gets overlooked as a result of staff changes and the complexity of the work activity. The County Council apologised for this.

We were informed that, in addition to the training provided to the planning agents in Galway, all relevant personnel in the planning department received training on the operations and reporting of the new interactive service. It was noted that all staff members are constantly informed of their obligations under the Official Languages Act and that a new staff booklet is distributed to current and new staff members as part of the induction process. It was noted that this information is also available on a shared folder which all staff members can access at any time. A copy of the new staff booklet has been submitted to my Office.

It was also stated that the Council understands its obligations under language legislation, and the need to protect and promote our native language, and that all Council staff do their utmost to fulfil these obligations.

On 2 August 2024, my Office wrote to the County Council to express its appreciation for progress made in implementing the recommendations of the investigation and to seek further information in relation

i dtaca leis na heasnaimh a bhí ann fós. Iarradh faisnéis bhreise i dtaca leis na hábhair seo a leanas, a bhí le cur faoi bhráid na hOifige laistigh de trí seachtaine:

- cuntas a thabhairt ar an gcóras agus ar na socruithe a rinne an Chomhairle Contae chun a chinntiú nach ndéanfaí an Chomhairle a fhailliú de bharr athruithe foirne chun cloí le dualgais reachtúla faoi Acht na dTeangacha Oifigiúla amach anseo.
- agus buíochas a ghlacadh as cóip den leabhrán nua foirne a chur ar fáil dúinn, tugadh faoi deara, áfach, nach ndearnadh aon tagairt sa doiciméad d'fhoráil 4B a tháinig i bhfeidhm an 5 Bealtaine 2023. Iarradh an fhoráil 4B a chur san áireamh agus cóip den doiciméad leasaithe a chur faoi bhráid na hOifige seo agus a dheimhniú go bhfuil an beart feasachta seo á chur i bhfeidhm san eagraíocht.
- cóip de na treoirlínte foirne a chuir an Chomhairle Contae le chéile chun a chinntiú go gcuirfear an dualgas reachtúil ina Scéim Teanga san áireamh a fhad is a bhaineann sé le haon seirbhís idirghníomhach atá i bhfeidhm go stairiúil a chur ar fáil i nGaeilge agus i mBéarla, agus, le linn do phleanáil a bheith ar siúl maidir le seirbhís idirghníomhach nua a dhearadh agus a shuiteáil, idir sheirbhís de chuid na Comhairle Contae féin nó thar ceann an chomhlachta phoiblí sin, go gcuirfear an gealltanas reachtúil i Scéim Teanga na Comhairle i bhfeidhm. Iarradh go gcuirfí liosta ar fáil de na seirbhísí idirghníomhacha atáthar a chur ar fáil agus a dheimhniú go bhfuil siad dátheangach go hiomlán.
- cóip den chiorclán a eisíodh/ atá le heisiúint chuig an bhfoireann chuí san eagraíocht i dtaca leis na ceanglais reachtúla teanga agus na nósanna imeachta a bhaineann le haon seirbhís nua a bheifear a dhearadh a chur i gcuimhne don fhoireann sin. Ina theannta sin, lorgaíodh deimhniú go n-eiseofar an ciorclán sin chuig an bhfoireann chuí faoi dhó gach bliain.

Eisíodh meabhrúcháin an 11 Méan Fómhair agus arís an 15 Samhain nuair nach bhfuarthas aon fhreagra.

Tháinig comhfhreagras dar dáta an 15 Samhain 2024 inár tugadh le fios go raibh Oifigeach Forbartha na Gaeilge as láthair ar feadh cúpla seachtain, ach gur seoladh na fiosruithe ar aghaidh an uair sin chuig an rannóg pleanála chun freagraí a lorg.

Rinne m'Oifig teagmháil leis an gComhairle Contae arís an 10 Nollaig 2024 nuair nach bhfuarthas aon fhreagra go fóill.

to the remaining shortcomings. Additional information was requested in relation to the following matters, which was to be submitted to the Office within three weeks:

- outline the system and arrangements made by the County Council to ensure that staff changes do not prevent the Council from complying with statutory obligations under the Official Languages Act in the future.
- while expressing appreciation for providing us with a copy of the new staff booklet, it was noted, however, that no reference was made in the document to provision 4B which came into effect on 5 May 2023. It was requested that provision 4B be included and a copy of the amended document be submitted to this Office and that this awareness measure be implemented in the organisation.
- a copy of the staff guidelines drawn up by the County Council to ensure that the statutory obligation in its Language Scheme is taken into account in so far as it relates to providing any interactive service that has historically operated in Irish and English, and, that the statutory commitment in the Council's Language Scheme is implemented when planning for the design and installation of a new interactive service, by the County Council itself or on its behalf. It was requested that a list of the interactive services being provided be made available and that it be confirmed that they are fully bilingual.
- a copy of the circular issued/to be issued to the relevant staff in the organisation in relation to the statutory language requirements and the procedures relating to any new service that will be designed to remind that staff. In addition, confirmation was sought that this circular will be issued to the appropriate staff twice a year.

