

Virtual Customer Service Center 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.

Virtual Customer Service Center:

No.	Service	Action	Maximum Completion Time
1	Customer Response & Answering	Response	30 seconds
2	Inquiry on Application Status	Inquiry	5 minutes
3	Appointment Booking for ID Card & Population Registry Services	Submission	10 minutes
4	Appointment Booking for Births & Deaths Services	Submission	10 minutes



No.	Service	Action	Maximum Completion Time
5	Appointment Booking for Building & Establishment Address Services	Submission	10 minutes
6	ID Card Issuance for Children under 10 Years Old	Submission	15 minutes
		Collection	2 working days
7	ID Card Issuance for Bahrainis	Submission	15 minutes
		Collection	2 working days
8	Renewal / Replacement for Lost or Damaged Card / Detail Update for Bahrainis	Submission	20 minutes
		Collection	2 working days
9	ID Card Renewal / Replacement for Lost or Damaged Card / Detail Update for Non-Bahrainis Not Registered with LMRA	Submission	20 minutes
		Collection	2 working days
10	ID Card Renewal / Replacement for Lost or Damaged Card / Detail Update for Dependents Registered with LMRA	Submission	20 minutes
		Collection	2 working days
11	Data Update in the System	Submission	15 minutes
		Collection	2 working days
12	ID Card Issuance, Renewal, and Replacement for Lost or Damaged Card for Domestic Workers and Equivalent Categories	Submission	15 minutes
		Collection	2 working days



No.	Service	Action	Maximum Completion Time
13	Address / Establishment Unit Number Issuance	Submission	10 minutes
		Collection	2 working days
14	Birth and Death services	Submission	20 minutes
		Collection	3–5 working days
15	Building and Establishment Address Services	Submission	15 minutes
		Collection	2 working days

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