



Ministry of Home Affairs Service Charter

THE KINGDOM OF ESWATINI

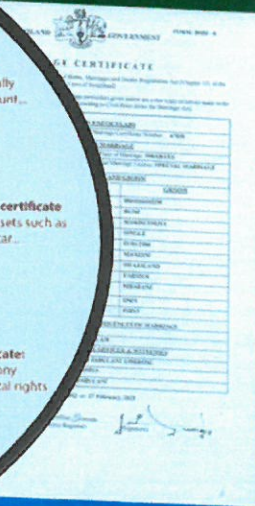
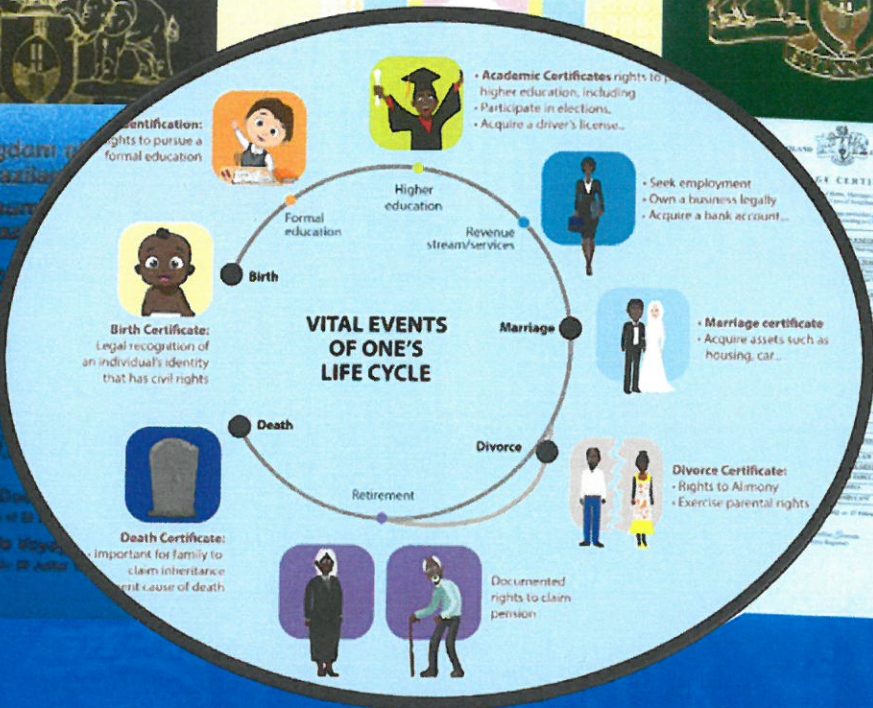
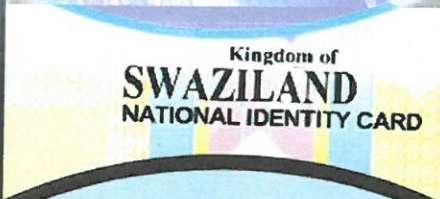


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FOREWORD



It is my honor and privilege to be accorded the opportunity to present the Ministry of Home Affairs Client Service Charter. Indebtedness is accorded to His Majesty Government for having spearheaded the drafting of Client Service Charter and Service Pledges for the sole purpose of maximising interaction with our clients whilst informing them of our services with a view of attaining first world status.

It is therefore my pleasure to inform our esteemed Clients, Citizens, Members of the Diplomatic Corp and fellow allied States and the general public that in recognition of the right for our customers to be served in a professional, transparent and deserving manner, the Ministry of Home Affairs has prepared a Client Service Charter, presenting its service delivery standards.

This Client Service Charter is intended to ensure that our clients, from their first contact with any officer at each service delivery point, at whatever location until such time the service sought is obtained, they will be treated in a professional manner, with respect and in compliance with our published service standards. Therefore, this Client Service Charter is my personal promise, which I make on behalf of all the Departments in the Ministry of Home Affairs (MoHA) to deliver quality services to all our clients.

Every effort therefore, is being made to inculcate business oriented systems to ensure that our Services Pledge is not an end to itself but an instrument promoting change in the way we serve the

public under the Administration, Civil Registration and Vital Statistics, Immigration and Refugee Departments respectively. (For instance; **MoHA has introduced the use of Unstructured Supplementary Service Data (USSD) from our cellphones to check status of Travel documents and Identity Cards after applications have been made.**) The client checks the status by dialing the numbers ***468#**. As the Ministry's management we are devoted to support the values we have adopted as well as the service pledges propagated in this Ministerial charter.

Our Ministry is committed to delivering quality services and will in this regard, endeavor to continually improve its services to meet client's expectations. It is for this reason that the Ministry has set up mechanisms for complaints and redress to ensure improved service delivery attitudes and accountability.

I am hopeful that the document will therefore be the catalyst between Government and the public we are serving and thus to uplift the confidence the nation has on our Government. We are always at your service.



HER ROYAL HIGHNESS PRINCESS LINDIWE (MP)
MINISTER OF HOME AFFAIRS

ACKNOWLEDGEMENT BY PRINCIPAL SECRETARY

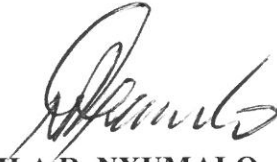


The Ministry of Home Affairs is grateful to His Majesty's Government and Cabinet for spearheading and prioritising the program of developing Ministries Charters and Services pledges. We are fully committed to better our customer service and continuously improve our service delivery across all sectors sensitive to government services.

This charter set out the basic principles, guiding officers both in their relations with each other and their dealings with the public which they serve. The relevance of such a document to our Ministry is that we are involved mainly in front-line service provision thus efficiency cannot be over-emphasised. The Ministerial charter has enabled us to foster our commitment, capabilities and behaviors that will define us as the Ministry of Home Affairs as we undertake to uphold professionalism, effectively communicate and be responsive in the execution of all our portfolio responsibilities.

The crafting of this service charter and pledge would not have been possible without the demonstration of cooperative sacrifice and dedication by Heads of Departments, Focal Point Officers, Staff, clients and stakeholders, as well as unconditional staff commitment towards customer service. The Ministry further appreciates the significant technical assistance provided by the Ministry of Public Service's Division of Management Services during the development of this document.

It is therefore my plea that for MoHA to ensure that we meet our standards and continue to provide a good customer service, we will appreciate the customer feedback through the provided channels of communication.



NHLANHLA R. NXUMALO

PRINCIPAL SECRETARY MINISTRY OF HOME AFFAIRS

EXECUTIVE SUMMARY

The Ministry of Home Affairs has developed a Client Service Charter to communicate how it executes its mandate to its clients, the Government and the entire Swati nation. The Mandate of the Ministry of Home Affairs is to provide quality services pertaining to Registration of Births, Marriages and Deaths, as well as the protection and verification of the identity and status of citizens and all other people who live legally within the country.

In essence therefore, this Client Service Charter presents a holistic view of what the Ministry of Home Affairs is all about and how it can be of service to you.

This Charter highlights the specific documentation that clients are required to provide to facilitate smooth service provision and the costs associated with each service have been outlined for your ease when preparing to come to all our service delivery points. The Ministry of Home Affairs has also pledged to ensure that highest standards of customer care are adhered to at all times, including other key relevant pledges.

Our core values, mission and services offered herein are well poised to provide an efficient, courteous and knowledgeable workforce to improve on the quality of service we provide. This Charter tells you what you can expect from us, what you need to know about your responsibilities and how to let us know if we are doing well or could do better.

Finally, this charter has outlined the Portfolio Responsibilities, Objectives and Core Values. All the MoHA departments are listed herein and their core functions and how these services can be available to you the client. **Our Service Pledge** is our uppermost commitment statement.

