



Service Level Agreement 2026

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
Initial issuance, replacement of lost or damaged, renewal, or change of ID Card for Citizens			
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



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



No.	Service	Application	Maximum Completion Time
		Self-Service Kiosks	Proceed directly to the platform
GCC ID Card Activation			
1	Activation of GCC ID card – GCC citizens	Front Offices	30 minutes
Initial issuance, replacement of lost or damaged, renewal, or change of ID Card for GCC Citizens			
1	First issuance of ID card – GCC citizens	Front Offices	30 minutes
2	Renewal of ID card – GCC citizens	Front Offices	30 minutes
3	Replacement (lost/damaged) ID card – GCC citizens	Front Offices	30 minutes
4	Change of ID card – GCC citizens	Front Offices	30 minutes
Update ID Card Chip or Civil Record Information for GCC Citizens			
1	Update ID card chip data or civil register data – GCC citizens	Front Offices	30 minutes
Initial issuance, replacement for lost or damaged, renewal, or change of ID Card for For Non-Bahrainis Registered with the Labour Market Regulatory Authority (Worker/Investor/Dependent)			
1	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
2	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
3		Online	2 working days
		Front Offices	30 minutes



No.	Service	Application	Maximum Completion Time
	Replacement (lost/damaged) ID card – Non-Bahraini registered with Labor Market Regulatory Authority (LMRA) (Worker/Investor)	Express Service Office	Less than 30 minutes
4	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
5	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
6	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
7	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
8	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



No.	Service	Application	Maximum Completion Time
Initial issuance, replacement for lost or damaged, renewal, or change of ID Card for Domestic Workers and their Equivalents			
1	First issuance of ID card – Domestic workers and their equivalents	Online	2 working days
		Express Service Office	Less than 30 minutes
2	Renewal of ID card – Domestic workers and their equivalents	Online	2 working days
		Express Service Office	Less than 30 minutes
3	Replacement (lost/damaged) ID card – Domestic workers and their equivalents	Online	2 working days
		Express Service Office	Less than 30 minutes
4	Change of ID card – Domestic workers and their equivalents	Online	2 working days
		Express Service Office	Less than 30 minutes
Update ID Card Chip or Civil Record Information for Non-Bahrainis Registered with the Labour Market Regulatory Authority (Worker/Investor/Dependent)			
1	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
Initial issuance, replacement for lost or damaged, renewal, or change of ID Card for Non-Bahrainis Not Registered with the Labour Market Regulatory Authority (LMRA)			
1	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



No.	Service	Application	Maximum Completion Time
2	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
3	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
4	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
Update ID Card Chip or Civil Record Information for Non-Bahrainis Not Registered with the Labour Market Regulatory Authority (LMRA)			
1	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
Issuance of an ID Notification for Non-Bahraini Multiple-Entry Visa Holders who are Not Registered with the Labour Market Regulatory Authority (LMRA)			
1	Issuance of an ID Notification for Non-Bahraini Multiple-Entry Visa Holders who are Not Registered with the Labour Market Regulatory Authority (LMRA)	Front Offices	30 minutes
Other ID Card & Civil Record Services			
1	Registration of customs brokers and business owners in the population registry system	Front Offices	30 minutes



No.	Service	Application	Maximum Completion Time
2	Booking / modifying / cancelling / inquiry about ID card service appointments	Online	Immediate
3	Modify / inquire about application status	Online	Immediate
4	ID card data statement	Online	Immediate
5	Selective ID card data statement	Front Offices	30 minutes
6	Family members data statement	Front Offices	30 minutes
7	Identity notification	Front Offices	30 minutes
8	Personal number notification	Front Offices	30 minutes
9	Certified true copy of ID card image	Front Offices	30 minutes
10	eKey	Online	Immediate
		Self-Service Kiosks	Proceed directly to activate the advanced level
Building & Establishment Address Services			
1	Issuance of existing building address certificate	Online (Application)	10 minutes
		Online (Certificate preparation)	2 working days
		Front Offices (Collection)	15 minutes
2	Issuance of new building address certificate	Online (Application)	10 minutes
		Online (Certificate preparation)	2 working days
		Front Offices (Collection)	15 minutes



No.	Service	Application	Maximum Completion Time
3	Issuance of amended address certificate for existing building	Online (Application)	10 minutes
		Online (Certificate preparation)	2 working days
		Front Offices (Collection)	15 minutes
4	Numbering of new plot	Online (Application)	10 minutes
		Online (Certificate preparation)	10 working days
		Front Offices (Collection)	15 minutes
5	Deletion of existing address	Online	2 working days
6	Increasing the accommodation capacity (workers' residence)	Online	5 working days
7	Issuance of unit/establishment number	Online (Application)	10 minutes
		Front Offices (Collection)	3 working days
Birth & Death Services			
1	Issuance of personal number for a newborn inside the Kingdom of Bahrain	Online (Application)	30 minutes
		Online (Issuance)	30 minutes
2	Issuance of personal number for a newborn outside the Kingdom of Bahrain	Online (Application)	30 minutes
		Online (Issuance)	30 minutes
3	Issuance of special personal number for a newborn	Online	10 minutes
4	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



No.	Service	Application	Maximum Completion Time
5	Issuance of birth certificate for Bahraini newborn (outside the Kingdom of Bahrain)	Front Offices (Application)	10 minutes
		Front Offices (Certificate preparation)	10 minutes
		Front Offices (Collection)	30 minutes
		Front Offices (Application)	30 minutes
		Front Offices (Certificate preparation)	1 working day
		Front Offices (Collection)	30 minutes
6	Issuance of birth certificate extract	Online (certificate issuance)	15 minutes
		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
7	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
		Certificate collection	10 minutes



No.	Service	Application	Maximum Completion Time
8	Issuance of birth certificate after name amendment prior to initial issuance of birth certificate	Front Offices (Application)	30 minutes
		Certificate preparation	2 hours
		Certificate collection	10 minutes
9	Issuance of death certificate within 72 hours of notification (inside 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
10	Issuance of death certificate after 72 hours of notification (inside 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
11	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
12	Issuance of death certificate (Forensic Evidence and Public Prosecution)	Front Offices (Application)	30 minutes
		Front Offices (Collection)	30 minutes
13	Issuance of death certificate extract	Online (Application)	10 minutes
		Front Offices (Application)	30 minutes



No.	Service	Application	Maximum Completion Time
		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
14	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
		Delivery via post	2 working days
15	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
16	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
17	Issuance of referral letter to Sharia courts	Front Offices (Application)	30 minutes
		Front Offices (Collection)	30 minutes
18	Issuance of referral letter to Civil courts	Front Offices (Application)	30 minutes



No.	Service	Application	Maximum Completion Time
19	Issuance of death certificate based on delayed notification after committee approval	Front Offices (Collection)	30 minutes
		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