

Doc 10

.A. Circular No. 2/99

April 1999

The Chief Executive Officers
Programme Managers
Appeals Officers
Superintendent CWOS
Community Welfare Officers

**PROCEDURES RELATING TO THE POSTDRAFT PAYMENT
THOD, BLUE TEMPORARY PAYMENT CARDS
D ASYLUM SEEKERS**

INTRODUCTION

Il asylum seekers in receipt of SWA payments on ISTS should be paid via the Postdraft (PDT) payment method using a Blue Temporary Payment Card (TPC). This Circular sets out the procedures to be followed in this regard.

**DESCRIPTION OF THE BLUE TEMPORARY PAYMENT CARD
[BLUE TPC].**

The Blue TPC is unique to, and can only be used by, persons whose rights to permanent residence and employment have not yet been established, for example, asylum seekers. It includes the holders name, RSI number and a card expiry date on the face of the card. The reverse side of the Blue TPC has personalised bar-coded information and the signature of the holder.

The signature on the reverse side of the Blue TPC must match the signature on the Department of Justice, Equality and Law Reform (DJELR) Asylum Seeker ID card for the purpose of claiming an SWA postdraft (PDT) payment. On the reverse side of the card, in addition to the normal advice, is the following: "The card does not confer the right to work in Ireland" as asylum seekers are not permitted to work or sign on for unemployment payments.

The Blue Temporary Payment Card can be described as "Temporary" in that it will stay in operation until the asylum seeker's application for asylum is decided. If granted status he/she either takes up employment **or** moves on to Unemployment Assistance and receives a White Social Services Card. If status is refused and the appeals and legal process is exhausted, the individual may leave or be removed from the State.

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ENTITLEMENT TO A BLUE TEMPORARY PAYMENT CARD

A Blue TPC should only be requested by a CWO for the SWA customer (PA), not for any dependants. Dependants are only entitled to be issued with a Blue TPC if they make an SWA claim in their own right and satisfy the qualifying conditions for SWA.

REQUESTING BLUE TEMPORARY PAYMENT CARDS

Procedure

(a) On the All-in-One word processing and e-mail system, assemble a list of all asylum seekers in payment in your Location in RSI No order whether on PDT or not, as per stencil attached at **Appendix 1** of this document. Please include **all** asylum seekers including those already on PDT using a White Social Services card or a Yellow Temporary Payment card.

b) Mail your list to SECT_ASY by close of business on a Thursday for the production of blue cards the following week.

ew cases you encounter from then on may be requested by close of business on Thursday of each week.

(c) Required Information

The following information only is required in the format shown in Appendix 1 to this circular:

- * Date
- * CWO location code
- * CWO name
- * CWO address
- * CWO contact phone no(s)
- * RSI details only (no other personal details are required) in ascending order with capital check characters. The RSI numbers should be in a column format to the left hand side of the page. There should only be one column of RSI numbers per page.

REQUESTING BLUE TEMPORARY PAYMENT CARDS (Contd.)

WOs are requested to note all Blue TPC requests on their customer files to prevent duplication of Blue TPC requests.

- * PO Code: Post Office Code per ISTS.
- * PO Name: Short address to fully identify PO.
- * Net number of asylum seekers to PDT: This is the actual number of asylum seekers who will be going to PDT for the first time i.e. the number on your list of RSI_NOs going on to Blue TPC cards **less** the number on that list already on PDT. Please complete Appendix 2.
- * Weekly Amount: The estimated total weekly payment at this Post Office for these extra asylum seekers.

DELIVERY ARRANGEMENTS

If the request is received before close of business on a Thursday the cards should normally be delivered to the requesting Officer by the following Thursday by registered post.

When the customer is handed the card, they should be asked to sign it in the presence of the issuing Officer and the signature should be checked for authenticity against the claim papers and their DJELR AS ID Card.

The Officer should note the date of issue, date of expiry and that s/he witnessed the customer signing the card on the claim papers.