OBJECTIVES OF THE CHARTER

The Client Service Charter seeks:

- To inform the Ministry's customers, the public and critical stakeholders about the departments of the MoHA and the services offered and how to access them,
- To improve the work culture, by making the MoHA more responsive to Client needs,
- To enhance Ministry's accountability in serving its Clients as per set standards and,
- To inform the citizens and clients on the costs of accessing our services and turnaround time.

1. INTRODUCTION

The Ministry of Home Affairs is the key strategic arm of Government entrusted with the registration of Births, Marriages and Deaths of all persons born and are residents in the Kingdom of Eswatini. It is further entrusted with the protection and verification of the identity and status of all citizens, living within and outside the country, and all other persons who live within the country.

The Ministry controls, regulates and facilitates immigration and the movement of persons through the Kingdom's formal ports of entry. This makes it possible for people to realize their rights and access benefits and opportunities in both the public and private domains.

Currently Government is working towards achieving the provision of civil and immigration services at foreign missions and determine the status of asylum seekers and refugees in accordance with international obligations. While in the quest of achieving the above the Ministry is making a significant contribution to ensuring National Security, enabling Economic Development and promoting good international relations.

There are four (4) departments within the Ministry and are as follows;

Administration, Immigration, Civil Registration and Vital Statistics and Refugees. The functional departments are all charged with key performance areas and some of which are informed by specific legislations.

1.1 OUR VISION

The Ministry of Home Affairs **Vision** is to be “a Centre of excellence, delivering world class services in a corrupt free environment”.

1.2 OUR MISSION

The Mission of the Ministry of Home Affairs is to operate a complete modernized and streamlined Immigration and Civil Registration and Vital Statistics system, coordinating successful national

events and celebrations, offering durable solutions in the administration and protection of asylum seekers and refugees.

1.3 OBJECTIVES OF THE MINISTRY OF HOME AFFAIRS

- To harmonize existing legislation
- To enforce expenditure controls
- To regulate activities of churches and NGOs
- To optimize service delivery

1.4 PORTFOLIO RESPONSIBILITIES

- Civil Registration and Vital Statistics
- Identity Document (ID) 'Schaza Buve' enrolment
- Immigration
- Citizenship and Naturalisation
- Refugees
- Public Holidays
- Non-governmental, Charity and Voluntary Organisations and Religious Issues.
- National Events and Celebrations

1.5 OUR CORE VALUES

The Ministry is committed to serving the nation, being patriotic, professional and have integrity within its various sectors.

Such shall be fulfilled by executing:

a) **Professionalism**

- Excellence in our work behaviour and performance.
- Appropriate dress code.
- Maintain high standards in delivering services without fear or favour.

- Preparedness and willingness to serve.
- Objectivity, not Biased.
- Efficient and effective use of resources.
- Fairness

b) Effective Communication

- Sharing information and knowledge internally and with all clients.
- Maintaining a vibrant 360 degrees' feedback loop in information and data sharing.
- Be known for high quality service through the provision of knowledge and information.
- Provide mobile tracking service on the Government mobile platform.
- Customer Focus

c) Team work

- Ability to participate together in the improvement of service delivery.
- Provide support to colleagues and management in executing tasks and producing results on behalf of the team.
- Respecting and abiding by team decisions and actions once decisions are made, regardless of one's initial stance.

d) Confidentiality

- Ability to keep private information to oneself for the benefit of the client and ministry.
- Trustworthy with ministry secrets and private information or data.
- Dependable to protect organization's business operations and product knowledge.

e) Integrity

- Honesty, ethical and trustworthy in executing our mandate

f) Good Governance

-Developing, resourcing, monitoring and evaluating a plan to make sure that our Ministry achieves its stated purpose

g) Innovative

-Focus on doing things differently and build the capability to achieve objectives through the application of better services, new processes and technologies

h) Respect for Human Rights and Environmental Rights

-Commitment to safeguarding and promoting respect for fundamental human and environmental rights across all spheres

-To give equal access to public service in the country

2.0 MINISTRY OF HOME AFFAIRS DEPARTMENTS

2.1. MINISTER'S OFFICE

The Minister's office is responsible for ensuring adherence to all legislation and the implementation of policies under the Ministry. The policies guide the day-to-day operations of the Ministry as it regulates sectors that seek to address its challenges. The Minister is in charge of overseeing the operations of the Citizenship Board and further mandated to make all official pronouncement of all Public Holidays that should be observed by those residing in the country. The Minister is the sole signatory accountable for the granting of citizenship certificates.

2.2 ADMINISTRATION

This department is responsible for the Ministry's strategic direction and common services of administration, planning, finance and public relations. The administration office ensures staff recruitment, placements and deployment through the Human Resources Office.

2.2.1 PRINCIPAL SECRETARY'S (PS) OFFICE

The Principal Secretary is the administrative head and controlling officer of the Ministry. This office provides strategic direction and further interprets and implements policies to guide the Ministry's direction. The Principal Secretary further ensures that the resources of the Ministry are used in a manner that is in accordance with the provisions of Public Finance Management law by examining and developing service delivery mechanisms that will improve the provision, by the Ministry, of cost-effective public services. The office is further tasked with the role of advising the Honourable Minister on all operational matters of the Ministry.

2.2.2 UNDER SECRETARY

Under Secretary is in charge of the administration and management of the Ministry's Human Resource functions. This officer further deputises for the Principal Secretaries for all other matters that touch upon the administration and running of the Ministry.

2.2.3 PLANNING SECTION

This section provides policy, programmes and project planning and technical advice to the Principal Secretary and departments of the Ministry. It is also an advisory unit on resources allocation under the recurrent budget to departments and parastatals. It coordinates the preparation of the capital budget submission for the line agency and advises on revenue and cost recovery issues affecting the sector. It monitors financial implementation of the capital budget and request supplementary capital funds as appropriate.

2.2.4 LEGAL ADVISOR'S OFFICE

Advises MoHA on all legal matters and drafts legal documents that may be required in collaboration with the Attorney General's office. The office is also responsible for reviewing contracts and agreements (conventions, treaties, protocols etc.) entered with MoHA for final vetting by the Attorney General's Office.

The services extend to providing support to any litigation instituted by or against the Ministry.

2.2.5 HUMAN RESOURCES UNIT

Responsible for general administration duties, interpret and implement Human Resources (HR) policies to guide and provide direction to the Ministry.

2.2.6 ACCOUNTS SECTION

This section is headed by a Principal Accountant who is responsible for driving budget preparation for the Ministry and its parastatals. This section provides guidance and advice on accounting and financial services to the Ministry and its Public Enterprises.

2.2.7 COMMUNICATIONS OFFICE

The Communications office is responsible for the Ministry's communication with different target audiences, including clients, journalists, as well as suppliers. The office also advises the Minister, Principal Secretary, management and employees on communication tasks using various communication tools. The section communicates effectively with the Ministry's stakeholders both internally and externally with the goal of maintaining a positive image for the Ministry.

2.2.8 CELEBRATIONS OFFICE

This office is responsible for coordinating National Events and Celebrations.

2.3 CIVIL REGISTRATION AND VITAL STATISTICS:

The department is responsible for maintaining the national populations register through registration of all vital events and assigning of personal identification numbers.

2.4 IMMIGRATION:

The department is responsible for the orderly migration. This entails the prudent issuance of permission to enter; and/or reside in Eswatini, secure documents of travel, border management and control as well as citizenship services. The department ensures compliance with the immigration legislative framework. It is divided into various sections, namely Permits, Border Control and Management, VISA, Citizenship, Travel Document and International Passport and Diplomatic Passport (including service passports and emergency passports.)