Reminders were issued on 11 September and again on 15 November when no response was received.

The Irish Language Development Officer was absent for a few weeks, as indicated by correspondence dated 15 November 2024. However, the enquiries were forwarded to the planning department at that time to obtain responses.

My Office contacted the County Council again on 10 December 2024 when no response had yet been received.

I ríomhphost ón gComhairle Contae dar dáta an 13 Nollaig 2024, tugadh le fios gur rabhthas tar éis gach fostaí de chuid na heagraíochta a chur ar an eolas maidir lena c(h)uid dualgas i dtaca le hAcht na dTeangacha Oifigiúla agus leis an scéim teanga. Cuireadh in iúl go bhfuil an t-eolas seo le fáil ar inlíon na heagraíochta agus gur seoladh ríomhphost chuig gach ball foirne á chur sin in iúl dóibh. Eisíodh cóip crua 'Galway County Council Language Scheme and The Official Languages Act(s) Employee Guidance Notes' chuig gach ball foirne. Tugadh le fios chomh maith go bhfuil sé ar chlár oibre Rannóg Acmhainní Daonna nuair atá ionduchtú á dhéanamh le baill nua foirne go gcuirtear ar an eolas iad maidir leis na dualgais teanga atá orthu. Tá sé beartaithe ag an gComhairle nuachtlitir a eisiúint ar bhonn rialta a chuirfidh na dualgais reachtúla teanga in iúl don fhoireann.

Príomhfhionnachtain

Tá teagmháil ar bhonn rialta idir m'Oifig agus Comhairle Contae na Gaillimhe maidir le cur i bhfeidhm na moltaí a rinne mé san imscrúdú.

Amlíne

Tús teagmhála: 7 Meitheamh 2024
Teagmháil is déanaí: 13 Nollaig 2024

In an email from the County Council dated 13 December 2024, it was indicated that all employees of the organisation had been informed of their obligations under the Official Languages Act and the language scheme. It was noted that this information is available on the organisation's intranet and that an email was sent to all staff members informing them of this. Hard copy of 'Galway County Council Language Scheme and The Official Languages Act(s) Employee Guidance Notes' was issued to all staff members. Additionally, it was observed that the Human Resources Department maintains an agenda for informing new staff members of their language obligations during the induction process. The Council intends to issue a newsletter on a regular basis to inform staff of the statutory language obligations.

Main finding

My Office has regular contact with Galway County Council regarding the implementation of the recommendations made in the investigation.

Timeline

Contact initiated: 07 June 2024
Latest contact: 13 December 2024

An Coimisinéir Teanga i dteannta Grace Conneally, Gaillimh le Gaeilge, Ailish Rohan, Oifigeach Feidhmiúcháin Sinsearach, Comhairle Cathrach na Gaillimhe, Eoin Ó Droighneáin, Príomhoifigeach, Roinn na Gaeltachta, Gearóidín Hynes, Gaillimh le Gaeilge, ag ócáid bhronnta Ghradaim Sheosaimh Uí Ógartaigh, Gaillimh le Gaeilge 2024.

An Coimisinéir Teanga with Grace Conneally, Gaillimh le Gaeilge, Ailish Rohan, Senior Executive Officer, Galway City Council, Eoin Ó Droighneáin, Principal Officer, Department of Gaeltacht, Gearóidín Hynes, Gaillimh le Gaeilge, at the awards presentation of Gradaim Sheosaimh Uí Ógartaigh, Gaillimh le Gaeilge 2024.

RTÉ

Achoimre

Léirigh imscrúdú ar cuireadh críoch leis i mí na Nollag 2018 gur sháraigh RTÉ forálacha teanga an Achta Craolacháin, 2009. Leagtar dualgas san Acht ar RTÉ réimse cuimsitheach clár a chur ar fáil i nGaeilge agus i mBéarla i gclársceidil a chuid seirbhísí craolacháin chomh maith le cláir nuachta agus cúrsaí reatha a chur ar fáil sa dá theanga oifigiúla. Sáraíodh an tAcht mar gheall nach raibh réimse cuimsitheach clár teilifíse i nGaeilge nó cláir theilifíse cúrsaí reatha i nGaeilge á gcraoladh ag an stáisiún, mar a éilítear faoin reachtaíocht.

Príomh-mholtaí an imscrúduithe

Ba é an príomh-mholadh a rinneadh sa tuarascáil imscrúdaithe go n-ullmhódh RTÉ plean feidhmithe, chun go gcomhlíonfaí na dualgais reachtúla a dhaingnítear i bhfo-ailt 114(3)(a) agus (b) den Acht Craolacháin, 2009, d'fhonn réimse cuimsitheach clár teilifíse i nGaeilge agus cláir theilifíse cúrsaí reatha i nGaeilge a chur ar fáil.

An próiseas faireacháin

Déanaimid faireacháin rialta ar an gcaoi a bhfuil RTÉ ag gcomhlíonadh mholtaí an imscrúdaithe seo agus bíonn cumarsáid rialta idir RTÉ agus m'Oifig.

