



**MINISTRY OF INTERNAL AFFAIRS
DIRECTORATE OF CITIZENSHIP AND
IMMIGRATION CONTROL**



17/01/2023

PUBLIC STATEMENT

PASSPORT SYSTEM UPGRADE AND MANTAINANCE

The Ministry of Internal Affairs is to carry out a comprehensive Passport System Upgrade and Maintenance on Thursday, 19th January 2023 and Friday, 20th January 2023 in order to improve its effectiveness and efficiency.

This upgrade will affect all Passport services including; Passport Applications, Scheduling Appointments, Enrolment (interviews), Printing and Collection. All our service centres and offices in Kampala at the Ministry Headquarters, Kyambogo, Mbarara, Mbale, Gulu; as well as our diaspora offices in Washington, London, Ottawa, Copenhagen, Pretoria and Abu Dhabi will be shut down.

Passport applicants will not be able to access our online services at www.passports.go.ug or schedule appointments for these two days. Enrolment and collection of passports will also not be possible.


Upon completion of the upgrade and maintenance works, applicants who had already scheduled appointments on Thursday, 19th January and Friday, 20th January 2023 will be served alongside those already scheduled on the days listed below;

Original Schedule	To be served
1. 19 th January 2023	23 rd January 2023
2. 20 th January 2023	24 th January 2023

Once the upgrade of the system is complete, the Ministry promises a much more efficient/effective system with improved services to the users across board.

Those meant to collect passports on those particular days will also be able to pick them after.

We apologise for the inconveniences caused.


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JOSEPH B. MUSANYUFU PSC NDC
LIEUTENANT GENERAL
PERMANENT SECRETARY

For More details, please contact the Ministry of Internal Affairs Public Relations Office on Phone, 0417102600 : mail, info@immigration.go.ug and on our Twitter platforms; @DCICUg and @mia_uga