Briefing: Immigration Service Delivery

Issues, Evidence & Information Gaps

Selected sources documenting administrative issues and their reported consequences.

Recommendations to close the information gap and gain a better understanding of immigration service delivery performance.

THE ISSUE

Delays, unanswered queries and complaints, and limitations on independent oversight of immigration administration.

THE PEOPLE

Publications that report circumstances and impacts on individuals, families, and the wider community.

THE GAP

Statistical information needed to support public assessment of immigration service delivery.

'This paper argues that current delays to the IRP system has wider effects on applicants and their families as it effectively pushes legal residents to become irregular migrants.'

Right to Remain: Working Towards Dignity and Sustainability in Irish Residence Permit Renewals[1]

'As legislators, I ask the members to use their considerable influence to ensure we can deliver fairness, dignity and respect for all those affected.'

Ombudsman Ger Deering
22 September 2026[2]

THE ISSUE

PARLIAMENTARY DISCUSSIONS

Debates have included discussion on IRP issues in 2026

READ THE DEBATE ↗[10]

'I want to raise the pain and suffering being caused to people doing essential work in this country due to the massive backlog and delays in issuing Irish residence permit, IRP, cards.'

Deputy Ruth Coppinger

'I will certainly raise the IRP backlog with the Minister for justice, Deputy O'Callaghan.

Tánaiste Simon Harris

READ THE DEBATE ↗[11]

'[...]an application for an IRP card on 6 March and by 30 June - 16 weeks later - it still had not issued. I am concerned there is a lack of information for both employers and employees about the process.'

Deputy Colm Burke

'That is a concerning period, but people sometimes leave applications until the very last moment and that is not good practice.'

Jim O'Callaghan, Minister of Justice, Home Affairs and Migration

CONTEXT
The maximum application window is 12 weeks[12]

READ THE DEBATE ↗[9]

'This is not merely an administrative inconvenience'

'These are people who we need in this country to keep our health services going.'

'Administrative delays should never be a barrier to people's ability to work, pay their rent, support their families and, more importantly, contribute to Ireland.'

Deputy Paul Donnelly

'I believe the commitment [...] has always been to look at reform around the area of how we handle migration in our country.'

'That is a system, particularly in the migration area, which is firm, fair and effective, a system that is rules based, a system that makes sure the public can have confidence in it and that people going through it can be dealt with in a fair manner.'

Closing statement - Deputy Colm Brophy, Minister of State

THE PEOPLE

JOINT COMMITTEE ON PUBLIC PETITIONS AND THE OMBUDSMEN[2]

Ombudsman calls for minor legislative change to extend the office's remit to investigate complaints about the administration of immigration and naturalisation law.

'denying any cohort of people the right of access to the Ombudsman undermines that principle and is a poor reflection on our democracy.'

'We are not seeking to interfere with any decisions in relation to whether somebody is entitled to citizenship or residency. [...] We are looking at how people get treated in the system.'

Ombudsman Ger Deering

READ THE FULL STATEMENT[2]

IMMIGRANT COUNCIL OF IRELAND[4]

'Our Helpline staff are dealing every day with cases where people are being laid off, losing mortgage approvals, or having house sale agreements fall through because they cannot produce a valid Irish Residence Permit (IRP) card. These difficulties are being caused by the significant waiting times and processing delays at the Department of Justice.'

READ THE PUBLICATION[4]

PUBLISHED REPORTS & DOCUMENTED EXPERIENCES

Rotunda Hospital maternity doctor whose residence renewal application remained pending from June until at least late October 2026.

READ THE ARTICLE[3]

Receipt Brief reviewed records showing documents uploaded before an application was subsequently refused for missing documentation.

READ THE CASE STUDY[5]

Reported technical difficulties associated with citizenship application refusals (February 2025)[6] and an IRP renewal refusal (September 2026)[5]

THE GAP

SUMMARISED RECOMMENDATIONS FROM RECEIPT BRIEF PUBLIC POLICY PAPER[1]

- *Implement demand forecasting.*
- *Adjust the application window to a timeframe that the ISD can sustain.*
- *Publicise accessible user feedback surveys and their results.*
- *Improve staff capabilities.*
- *Appoint staff in line with demand, and backfill any leave arrangements.*
- *Publicise evidence-based information that informs the public of the reason for delays*

THE INFORMATION GAP

ISD publishes renewal processing dates. Additional statistical information would support a fuller assessment of service delivery.

01 What portion of queries and complaints have been closed without response, with a templated response, or with a personalised response?

02 What proportion of IRP renewal applications take longer than 12 weeks to process, broken down by immigration permission type?

03 What are the median and 90th-percentile submission to decision processing times, by application type and immigration permission?

01 **Right to Remain: Working Towards Dignity and Sustainability in Irish Residence Permit Renewals**
PublicPolicy.ie · Published: 20 October 2026 LINK

02 **Joint Committee on Public Petitions and the Ombudsmen debate - Tuesday, 22 Sep 2026**
Houses of the Oireachtas · Published: 22 September 2026 LINK

03 **Facing delays renewing his residence permit, a hospital doctor is stuck unable to work**
Dublin Inquirer · Published: 21 October 2026 LINK

04 **IRP Delays and Renewals: What are the interim measures, who qualifies, what to do next and how to avoid further delays**
Immigrant Council of Ireland · Published: 24 July 2026 LINK

05 **Case Study 001: Immigration Administration**
Receipt Brief · Published: 10 October 2026 LINK

06 **For some citizenship-seekers asked to submit more documents, technical glitches trigger refusals**
Dublin Inquirer · Published: 26 February 2025 LINK

07 **Opening Statement**
Office of the Ombudsman · Published: 22 September 2026 LINK

08 **Briefing: Ombudsman Calls for Extended Remit**
Receipt Brief · Published: 10 October 2026 LINK

09 **Dáil Éireann debate - Wednesday, 30 Sep 2026 - Vol. 1091 No. 4**
Houses of the Oireachtas · Published: 30 September 2026 LINK

10 **Dáil Éireann debate - Thursday, 26 March 2026 - Vol. 1083 No. 3**
Houses of the Oireachtas · Published: 26 March 2026 LINK

11 **Dáil Éireann debate - Wednesday, 1 July 2026 - Vol. 1088 No. 6**
Houses of the Oireachtas · Published: 1 July 2026 LINK

12 **Renewing your registration permission if you live in the Republic of Ireland**
Department of Justice, Home Affairs and Migration · Accessed: 28 October 2026 LINK