

## **MEDIA RELEASE**

### **Performing normal day-to-day duties during the period of Covid-19 pandemic**

The Head Office and the Regional Offices of the **Department of Immigration and Emigration will be kept open to the Public**

**for providing the following services with effect from 19.10.2020** subject to the announcements of imposition curfew in the

District where the Office is located.

Accordingly, the Public are kindly informed to make an appointment through the relevant telephone numbers or web extensions before visiting to the Office to obtain the following services.

I also request the public to seek advice from the nearest regional offices and to obtain services whenever possible by calling the following telephone numbers.

It is further informed that the persons, **who have not made an appointment in this manner, will not be allowed to enter**

**the Office premises.**

**Opening hours**

To avail the service, a date and time should be reserved through the following telephone numbers or

*(Days can be reserved only between 09:00 am to 03:00 pm)*

1.

Acceptance of passport applications under One Day Service

8.00 a.m. to

1.00 p.m.

Travel Division of Battaramulla Head Office

To reserve through **telephone** - (

## Performing normal day-to-day duties

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To reserve dates through

**web extension**

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<https://eservices.immigration.gov.lk/td>

Acceptance of passport applications under Normal Service

## Performing normal day-to-day duties

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9.00 a.m. to

1.00 p.m.

Travel Division of Battaramulla Head Office

To reserve through

**telephone**

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To reserve dates through

**web extension**

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<https://eservices.immigration.gov.lk/td>

Matara Office - 041-5412212, 041-5104444

Kandy Regional Office - 081-5624509, 081-5624470

Kurunegala Regional Office - 037-5550562-63

Vavunia Regional Office - 025-5676344-45

## Performing normal day-to-day duties

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3.

Alteration of passport details

9.00 a.m. to

1.00 p.m.

Alteration Division of Battaramulla Office

To reserve through telephone –

0707101060, 0707101070

Matara Office - 041-5412212, 041-5104444

Kandy Regional Office - 081-5624509, 081-5624470

## Performing normal day-to-day duties

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Kurunegala Regional Office - 037-5550562-63

Vavunia Regional Office - 025-5676344 -45

4.

Registration of Citizenship (duties related to Dual Citizenship/ Registration under section 5(2) of Citiz

9.00 a.m. to

1.00 p.m.

Citizenship Division of Battaramulla Office

To reserve through telephone - 0707101030

## Performing normal day-to-day duties

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5.

Duties related to Citizenship of Persons of Indian/Chinese Origin

9.00 a.m. to

1.00 p.m.

Policy Division of Battaramulla Head Office

To reserve through telephone- 0115329680, 0717009573

6.

Verification of information in data page of the passport

9.00 a.m. to

1.00 p.m.

Overseas Mission Division of Battaramulla Head Office

## Performing normal day-to-day duties

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To reserve through telephone-

0115329233 , 0115329235

7.

Obtaining an Arabic translation of passport data page and the related endorsements

9.00 a.m. to

1.00 p.m.

Overseas Mission Division of Battaramulla Head Office

To reserve through telephone-

0115329233 , 0115329235

## Performing normal day-to-day duties

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Extension of  **Visit Visas and Residence Visas** foreigners who are currently staying in Sri Lanka

to

To reserve dates through

**web extension** -

<https://eservices.immigration.gov.lk/vs>

**If you are unable to obtain a visa by visiting the Battaramulla Head Office, please call 071018588**

## Performing normal day-to-day duties

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If there is any difficulty in reserving the dates as above, please seek help through the ~~0707401050~~

9.

Border Control activities of Approved Ports

24 hour service

Officers have been deployed at the Ports to carry out immigration and emigration activities in accordance

10.

Providing travel details , Dispatching of a passport from Sri Lanka through a third party

9.00 a.m. to

1.00 p.m.

## Performing normal day-to-day duties

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Ports Division of Battaramulla Head Office

To reserve through telephone - 0777782505

11.

Obtaining passports, printed under the Normal Service, at the Battaramulla Head Office

9.00 a.m. to

1.00 p.m.

Postal Division of Battaramulla Head Office

To reserve through telephone – 0115329245, 0115329246

*(If it is essential to obtain the passport before sending by Registered post)*

## General instructions for clients

- A client who wishes to obtain a service should reserve a date and time using the above procedure and if such a client does not arrive at the time reserved so, the reservation will be canceled. A date and time should be reserved again using the above procedure.

- When reserving a date and time using the above procedure, the identification number/ acknowledgment provided in the

reservation of date and time should be brought when the client arrives the Department to obtain the service and it should

be forwarded to the security personnel on the arrival at the Office.

- Only the person receiving the service and the persons whose presence is required legally

at the instance of getting

services are permitted to enter the Office. Further, information for obtaining services should be collected by visiting

the website of the Department, <http://www.immigration.gov.lk/> and clients should bring all the necessary documents

to obtain the services.

**Clients must essentially adhere to the following instructions**

- Everyone who enters the office should wear face masks and should wash their hands at the places where facilities

are provided to clean hands.

- Body temperature of all the persons entering the office will be checked before entering the office premises and everyone

must give their support for that purpose and persons with body temperature more than 98.4 °F or 37 °C are not allowed

to enter the office premises.

- Persons who have one or more of the symptoms of Covid- 19 such as cough, fever, cold, sore throat, body aches,

shortness of breath, a person who has been in close contact with a Covid - 19 patient for the last 14 days, a person who

has been quarantined for the Covid - 19 must not arrive to the office seeking services.

- Since the service will be provided for a limited number of clients in a day, clients should seek services by constantly

maintaining a minimum distance of 1 meter.

- Clients must comply with the guidelines given by the Officers of the Health Sectors, Security Forces, Supervising Officers

of the Office and the guidelines displayed at the Office premises.

**IMPORTANT:** I [redacted] hereby inform that providing of all the above services are subject to **policy decisions, curfew, health and security decisions** taken from time to time in view of the prevailing epidemic and the decisions regarding the provision of such services are subject to the revisions made from time to time.

Controller General

Department of Immigration and Emigration