



## Service Level Agreement 2024

All services provided by the Information & eGovernment Authority (iGA) are subject to the Service Level Agreement (SLA), which guarantees 99.95% availability for ID card services. The maximum time to complete services, provided all requirements and documents are met, is outlined in the table below.

The mentioned time frame does not apply if the service is provided in cooperation with a third party, such as other government entities.

### Privacy and Confidentiality:

The iGA prioritizes the confidentiality of beneficiary information for all its services. It operates under Bahrain's Personal Data Protection Law and strives to deliver high-quality services to all beneficiaries as per the SLA.

### iGA Service Provision Standards:

| Number | Service   | Submission Method                  | Processing Time      |
|--------|---|------------------------------------|----------------------|
| 1      | Issuing (first-time), Replacement (lost/damaged), Renewal, or Change of ID card - Bahrainis<br>First issuance: through front offices and express service office (fingerprint-signature) | Online                             | 2 working days       |
|        |   | In-person (front offices)          | 30 minutes           |
|        |   | In-person (express service office) | Less than 30 minutes |
| 2      | Updating ID card chip or civil registry data - Bahrainis  | Online                             | 1 working day        |
|        |   | In-person (front offices)          | 30 minutes           |
|        |   | Self-service kiosks                | 10 minutes           |
| 3      | Activating GCC ID card - Citizens of GCC countries  | In-person (front offices)          | 30 minutes           |
| 4      | Issuing (first-time), Replacement (lost/damaged), Renewal, or Change of Bahraini ID card - Citizens of GCC countries  | In-person (front offices)          | 30 minutes           |
| 5      | Updating ID card chip or civil registry data for Bahraini ID card - Citizens of GCC countries   | In-person (front offices)          | 30 minutes           |
| 6      | Issuing (first-time), Replacement (lost/damaged), Renewal, or Change of ID card - Non-Bahrainis registered with the Labor Market Regulatory   | Online                             | 2 working days       |



| Authority (Worker/Investor/Dependent) |  |   |
|---------------------------------------|--|---|
|                                       |  | In-person (front offices) 30 minutes                    |
|                                       |  | In-person (express service office) Less than 30 minutes |
| 7                                     | Updating ID card chip or civil registry data for ID card - Non-Bahrainis registered with the Labor Market Regulatory Authority (Worker/Investor/Dependent) | Online 1 working day                                    |
|                                       |  | In-person (front offices) 30 minutes                    |
|                                       |  | Self-service kiosks 10 minutes                          |
| 8                                     | Issuing (first-time), Replacement (lost/damaged), Renewal, or Change or Update of ID card data - Domestic workers and their equivalents                    | Online 2 working days                                   |
|                                       |  | In-person (front offices) 30 minutes                    |
|                                       |  | In-person (express service office) Less than 30 minutes |
|                                       |  | Self-service kiosks 10 minutes                          |
| 9                                     | Issuing (first-time), Replacement (lost/damaged), Renewal, or Change of ID card - Non-Bahrainis not registered with the Labor Market Regulatory Authority  | Online 2 working days                                   |
|                                       |  | In-person (front offices) 30 minutes                    |
|                                       |  | In-person (express service office) Less than 30 minutes |
| 10                                    | Issuing identity notification for holders of multiple-entry visas  | Online 1 working day                                    |
|                                       |  | In-person (front offices) 30 minutes                    |
|                                       |  | Self-service kiosks 10 minutes                          |
| 11                                    | Issuing identity notification for holders of multiple-entry visas  | In-person (front offices) 30 minutes                    |
| 12                                    | Registering customs brokers and business owners in the population registry system  | In-person (front offices) 30 minutes                    |
| 13                                    | Booking/Modifying/Canceling/Inquiring about an appointment for ID card services  | Online Immediate  |
| 14                                    | Modifying/Inquiring about the status of an application   | Online Immediate  |
| 15                                    | Issuing an ID card data statement  | Online Immediate  |