2.4 REFUGEES:

The department is mandated to ensure the protection of Asylum seekers and Refugees in the country. The government of Eswatini acceded to the United Nations (UN) conventions which govern the refugees in the country as per Refugee Act No. 15 of 2017 and its associated legal frameworks.

3.0 LIST OF SERVICES PROVIDED BY THE MINISTRY OF HOME AFFAIRS THROUGH ITS DEPARTMENTS

3.1 ADMINISTRATION:

- Ensures staff recruitment, placements and deployment
- Co-ordinate the preparation of the Ministry's budget, in consultation with the Ministry's Heads of Department and central agencies.
- Provide effective support to the Minister, during budget debates and Parliamentary Portfolio Committee meetings.
- Facilitate execution of the budget allocated to the various departments for all services including procurement, bills (utilities) and to some extent revenue collection.
- Responsible for media and public relations.
- Provides policy, programming and project advice to the Principal Secretary and the Ministry's technical staff.
- Coordinate and develop Quarterly, Annual and other performance reports.
- The office serves as a link with the central agencies particularly the Ministry of Economic Planning pertaining to the implementation of capital projects.
- Implement measures to enhance the external image and influence of the Ministry to make it better empowered to drive Government policies
- Human Resource Management, training and development
- Safe keeping of personal and general records and files
- Monitoring and tracking systems for all outgoing and incoming mail
- Supervision of support staff
- Fulfill transport needs of the Ministry
- Attend to the Maintenance of all vehicles
- Facilitate procurement and process payments.
- Processing of salaries and allowances due to staff members.

3.2 CIVIL REGISTRATION AND VITAL STATISTICS

3.2.1 REQUIREMENTS FOR CIVIL REGISTRATION SERVICES

a) IDENTITY CARD APPLICATION PROCESS

Swati by Birth;

- Certified copy of Birth certificate
- Certified copy of Graded Tax certificate (for males)

Swati by Registration;

- Certified copy of Citizenship certificate

Non – Swati;

- Certified copy of passport page with particulars including photo and entry stamp on the passport
- Valid temporal residence, work or student permit
- Graded Tax clearance certificate

b) BIRTH REGISTRATION

CURRENT REGISTRATION IS WITHIN 60 DAYS

LATE REGISTRATION IS AFTER 60 DAYS (in case of late registration kindly submit a requesting affidavit)

❖ Child born in wedlock;

▪ Submit the following;

- Proof of Birth (Birth notification “Sifakazelo sekutalwa”/Immunization card)
- Certified copy of National Identity card “Schaza Buve” and the Marriage certificate of informant
- Either of the parent can register (Informant)
- Or a close relative (Informant)

- In case neither of the parents, the informant should write a requesting affidavit with documents linking the informant with the parents i.e. Birth certificate

❖ **Child born out of wedlock;**

▪ **Submit the following;**

- Proof of Birth (Birth notification “Sifakazelo sekutalwa”/Immunization card)
- Registration is done by the mother (Informant)
- In case it is not the mother, the informant (maternal family) should write a requesting affidavit with documents linking the mother i.e. Birth certificate or Death certificate (in case of death)
- Certified copy of the Identity Card “Schaza Buve” of the informant
- Father should accept paternity in the presence of the registration officer at the request of the mother if the certificate should reflect the particulars of the father.
- The male parent /father must acknowledge paternity through an affidavit that must be submitted to registration officer.
- If “father” is late he cannot be represented
- Father’s certified copy of Identity Card ‘Schaza Buve’

❖ **External Birth Registration- Child born outside the country to citizens of the Eswatini (REGISTRATION DONE ONLY AT HEADQUARTERS IN MBABANE)**

▪ **Submit the following;**

- Unabridged Birth certificate from the country of birth. (Birth notification “Sifakazelo sekutalwa”/Immunization card).
- Certified copy of mother’s passport page with particulars including photo and entry stamp
- Child’s emergency passport
- Certified copy of National Identity card “Schaza Buve” of parent(s) or close relatives when he/she is the informant
- If parents are married either parent can register but must bring their Marriage certificate
- If the mother is Non-Swati she must submit proof of legal entry into Eswatini

c) DEATH REGISTRATION

CURRENT REGISTRATION IS WITHIN 60 DAYS

LATE REGISTRATION IS AFTER 60 DAYS (in case of late registration kindly submit a requesting affidavit)

❖ Death occurred at Health Facility

▪ Submit the following;

- Certification of cause of death (BMD 10)
- Certified copy of deceased's Birth Certificate
- Certified copy of the deceased ID card "Schaza Buve"
- Certified copy of the ID card "Schaza Buve" of the person registering the death (Informant)
- The informant must write an affidavit with a linking document i.e. Birth certificate

❖ Death occurred at Home

▪ Submit the following;

- Letter from Umphakatsi from the Chief stated on the deceased's ID card "Schaza Buve", with official stamp and must be signed by the Chief or his Indvuna
- Certified copy deceased's Birth Certificate
- Certified copy of deceased's ID card "Schaza Buve"
- Certified copy of ID card "Schaza Buve" of the person registering the death (Informant)
- The informant must write an affidavit with a linking document i.e. Birth certificate

❖ External Death Registration (REGISTRATION DONE ONLY AT HEADQUARTERS)

- Certification of cause of death issued by a Doctor in the country where deceased passed away.
- Deceased should be Swati in terms of the Constitution

- Certified copy of Birth certificate and ID card “Schaza Buve” of deceased
- Certified copy of ID card “Schaza Buve” of person registering the death (Informant)
- A document that links the deceased with the informant i.e. Birth certificate
- Certified copy of deceased’s passport page with particulars including photo and entry stamp

❖ **Death has not occurred either at home or hospital**

- Police Report
- Letter from Umphakatsi acknowledging the death
- Certificate can be registered without post mortem results.

d) MARRIAGE CERTIFICATE

❖ **Civil Rites**

- Completed BMD 3 form submitted by Marriage Officer within 7 days
- Certified copies of ID cards “Schaza Buve” of the bride, groom and their witnesses
- Certified copy of the ID card “Schaza Buve” of the Marriage officer (authorized)

*****Where one party is divorced or widowed the marriage officer must ensure that a copy of a divorce decree or administration of estate certificate is attached*****

❖ **Eswatini Law & Custom**

- Complete BMD4 form submitted within 14 days
- Certified copies of the ID Cards “Schaza Buve” of the bride and groom
- Witness for the bride (present on ceremony day)
- Chief’s representative with proof from the Chief (Indvuna or Umgijimi)
- Person who smeared bride with red ochre
- Witness for the groom (present on event day)
- All the above persons must bring certified copies of their ID cards

****NO MARRIAGE CAN BE REGISTERED ONCE ONE SPOUSE OR BOTH ARE DEAD****

e) ALTERATIONS, INSERTIONS AND CHANGES

- Pre-requisites for the above are requested and dependent on the circumstances of each case
- The office is entitled to be prescribed with proof, documents, affidavits or even a Court Order if need be in order to effect any of the above.

f) REGISTRATION OF DIVORCES AND NULLIFICATIONS (DONE ONLY AT HEADQUARTERS)

- Certified copy of marriage certificate.
- Certified copy of Court Order.
- Certified copy of death certificate and administration certificate in a case where one party has died.

g) ADOPTION OF CHILDREN REGISTRATION

- Documentation from Social Welfare Office
- Birth certificate of child bearing biological parents (must be registered)
- ID cards "Schaza Buve" of adoptive parent(s).

h) CHANGE OF SURNAME (DONE ONLY AT THE HEADQUARTERS)

- Birth certificate upon application
- Letter from Regional Offices
- Police Clearance with Fingerprints
- Letter from the Royal Kraal (Umphakatsi) with Chief code appearing on applicant's ID c
- An affidavit (applicant, mother & father)
- Times of Eswatini newspaper (4 cuttings of advertisement)
- Swazi Observer newspaper (4 cuttings of advertisement)
- Eswatini Printing and Publishing (4 cuttings)
- Documents must be submitted in person by applicant

i) PERMISSION TO MARRY INSIDE ESWATINI (DONE ONLY AT THE HEADQUARTERS)

