



ICA
PAPUA NEW GUINEA
PROTECTING BORDERS & PROMOTING PROSPERITY

IMMIGRATION & CITIZENSHIP AUTHORITY

PUBLIC NOTICE

NOTICE TO ALL STAKEHOLDERS REGARDING EMAIL ARRANGEMENTS FOR WORK PERMIT APPLICATION LODGEMENT AND FOLLOW UP COMMUNICATION

The Immigration and Citizenship Authority (ICA) is introducing online email lodgement of all work permit applications and renewals effective Thursday, 15 September 2022.

Due to these changes, client attendance at the Central Government Office (CGO) client service counters is no longer required to lodge work permit applications and renewals. ICA will no longer accept work permit applications and renewals at their CGO client service counters.

Lodging a Work Permit Application

Clients are advised to download and complete the appropriate work permit form available at the ICA website. Clients are also required to convert all attached supporting documentation into PDF Format. Clients are reminded that only quality images will be assessed. All work permit application lodgements including, renewals, amendments and cancellations are to be emailed to workpermit@immigration.gov.pg

These changes have been introduced to enhance service and turn-around times to our valued clients by reallocating ICA resources to work permit application and renewal processing.

Attending Central Government Office Service Counters

Clients no longer need to attend CGO client service counters. Should ICA require hardcopies of any documentation, ICA will inform clients by email to attend the CGO client service counter by appointment only.

Making a Payment

Payment for all work permit applications and renewals are now to occur online by use of the Fee Payment Wizard on ICA's website www.ica.gov.pg

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Pre-Screening of Applications and Processing Timeframe

Pre-Screening

Within three (3) business days of receipt of applications, a pre-screening process will occur to ensure that applications are assessment-ready with all required documentation including evidence of work permit fee payment. For applications which are not assessment-ready, clients will be emailed advising which documents are required. Clients will have three (3) business days to respond to ICA with the required documentation. Applications which are not assessment-ready will not be processed.

Failure to Respond with Required Documentation

Failure to respond to ICA with the required documentation within three (3) business days from the date of ICA's email advising which documents are required, will result in closure of the application. Closure of applications may also result in work permit application fee payment been forfeited.

Processing of Assessment-Ready Applications

ICA is introducing a turn-around time for all assessment-ready work permit applications and renewals of 10 business days. Therefore, clients are encouraged to ensure that all of their forms are in order and that all supporting documentation and information is attached to their work permit applications and renewals. Incomplete applications and renewals will require follow up requests from ICA which will delay the processing time.

Clients are strongly encouraged to adhere to these changes and new requirements so that they are implemented smoothly.


STANIS HULAHAU
Chief Migration Officer



08 September 2022