



Service Level Agreement 2023

All Information & eGovernment Authority (iGA) services are subject to a Service Level Agreement (SLA), which ensures a 99.5% availability rate for Identity Card services and covers the maximum duration for service delivery when all necessary documents and requirements are met, as outlined in the table below.

The duration mentioned in the agreement does not apply if the service provision is shared with a third party such as other government agencies and others.

Privacy and Confidentiality:

The iGA prioritizes the privacy and confidentiality of all its service recipients and adheres to the regulations outlined in Bahrain's Personal Data Protection Law. Additionally, the iGA strives to deliver high-quality services to all beneficiaries, as outlined in the service level document.

iGA Service Provision Standards:

Service	Application	Max resolution time
1 Issuing an ID Card for children under the age of 10 years old	Online	3 working days
	In-person	1 hour
2 Replacement of lost/ damaged ID Card for Bahrainis	Online	3 working days
	In-person	1 hour
3 Status Inquiry Request	Online	1 working day
4 Issuing a new ID Card for Bahrainis	In-person	1 hour
5 ID Card Renewal for Bahrainis	Online	3 working days
	In-person	1 hour
6 Issuance, Renewal, or Replacement of lost/ damaged ID Card for Domestic workers	Online	10 minutes
	Receiving the order	3 working days
7 Booking Appointments for ID Cards	Online	1 working day



Service	Application	Max resolution time
8 Issuance, Renewal, or Replacement of lost/ damaged ID Card for Non-Bahrainis not registered with the Labour Market Regulatory Authority (LMRA)	Online	3 working days
	In-person	1 hour
9 Updating ID Card chip details	Online	1 working day
	In-person	1 hour
	Self-service kiosk	10 minutes
10 Issuance of Unit or Establishment Number	Online	3 working days
	In-person	1 hour
11 Issuance of a Detailed Data Certificate	In-person	1 hour
12 Issuance of a Possessions Certificate	In-person	1 hour
13 Activating the GCC ID Card for Gulf nationals	In-person	1 hour
14 Issuance of Birth certificates for newborns (within the Kingdom of Bahrain)	In-person	5 working days
15 Issuance of distinctive ID number for newborns	Online	1 working day
16 Issuance of Birth Certificates for citizens outside the Kingdom of Bahrain	In-person	1 working day
	In-person - Data recorded	2 hours
	Online - Data recorded	3 working days
17 Issuance of a Replacement for lost Birth Certificates	Data not recorded	5 working days
	In-person	1 working day
18 Issuance of a Death Certificate (within the Kingdom of Bahrain)	In-person	1 working day
19 Issuance of a Death Certificate for citizens (outside the Kingdom of Bahrain)	In-person	1 working day
	Online	3 working days
20 Issuance of a Replacement for lost Death Certificates	In-person	3 working days
	In-person	3 working days
21 Issuance of a Death or Birth Certificate by order or judicial ruling by Bahraini courts	In-person	3 working days



Service	Application	Max resolution time
22 Issuance of a new Address Certificate	Online-Applications via (Benayat.bh)	5 working days
	In-person-Municipalities system	1 hour
23 Receiving a new Address Certificate	In-person	1 hour
24 Delivering project Schemas to the Address Department	In-person	1 working day
25 Numbering new Schemas	In-person	7 working days
26 Address Modification	Online	3 working days
	In-person	1 hour
27 Printing an Existing Address Certificate	Online	3 working days
	In-person	1 hour
28 ID Card Fast Track Line service	In-person	40 minutes
29 Issuance of a Notice to Multiple-entry Visa Holders	In-person	1 hour
30 First Issuance of ID Card for employees registered in LMRA	Online	1 working day
31 Appointment booking for Renewal/Replacement of lost or damaged ID Cards or updating ID Card services for LMRA registrants	Online	1 working day
32 Appointments Booking for ID Cards services for foreign escorts	Online	1 working day
33 Renewal/Replacement of lost or damaged ID Card or updating ID Card services for LMRA registrants	Online	3 working days
	In-person	1 hour
	Self-service kiosk	10 minutes
34 ID Card services for foreign escorts	Online	3 working days
	In-person	1 hour



Service	Application	Max resolution time
35 eKey service	Self-service kiosk	10 minutes
	Online (main)	1 working day
	In-person	1 hour

For 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

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