I gcomhfhreagras ó RTÉ an 19 Feabhra 2024, tugadh le fios go rabhthas tar éis 1180 uair an chloig d'ábhar Gaeilge a chraoladh roimh dheireadh na bliana 2023. Tugadh le fios gurbh gach seánra agus meascán de bhunchláir inmheánacha agus choimisiúnaithe chomh maith le cláir a ceannaíodh ó TG4 a bhí sna huaireanta sin. Tugadh le fios gur lean Rannóg na gClár Gaeilge d'fheidhmiú ina haonad lánaimseartha agus gur craoladh sraitheanna nua, ina measc, *Mealladh na Mara* agus *Aistear an Amhráin*. Cuireadh teilgean ar fáil chomh maith a léirigh na huaireanta cloig craolacháin as Gaeilge atá RTÉ a thuar don bhliain 2024.

Sa chomhfhreagras céanna, tugadh le fios nár éirigh le RTÉ tús a chur leis an tsraith nua sheachtainiúil *Fóram* ar RTÉ ONE san Fhómhar de bharr cúrsaí foirne. Tharla sé seo ag an am céanna ar cuireadh cosc ar earcaíocht ar fud RTÉ. Bhíothas dóchasach go mbeadh sé ar an aer in 2024.

Scríobh m'Oifig chuig RTÉ agus iarradh ar an eagraíocht roinnt faisnéise a thabhairt don Oifig i dtaobh;

RTÉ

Summary

An investigation concluded in December 2018 revealed that RTÉ breached the language provisions of the Broadcasting Act 2009. The Act places an obligation on RTÉ to provide a comprehensive range of programmes in Irish and English in its broadcasting services programme schedules as well as to provide news and current affairs programmes in both official languages. The station breeched the Act by failing to broadcast a comprehensive selection of television programmes in Irish or current affairs television programmes in Irish, as mandated by the legislation.

Main recommendations of investigation

The main recommendation made in the investigation report was that RTÉ prepare an implementation plan, in order to comply with the statutory obligations enshrined in subsections 114(3)(a) and (b) of the Broadcasting Act, 2009, to provide a comprehensive range of Irish language television programmes and current affairs television programmes in Irish.

The Monitoring Process

My Office regularly monitors compliance with the recommendations of this investigation and there is regular communication between RTÉ and OCT.

In correspondence from RTÉ on 19 February 2024, it was stated that 1180 hours of Irish language content had been broadcast before the end of 2023. It was reported that these hours consisted of all genres and a mix of original in-house and commissioned programming as well as programming purchased from TG4. It was reported that the Irish Language Programming Department continued to operate as a full-time unit and that new series were broadcast, including *Mealladh na Mara* and *Aistear an Amhráin*. A projection was also provided showing the number of hours of Irish language broadcasting RTÉ had predicted for the year 2024.

In the same correspondence, it was stated that RTÉ was unable to launch the new weekly series *Fóram* on RTÉ ONE in the Autumn due to staffing issues. This occurred concurrently with the prohibition of recruitment throughout RTÉ. It was hoped that it would be on the air in 2024.

My Office wrote to RTÉ and asked the organisation to provide the Office with some information regarding:

- An coibhneas d'uaireanta cloig athchraolta vs an líon iomlán uaireanta cloig a craoladh de réir seánra in 2023
- Agus méadú ó 123 (2017) go 1,180 (2023) tagtha ar líon iomlán na n-uaireanta cloig craolacháin as Gaeilge, an bhfuil méadú coibhneasta dá réir ag teacht ar líon na n-uaireanta cloig craolacháin i nGaeilge le linn an bhuaic-ama féachana
- Fóram - sraith nua sheachtainiúil cúrsaí reatha. An mbeifí in ann eolas a chur ar fáil faoina céimeanna sonracha atá RTÉ a ghlacadh lena chinntiú go gcuirfear tús leis an tsraith nua seo in 2024
- Céard iad na céimeanna atá RTÉ a ghlacadh d'fhonn cothromaíocht a bhaint amach sna huaireanta cloig craolacháin de réir seánraí chun críoch fhorálacha alt 114(3) (a) agus 114(3) (b) den Acht Craolacháin 2009.

I bhfreagra RTÉ, tugadh le fios gur craoladh 169.21 uair an chloig d'ábhar Gaeilge ar an iomlán ar **RTÉ ONE** sa bhliain 2023. Dúradh gur chraoladh den chéad uair a bhí i 120 uair an chloig (71%) agus gur athchraoltaí a bhí sna 49.21 uair an chloig eile (29%).

Craoladh 253.26 uair an chloig d'ábhar Gaeilge ar an iomlán ar **RTÉ TWO**. As an 253.26 uair an chloig a craoladh, rangaítear 47.22 uair an chloig díobh ina gcraoladh den chéad uair (19%) agus 206.03 uair an chloig ina n-athchraoltaí, 81% den aschur ar an iomlán.

