

Guidelines for Debt Management of “Irish Cases”

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1 Introduction

The Official Languages Act 2003 places obligations on all public bodies in relation to the provision of services through Irish. Currently, the Collector-General's Division issues all the standard forms and letters in Irish through the Integrated Taxation System (ITS) for Irish cases. The Division also has a number of staff dealing with Irish correspondence and phone calls to the Office. To further enhance the provision of services through Irish and to ensure that risks arising from Irish cases are managed in the same way as any other case, Irish speaking Caseworkers are available to deal with any queries that may arise.

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