- Application letter from applicant
- Certified copy of front & back of passport of applicant and ID “Schaza Buve”
- Clearance certificate confirming applicant’s status from his/her country of origin or a valid Refugee Status Permit (in case of Refugees)
- Fiancé’s certified copy of ID “Schaza Buve”
- Residence permit (if residing in Eswatini)
- Completion of a consent form by fiancé’s parents and ID “Schaza Buve”
- If both are Non-Swati, clearance certificates confirming applicant’s status (from his/her country of origin)

e) PERMISSION TO MARRY OUTSIDE ESWATINI (DONE ONLY AT THE HEADQUARTERS)

- Application letter from applicant
- Letter from parents confirming Marital Status and permitting the applicant to marry
- Marriage declaration form completed and stamped by Umphakatsi
- Certified copy of applicant’s ID “Schaza Buve”
- Certified copy of fiancé’s ID “Schaza Buve”
- Certified copy of parent(s) or legal guardian’s ID “Schaza Buve”

3.2.2 CIVIL REGISTRATION BUSINESS PROCESS, TURNAROUND TIME AND COST OF SERVICES

ACTIVITY	TURNAROUND TIME	FEE COSTS PER SERVICE
Assignment of a PIN	Over the counter	FREE
Searching of a PIN	Over the counter	E30.00
Current First ID Enrolment	Two days	FREE
First ID Enrolment 17 years-25years	Two days	E100.00
First ID Enrolment 26 years & above	Two days	E250.00
ID Card Lost/Destroyed, re-issue	Two days	E300.00
ID Extension non-Swazi	Three weeks minimum	E150.00
Correction of particulars on ID	Three weeks minimum	E300.00
BIRTHS		
Current registration of Birth within 60 days after birth:	One day	FREE
i. 61 days to twelve months	Three weeks minimum	E50.00
ii. One (1) year to 6 years	Three weeks minimum	E100.00
iii. Seven (7) years to fifteen (15) years	Three weeks minimum	E150.00
iv. Sixteen (16) years and above	Three weeks minimum	E300.00
Certified copy of Birth Certificate	Three weeks minimum	E50.00
Alterations of birth or death certificate	Three weeks minimum	E150.00

Insertion of father's particulars	Three weeks minimum	E300.00
Insertion of Name within 60 days of birth	Three weeks minimum	E50.00
Registering an Adoption	Three weeks minimum	E500.00
MARRIAGES		
Civil Rights Marriage Banns	Three weeks minimum	E150.00
Application for Special Marriage Licence	Three weeks minimum	E300.00
Special License Marriage Certificate	two days minimum	E150.00
Publication of Banns	two days minimum	E50.00
Late registration of Civil Rites Marriage	Three weeks minimum	
i. Seven (7) to sixty (60) days		E250.00
ii. Sixty one (61) days to twelve months		E350.00
iii. One (1) year to five (5) Years		E500.00
Eswatini Law and Custom Marriage	3 Days	E150.00
Certified Copy of Marriage certificate	Three weeks minimum	E300.00
Conversion of Manual Certificate	Two days minimum	E50.00
Late registration of Marriage Eswatini Law and Custom:	3 Days	
i. Fourteen (14) days to 60 days		E250.00
ii. Sixty one (61) days to twelve (12) months		E350.00
iii. One (1) year to five (5) years		E500.00

Alteration of marriage particulars	Three weeks minimum	E500.00
Change of marital status (divorce or nullification)	One day	FREE
Clearance for marriage outside the country	One day minimum	E100.00
Exam for prospective marriage officers		E1000.00
Renewal of marriage licence		E150.00
Appointment of marriage officer		E250.00
Verification letter	Over the counter	E50.00
Authority to get married in Eswatini	Three weeks minimum	E500.00
DEATH		
Current death registration, within 60 days of death	Over the counter	FREE
Late Death Registration:	Three weeks minimum	
i. Sixty one (61) days to twelve months		E50.00
ii. One (1) year to seven (7) years		E100.00
iii. +seven (7) years to fifteen (15) years		E150.00
iv. + sixteen (16) years and above		E200.00
Certified copy of Death Certificate	1 day	E150.00

3.2.3 SERVICE CENTRES (LOCATIONS)

HHOHHO REGION	MANZINI REGION	SHISELWENI REGION	LUBOMBO REGION
Mbabane City Ministry of Home Affairs Headquarters. +268 24042941, +268 24045881/2	Manzini City (Regional Administrators offices next to Post office) +268 25052387	Nhlangano Town +268 22078428	Siteki Town +268 23434131
Mbabane City Service Centre Regional Administrators offices. (DC) +268 24044444	Mankayane Town +268 25388264	Hlatikulu Town +268 22078428	Siphofaneni Town +268 23441901
Pigg's Peak Town +268 24371171		Hluti +268 2275301	Matata +268 23646331

3.3 IMMIGRATION:

The department is responsible for orderly migration of persons. This entails the prudent issuance of permission to enter; and/or reside in Eswatini, secure documents of travel, border management and control as well as citizenship services. The department ensures compliance with the immigration legislative framework. It is divided into various sections, namely Permits, Border Control and Management, Visas, Citizenship, Travel Documents and International Passports and Diplomatic Passports (including service passports and emergency passports.) Ensures uniform standards, procedures and quality of work for the delivery of an efficient and effective Immigration support service throughout the department and other institutions subject to the current Immigration laws and regulations. Responsible for various functions through the following sections; Permits, Visa, Citizenship, Travel documents, and International passports.

3.3.1 PERMITS SECTION:

The section issues all types of temporal residence permits which include;

- Work permits, student passes, dependent passes and visitors pass to expatriates who enter the country for different reasons.
- These permits are issued on approval by a committee that sits to decide on the grant of each application on the basis of merit as per the stipulated requirements.

3.3.1.1 CLASSES OF PERMIT APPLICATION AND REQUIREMENTS:

a) BUSINESS PERSON

1. Complete Application Form (Form 3) on Part II
 2. Memorandum of Association
 3. Two Passport size photos
 4. Covering Letter of Application
 5. Original Police Clearance from Country of Origin
 6. Lease Agreement
 7. Medical Certificate
 8. Certificate of Incorporation, Form J, & Form C
- **All copies to be certified by recognized Legal Official / Commissioner of Oaths**

b) EMPLOYEES

1. Complete Application Form (Form 3)
2. Two passport size photos
3. Covering letter of application from employer
4. Proof of Advert of Post (full page)
5. Original Police Clearance from country
6. Qualification certificates
7. Medical certificate
8. Passport Copy

c) SPECIAL PASS

1. Complete Application Form (Form 6)
2. Copy of Recent Appeal
3. Application Letter
4. Two Passport size photos
5. Passport Copy

d) DEPENDANTS

1. Complete Application (Form 6)
2. Copy of Residence Status Document (Guardian)
3. Covering Letter of Application from Guardian
4. Police Clearance from Country of origin
5. Medical Certificate
6. PIN if Guardian is Swati
7. Passport Copy

e) STUDENTS

1. Complete Application Form (Form 8)
2. Two passport size photos
3. Letter from school/institution
4. Support letter from Ministry of Education

5. Police Clearance from Country of origin
6. Medical Certificate
7. Passport Copy
1. Complete application form (form 10)
2. Two passport size photos
3. Letter of application from Host
4. Host Residence Status Document e.g. Temporal Residence Permit
5. Medical Certificate
6. Passport Copy

