



An Roinn Gnóthaí Sóisialacha  
agus Teaghlaigh  
Oifigí an Rialtais  
Ionad Na Milaoise  
Bóthar Naomh Alphonsus  
Dún Dealgan  
Contae Lú.



Department of Social  
and Family Affairs  
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Accounts Branch

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Ms Mary Maguire,  
Meetings Administrator,  
Corporate Services Department,  
South Dublin County Council,  
County Hall,  
Tallaght,  
Dublin 24.



26 April 2010

Your Ref: Q10 0410

**Re: Social Welfare payments in Post Offices**

I have been asked by the Minister for Social and Family Affairs, Éamon Ó Cuív T.D., to respond to your recent letter regarding Social Welfare Payments and queuing at post offices.

The Department administers a variety of schemes which have weekly or monthly payment cycles. The current range of payment options offered by the Department to customers includes payment at a local post office or to a bank or building society account or certain credit unions that have been authorised by the banking and credit union regulators.

In order to facilitate the distribution of payments through the post office network, and for operational reasons, each scheme is assigned a day of the week for payment. These measures ensure that payments to be distributed through post offices are spread across the week. A person may collect their payment on the due date or within a number of days thereafter.

The Department is aware that, due to the increased number of persons claiming social welfare payments, a small number of post offices are experiencing long queues on certain days. While this is under review by An Post which is responsible for the post office network and the operation of individual post offices, this Department is making efforts to alleviate the situation by moving certain payments to alternative days.

I appreciate your concerns but would like to assure you that, as outlined above, the Department is currently making every effort to alleviate the queues that are currently being experienced at a small number of post offices.

Yours sincerely,

**Eilis Hamilton,**  
**Payment Delivery Service**

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