



**ICA**  
PAPUA NEW GUINEA  
PROTECTING BORDERS & PROMOTING PROSPERITY

## OFFICE OF THE CHIEF MIGRATION OFFICER

### PUBLIC NOTICE

This Public Notice serves to inform our valued client and the general public that due to the recent surge in the increase of persons infected by the COVID19 virus in the country, the Client Service Operations at Central Government Office and Koitachi Haus in Gordons will close effectively as of Friday, 31<sup>st</sup> July 2020.

The closure as you are aware is due to the announcement by the Honorable Prime Minister of Papua New Guinea Hon. James Marape, MP recently, as well as the DPM Circular Instruction of 28/07/2020 as well as the Orders from the SOE Controller based on the new Pandemic Act 2020.

In view of these directions, the counter services at ICA will remain closed to the public however ICA will be providing essential services in receiving visa application for extensions, new entries and release of PNG passports based strictly on appointments through the [clientservice@immigration.gov.pg](mailto:clientservice@immigration.gov.pg) email address

ICA is imposing these measures to ensure a healthy work practice is in place to protect staff executing their legal mandate in delivering this vital service to our valued clients and the general public during this period.

Effective as of the date of this Public Notice, all clients are advised to take note and observe this new business measures to prevent the disease from escalating as a result of the movement of staff and clients dealing with visa, passport and citizenship issues and other related matters in other Divisions

#### Counter Services

- ✓ The ICA Client Services Area will be fully manned by a Security on full time duty to monitor, manage and coordinate the movement of clients and staff through the counter area at Central Government Office
- ✓ Counter Services will operate as usual from 08:30 am to 11:30 am daily
- ✓ Lodgments of extension applications will be done on Monday, Wednesday and Friday and strictly by appointment.
- ✓ Collection of all passports will be done on Tuesday and Thursday and strictly by email appointment only.
- ✓ There will be a maximum of five (5) clients allowed at the Client Service with confirmed appointments with respective Branch at any one time
- ✓ All clients and visitors to ICA will have their temperatures checked with the Non-Contact Infrared Body Thermometer, must wear face masks and have their hands sanitized before

entering the building. Clients with very high temperature of 38 or more degrees will be refused entry and will be referred to the National Operations Command (NOC) for COVID19 for referral to the designated sites for testing

- ✓ All clients are to strictly wait outside the building for their turn to be served
- ✓ All appointments to the Office for all ICA matters will be strictly through the respective email addresses, landline and mobile phones.

### **Extension, APEC and PR**

- ✓ All normal extensions, transfer and change of status applications must be lodged over the counter with applications and passports
- ✓ All Short Term Visas must be emailed through the [shorttermextension@immigration.gov.pg](mailto:shorttermextension@immigration.gov.pg) email address to facilitate a one off visa extension
- ✓ All ABTC applications and queries are to be channeled through the [abtc@immigration.gov.pg](mailto:abtc@immigration.gov.pg) email address for assistance.
- ✓ All Permanent Resident applications are to be lodged over the counter for assessment and processing and all queries are to be directed through the [pr@immigration.gov.pg](mailto:pr@immigration.gov.pg) email address for updates and responses

### **Visa Management**

- ✓ All new entry applications are to be emailed to the [newentries@immigration.gov.pg](mailto:newentries@immigration.gov.pg) email address. If the documents are big, the staff will advise the clients to make an appointment to lodge the documents over the counter
- ✓ Visa transmissions to all PNG Overseas Missions/Posts and the Australia Missions/Posts will be subject to travel approval from the SOE Controller by way of a letter. Email address to the SOE Controller Office is [covid19-travel@police.gov.pg](mailto:covid19-travel@police.gov.pg)
- ✓ All overseas Missions/Posts will issue visas only based on sighting of the SOE Controllers approved travel letter and certified Medical Clearance Certificates from reputable hospitals in the host country

### **Citizenship**

- ✓ All citizenship applications are to be emailed through [citizenship@immigration.gov.pg](mailto:citizenship@immigration.gov.pg) for lodgment and queries.
- ✓ All other citizenship communications for updates and queries must be channeled to the above email address
- ✓ The outcome of a decision on citizenship must be channeled the above email address

### **PNG Passport and other related Travel Document/s**

- ✓ The Passport Service Centre at Koitachi Haus will be closed until further notice
- ✓ There will be no new lodgment for PNG Passports in NCD and all other Provincial Posts however will be provided to only emergency cases on medical evacuation, government approved duty travel and citizens residing overseas until the shutdown is lifted
- ✓ Passports will be collected at Central Government Office only through email appointments
- ✓ Passports ready for collection will be done on a Tuesday and Thursday and only on appointments through the [clientservices@immigration.gov.pg](mailto:clientservices@immigration.gov.pg) email address

### **Online Facility**

- ✓ The e-visa online facility is currently active and available to citizens of eligible countries, Commonwealth countries and APEC member economies to apply for short term visas. All the visa classes in this facility remain non-auto grant and a decision will be expected within 21 days except for those urgently required to attend urgent business with the Government
- ✓ All visas will be approved based on a endorsed travel letter from the SOE Controller and certified Medical Certified Certificate from the host countries

#### **MSF Payments**

- ✓ The Online Payment Gateway is currently active and all Migration Service Fee payments must be made through ICA website: [www.ica.immigration.gov.pg](http://www.ica.immigration.gov.pg)
- ✓ Clients who do not have access to the payment gateway will have to use the EFPOS services offered by ICA at Central Government Office

I have endorsed the above measures for all ICA clients to note, observe and put into practical every day scenario as a way forward to assist the National Government and other line agencies in their endeavor to manage this new and unprecedented spread of this COVID19 virus in the country

I will make further announcements if and when the lockdown is lifted by the SOE Controller

**Authorized by**



**Robert Barra Kennedy**  
Acting Chief Migration Officer

29<sup>th</sup> July 2020.