Craoladh 536.45 uair an chloig d'ábhar Gaeilge ar an iomlán ar **RTÉ Jr**. As an 536.45 uair an chloig a craoladh, rangaítear 20.19 uair an chloig díobh ina gcraoladh den chéad uair (4% den aschur ar an iomlán). Athchraoltaí atá sa 516.25 uair an chloig eile (96%). Is ionann é sin agus líon na n-athchraoltaí a rinneadh ar ábhar leanaí i mBéarla ar an gcainéal. Dúradh gur gnách leibhéal ard athchraoltaí a bheith i gceist sa tionscal seo ar chainéil do leanaí, mar go gcuireann leanaí níos óige spéis in ábhar a aithníonn siad agus a thaispeántar go minic.

Maidir leis an **RTÉ NEWS Channel**, tugadh le fios nach bhfuil sé ar chóras craolacháin RTÉ 'WON' faoi láthair agus dá bharr gur figiúirí garbha iad na huaireanta cloig seo a leanas ar an ábhar a craoladh. Chraol RTÉ NEWS Channel 303 uair an chloig d'ábhar Gaeilge ar an iomlán - 212 uair an chloig d'ábhar nuachta cúrsaí reatha a craoladh den chéad uair agus 91 uair an chloig d'ábhar a athchraoladh. Dúradh gur rud coitianta é seo do na Cainéil Nuachta go léir ar fud an domhain go ndéantar cláir nuachta a athchraoladh níos mó ná uair amháin, go minic ar chainéil nuachta thiomanta.

- The genre-specific ratio of rebroadcast hours to total broadcast hours in 2023
- With the total number of broadcast hours in Irish having increased from 123 (2017) to 1,180 (2023), is there a corresponding relative increase in the number of broadcast hours in Irish during peak viewing time
- Fóram - a new weekly current affairs series - information on the specific steps RTÉ is taking to ensure that this new series will begin in 2024
- What steps is RTÉ taking to achieve a balance in broadcasting hours by genre for the purposes of the provisions of sections 114(3) (a) and 114(3) (b) of the Broadcasting Act 2009.

In RTÉ's response, it was stated that a total of 169.21 hours of Irish language content were broadcast on **RTÉ ONE** in 2023. 120 hours (71%) were stated to be first-time broadcasts and the remaining 49.21 hours (29%) were repeats.

A total of 253.26 hours of Irish language content were broadcast on **RTÉ TWO**. Of the 253.26 hours broadcast, 47.22 hours are classified as first-time broadcasts (19%) and 206.03 hours as repeats, representing 81% of the total output.

A total of 536.45 hours of Irish language content were broadcast on **RTÉ Jr.** Of the 536.45 hours broadcast, 20.19 hours are classified as first-time broadcasts (4% of total output). The remaining 516.25 hours (96%) are repeats. This is equivalent to the quantity of English-language children's content that is repeated on the channel. It was asserted that this industry typically experiences a high level of repeats on children's channels, as younger children tend to prefer content that is both familiar and frequently aired.

It was reported that the **RTÉ NEWS Channel** is not presently on RTÉ's 'WON' broadcasting system. Consequently, the following broadcast hours are approximate. RTÉ NEWS Channel broadcast a total of 303 hours of Irish language content - 212 hours of current affairs news content broadcast for the first time and 91 hours of repeat content. It was asserted that news programs are frequently repeated on dedicated news channels, which is a common practice on all news channels worldwide.

Tugadh le fios chomh maith gur tháinig ardú suntasach ar líon na n-uaireanta cloig Gaeilge a craoladh ag buaic-amanna ar chainéil líneacha RTÉ i rith na bliana 2023. Dúradh gurb í an tréimhse idir 18:00 agus 23:30 sa tráthnóna buaic-am féachana RTÉ One agus RTÉ TWO.

D'fhiosraigh m'Oifig an cheist i dtaca le raon ama a bhaineann le buaic-am sceidil lucht féachana i gcúrsaí craoltóireachta in Éirinn le Coimisiún na Meán. Thug Coimisiún na Meán le fios go ndéantar tagairt do 'tréimhse buaicama' ina Rialacha Rochtana, is é sin príomh-am sceidil lucht féachana i gcúrsaí craoltóireachta (teilifíse) in Éirinn. Dúradh gurb í an tréimhse ó 18:00 - 23:29 an tréimhse buaic-ama agus go bhfuil an sainmhíniú seo bunaithe ar TAM/Nielsen in Éirinn. Tugadh le fios chomh maith go ndéantar tagairt freisin do thréimhse buaic-ama 'luath' -18:00 - 20:59 agus tréimhse buaic-ama 'dhéanach' 21:00 - 23:29.

Seo a leanas achoimre bheacht ar an gcraoladh ar chóras sceidealaithe RTÉ, WON 689.5 uair an chloig an líon iomlán uaireanta cloig a craoladh ar RTÉ ONE, RTÉ2 agus ar RTÉjr ag buaic-amanna faoi dheireadh na bliana. Anuas air sin craoladh 188.5 uair an chloig d'ábhar Nuachta agus Cúrsaí Reatha. Ba shin 878 uair an chloig a bhí san aschur iomlán Gaeilge a chraol RTÉ ag buaic-amanna i rith na bliana 2023.

