



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 of Information:

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's Service Delivery Standards:

Number	Service	Submission Method	Processing Time
1	Responding to customer inquiries	Response	30 seconds
2	Inquiring about the status of an application	Inquiry	10 minutes
3	Booking/Modifying/Canceling/Inquiring about an appointment for ID card services (Bahrainis)	Submission	15 minutes
4	Booking/Modifying/Canceling/Inquiring about an appointment for ID card services (non-Bahrainis)	Submission	15 minutes
5	Issuing (first-time), Replacement (lost/damaged), Renewal, or Change or Updating System Data of ID card - Bahrainis	Submission	30 minutes
		Delivery via post	2 working days
6	Issuing (first-time), Replacement (lost/damaged), Renewal, or Change or Updating System Data of ID card - non-Bahrainis	Submission	30 minutes
		Delivery via post	2 working days
7	Issuing (first-time), Replacement (lost/damaged), Renewal, or Change or Updating System Data of ID card - Domestic workers and their equivalents	Submission	30 minutes
		Delivery via post	2 working days
8	Address Services Department	Submission	1 hour
		Delivery via post	3 working days
9	Births and Deaths Services Department	Submission	1 hour
		Delivery via post	3 working days



Note:

The above-mentioned completion times for all services apply only if the request meets all the conditions and procedures.

Assistance and Support:

In case of any shortcomings in service delivery as per the agreement, the client has the right to contact us through the following channels:

- bahrain.bh/tawasul
- 80008001