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|----|---|---|-----------------|
| 16 | Issuing a selective ID card data statement  | In-person (front offices)                           | 30 minutes      |
| 17 | Issuing a family member's data statement  | In-person (front offices)                           | 30 minutes      |
| 18 | Issuing an identity notification  | In-person (front offices)                           | 30 minutes      |
| 19 | Issuing a personal number notification  | In-person (front offices)                           | 30 minutes      |
| 20 | Issuing a new building address certificate  | Online (submission)                                 | 10 minutes      |
|    |   | Online (certificate preparation)                    | 2 working days  |
|    |   | In-person (certificate collection)                  | 15 minutes      |
| 21 | Issuing an existing building address certificate  | Online (submission)                                 | 10 minutes      |
|    |   | Online (certificate preparation)                    | 2 working days  |
|    |   | In-person (certificate collection)                  | 15 minutes      |
| 22 | Issuing a modified address certificate for an existing building                         | Online (submission)                                 | 10 minutes      |
|    |   | Online (certificate preparation)                    | 2 working days  |
|    |   | In-person (certificate collection)                  | 15 minutes      |
| 23 | Issuing a new plot number   | Online (submission)                                 | 10 working days |
|    |   | In-person (certificate collection)                  | 15 minutes      |
| 24 | Deleting an address   | Online (submission)                                 | 10 minutes      |
|    |   | Online (completion)                                 | 2 working days  |
| 25 | Increasing the capacity (number of workers) of a work residence                         | Online (submission)                                 | 10 minutes      |
|    |   | Online (completion)                                 | 5 working days  |
| 26 | Issuing a unit/establishment number   | Online (submission)                                 | 10 minutes      |
|    |   | In-person (collection)                              | 3 working days  |
| 27 | Issuing a unique personal number for a newborn  | Online  | 10 minutes      |
| 28 | Issuing a birth certificate for a newborn (within the Kingdom of Bahrain)               | Online (submission)                                 | 10 minutes      |
|    |   | Online (certificate preparation)                    | 1 working day   |
|    |   | Delivery via post                                   | 2 working days  |
|    |   | In-person (front offices – submission)              | 30 minutes      |
|    |   | In-person (front offices – certificate preparation) | 2 hours         |
|    |   | In-person (front offices – certificate collection)  | 10 minutes      |
| 29 | Issuing a birth certificate for a new Bahraini citizen (outside the Kingdom of Bahrain) | In-person (front offices – submission)              | 30 minutes      |



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|    |   | In-person (front offices – certificate preparation)              | 1 working day  |
|    |   | In-person (front offices – certificate collection)               | 30 minutes     |
|    |   | Online (certificate issuance)                                    | 15 minutes     |
|    |   | Delivery via post  | 2 working days |
| 30 | Issuing a replacement/extract for a birth certificate                                       | Online (submission)  | 15 minutes     |
|    |   | In-person (front offices – submission)                           | 30 minutes     |
|    |   | Certificate preparation (if data is available in the system)     | 1 working day  |
|    |   | Certificate preparation (if data is not available in the system) | 5 working days |
|    |   | Delivery via post  | 2 working days |
| 31 | Issuing a death certificate (within the Kingdom of Bahrain)                                 | In-person (front offices – submission)                           | 30 minutes     |
|    |   | Certificate preparation  | 1 working day  |
|    |   | Certificate collection   | 1 working day  |
| 32 | Issuing a death certificate for a Bahraini citizen (outside the Kingdom of Bahrain)         | In-person (front offices – submission)                           | 30 minutes     |
|    |   | Certificate preparation  | 1 working day  |
|    |   | Certificate collection   | 1 working day  |
| 33 | Issuing a replacement/extract for a death certificate                                       | Online (submission)  | 15 minutes     |
|    |   | In-person (front offices – submission)                           | 30 minutes     |
|    |   | Certificate preparation (if data is available in the system)     | 1 working day  |
|    |   | Certificate preparation (if data is not available in the system) | 5 working days |
|    |   | Delivery via post  | 2 working days |
| 34 | Issuing a birth or death certificate by court order or judicial ruling from Bahraini courts | In-person (front offices – submission)                           | 30 minutes     |
|    |   | In-person (front offices –                                       | 30 minutes     |



|    |  |  |                |
|----|--|--|----------------|
| 35 | Changing names, adding titles, and altering data recorded in the iGA's registers | collection)                            |                |
|    |  | Online (submission)                    | 15 minutes     |
|    |  | Delivery via post                      | 2 working days |
|    |  | In-person (front offices – submission) | 30 minutes     |
|    |  | In-person (front offices – collection) | 30 minutes     |
| 36 | eKey service   | Online (submission)                    | 15 minutes     |
|    |  | Delivery via post                      | 2 working days |
|    |  | Online (Basic)                         | 1 working day  |
|    |  | Self-service kiosks                    | 15 minutes     |

**Support:**

In the event of any failure to provide the service as per the agreement, the client is entitled to escalate the issue using the following communication channels:

[bahrain.bh/tawasul](http://bahrain.bh/tawasul)

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