Tugadh le fios go raibh RTÉ fós tiomanta don chlár Fóram a chraoladh in 2024. Dúradh go rabhthas i mbun próisis chun baill foirne nua a earcú. Dúradh go raibh roinnt den fhoireann léiriúcháin laistigh den eagraíocht agus go raibh pleanáil an léirithe ar bun go leanúnach acu.

Leag RTÉ béim ina comhfhreagras ar RTÉ mar eagraíocht meán cumarsáide seirbhíse náisiúnta na hÉireann atá tiomanta do réimse leathan d'ábhar Gaeilge ilseánraí ar ardchaighdeán a chur ar fáil ar fud a gcuid ardán agus seirbhísí beo agus ar éileamh. Tugadh le fios go bhfuiltear tar éis an gealltanas sin a dhaingniú tuilleadh i gcreat-cháipéis nua 'Treo Nua', don dá theanga do na chúig bliana amach romhainn.

Táthar tiomanta dá chinntiú ní hamháin go bhfuil an teanga le feiceáil ar fud seirbhísí RTÉ go léir, ach go bhfuil sí beo mar ba chóir ar na seirbhísí sin, agus go bhfuiltear ag obair ar fud gach seánra chun an t-ábhar Gaeilge a mhéadú ar na hardáin uile. Dúradh go leantar de bheith ag neartú na mbunchloch láidir atá forbartha acu lena gcomhpháirtíochtaí seachtracha - le TG4, Coimisiún na Meán, an Ciste Craoltóireachta Gaeilge agus le léiritheoirí neamhspleácha - chun leanúint den soláthar d'ábhar Gaeilge a mhéadú.

It was also reported that there was a significant increase in the number of Irish language hours broadcast at peak times on RTÉ's linear channels during 2023. Peak viewing hours on RTÉ One and RTÉ TWO were reported to be from 18:00 to 23:30 in the evening.

Coimisiún na Meán was consulted by my office regarding the time period associated with peak viewing schedules in Irish broadcasting. Coimisiún na Meán indicated that reference is made to 'peak time' in its Access Rules, which is the prime viewing schedule time in broadcasting (television) in Ireland. It was stated that the period from 18:00 - 23:29 is the peak time period and that this definition is based on TAM/Nielsen in Ireland. It was also pointed out that reference is also made to an 'early' peak time period -18:00 - 20:59 and a 'late' peak time period 21:00 - 23:29.

The following is a precise summary of the broadcast on RTÉ's scheduling system, WON 689.5 hours was the total number of hours broadcast on RTÉ ONE, RTÉ2 and RTÉjr at peak times by the end of the year. In addition, 188.5 hours of News and Current Affairs content were broadcast. The total Irish language output broadcast by RTÉ at peak times during 2023 was 878 hours.

It was indicated that RTÉ was still committed to broadcasting the Fóram programme in 2024. It was stated that a process was underway to recruit new staff members. It suggested that a portion of the production team was situated internally and that they were consistently planning the production.

RTÉ emphasised in its correspondence that it is Ireland's national service media organisation committed to providing a wide range of high-quality, multi-genre Irish language content across its live and on-demand platforms and services. It stated that this commitment has been further strengthened in a new framework document, 'Treo Nua', for both languages for the next five years.

RTÉ is dedicated to ensuring that the language is not only visible across all RTÉ services, but also a living language on those services. As part of this commitment, efforts are being made to increase the amount of Irish language content on all platforms for all categories. It was stated that they are committed to reinforcing the robust foundations they have established through their external partnerships - with TG4, Coimisiún na Meán, the Irish Language Broadcasting Fund and independent producers - in order to further expand the supply of Irish language content.

Nuair a bhíonn cruthú agus coimisiúnú ábhair á mheas, glactar cur chuige saincheaptha i leith na gcláracha Gaeilge, chun go mbeifear ábalta freastal ar an lucht féachana agus éisteachta is leithne agus is féidir. Tugadh le fios go ndéanann RTÉ a ndícheall ábhar a dhéanamh do dhaoine a bhfuil gach uile chaighdeán Gaeilge acu; daoine arb í an Ghaeilge chéadteanga a dteaghlaigh agus a bpobail; daoine nach n-úsáideann an teanga ach anois is arís; agus ábhar do dhaoine ar mian leo í a fhoghlaim agus sásamh a bhaint as ábhar Gaeilge.

Tugadh le fios go bhfuil polasaí dátheangach i bhfeidhm maidir le leanúnachas RTÉ agus go gcloistear an Ghaeilge i gcónaí le linn buaic-amanna ar an raidió agus ar an teilifís araon.