PROBLEMS AND REASONS FOR NON-ISSUE OF BLUE TPCS

Circumstances may arise where a Blue card will not be generated for a particular RSI Number on the initial run. These RSI Numbers are placed on a rejection listing. Such circumstances include:

- * Where an RSI digit(s) and/or check character(s) are incorrect. The Requester will be notified and asked to send in correct RSI No.
- * Where the customer has already been issued with a Blue TPC or a White Social Services card. The CWO will be notified that a card has already been issued to the asylum seeker and he/she should be asked to produce same. If the asylum seeker cannot do so, the new card can only be issued following receipt of a "Lost Blue Card" report.

* Where an RSI Number is included more than once in error on a listing no card issues.

Please see Appendix 3 for cover note which will accompany delivery. However, every effort will be made to contact the requesting Officer earlier by e-mail in situations where there are "rejected" cases.

here the asylum seeker has already been issued with a White card, the Blue card will nevertheless issue. The CWO should ask for the White card back before issuing the Blue one. Such white cards should be returned for disposal to:

Registration Section
Floor 4
Gandon House
Amiens St.
Dublin 1

ISSUES THAT MAY ARISE USING BLUE TPC CARDS

In all the following situations an asylum seeker, upon making a claim, should be asked if they have ever been issued with any Payments card.

Transfer of an asylum seeker between different ISTS CWO areas.

Asylum seekers already using Blue TPC cards should be able to use the same card to claim by PDT in any ISTS Location using the same card. They should keep the original Blue card issued.

If a CWO is left in possession of a Blue TPC for a former customer now transferred to another CWO District it should be forwarded by registered post to the CWO now dealing with that person. The sending CWO should include an explanatory note to the CWO currently dealing with the asylum seeker.

Transfer from ISTS to a non computerised area

In this type of situation the CWO in the ISTS area should ensure that he/she retrieves the Blue TPC which has issued to the customer prior to that customer's transfer to a non-ISTS payments area. The ISTS CWO should then forward the Blue TPC to the non-ISTS CWO by registered post. The Blue TPC will be retained on the customer file in the non-ISTS CWO area. The Blue TPC can then be re-used as follows:

- a) If the non-ISTS customer is transferred back to an ISTS payments area. The CWO in the non-computerised area should send the Blue TPC by registered post to the ISTS CWO.
- b) When the non-ISTS area is converted to ISTS.

In any case, the Blue card should be held on the file rather than with the asylum seeker in

a non-ISTS area.

Transfer from a non-ists to an ists area

All customers who have been in continual payment in a non ISTS area must be put on the SWA postdraft (PDT) payment method upon transfer to an ISTS area. This is achieved by using the weekly listing as outlined in Para 4.

LOST OR STOLEN BLUE TPCS

If an asylum seeker reports that they have lost their card, the full circumstances should be ascertained and any request for replacement should be in writing to ISTS - User Cleanup Team (UCT) on Floor 2, Townsend St., Dublin 2.

In the case of the card having been lost or stolen, evidence should be obtained from the asylum seeker that the matter has been reported to the Gardai and the form at Appendix 4 completed. The circumstances should be noted on the claim papers.

Asylum seekers should be paid by cheque while awaiting the production of a replacement Blue Temporary Payment Card.

The relevant post office should be advised by phone at the earliest opportunity of the reported loss.

Details should be supplied to the Head Post Master in the Area on the "Card Report Form" on Appendix 5 to this document. A copy of this form should be retained with the claim papers.

If a case arises where cards are lost on more than two occasions, a full investigation of the matter should be undertaken and consideration given to implementing measures to prevent further losses.

REASONS FOR RETURN OF CARDS TO DSCFA

Blue Temporary Payment Cards:

Blue TPCs should be returned to for destruction to Registration Section, Floor 4, Gandon House, Amiens St., Dublin 1, in the following circumstances:

- where a CWO has full proof that the customer has left Ireland.
- where a card has been recovered from a customer sentenced to a term of imprisonment.
- where a Blue TPC has been issued to a dependant in error.

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- where a Blue TPC has been issued in an alias identity. Control Division should be informed without delay.
- where a non-ISTS asylum seeker is dual claiming SWA in ISTS and/or ISTS and non ISTS areas using the same/alias identities. Control Division should be informed immediately.

All Blue TPC returns should be made by **registered** post. CWOs should enclose an accompanying report with any cards returned for destruction.

