



**An Roinn Gnóthaí Eachtracha agus Trádála**

Oifig na bPasanna, Teach Knockmaun, 42-47 Sráid an Mhóta Íochtarach,  
Baile Átha Cliath 2 D02 TN83

---

**Department of Foreign Affairs and Trade**

Passport Office, Knockmaun House, 42-47 Mount Street Lower, Dublin 2 D02 TN83

Our Ref: FOI/REQ/2018/287.

Sarah Burns, The Irish Times.

13th December, 2018.

Dear Ms. Burns,

I refer to the request which you have made under the Freedom of Information Act 2014 for access to records held by this Department, as follows:

**‘Specifically I am looking for the total amount paid out on overtime annually for 2016, 2017 and so far in 2018 at the passport offices in Dublin and Cork, and to how many staff, as well as the grade of this staff (salary or wage)’.**

I refer also to the acknowledgement of your request which was sent to you on 16<sup>th</sup> November, 2018.

I am the Deciding Officer in this case. I wish to inform you that I have undertaken a search for records of information, as requested by you. I have identified a record that falls within the scope of your request; the record is contained in the attached table. I have made a decision to grant the record.

**Overtime**

Over the last number of years the Department has made stringent efforts to reduce its overtime bill, for example by using a larger number of temporary staff in the Passport Service during the peak production period in preference to premium overtime rates.

The Passport Service has continued to experience a high level of demand for passports in 2018 and the increase in demand over previous years has resulted in an increase in the level of overtime.

The overtime was deemed as necessary as there were challenges in meeting target turnaround time for passport applications. Officers in the following grades are eligible to apply for overtime – Clerical Officer, Staff Officer, Executive Officer and Higher Executive Officer. The majority of those availing of overtime were at Clerical Officer level. Services Officers

are needed to provide security and maintenance at our Balbriggan offices when other officers are working overtime during the peak production period.


Overtime is used to process passport applications only. It is not used for other Passport Service tasks.

### **Right of Appeal**

Should you wish to appeal this decision, you may do so in writing to the Freedom of Information Unit, Department of Foreign Affairs and Trade, 76-78 Harcourt Street, Dublin 2, D02 DX45 or by email to [foi@dfa.ie](mailto:foi@dfa.ie). A fee applies for an appeal for access to non-personal information; the level of this fee has been set at €30. For methods of payment, please contact FOI Unit at [foi@dfa.ie](mailto:foi@dfa.ie), or 01-4082857.

You should make your appeal within 4 weeks (20 working days) from the date of this notification. However, the making of a late appeal may be permitted in appropriate circumstances. The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this Department.

Yours sincerely



Donal O'Driscoll  
Passport Service