Dúradh gur oibrigh RTÉ le 19 gcomhlacht léiriúcháin neamhspleácha chun ábhar Gaeilge a chur ar fáil dá seirbhísí beo agus ar éileamh. Craoladh 13 shraith, roinnt acu nua agus roinnt acu a taispeánadh cheana, agus sé cinn de chláir faisnéise aonair ardchaighdeáin. Craoladh an t-ábhar sin go léir ag na buaic-amanna ar RTÉ One agus bhí fotheidil ar fáil lena chinntiú go raibh an lucht féachana ábalta rochtain uilíoch a fháil ar an ábhar go léir.

Agus é ag breathnú chun cinn ar an mbliain 2025, thug RTÉ le fios go bhfuil an rogha is leithne d'ábhar cláracha Gaeilge riamh go dtí seo ag RTÉ, agus gur léiriú é sin ar na comhpháirtíochtaí atáthar a neartú le páirtithe leasmhara agus leis an earnáil neamhspleách.

Dheimhnigh RTÉ, an 10 Nollaig 2024, do m'Oifig gur cuireadh tús le craoladh na sraithe nuaí ar chúrsaí reatha - Fóram.

I gcomhfhreagras ó RTÉ an 19 Nollaig 2024, cuireadh teilgean ar fáil a léirigh na huaireanta cloig craolacháin i nGaeilge atá RTÉ a thuar do 2025.

Is léir go bhfuil méadú suntasach tagtha agus le teacht ar líon na n-uaireanta cloig craolacháin as Gaeilge ar sheirbhísí teilifíse RTÉ. Is mór agam an dearbhú sonraí agus an comhoibriú leanúnach atá RTÉ a chur ar fáil go tráthrialta dúinn agus an t-iniúchadh seo ar bun againn le roinnt blianta anuas.

Tá monatóireacht leanúnach á déanamh ag an Oifig ar chéatadán na n-uaireanta a athchraolann RTÉ i bhfianaise an tsoláthair iomlán do chláir i nGaeilge. Tá sé seo amhlaidh freisin maidir le líon na n-uaireanta a chraoltar i nGaeilge le linn príomh-am sceidil.

When considering the creation and commissioning of content, a tailored approach is taken towards Irish language programming, in order to be able to cater to the widest possible audience and listenership. It was noted that RTÉ endeavours to create content that is accessible to individuals of all levels of Irish proficiency, including those who speak Irish as their first language in their families and communities, those who only occasionally use the language, and those who aspire to acquire it and enjoy Irish language content.

It was pointed out that a bilingual policy is in place regarding RTÉ's continuity and that Irish is always heard during peak times on both radio and television.

It was stated that RTÉ worked with 19 independent production companies to provide Irish language content for its live and on-demand services. 13 series were broadcast, some new and some repeats, as well as six high-quality stand-alone documentaries. Subtitles were provided to guarantee that all of this content was accessible to all viewers, and it was broadcast during prime hours on RTÉ One.

Looking ahead to 2025, RTÉ indicated that it has the widest selection of Irish language programming content ever, reflecting the partnerships it is strengthening with stakeholders and the independent sector.

RTÉ, on 10 December 2024, confirmed to my Office that the broadcast of the new current affairs series - Fóram - had commenced.

A projection was also provided in a correspondance from RTÉ on 19 December 2024 showing the number of hours of Irish language broadcasting RTÉ has predicted for 2025.

It is clear that there has been, and will be, a significant increase in the number of hours of Irish language broadcasting on RTÉ television services. RTÉ's consistent cooperation and data affirmation have been greatly appreciated during the course of this audit, which has been ongoing for several years.

The Office is continuously monitoring the proportion of hours rebroadcast by RTÉ in view of its overall provison for programmes in Irish. This is also the case with regard to the number of hours broadcast in Irish during prime time scheduling.

Príomhfhionnachtain

Tá teagmháil leanúnach ag m'Oifig le RTÉ ar an ábhar seo agus gabhaim buíochas le RTÉ as an gcomhoibriú leanúnach.

Tábla 6
Méadú ar líon na n-uaireanta craolta i nGaeilge de réir cainéil idir 2017 agus 2024.

Cainéal	2017	2021	2024	% de mhéadú
RTÉ One	85	117	195	
RTÉ Two	7	80	245	
RTÉ Jr	31	120	512	
Cainéal RTÉ News	0	256	311	
Iomlán Uaireanta Craolta	123	573	1,263	927%

Main finding

My Office is in ongoing contact with RTÉ on this matter and I thank RTÉ for its continued cooperation.

Table 6
Increase in Irish language broadcasting hours by channel between 2017 and 2024.

Channel	2017	2021	2024	% increase
RTÉ One	85	117	195	
RTÉ Two	7	80	245	
RTÉ Jr	31	120	512	
RTÉ News Channel	0	256	311	
Total Broadcasting Hours	123	573	1,263	927%

CÚRSAÍ AIRGEADAIS

Cuireadh leithdháil €1,522,000 ar fáil don Oifig don bhliain 2024 agus tarraingíodh anuas €1,426,799 den bhuiséad sin.