3.3.2.1 BUSINESS PROCESS OF TEMPORAL PERMIT FOR WORK, RESIDENCE AND STUDY AND PRODUCTION TURNAROUND TIME

ELIGIBILITY; Foreigners who intend to invest, work or study in the Kingdom of Eswatini and the process shall entail:

1. *Submission of all relevant documents and such shall be done in a period not more than thirty (30) minutes.*
2. *Screening and vetting of applications by police and the localization department to ensure that the applicant has no criminal record and the skill possessed is not available locally and such shall not exceed a period of three (3) days.*
3. *Deliberation of application by the appointed committee whereby the Chief Immigration Officer consults with all relevant stakeholders and this process takes only a day.*
4. *Issuance of outcomes which also takes one (1) day- an approval or refusal letter issued.*
5. *Final Issuance of outcome. Payment and subsequent issuance of the permit is made for successful applications and those whose applications have been unsuccessful are advised accordingly on the next step to take.*

3.3.2.2 VISA SECTION:

The section deals with applications from foreigners residing outside the country requiring a VISA and intending to visit the Kingdom of Eswatini for tourism. It is a security and control measure for foreigners from certain countries listed to require such.

a) INBOUND VISA CLASSES AND REQUIREMENTS:

- Single entry three (3) months
- Multiple entry three (3) months
- Multiple entry six (6) months
- Multiple entry nine (9) months
- Multiple entry twelve (12) months

3.3.2.3 BUSINESS PROCESS FOR VISA APPLICATION AND ITS PRODUCTION TURNAROUND TIME INBOUND VISA CLASSES AND REQUIREMENTS:

1. VISA application is received after host/applicant has satisfied the office that he/she has submitted all the relevant document on behalf of guest and this process shall not exceed five (5) minutes.
2. Application is sent to the Royal Eswatini Police Service for vetting and such shall not exceed a period of two (2) days.
3. Application is taken to Chief Immigration Officer for approval and should take one (1) day.
4. Applicant advised on the outcome of application.
5. Payment and subsequent issuance of VISA.

PRESCRIPTION PF PERMITS, PASSES AND VISA FEES

WORK PERMITS	
1 day to 1 month	E1200.00
2- 3 Months work permit (Director/Employee)	E1500.00
Up to 6 Months work permit (Director/Employee)	E2500.00
Up to 12 Months work permit (Director/Employee)	E3500.00
24 Months work permit (Director/ Employee)	E6000.00
Late Renewal	E1000.00
Appeal	E2000.00
STUDENT PASS	
1 Day to 3 Months	E900.00
4-6 Months	E1200.00
7-12 Months	E2400.00
DEPENDENT'S PASS	
1 Day to 3 Months	E600.00
Up to 12 Months	E1200.00
Up to 24 Months	E2400.00
VISITOR'S PASS	
Beyond 1 Month	E150.00
Beyond 3 Months	E450.00
Beyond 6 Months	E900.00
SPECIAL PASS	

3 Months	E1000.00
VISA	
3 Months single	E1500.00
3 Months multiple	E2000.00
6 Months multiple	E3000.00
9 Months multiple	E4500.00
12 Months/ 1 year	E6000.00
Penalty	
Overstay	E1000.00

3.3.3 CITIZENSHIP APPLICATION:

Citizenship applications are designed for foreign nationals who wish to assume Eswatini Citizenship upon fulfilling provision of the Citizenship Act, 1992 and the country's Constitution.

The following are the requirements that need to be followed when applying:

3.3.3.1 BUSINESS PROCESS OF CITIZENSHIP AND TURNAROUND TIME:

- Send application.
- Applicant is interviewed and advised to bring all required documents.
- Application form is issued and filled (clearly and accurately)
- Application is sent to Interpol for vetting/clearance manually and systematically.
- Upon receiving application back from Interpol, a memo is printed with list of applications cleared by Interpol to the Citizenship Board for approval.
- **If citizenship is approved by the board, the system will require the following steps so as to enable the "Swati by registration" PIN to be generated;**

Further processes that are followed are as noted:

- Capture resource detail from previous Citizenship country.

- Capture renewed detail.
- Print Eswatini Citizenship certificate and take certificate to the *Minister for Signature*.
- Payment for certificate made at revenue office.
- Certificate issued to applicant.

** Period of processing Citizenship application is determined by the Citizenship Board after going through each application.*

ACTIVITY/SERVICE	FEES
Citizenship	
C1 Application: Individual 21 years and above	E2000.00
C2 Application: Marriage	E2000.00
C3 Application Individual below 21 years	E2000.00
On Issue	
Citizenship Certificate C1: Individual 21 years and above	E30 000.00
Citizenship Certificate C2: Marriage	E30 000.00
Citizenship Certificate C3: Individual below 21 years	E50 000.00
Reissue Citizenship Certificate	
i. Within first 10 years	E10 000.00
ii. 10 years and up	E2000.00
Renunciation of Eswatini Citizenship to other countries	E3000.00

3.3.3.2 TRAVEL DOCUMENT SECTION:

This document is issued to emaSwati who intend to visit countries within the Southern African Development Community (SADC) Region with the exception of Angola (which requires an International passport).

3.3.3.3 VARIOUS REQUIREMENTS FOR TRAVEL DOCUMENTS APPLICATION

a) Required from emaSwati by birth above the age of 16;

1. Original Eswatini Birth certificate
2. Original Eswatini National Identification Card
3. **Costs/ Funds are payable at all Government of Eswatini Revenue Offices at the following price range;**

- @ E150-00 for 32 pages, Travel Document
- @ E300-00 for 48 pages, Travel Document
- @ E500-00 for 64 pages, Travel Document
- @ E250-00 for 32 pages, Travel Document Lost/Damaged
- @ E450-00 for 48 pages, Travel Document Lost/Damaged
- @ E700-00 for 64 pages, Travel Document Lost/Damaged

b) Required from emaSwati by birth (below the age of 16);

1. Original Birth Certificate
2. Affidavit from parent/guardian
3. **E150.00 payable at Revenue offices plus E2-00 Revenue stamp.**

3.3.3.4 BUSINESS PROCESS OF APPLYING FOR TRAVEL DOCUMENT AND TURNAROUND TIME

Issued to eSwatini who intend to visit countries within the SADC Region besides Angola which requires an International Passport.

- Interview and Submission of all relevant documents is made i.e. Birth certificate and National identification card.
- Capturing of information of qualifying applicants is made and those not qualifying are advised accordingly.
- Printing of application form is made.
- Payment for Travel document is made.
- Application taken to Commissioner of Oaths for endorsement (revenue stamp required).
- Applicant's face is captured and applicant advised to make use of the *468# platform on cellphones (USSD) to check the status of the Travel document application.
- Application electronically transmitted to the production section for printing of Travel document.
- Travel documents sorted and dispatched to relevant outstations.
- Applicants collect Travel documents from relevant outstations.
- Final issuance of the Travel document is made in the system.

3.3.3.5 EMERGENCY PASSPORTS

- Temporary passports for **IMMIGRANTS INTENDING TO TRAVEL TO OR VIA THE REPUBLIC OF SOUTH AFRICA** have been phased out.
- They are currently issued in emergencies for immigrants intending to travel to or via the Republic of Mozambique.
- They are also issued in cases which cover, but not limited to death or sickness.
- Vacation is not considered an emergency.

- Proof of emergency will be required.
- Temporary passports are not accepted by some countries. It is the responsibility of the traveller to inquire with the countries to be visited before applying for a temporary passport. The Embassy/Consulate accepts no liability in this regard.
- **Fees: E200.00 for passport, E2.00 Revenue stamp and E20.00 fingerprints.**

3.3.3.6 INTERNATIONAL PASSPORT SECTION:

This section issues documents to all emaSwati who intend using them when travelling to countries outside the SADC region.

a). Requirements from emaSwati requiring International Passports when going for holiday outside the SADC Region

1. Application letter.
2. Three (3) months bank statement.
3. Bookings/Itinerary.
4. Certified copies of ID “Schaza Buve”, Birth Certificate & Marriage Certificate (if applicable).
5. Two (2) coloured passport photos.

