



Service Level Agreement 2025

All Information & eGovernment Authority (iGA) services are subject to the Service Level Agreement (SLA), which ensures the availability of identity card services at a rate of 99.95%. The Agreement defines the maximum time required to complete services, provided that all requirements are fully met and all documents available. This is shown in the table below.

The timeframes stated in this SLA do not apply in cases where service delivery is shared with a third party, such as other government entities or external parties.

Privacy and Confidentiality:

The iGA places the confidentiality of beneficiaries' information across all its services at the top of its priorities. The iGA is subject to Bahrain's Personal Data Protection Law and strives to deliver high-quality services to all beneficiaries in accordance with the SLA.

iGA's Service Provision Standards:

No.	Service	Application	Maximum Completion Time
1	First issuance of ID card – Bahraini under 60 years	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
2	Renewal of ID card – Bahraini under 60 years	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
3	Replacement (lost/damaged) ID card – Bahraini under 60 years	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
4	Change of ID card – Bahraini under 60 years	Online	2 working days



No.	Service	Application	Maximum Completion Time
5	Update ID card chip data or civil register data – Bahraini under 60 years	Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
		Online	1 working day (data update)
6	First issuance of ID card – Bahraini aged 60 and above	Front Offices	30 minutes
		Self-Service Kiosks	Proceed directly to the kiosk
		Online	2 working days
7	Renewal of ID card – Bahraini aged 60 and above	Front Offices	Proceed directly to the office
		Express Service Office	Less than 30 minutes
		Online	2 working days
8	Replacement (lost/damaged) ID card – Bahraini aged 60 and above	Front Offices	Proceed directly to the office
		Express Service Office	Less than 30 minutes
		Online	2 working days
9	Change of ID card – Bahraini aged 60 and above	Front Offices	Proceed directly to the office
		Express Service Office	Less than 30 minutes
		Online	2 working days
10	Update ID card chip data or civil register data – Bahraini aged 60 and above	Front Offices	Proceed directly to the office
		Self-Service Kiosks	Proceed directly to the platform
		Online	1 working day (data update)
11	Activation of GCC ID card – GCC citizens	Front Offices	30 minutes



No.	Service	Application	Maximum Completion Time
12	First issuance of ID card – GCC citizens	Front Offices	30 minutes
13	Renewal of ID card – GCC citizens	Front Offices	30 minutes
14	Replacement (lost/damaged) ID card – GCC citizens	Front Offices	30 minutes
15	Change of ID card – GCC citizens	Front Offices	30 minutes
16	Update ID card chip data or civil register data – GCC citizens	Front Offices	30 minutes
17	First issuance of ID card – Non-Bahraini registered with Labor Market Regulatory Authority (LMRA) (Worker/Investor – Quota System)	Front Offices	Immediate delivery at appointment
		Express Service Office	Less than 30 minutes
18	Renewal of ID card – Non-Bahraini registered with Labor Market Regulatory Authority (LMRA) (Worker/Investor)	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
19	Replacement (lost/damaged) ID card – Non-Bahraini registered with Labor Market Regulatory Authority (LMRA) (Worker/Investor)	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
20	Change of ID card – Non-Bahraini registered with Labor Market Regulatory Authority (LMRA) (Worker/Investor)	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
21	First issuance of ID card – Non-Bahraini registered with Labor Market Regulatory Authority (LMRA) (Dependent/Flexible Worker)	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes



No.	Service	Application	Maximum Completion Time
22	Renewal of ID card – Non-Bahraini registered with Labor Market Regulatory Authority (LMRA) (Dependent/Flexible Worker)	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
23	Replacement (lost/damaged) ID card – Non-Bahraini registered with Labor Market Regulatory Authority (LMRA) (Dependent/Flexible Worker)	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
24	Change of ID card – Non-Bahraini registered with Labor Market Regulatory Authority (LMRA) (Dependent/Flexible Worker)	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
25	First issuance of ID card – Domestic workers and their equivalents	Online	2 working days
		Express Service Office	Less than 30 minutes
26	Renewal of ID card – Domestic workers and their equivalents	Online	2 working days
		Express Service Office	Less than 30 minutes
27	Replacement (lost/damaged) ID card – Domestic workers and their equivalents	Online	2 working days
		Express Service Office	Less than 30 minutes
28	Change of ID card – Domestic workers and their equivalents	Online	2 working days
		Express Service Office	Less than 30 minutes
29	Update ID card chip data or civil register data – Non-Bahraini registered with Labor Market Regulatory Authority (LMRA)	Online	1 working day (data update)
		Front Offices	30 minutes
		Self-Service Kiosks	Proceed directly to the kiosk



No.	Service	Application	Maximum Completion Time
30	First issuance of ID card – Non-Bahraini not registered with Labor Market Regulatory Authority (LMRA)	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
31	Renewal of ID card – Non-Bahraini not registered with Labor Market Regulatory Authority (LMRA)	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
32	Replacement (lost/damaged) ID card – Non-Bahraini not registered with Labor Market Regulatory Authority (LMRA)	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
33	Change of ID card – Non-Bahraini not registered with Labor Market Regulatory Authority (LMRA)	Online	2 working days
		Front Offices	30 minutes
		Express Service Office	Less than 30 minutes
34	Update ID card chip data or civil register data – Non-Bahraini not registered with Labor Market Regulatory Authority (LMRA)	Online	1 working day for data update
		Front Offices	30 minutes
		Self-Service Kiosks	Proceed directly to the kiosk
35	Registration of customs brokers and business owners in the population registry system	Front Offices	30 minutes
36	Booking / modifying / cancelling / inquiry about ID card service appointments	Online	Immediate
37	Modify / inquire about application status	Online	Immediate
38	ID card data statement	Online	Immediate
39	Selective ID card data statement	Front Offices	30 minutes