Ullmhaíodh ráitis airgeadais na hOifige don bhliain 2024 d'iniúchadh an Ard-Reachtaire Cuntas agus Ciste de réir fho-alt 8(2) den Dara Sceideal a ghabhann le hAcht na dTeangacha Oifigiúla, 2003. A luaithe agus is féidir tar éis an iniúchta, déanfaidh an Coimisinéir Teanga cóip de na ráitis airgeadais sin, nó cibé sleachta as na ráitis airgeadais sin a shonróidh an tAire Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán, mar aon le tuarascáil an Ard-Reachtaire Cuntas agus Ciste maidir leis na cuntais, a chur i láthair an Aire. Leagfaidh an tAire cóipeanna de na doiciméid sin faoi bhráid Thithe an Oireachtais. Foilseofar ina dhiaidh sin ar shuíomh gréasáin Oifig an Choimisinéara Teanga iad.

Íocaíochtaí Prasa

Tá dualgas ar eagraíochtaí stáit córais chuí a fheidhmiú ionas go n-íoctar sonraisc bhailí laistigh de 15 lá ón dáta a fhaightear iad. Tá dualgas ar eagraíochtaí stáit chomh maith tuairisc ráithiúil maidir le híocaíochtaí prasa a fhoilsiú ar a suíomh gréasáin.

FINANCIAL MATTERS

An allocation of €1,522,000 was provided to this Office for 2024 and €1,426,799 of that budget was drawn down.

The financial statements of the Office for 2024 have been prepared for audit by the Comptroller and Auditor General in accordance with subsection 8(2) of the Second Schedule to the Official Languages Act 2003. As soon as possible after the audit, a copy of those financial statements or of such extracts from those financial statements as the Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media 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 subsequently be published on the Oifig an Choimisinéara Teanga website.

Prompt Payments

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 prompt payments on their website.

Tuairisc ar Íocaíochtaí Prasa Prompt Payments Report

Tréimhse Clúdaithe: 1 Eanáir – 31 Nollaig 2024 *Period Covered: 1 January – 31 December 2024*

Mionsonraí *Details*	Uimhir *Number*	Luach (€) *Value (€)*	Céatadán (%) de líon iomlán na n-íocaíochtaí a rinneadh *Percentage (%) of total number of payments made*
Líon na n-íocaíochtaí a rinneadh laistigh de 15 lá *Number of payments made within 15 days*	288	€429,335	100%
Líon na n-íocaíochtaí a rinneadh laistigh de thréimhse idir 16 lá agus 30 lá *Number of payments made within 16 days to 30 days*			
Líon na n-íocaíochtaí a rinneadh sa bhreis ar 30 lá *Number of payments made in excess of 30 days*			
Líon iomlán na n-íocaíochtaí sa tréimhse ***Total number of payments made in the period***	**288**	**€429,335**	**100%**

FAISNÉIS CHORPARÁIDEACH

CORPORATE INFORMATION

ÚSÁID FUINNIMH

Tugtar an t-eolas seo a leanas i gcomhréir le forálacha I.R. 542 de 2009.

Forbhreathnú ar 2024

Is ionann an fuinnimh a úsáideann Oifig an Choimisinéara Teanga ina iomláine i bhfoirgneamh na hOifige sa Spidéal, Co. na Gaillimhe agus leictreachas a úsáidtear chun an foirgneamh a théamh, uisce a théamh, agus soilse agus trealamh oifige a úsáid.

D'úsáid an Oifig 73.843MWH leictreachais le linn na bliana 2024, méadú 0.94% ar úsáid na bliana 2024 é sin. Turas fillte aerthaistil amháin a rinneadh in 2024, ar 700km a bhí i gceist agus astaíochtaí CO2 940kg dá reir.

Gníomhartha a rinneadh in 2024

Leanadh de na cleachtais sheanbhunaithe chun úsáid fuinnimh a spáráil: féachtar chuige go múchtar fearais oifige nuair is cuí agus deimhnítear go mbíonn gach fearas is féidir múchta san oíche agus nuair nach mbítear san fhoirgneamh. Cuirtear úsáid fuinnimh san áireamh mar chritéar nuair a bhíonn trealamh leictreonach á roghnú don Oifig nó tairiscintí ar threalamh á meas. Rinneadh uasdátú ar an Mapa Bóthair um Ghníomhú ar son na hAeráide in 2024. Leagtar amach sa Mhapa Bóthair um Ghníomhú ar son na hAeráide dul chun cinn a cuireadh i gcrích go dtí seo maidir le tionscadail ar cuireadh tús leo agus iarrachtaí atá ar bun chun spriocanna an phlean um ghníomhú ar son na haeráide a bhaint amach.

Chomh maith leis sin, chomhlánaigh an Oifig tairseach faireacháin agus tuairiscithe fuinnimh na hearnála poiblí do 2024 de chuid Údarás Fuinnimh Inmharthana na hÉireann, tairseach a dhéanann faireachán agus tuairisciú ar ár sonraí bliantúla maidir le húsáid fuinnimh, le tionscadail choigilte fuinnimh, atá le cur i bhfeidhm agus atá ar na bioráin, le clár na bhfoirgneamh, lena n-áirítear faisnéis faoi shuíomh,

ENERGY USAGE

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

Overview of 2024

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 including the heating and aeration of the building, water heating, lighting and the use of Office equipment.