Fees: E322.00 (E300.00 for passport, E20.00 for fingerprints, E2.00 Revenue Stamp).

Eswatini International Passport Lost/Damaged

Fees: E422.00 (E400.00 for passport, E20.00 for fingerprints, E2.00 Revenue Stamp).

b). Requirements for emaSwati intending to travel on a private visit

1. Application letter.
2. Invitation letter from host/copy of passport if host is a national of that particular country or copy of Residence permit if host is not a national of that particular country.
3. Three (3) months Bank statement from applicant if self-sponsored or from host if funded by same for trip.

4. Certified copies of ID “Schaza Buve”, Birth Certificate & Marriage Certificate (if applicable)
5. Two (2) coloured passport size photos

Fees: E322.00 (E300.00 for passport, E20.00 for fingerprints, E2.00 Revenue stamp)

Eswatini International Passport Lost/Damaged

Fees: E422.00 (E400.00 for passport, E20.00 for fingerprints, E2.00 Revenue Stamp).

c). Requirements for intending to travel for the purpose of studying

1. Application letter
2. Consent letter from parent or scholarship award or confirmation
3. Acceptance/admission letter & scholarship award or confirmation
4. Parent’s three (3) months Bank statement (if parent is responsible for the travelling applicant).
5. Certified copies of ID “Schaza Buve”, Birth Certificate & Marriage certificate (if applicable).
6. Two coloured passport size photos.

Fees: E322.00 (E300.00 for passport, E20.00 for fingerprints, E2.00 Revenue stamp).

d) Requirements for Civil Servants travelling on official duty

1. Memorandum from Government Department or Ministry of Employment.
2. Certified copies of ID “Schaza Buve”, Birth certificate & Marriage Certificate (if applicable).
3. Two coloured passport size photos.
4. Supporting documents for the trip applied for must be provided.

Fees: E322.00 (E300.00 for Passport; E20 for fingerprints, E2 Revenue Stamp).

Eswatini International Passport Lost/Damaged

Fees: E422.00 (E400.00 for passport, E20.00 for fingerprints, E2.00 Revenue Stamp).

e) Requirements for officials from Government Parastatals/Private Companies

1. Application letter on company letterheads.
2. Supporting documents for the trip.
3. Certified copies of: ID “Schaza Buve”, Birth Certificate & Marriage Certificate (if applicable).
4. Two (2) coloured passport size photos on a white background and of high resolution quality.

Fees: E322.00 (E300.00 for Passport, E20 for fingerprints, E2 Revenue Stamp).

Eswatini International Passport Lost/Damaged

Fees: E422.00 (E400.00 for passport, E20.00 for fingerprints, E2.00 Revenue Stamp).

f) Renewal of Passport

1. Application letter.
2. Three (3) months bank statement from applicant or from host if funded by same for trip.
3. Certified copies of ID “Schaza Buve”, Birth Certificate & Marriage Certificate (if applicable).
4. Two (2) coloured passport size photos on a white background and high resolution quality.

Fees: E322.00 (E300.00 for Passport, E20 for fingerprints, E2 Revenue Stamp).

3.3.3.7 SERVICE PASSPORT:

This is another category of an International passport. It is issued to emaSwati who do not qualify for a Diplomatic passport, however are assigned to travel abroad for official and/or Government related purposes.

Fees: E422.00 (E400.00 for passport, E2.00 Revenue stamp, and E20.00 fingerprints).

Eswatini Service Passport Lost/Damaged

Fees: E522.00 (E400.00 for passport, E2.00 Revenue stamp, and E20.00 fingerprints).

3.3.3.8 DIPLOMATIC PASSPORT:

This is another category of an International passport. It is issued to facilitate travel of the Members of the Royal Family, Members of the Diplomatic Corps, Cabinet Ministers, Members of both Houses of Parliament, Chief Justice and Judges of the High Court and members of the judicial organs and their deputies. Spouses of the Diplomatic passport holders would be required to only use such when accompanying the primary passport holders and same applies to children of Diplomatic passport holders.

Fees: E622.00 (E600.00 for passport, E2.00 Revenue stamp, and E20.00 fingerprints).

Eswatini Diplomatic Passport Lost/Damaged

Fees: E822.00 (E800.00 for passport, E2.00 Revenue stamp, and E20.00 fingerprints).

3.3.3.9 BUSINESS PROCESS FOR APPLYING FOR INTERNATIONAL PASSPORT AND TURNAROUND TIME:

Issued to emaSwati who intend to visit countries outside the SADC Region.

- Requirements are explained to applicant.
- Applicant is interviewed to ascertain if he/she is a real/bonafide Swati citizen.
- Application form is issued to applicant to fill and make payments for the passport.
- Applicant submits filled application form with all relevant documentation and is advised to make use of the Government mobile tracking system (*468#) to check status of his/her application.
- Official proceeds with application in terms of writing a memo to the National Commissioner of Police (NATCOM) for vetting as well as to the Chief Immigration Officer for approval.

- Application is then transmitted to the production section for printing.
- **Applicant personally collects passport after three days upon submission.**

3.3.4 BORDER CONTROL & MANAGEMENT:

This service is offered at all ports of entry and exit in the Kingdom of Eswatini.

3.3.4.1 BORDER MANAGEMENT & CONTROL BUSINESS PROCESS AND TURNAROUND TIME

1. A Gate pass is issued to the traveler on arrival and this process takes at least (20) seconds.
2. Traveller submits passport to official; process takes at least thirty (30) seconds.
3. Official compares face of traveler to that in the document, checks validity and Visa/Permit where applicable and captures applicant's data into the system.
4. Passport is stamped and applicant advised where applicable; process takes (2) minutes
5. Traveller produces a Gate pass to the Gate Guard, car is searched and thereafter entry/exit is allowed; process takes five (5) minutes.

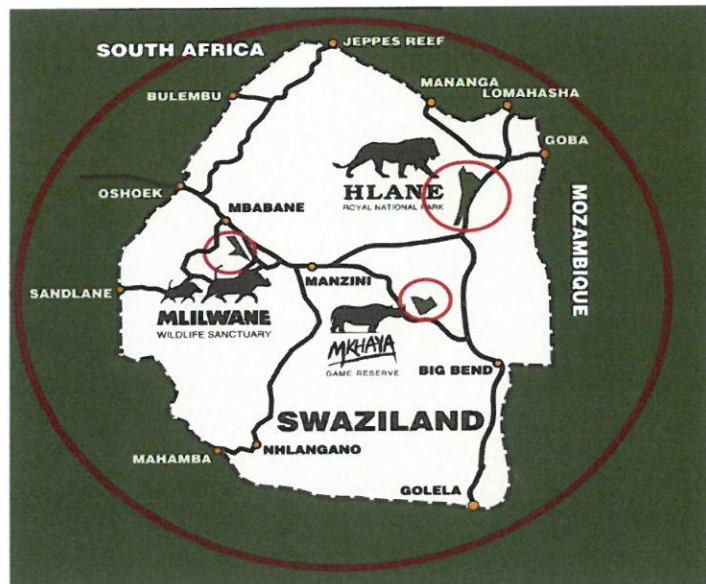
BORDER OPERATING HOURS

PORTS OF ENTRY OPERATION HOURS

NAMES OF PORTS OF ENTRY/BORDER	OPERATING HOURS
1. Bulembu - Josefdal	08h00-16h00
2. Gege - Bothashoop	08h00-16h00
3. Lavumisa - Golela	07h00-22h00
4. Lomasha- Namaacha	07h00-00h00
5. Lundzi - Waverly	08h00-16h00
6. Mahamba- Mahamba	07h00-22h00

7. Mananga - Mananga	07h00-18h00
8. Matsamo - Jeppe's Reef	07h00-20h00
9. Mhlumeni- Goba	Open 24 hours
10. Nsalitje - Onverwacht	08h00-18h00
11. Ngwenya - Oshoek	07h00-00h00
12. Sandlane - Nerston	08h00-18h00
13. Sicunusa - Emahlathini	08h00-18h00
KMIII International Airport	07h00-18h00

- ❖ All ports of entry operate seven days a week and even during public holidays.
- ❖ Below is a map showing some of the Kingdom of Eswatini's ports of entry and exit.



