

Service Level Agreement for Virtual Service Centers 2023

All services provided by the Information & eGovernment Authority (iGA) are subject to a Service Level Agreement (SLA) for Virtual Service Centers which guarantees the availability of ID card services at a rate of 99.95%. The SLA also specifies the maximum duration for completing the services, provided that all requirements and documents are completed as indicated in the following table.

The mentioned duration does not apply to the agreement if the service is shared with a third party such as government entities and others.

Privacy and confidentiality of information:

The iGA prioritizes the confidentiality of information for beneficiaries of all its services and is subject to the Personal Data Protection Law (PDPL) of Bahrain. Efforts are made to provide high-quality services to all beneficiaries through the Service Level Agreement document.

Service standards for the iGA:

Number	Service	Action	Maximum Duration
1	Responding to beneficiary inquiries	Replying	30 seconds
2	Issuance of ID cards for children under the age of ten	Applying	20 minutes
		Delivering	3 working days
3	Replacement of lost/damaged ID cards for Bahrainis	Applying	20 minutes
		Delivering	3 working days
4	Inquiry about application status	Delivering	10 minutes
5	Issuance of new ID cards for Bahrainis	Applying	20 minutes
		Delivering	3 working days

6	Renewal of ID cards for Bahrainis	Applying	20 minutes
		Delivering	3 working days
7	Issuance, renewal, or replacement of ID cards for domestic workers and similar categories	Applying	20 minutes
		Delivering	3 working days
8	Appointment booking for ID card services	Applying	1 hour
9	Issuance, renewal, or replacement of ID cards for non-Bahrainis not registered with the Labor Market Regulatory Authority	Applying	20 minutes
		Delivering	3 working days
10	Update data on ID card chip	Applying	20 minutes
		Delivering	1 working day
11	Issuance of a unit/facility number	Applying	20 minutes
		Delivering	3 working days
12	Issuance of a detailed data certificate	Applying	20 minutes
		Delivering	3 working days
13	Issuance of property certificate	Applying	20 minutes
		Delivering	3 working days
14	Activation of GCC Card for Gulf nationals	Applying	20 minutes
		Delivering	20 minutes

15	Issuance of birth certificate for newborns (within the Kingdom of Bahrain)	Applying	20 minutes
		Delivering	5 working days
16	Issuance of a distinctive personal number for newborns	Applying	20 minutes
		Delivering	1 working day
17	Printing of birth certificate for Bahraini citizens outside the Kingdom of Bahrain	Applying	20 minutes
		Delivering	1 working day
18	Replacement of lost birth certificate	Applying	1 hour
		Delivering – registered details	3 working days
		Delivering – unregistered details	5 working days
19	Issuance of death certificate within the Kingdom of Bahrain	Applying	20 minutes
		Delivering	1 working day
20	Issuance of death certificate for Bahraini citizens outside the Kingdom of Bahrain	Applying	20 minutes
		Delivering	1 working day
21	Replacement of lost death certificate	Applying	20 minutes
		Delivering	3 working days

22	Issuance of death or birth certificate by court order or judgment from Bahraini courts	Applying	20 minutes
		Delivering	3 working days
23	Issuance of new address certificate	Applying	20 minutes
		Delivering	5 working days
24	Delivery of project plans to the Addresses Department	Applying	20 minutes
		Delivering	3 working days
25	Numbering of new plans	Applying	1 hour
		Delivering	7 working days
26	Address modification	Applying	20 minutes
		Delivering	3 working days
27	Printing of existing address certificate	Applying	20 minutes
		Delivering	3 working days
28	Issuance of notification for holders of multiple-entry visas	Applying	20 minutes
29	Initial issuance for dependents of the Labour Market Regulatory Authority (LMRA)	Applying	1 hour
		Delivering	3 working days
30	Appointment booking for ID card renewal, replacement, or chip update for dependents of the Labour Market Regulatory Authority (LMRA)	Applying	1 hour
31	Appointment booking for ID card services for dependents	Applying	1 hour

32	Renewal of ID card, replacement of lost or damaged card, or chip update for dependents of the Labour Market Regulatory Authority (LMRA)	Applying	20 minutes
		Delivering	3 working days
33	ID card services for dependents	Applying	20 minutes
		Delivering	3 working days
34	eKey service	Electronic (main)	1 working day

For Support:

In the event of any deficiency in service delivery according to the agreement, the customer has the right to raise the issue through the following communication channels:

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bahrain.bh/tawasul