



PUBLIC NOTICE

Date: 27th March 2020

SUSPENSION OF SERVICES TO THE PUBLIC DUE TO COVID-19

In line with implementation of the Directives by H.E the President and Guidelines from the Ministry of Health on management of the Corona Virus pandemic, all our services that involve direct contact with clients have been suspended for the 30 days effective Tuesday 24th March 2020. Consequently, services to the general public are hereby suspended at all its offices countrywide. The affected services are:

- i. Applications, issuance and replacement of National IDs;
- ii. Change of particulars and rectification of information on National IDs;
- iii. Checking status of applications;
- iv. Issuance of letters of confirmation of information;
- v. Applications and issuance of birth and death certificates; and
- vi. Issuance of Adoption Order Certificates.

We shall however continue processing applications already submitted including for national IDs and birth and death certificates. We shall also continue with the production of national IDs and dispatch these to our various offices countrywide.

Our clients can in the meantime contact us or check the status of their applications through the following contacts:

- 1. Call **0800211700** toll free during working hours
- 2. Dial ***216#** and follow the prompts to check NINs and status of applications

MANAGEMENT