3.3.5 COMPLIANCE SECTION:

1. Ensures all immigration procedures are in compliance with existing immigration policy.
2. Record findings, transaction violations, discrepancies and decisions.
3. Search anyone suspected to be violating the Ministry of Home Affairs rules and regulations.
4. Scrutinize Travelling documents, Visas, Permits and Citizenship of aliens and nationals to verify legitimacy.
5. Execute intelligence-based activities as required.
6. Point out expired documents.
7. Collaborate with Law enforcement agencies to share information and the investigation of those individuals violating Immigration laws.
8. Write and present case study reports and statistics on Immigration compliance issues.
9. Identify individuals who may pose a threat to National security.
10. Assist in the built-up of the investigation files for all cases.

Performs any other related duties assigned from time to time by *supervisors*.

3.3.5.1 PRODUCTION SECTION (IMMIGRATION)

1. Supervise the sections' work daily tasks
2. Conduct stock taking and procurement of Travel documents and passports.
3. Scrutinise all finished products to ensure they satisfy quality standards.
4. Dispatch documents to responsible sections.
5. Attend all passport section queries pertaining to technical problems.
6. Analyse and direct passport problems and request file searches if necessary.
7. Monitor the section's performance and take corrective action where required in accordance with the MoHA guidelines.
8. Compile reports on production sections.

3.4 REFUGEES DEPARTMENT

The main responsibilities of the Refugees Department are categorized into the following:

- Provide asylum to asylum seekers and refugees
- Verify and register asylum seekers
- Issue and renew status permits of asylum seekers
- Ensure a sustainable refugee reception Centre
- Provide Durable Solutions to Asylum seekers and Refugees

(a) ELIGIBILITY OF BEING A REFUGEE

According to the 1951 Convention a refugee is someone “owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his nationality, and is unable to or, owing to such fears, is unwilling to avail himself of the protection of that country...”

The 1951 Convention relating to the status of refugees

(b) ELIGIBILITY OF THE STATUS OF AN ASYLUM SEEKER?

A person seeking refuge in another country whose claim is yet to be determined by the Status Determination Officer, National Refugee Advisory Committee and National Refugee Appeals Board.

(c) HOW DO ASYLUM SEEKERS APPLY:

Upon arrival in the country, asylum seekers are expected to report their presence to an authorised officer and subsequently the nearest police, where the reason for their entry is recorded on a statement. Thereafter the asylum seeker is taken to the Refugee Department where a preliminary interview is conducted and given further guidance.

A Status Determination Officer conducts an intensive interview of the claim and produce a report with recommendation that is tabled to National Refugee Advisory

Committee for approval or rejection. In a case of rejection, a case may be submitted to the National Refugee Appeals Board for further intervention which result is rejection again may be sent to High Court. The National Advisory Committee's recommendations are forwarded to the Minister of Home Affairs decision.

(d) HOW ARE REFUGEES PROTECTED:

The Government of Eswatini bears the prime responsibility for protecting refugees on their territory, and often do so in consent with local non-governmental organizations (NGOs). Government promotes, provides legal and physical protection and minimizes the threat of violence-including sexual assault.

(e) HOW ARE REFUGEES ASSISTED:

The Eswatini Government together with UNHCR and its implementing partners Caritas and Adventist Development Relief Agency seeks to find durable solutions to refugees' plight, by helping them to Locally Integrate to society providing protection, Voluntarily Repatriate to their homeland if conditions warrant, or Resettle in another country.

Local Integration

Refers to when Refugees are naturalized into the host country and enjoys all the benefits that nationals of that country get.

Voluntary repatriation;

Refers to when a refugee returns to their country of origin, usually with the assistance of the government of Eswatini and UNHCR as soon as circumstances permit and when a degree of stability has been restored in the country of origin.

Resettlement

Refers to when a Refugee is moved to a third country with help of UNHCR and IOM.

(f) WORKING WITH REFUGESS IN ESWATINI

The Ministry of Home Affairs Refugee Section in executing its mandate of guaranteeing the protection and assistance of asylum seekers and refugees, acting together with its partner United Nations High Commissioner for Refugees (UNHCR) and its implementing partner Caritas Eswatini ensures the provision of the following services to refugees:

- ◆ Education
- ◆ Health
- ◆ Counselling
- ◆ Shelter
- ◆ Food
- ◆ Income generating opportunities
- ◆ Skills training

(g) EDUCATION OF REFUGEES

Refugee children are assisted to enrol with local schools as a means of promoting local integration. Refugee parents are encouraged to contribute meaningfully towards the education of their children with UNHCR providing funding to assist with the remainder of the fees.

The Malindza Reception Centre has also established an Early Childhood Care and Development (ECCD) care point.

(h) HEALTH OF REFUGEES

The on-site clinic at the Malindza Refugee Reception Centre is a primary health care facility attending to the health needs of refugees and the local community. Illnesses requiring secondary health care are referred to larger health care facilities. (e.g. Good Shepherd Hospital) which is 22 kilometres from the centre.

(i) COUNSELLING OF REFUGEES

The staff at the Refugee Section (both Headquarters and Malindza) offer counselling services to refugees in need, given the inherent traumatic effect of refugee flight and also provide psychosocial

support.

(J) SHELTER OF REFUGEES

New arrivals are accommodated at Malindza Reception Centre where they are provided with household items which include blankets etc.

(K) FOOD ASSISTANCE FOR REFUGEES

New arrivals receive food prepared in the centre's communal kitchen. Beneficiaries include asylum seekers and those with special needs such as the sick elderly, physically and mentally challenged and other vulnerable groups which include children who are below 18 years of age.

(L) INCOME GENERATING OPPORTUNITIES

Eswatini provides a perfect environment for refugees to realize their potential and utilize their skills and talents. Many refugees are gainfully employed in Eswatini as doctors, teachers and engineers to mention a few. Malindza based refugees take advantage of the vast tract of arable land and irrigation water to produce a variety of crops for both subsistence and semi-commercial purposes.

(M) SKILLS TRAINING

The Government of Eswatini together with United Nations High Commissioner for Refugees (UNHCR) and its partners encourage and provide financial assistance to refugees to acquire skills through vocational training so as to empower them to enter the open market.

3.4.1 REFUGEES DEPARTMENT SERVICES AND REQUIREMENTS

PROCESS TO BE UNDERTAKEN FOR ISSUANCE OF PERSONAL IDENTITY

a) CARDS

1. MoHA Officers screen the refugee status permits then advise the applicant to fill an I.D application form.
2. Proceed to Civil registration to get a PIN.
3. Collect PIN, and go to the nearest Civil Registration station to apply for an ID "Schaza Buve" document.
4. Leave all the papers which were used to apply for the PIN to be filled and completed.