No.	Service	Application	Maximum Completion Time
40	Family members data statement	Front Offices	30 minutes
41	Identity notification	Front Offices	30 minutes
42	Personal number notification	Front Offices	30 minutes
43	Certified true copy of ID card image	Front Offices	30 minutes
44	eKey	Online	Immediate
		Self-Service Kiosks	Proceed directly to activate the advanced level
45	Issuance of existing building address certificate	Online (Application)	10 minutes
		Online (Certificate preparation)	2 working days
		Front Offices (Collection)	15 minutes
46	Issuance of new building address certificate	Online (Application)	10 minutes
		Online (Certificate preparation)	2 working days
		Front Offices (Collection)	15 minutes
47	Issuance of amended address certificate for existing building	Online (Application)	10 minutes
		Online (Certificate preparation)	2 working days
		Front Offices (Collection)	15 minutes
48	Numbering of new plot	Online (Application)	10 minutes
		Online (Certificate preparation)	10 working days
		Front Offices (Collection)	15 minutes



No.	Service	Application	Maximum Completion Time
49	Deletion of existing address	Online	2 working days
50	Increasing the accommodation capacity (workers' residence)	Online	5 working days
51	Issuance of unit/establishment number	Online (Application)	10 minutes
		Front Offices (Collection)	3 working days
52	Issuance of personal number for a newborn inside the Kingdom of Bahrain	Online (Application)	30 minutes
		Online (Issuance)	30 minutes
53	Issuance of personal number for a newborn outside the Kingdom of Bahrain	Online (Application)	30 minutes
		Online (Issuance)	30 minutes
54	Issuance of special personal number for a newborn	Online	10 minutes
55	Issuance of birth certificate for a newborn (inside the Kingdom of Bahrain)	Online (Application)	10 minutes
		Online (Certificate preparation)	10 minutes
		Delivery via post	2 working days
		Front Offices (Application)	10 minutes
		Front Offices (Certificate preparation)	10 minutes
		Front Offices (Collection)	30 minutes
56	Issuance of birth certificate for Bahraini newborn (outside the Kingdom of Bahrain)	Front Offices (Application)	30 minutes
		Front Offices (Certificate preparation)	1 working day
		Front Offices (Collection)	30 minutes
		Online (certificate issuance)	15 minutes



No.	Service	Application	Maximum Completion Time
57	Issuance of birth certificate extract	Delivery via post	2 working days
		Online (Application)	10 minutes
		Front Offices (Application)	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
58	Issuance of birth certificate after amending English name – for Bahrainis	Delivery via post	2 working days
		Front Offices (Application)	30 minutes
		Certificate preparation	2 hours
59	Issuance of birth certificate after name amendment prior to initial issuance of birth certificate	Certificate collection	10 minutes
		Front Offices (Application)	30 minutes
		Certificate preparation	2 hours
60	Issuance of death certificate within 72 hours of notification (inside the Kingdom of Bahrain)	Certificate collection	10 minutes
		Online (Application)	10 minutes
		Front Offices (Application)	30 minutes
		Certificate preparation	1 working day
		Front Offices (Collection)	1 working day
61	Issuance of death certificate after 72 hours of notification (inside the Kingdom of Bahrain)	Delivery via post	2 working days
		Online (Application)	10 minutes
		Front Offices (Application)	30 minutes



No.	Service	Application	Maximum Completion Time
		Certificate preparation	1 working day
		Front Offices (Collection)	1 working day
		Delivery via post	2 working days
62	Issuance of death certificate (outside the Kingdom of Bahrain)	Online (Application)	10 minutes
		Front Offices (Application)	30 minutes
		Certificate preparation	1 working day
		Front Offices (Collection)	1 working day
		Delivery via post	2 working days
63	Issuance of death certificate (Forensic Evidence and Public Prosecution)	Front Offices (Application)	30 minutes
		Front Offices (Collection)	30 minutes
64	Issuance of death certificate extract	Online (Application)	10 minutes
		Front Offices (Application)	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
65	Issuance of birth or death certificate by court order or judicial ruling from Bahraini courts	Front Offices (Application)	10 minutes
		Front Offices (Collection)	30 minutes
		Online certificate issuance (Application)	15 minutes



No.	Service	Application	Maximum Completion Time
		Delivery via post	2 working days
66	Issuance of birth certificate due to name changes or data amendments by court order	Front Offices (Application)	30 minutes
		Front Offices (Collection)	30 minutes
		Online certificate issuance (Application)	15 minutes
		Delivery via post	2 working days
67	Late first issuance of birth certificate (After the Legal Period)	Front Offices (Application)	30 minutes
		Certificate preparation	2 working days
		Front Offices (Collection)	10 minutes
68	Issuance of referral letter to Sharia courts	Front Offices (Application)	30 minutes
		Front Offices (Collection)	30 minutes
69	Issuance of referral letter to Civil courts	Front Offices (Application)	30 minutes
		Front Offices (Collection)	30 minutes
70	Issuance of death certificate based on delayed notification after committee approval	Front Offices (Application)	30 minutes
		Front Offices (Collection)	30 minutes

Note:

The completion times stated above apply to all services provided that the application meets all conditions and procedures.

Assistance and Support:



In the event of any failure to deliver the service in accordance with this Agreement, customers are entitled to escalate the issue using the following communication channels:

- bahrain.bh/tawasul
- 80008001