



NIRA

National Identification and Registration Authority
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PRESS RELEASE

KAMPALA, 14TH JULY 2020

RESUMPTION OF SERVICE TO THE PUBLIC

Following the easing of restrictions on public and private transport announced on 19th May 2020 by H.E. The President of the Republic of Uganda, the National Identification and Registration Authority (NIRA) plans to gradually resume operations and provision of services to the public in line with the guidance contained under Circular No.7 of 2020 issued by the Ministry of Public Service and safety guidelines issued by Ministry of Health.

Scope of operations

NIRA resumed provision of services to the public in a phased manner, beginning **Wednesday 8th July 2020**. The partial resumption of services commenced with National ID card issuance at the Sub-County level in the three Districts of Wakiso, Mukono and Jinja, and will run for a period of 17 days in Wakiso and 13 days in Jinja and Mukono respectively. The above targeted districts have the highest number of unissued National ID cards. The Sub-County issuance exercise is expected to decongest the above areas ahead of the planned full resumption of services.

Other district and division offices commenced operations with effect from **Monday 13th July 2020**, with exception of the districts where lockdown is still in force. Service in the districts that have reopened will begin with National ID card issuance on a routine basis, starting with clients whose applications had been submitted and were already under process. The NIRA Headquarters at Kololo will however remain closed for an initial period of two weeks from the date of resumption of service

Only issuance of National IDs will be done at the reopened offices for a period of two weeks before other services resume, as further measures are put in place to ensure services are offered in accordance with the Guidelines on COVID-19. The following services therefore remain suspended:

- a) All Civil Registration services (Birth and Death Registration and certification)
- b) Adoption order registrations

- c) Change of particulars
- d) Confirmation of information
- e) Replacement of lost, defaced and damaged National Identity Cards
- f) Fresh registration for National IDs

Mode of operation

Service to the public will be from 9:00am – 3:00pm. However, Staff will continue to work until 4:00pm to allow them conclude any outstanding assignments for the day and also to enable them to move within the set curfew time. The working hours shall remain as indicated above until such a time when the Government lifts the curfew restrictions.

Access to NIRA Offices.

- i. To maintain the required social distancing and avoid crowds, only clients whose applications had been received and were under process before the lockdown shall be issued at the various NIRA offices for an initial period of two weeks from Monday 13th July 2020. Clients whose National IDs are ready shall collect them from the respective district and offices where they registered from. Learners who were registered and school and had attained 16 years at the time can pick their National ID cards from the respective district and division offices under which their schools fall.
- ii. All other services remain suspended for this initial period.

Management of client inquiries

All client enquiries shall strictly be done via the following avenues and online solutions to minimize physical visits:

- a) Through the NIRA Call Centre number **0800211700** (Toll free) to follow up their application status and information on other services.
- b) The USSD Code ***216#** to track their applications and get their NINs.
- c) Through the various NIRA online platforms; Email info@nira.go.ug, Twitter [@NIRA-UG](https://twitter.com/NIRA-UG), Web: www.nira.go.ug, Facebook: [nirauganda](https://www.facebook.com/nirauganda)
- d) Members of the public are also advised to access and download the various NIRA application forms available on the NIRA Website as indicated above.

Observation of Standard Operating Procedures.

Members of the public seeking services at any of the NIRA points of service are advised to strictly observe the Standard Operating Procedures (SOPs) and Guidelines on COVID – 19 issued by Government.



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