



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

## OFFICE OF THE CHIEF MIGRATION OFFICER

### PUBLIC NOTICE

This Public Notice serves to inform the general public and our valued clients that the Counter Areas at Central Government Office will be closed effective as of Thursday 09 April 2020.

The closure is due to the extension of the State of Emergency shut down for a further 2 months announced by the Prime Minister as well as the Circular Instruction from Department of Personnel Department of 06<sup>th</sup> April 2020 and the Orders from the Controller of the State of Emergency.

Whilst the counter services will remain closed to the public, ICA Client Service Branch will continue to provide assistance in receiving the extension, entry and release of PNG passports based only on appointments through email and telephone communications

1. All extension applications must be placed in a PVC open plastic and lodged with a client service staff to receive at the door. These applications will be placed in a box for quarantine purposes for a day before client service staff will distribute to respective Divisions. The turnaround time will be 14 days and staff will provide updates when to collect the passports. All follow ups must be through, [clientservice@immigration.gov.pg](mailto:clientservice@immigration.gov.pg)
2. All short term visas (Business, Visitor and Restricted Employment Visa) must be emailed to the Extension, APEC and Permanent Resident Branch through [extension@immigration.gov.pg](mailto:extension@immigration.gov.pg) for staff to prepare a one off extension letter for Acting Chief Migration Officer to signoff and returned by email to applicant as evidence of an extension of their short term visa.

3. All new entry applications must be emailed to the Visa Management Branch through, [entries@immigration.gov.pg](mailto:entries@immigration.gov.pg) for appropriate assessment and consideration of the application. Take note that all PNG Missions and Posts are closed and visa will be only be issued once the restriction from those respective countries are lifted
4. The Passport Services Centre at Koitachi will continue to remain closed during this period and all the ready passports are to be collected at Central Government Office. All collections will be approved by way of an email appointment through [passport@immigration.gov.pg](mailto:passport@immigration.gov.pg) and [clientservice@immigration.gov.pg](mailto:clientservice@immigration.gov.pg). Application for new passports will not be accepted except for those applying from overseas until the International travel restriction is lifted by the Controller of the State of Emergency.
5. All Applicants and Companies are advised to pay the Migration Services Fee through ICA online payment gateway [www.ica.gov.pg](http://www.ica.gov.pg) as the EFPOS facility at Central Government will not be available for MSF payments. All receipts must be attached to the applications when lodging and emailing.

Taking into consideration the risk and social distancing during the time of the COVID19 pandemic, ICA is seeking the understanding and cooperation of our valued clients and customers to observe the above temporary measures in order to minimise and control the interaction of clients and staffs during the lockdown period

Authorized by:



**Robert Bara Kennedy**  
Acting Chief Migration Officer

08<sup>th</sup> April 2020