The Office used 73.843MWH of electricity during the year, an increase of 0.94% on 2024 consumption. Only one instance of air travel took place in 2024, a return trip which was a total of 700 km and resulted in 940kg of CO2 emissions.

Actions taken in 2024

The established energy-saving practices were continued: ensuring that all equipment is turned off as appropriate and ensuring that lights and any equipment that can be 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. The Climate Action Road Map was updated in 2024. The Climate Action Road Map sets out the progress to date on projects that have commenced and are underway to meet the targets of the climate action plan.

The Office also completed the Sustainable Energy Authority of Ireland's public sector energy monitoring and reporting portal for 2024 which monitors and reports on our annual energy consumption data, energy-saving projects, both implemented and

faoi chineál agus faoi mhéid ár bhfoirgnimh, le caiteachas bliantúil ar fhuinneamh, arna mhiondealú de réir cineál fuinnimh agus comhlíonadh Threochlár um Gníomhú ar son na hAeráide.

Rinneadh suirbhé leictreachais in 2024 chun cigireacht a dhéanamh ar na méadair laistigh den fhoirgneamh chomh maith.

Gníomhartha atá beartaithe do 2025

Leanfar de na beartais choigilte fuinnimh a tionscnaíodh cheana féin. Déanfar monatóireacht rialta ar úsáid leictreachais i gcaitheamh na bliana 2025. Cuirfear torthaí an tsuirbhé leictreachais i bhfeidhm in 2025 agus beidh siad mar chuid de bhearta caomhnaithe fuinnimh na hOifige. Tá sé i gceist tabhairt faoi thogra ollmhór lena n-aistreofar ó fhreastalaí go néalstóráil in 2025 d'fhonn fuinneamh a choigilt.

NOCHTADH COSANTA

Tuarascáil Bhliantúil Oifig an Choimisinéara Teanga do 2024 i gcomhréir le halt 22(1) den Acht um Nochtadh Cosanta, 2014. Is í seo an naoú Tuarascáil Bhliantúil um Nochtadh Cosanta ó Oifig an Choimisinéara Teanga agus clúdaítear inti an tréimhse ón 1 Eanáir 2024 go dtí an 31 Nollaig 2024.

Faoi alt 22(1) den Acht um Nochtadh Cosanta, 2014, tá ar gach comhlacht poiblí tuarascáil bhliantúil a fhoilsiú ina sonraítear líon na nochtaí cosanta a fuarthas i gcomparáid leis an mbliain roimhe sin agus an gníomh a rinneadh (más ann dó).

Ní dhearnadh aon nochtadh cosanta le hOifig an Choimisinéara Teanga le linn na bliana 2024.

DUALGAS NA hEARNÁLA POIBLÍ UM CHOMHIONANNAS AGUS CEARTA AN DUINE

Leagtar dualgas ar chomhlachtaí poiblí faoin Acht faoi Choimisiún na hÉireann um Chearta an Duine agus Comhionannas, 2014 aird chuí a thabhairt ar shaincheisteanna a bhaineann le cearta an duine agus le comhionannas. Tá an Oifig seo ag glacadh cur chuige téamhghníomhach i ndáil leis an dualgas sin a chur i bhfeidhm.

Chun feasacht bhaill na heagraíochta a ardú, thug baill uile na foirne oiliúint rochtana ar líne chun críche. Cuirfear oiliúint ar fhostaithe nua de réir mar is gá.

planned, the building register, including location, type and size information for our building, annual expenditure on energy, broken down by energy type and compliance with Climate Action Mandate.

An electrical survey was also carried out in 2024 to inspect metering within the building.

Actions planned for 2025

The energy-saving policies already initiated will be continued. Electricity consumption will be monitored on a regular basis during 2025. The findings of the electrical survey will be implemented in 2025 and will form part of energy conservation measures for the Office. The Office also plans to undertake a major energy saving project in 2025 by switching from a server to cloud storage.

PROTECTED DISCLOSURE

Annual Report of the Office of An Coimisinéir Teanga for 2024 in accordance with section 22(1) of the Protected Disclosures Act 2014. This is the ninth Protected Disclosures Annual Report from the Office of An Coimisinéir Teanga and it covers the period from 1 January 2024 to 31 December 2024.

Under section 22(1) of the Protected Disclosures Act 2014, each public body is required to publish an annual report outlining the number of protected disclosures received in the preceding year and the action taken (if any).

No protected disclosures were made to the Office of An Coimisinéir Teanga during 2024.

PUBLIC SECTOR EQUALITY AND HUMAN RIGHTS DUTY

The Irish Human Rights and Equality Commission Act 2014 places a duty on public bodies to have due regard to human rights and equality issues. This Office is adopting a proactive approach to implementing this obligation.

To increase awareness within the organisation, we ensured that all staff of the Office undertook access training online. Training shall be provided for new employees as required.

Nótaí *Notes*

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www.coimisineir.ie

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