Requirements for Asylum seekers with Non-Swati Identity number (ID “Schaza Buve”):

1. Bring Confirmation letter
2. Obtain Permit number from the Immigration Department
3. Fill Personal Identity form.

Requirements for Refugee Identity Number (ID “Schaza Buve”):

1. Bring your Status permit with certified copy
2. Fill a Refugee ID “Schaza Buve” form
3. Also fill and complete the Electronic Refugee form

b) CONVENTIONAL TRAVEL DOCUMENT FOR REFUGEES

The Immigration department screens refugee status permits and ID’s “Schaza Buve” in order for them to proceed to apply for the Refugee Swati Conventional Travel Document (CTD).

c) REQUIREMENTS FOR REFUGEE SWATI CONVENTIONAL TRAVEL DOCUMENT

1. Bring original and certified copy of Status Permit
2. Bring certified copy of Refugee ID “Schaza Buve”
3. Enrol with Immigration department to produce passport application form
4. Pay E80 with Revenue office
5. Capture an electronic picture for passport with Immigration Department
6. Collect passport from Refugee office once printed

REFUGEE SERVICE CENTRES (LOCATIONS)

HHOHHO REGION	LUBOMBO REGION	MANZINI REGION
Mbabane City Ministry of Home Affairs Headquarters. +268 24042941, +268 24045881/2	Malindza (Malindza Refugee Reception Center next to Mpaka High School and Vocational Training Center) +268 23333295	1. Caritas Eswatini Caritas Eswatini opposite Cathedral Church and St Theresa Primary School +268 2505 6901/2 2. ADRA Seventh Adventist Church opposite Nazarene mission

4. PARTNERS, CLIENTS AND STAKEHOLDERS OF THE MINISTRY OF HOME AFFAIRS

OUR CLIENTS	STAKEHOLDERS
1. All citizens of the Kingdom Eswatini and members of the public/Diplomatic Corps residing in Eswatini. 2. All Government Ministries and Departments	1. Parliament 2. National Commissioner of Police 3. UNHCR 4. Judiciary 5. All Chiefdoms 6. All Government Ministries, Departments

<ol style="list-style-type: none"> 3. All Citizens of Nationalities/Countries that have Diplomatic ties with the Kingdom of Eswatini 4. Citizens of the European Union and members of the United Nations 5. Citizens of Countries that are members of the African Union (AU) 6. Citizens of Countries that are members of the SADC Region 	<ol style="list-style-type: none"> 7. Non- Government Organisation (NGO's)
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5. OBLIGATIONS FROM OUR CLIENTS

1. Clients are expected to fulfill and submit all requirements for service to be rendered.
2. Should ensure that they make enquiries from identified officials at the provided helpdesks in all service centres.
3. Be presentable to officers.
4. Should not offer gifts or exert undue pressure on officials at service centres.
5. Attend to appointments at the scheduled times.
6. Clients/ Citizens or Nationals belonging to countries that have Diplomatic ties with the Kingdom should make inquiries at the nearest Embassy/ Consulate/ High Commission/ Trade Mission of their respective country of origin.

Those wishing to visit the Kingdom can also search for information from the following website, URL: <http://www.gov.sz/home> or alternatively make a call or email the respective Principal Secretary or Undersecretary hereunder.

Principal Secretary
Ministry of Home Affairs
Tel: (+268) 2404 2941/5
(+268) 2404 5881/2
Email: nhlanhlanxumalo2@gmail.com

Under Secretary
Ministry of Home Affairs
Tel: (+268) 2404 2941/5
(+268) 2404 5881/2
Email: dlaminiarnold@gov.sz

6. PHYSICAL AND POSTAL ADDRESS FOR THE MINISTRY OF HOME AFFAIRS;

PHYSICAL ADDRESS

Home Affairs & Justice Building
Mhlambanyatsi Usutu Link Road
Mbabane
Eswatini

POSTAL ADDRESS

The Principal Secretary
Ministry of Home Affairs
P.O. Box 432
Mbabane
Telephone: +268 2404 2941/5
+268 24045881/2
URL: <http://www.gov.sz/home>

7. OPERATING HOURS

The operating hours of the Ministry of Home Affairs and Service centers are as follows;

08:00hrs – 13:00hrs and 14:00hrs – 16:45hrs Monday to Thursday,

08:00hrs – 13:00hrs and 14:00hrs - 16:30hrs Fridays

Break: allowed for 15 minutes to refresh before and after lunch.

On weekends and Public holidays offices will be closed as well as any other days stipulated by Government of Eswatini.

FEEDBACK “COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY”

Feedback, complaints/grievances, compliments can be lodged anywhere within the Ministry’s structure, either at each of our service delivery points around the country, Border Post Controllers, Chief Immigration Officer, Civil Registry Head, or Commissioner for Refugees and or the Ministry’s headquarters. It could be personally lodged, through telephone or suggestion boxes provided or other modes.

8. COMPLAINTS, COMPLIMENTS OR CLIENT SUGGESTIONS PROCEDURES

The Ministry strives to deliver the best service to the public with its dedicated and professional personnel. Despite our dedication, we do realise that our services may sometimes not be of the best satisfaction to our clientele and the public at large. We therefore have a standard procedure to investigate your complaint fully and fairly. Depending on the magnitude of the complaint.

Your complaints will be dealt with immediately and you will receive an acknowledgement response within a day of lodging your complaint either telephonically or in writing.

We will investigate your complaint and respond within seven (7) working days of receiving it and also inform you of any actions and endeavour to try attend to your complaint.

If you are not satisfied with this response you may raise your concerns at a more senior level by writing formally to:

Principal Secretary Ministry of Home Affairs Tel: (+268) 2404 2941/5 (+268) 2404 1822 (+268) 2404 5881/2 <u>Email: nhlanhlanxumalo2@gmail.com</u>	Under Secretary Ministry of Home Affairs Tel: (+268) 2404 2941/5 (+268) 2404 5881/2 <u>Email: dlaminiarnold@gov.sz</u>
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If you have a complaint that you do not wish to raise directly with our administrative management, or after dealing with us you are not satisfied with the outcome, you may refer the matter to:

The Honourable Minister for Home Affairs
Tel: (+268) 2404 2941/5, (+268) 2404 5881/2
URL: <http://www.gov.sz/home>

9. APPEALS

If you have a complaint that was not dealt with to your satisfaction or you do not wish to raise it directly with us or after dealing with us you are not satisfied with the outcome and you wish to appeal, you may refer the matter to:

SECRETARY TO CABINET

C/o Private and Cabinet Offices
Tel: (+268) 2404 2251
Email:

10. THE MINISTRY OF HOME AFFAIRS SERVICE PLEDGE

The Ministry of Home Affairs pledges to meet the following service standards:

- Ensure highest standards of customer care are adhered to at all times.
- Serve clients with urgency and ensure service delivery turnaround time is consistent at all service centres at all times.
- Confidentiality in handling client's information and ensure that there is no client's information shared with anyone without documentation of court order compelling such.
- Treat members of the public seeking services with respect, understanding, patience and courtesy.
- Serve citizens promptly and courteously at all service centres
- Provide friendly and helpful service at all times
- Provide client helpdesk and the officers assigned should be well conversant with all the services provided by the Ministry.
- Provide appropriate signage
- Provide comfortable lobby for clients from the Diplomatic corps, Cabinet, senior Government officials.
- The Ministry of Home Affairs shall provide uniform and name tags for the easy identification of officers.
- The Ministry shall ensure that there would be shorter queues at all service centres.
- The Ministry would ensure it provides mobile truck services at areas far from service centres.
- The Ministry would respond to complaints and queries within 7 working days.
- Resolve customer complaints fairly, consistently and within a period of 21 working days.
- Encourage service users to make suggestions on how to better the services offered.

- Provide redress and remedial action where applicable.
- Exhibit sensitivity to timelines.
- Shall ensure that all clients and officers will be treated with respect despite age, race and gender.
- Understand that the Ministry's decision on your application is final unless an appeal is made by furnishing the Ministry the required documents.

