



IMMIGRATION & CITIZENSHIP AUTHORITY

PUBLIC NOTICE

This notice serves to inform our valued clients and the general public that ICA will temporarily suspend some of its services in preparation for the normal end of year Public Service shutdown.

Temporary Suspension of Services

As of Monday, 20 December 2021, the following services will be temporarily suspended:

1. New entry visa applications - No new entry visa application will be accepted over the counter or via email
2. Visa extensions (long term) – No new visa extension application will be accepted over the counter and electronically
3. PNG Passports – Application for new and renewal of PNG Passports will be suspended temporarily.

The following services will not be affected by these temporary measures:

1. Online visa lodgment –ICA’s visa application portal accessed via www.ica.gov.pg will remain open for applicants to apply for limited number of visa classes.
2. Short term extensions – foreigners whose short term visas are expiring within the shutdown period can still apply for extensions via e-mail shorttermextension@immigration.gov.pg

These temporary measures also apply for ICA’s provincial and border posts.

Exceptional Cases

ICA will respond to exceptional cases under the following circumstances:

1. Medical Emergencies – we will provided services to PNG nationals and foreigners who can present proof that they are traveling on medical emergencies overseas.
2. PNG government officials traveling on official government business

Collection of Passports and Work Permits

Collection of passports and work permits will continue at the ICA service counter on the ground floor, Central Government Offices subject to prior appointment only.

ICA's client service team will inform applicants or their nominated agents and schedule appointments to collect their passports and work permits. Clients are advised to contact clientservice@immigration.gov.pg for queries regarding collection of their passports and work permits.

Koitachi Passport Office

ICA's PNG passport counter services located at the Koitachi House along the Poreporena Freeway will be closed for business as of 20 December 2021. All passports ready for collection will be dispatched at the Central Government Office service counter.

Payment of MSF

Clients are encouraged to use their MICA accounts to pay for all ICA services during this temporary shutdown period.

Indemnity for Expired Visas

ICA will make assessments on individual cases where visas and work permits may have expired during this temporary shutdown period and make a decision whether or not an applicant should be penalized for late lodgment of visa and work permit or overstay of visa, whichever is applicable.

All normal services on visas and passports will resume on **3 January 2022**.

This Public Notice supersedes earlier Notice on client service new arrangements issued on 19 November 2021 and becomes effective from **20 December 2021**.



Endorsed by:

Stanis Hulahu
Chief Migration Officer

17th December 2021