Yellow Temporary Payment Cards:

WOs should **DESTROY** any yellow cards.

White Social Services Cards:

The following procedure should be used in those situations where CWOs retrieve a White Social Services card which issued in error to an asylum seeker.

The White card should be cut/destroyed before being returned to:

Registration Section
Floor 4
London House
Leicestershire St.
Dublin 1

RENEWAL OF BLUE TEMPORARY PAYMENT CARDS

Each Blue Temporary Payments Card contains an expiry date which is normally 12 months from date of issue. Application for renewal should be made 6 weeks prior to the expiry date.

Yours sincerely

John O Raghallaigh
Principal

APPENDIX 1

**Draft Order Form for a Blue SSC (via e-mail to SECT_ASY) by
Thursday pm**

Date:

CWO Location:

CWO Name.

CWO Address:

CWO Contact Telephone Numbers:

* RSI Details.

* Note: RSI details only (no other customer details are required) in ascending order format to the left hand side of the page. One column of RSIs only per page.

APPENDIX 2

Post Office Details

The following information is required only for those customers who will be paid SWA via on ISTS via postdraft (PDT) for the first time. It does not include existing customers in receipt of SWA via postdraft (PDT) as these cases will not affect these calculations. These details should be E mailed to SECT_ASY.

- 1) the Post Office location code(s),
- 2) the numbers of **new** customer(s) assigned to each P.O. location,
- 3) an estimated total cash amount needed for all **new** customers at each P.O. location.

This information will ensure that An Post have adequate funds available for SWA customer payment purposes.

This is a once off request necessitated by the initial take-on of customers onto the postdraft (PDT) SWA payment system.

Date:

CWO Location:

CWO Name.

CWO Address:

CWO Contact Telephone Numbers:

PO CODE	Nos.	Weekly Amount (£)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

PENDIX 3

e to accompany delivery of Blue TPCs.

e:

O location code: .

O name: .

O address: .

**: Blue Temporary Payments Cards (Blue TPCs) for SWA postdraft
(PDT)payment purposes.**

se find enclosed Blue TPCs ordered by you and included in the last Blue TPCs run of
/MM/YYYY. The customer RSI number(s) involved is/are listed below in Section A.

tion B gives details of . Blue TPC request(s) made by you which was/were rejected by the
e TPC allocation programme. The reason (s)for this/these Blue TPC rejection(s) and the
ssary remedial action (s) are also included.

can contact either SECT_ASY (7043159) if you need any further information regarding
issue.

nks for your co-operation in this matter,

S Data Cleanup Section,
r 2, Townsend Street,
lin 2.

tion A.
tomer RSI Details

tion B.

following Blue TPCs ordered by you and included in the DD/MM/YYYY Blue TPCs were rejected by the Blue TPC allocation programme for the reasons as are indicated w.

PENDIX 3 (Contd.)

PEN

te 1: Customer has already been issued with a Blue TPC.

t o:

te 2: Customer issued with a White Social Services Card in error.

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should attempt to retrieve the White SSC in question prior to re-ordering a replacement
e TPC. Retrieved White SSCs should then be forwarded to:

e _

ress _

egistration Section

loor 4

—

andon House

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miens St.

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ublin 1

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te 3: Wrong RSI details advised to ISTS Data Cleanup Section.

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se e-mail SECT_ASY with the correct RSI details before 12.00 midday this Friday for
usion in the next Blue TPC run.

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ed: _

e: _

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PENDIX 4

Lost or Stolen TPC Cards

_____, CWO

e _____

ress _____

Number _____

I wish to advise that my Temporary payments card has been lost/stolen (delete as appropriate).

If I find the card or have it returned to me I undertake to present it at this office when I next attend.

Signed: _____

Date: _____

A copy of this should be given to the customer.

PENDIX 5

Report of Lost/Stolen Card to Post Office

The HEAD POSTMASTER

following customers have reported their Temporary Payments Cards as either lost or en. The customers have been issued with 'Yellow' Temporary Payment cards but extra should be taken with these payments until further notice.

se advise the post offices listed accordingly.

Customer Name RSI No Post Office Date Reported