



## Service Level Agreement 2024

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:

Number	Service	Application	Max resolution time
1	Issuing an ID Card for children under the age of 10 years old	Online	2 working days
		In-person	1 hour
2	Replacement of lost/ damaged ID Card for Bahrainis	Online	2 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	2 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



Number	Service	Application	Max resolution time
7	Booking Appointments for ID Cards	Online	1 working day
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	30 minutes
		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	2 working days
15	Issuance of distinctive ID number for newborns	Online	Immediately
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
		Online - Data recorded	3 working days
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
20	Issuance of a Replacement for lost Death Certificates	Online	3 working days



Number	Service	Application	Max resolution time
		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
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



Number	Service	Application	Max resolution time
34	ID Card services for foreign escorts	Self-service kiosk	10 minutes
		Online	3 working days
		In-person	1 hour
35	eKey service	Self-service kiosk	10 minutes
		Online (main)	1 working day
		In-person	1 hour

**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](http://bahrain.bh/tawasul)

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