



PAPUA NEW GUINEA IMMIGRATION AND CITIZENSHIP SERVICE AUTHORITY
Office of the Chief Migration Officer

PUBLIC NOTICE No.11/2017

REPORTING OF COMPLAINTS

This Public Notice is to inform and encourage the general public and our valued clients to contact this Authority immediately to report any complaints and allegations of extortion by staff or persons claiming to be Immigration Officers for investigation.

The public is also advised that no application or fees for any migration service (passport, visa, citizenship, or compliance) should be given to any staff of the Authority. All applications must be lodged at the lodgement counter and not through any staff. Staff accepting applications outside of the counter must be reported to the Office of the Chief Migration Officer.

This Authority will be setting up an Internal Investigations Team to deal with complaints and ensure appropriate action is taken.

All complaints are to be sent to:

**Chief Migration Officer
PNG Immigration and Citizenship Service Authority
Central Government Office, Melanesian Way, Waigani
Ground Floor (Tower A)
PO Box 1790
Boroko
National Capital District**

**Email: complaints@immigration.gov.pg
Telephone: +675-3276111**

I take this opportunity to thank the general public and our valued clients for your cooperation .

Authorised by:

**Solomon Kantha
Acting Chief Migration Officer**