

Submission to An Post

regarding preparation of a scheme under the Official Languages Act

As a person who was reared with Irish as a first language and who raised a family with Irish as a first language, and who makes every effort to do my business with the state through Irish, I wish to state that I have ongoing problems with the service that An Post provides:

It frequently occurs that correspondence addressed in Irish does not arrive at our house in time, or at all.

It frequently occurs that correspondence sent by me or my family which is addressed in Irish is not delivered in time, or at all.

It frequently occurs that letters arrive with the Irish language address deleted and the English version of the address, in full or in part, written on the envelope.

It frequently occurs that the Irish version of forms are not available in the Post Office, the passport form, for example.

There is no Irish language receipt available for payments made in the Post Office.

With regard to An Post's scheme, I suggest that the following points are taken into account:

That letters which are addressed in Irish are delivered (1) to the correct address, (2) in time, and (3) without an English translation written on the envelope.

The Irish or bilingual version of all forms that are available in Post Offices to be available in all Post Offices.

The website to be bilingual and a clear choice available when opening the site.

Electronic correspondence to be bilingual.

Receipts issued in Post Offices to be in Irish or bilingual.

An Post notices which can be seen in Post Offices to be in Irish or bilingual.

Muireann Ní Mhóráin