



MINISTRY OF NATIONAL SECURITY

GOVERNMENT OF THE REPUBLIC OF TRINIDAD AND TOBAGO

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For Immediate Release

MEDIA RELEASE

NEW PASSPORT DELIVERY SERVICE LAUNCHED

Port of Spain: A new passport delivery service has been introduced by the Ministry of National Security's Immigration Division, ushering in a modernized approach to passport services, consistent with Government's thrust to improve public service delivery.

Minister of National Security the Honourable Stuart R. Young M.P. launched the initiative on Tuesday September 22, 2020 at the Immigration Division Head Office, Government Campus Plaza, 3-9 Richmond Street, Port of Spain.

The initiative, under the theme "**Safe and Easy Passport Delivery with TTPOST**", is a collaboration between the Trinidad and Tobago Immigration Division and the Trinidad and Tobago Postal Corporation (TTPOST), established under a Memorandum of Understanding signed in August 2020.

Speaking at the brief event, Minister Young indicated that when he assumed office as Minister of National Security in August 2018, he advocated for an immigration system upgrade which commenced in April 2020 and is ongoing, as well as the enhanced provision of immigration services. The Minister stated that he was pleased to launch the initiative aimed at improving immigration business operations. He noted that this updated delivery process has been established to limit the number of persons visiting immigration offices, in keeping with Government's precautionary guidelines to mitigate the spread of COVID-19 and to better serve the needs of citizens. He also took the opportunity to commend the Immigration Division and TTPOST for working together to implement the new passport delivery system.

Representing the Minister of Public Utilities was Acting Permanent Secretary of the Ministry of Public Utilities Ms Nicolette Duke, under whose purview TTPOST falls. Acting Permanent Secretary Duke also welcomed the collaboration between both Ministries through their service delivery agencies, the Immigration Division and TTPOST respectively. She indicated that she looked forward to the successful execution of the initiative to the benefit of the people of Trinidad and Tobago.

Acting Permanent Secretary in the Ministry of National Security Mr. Gary Joseph; Chief Immigration Officer Mrs. Charmaine Gandhi-Andrews; and Managing Director of TTPOST Mr. Francis Lucien Delpesh were also in attendance to share in the momentous occasion.

Members of the public are asked to take note of the following procedure with regard to passport services which will be implemented with effect from **September 28, 2020**.

- Visit the website www.ttpassport.info to schedule an appointment to apply for a passport. This online appointment facility was implemented in June 2020. For further guidance on the online procedure, see *Steps to follow to schedule an appointment online to apply for a passport* at <http://www.nationalsecurity.gov.tt/Divisions/The-Immigration-Division>
- Prior to their appointment date, persons applying for a passport will be required to visit one of the designated TTPOST outlets to purchase an A5 TrackPak. The list of TTPOST locations offering this facility can be accessed on the Ministry of National Security's website, via link <http://www.nationalsecurity.gov.tt/Divisions/The-Immigration-Division>. The list of locations can also be accessed on TTPOST's website www.ttpost.net. The cost of the TrackPak is twenty-five dollars (\$25.00). TTPOST officials will guide persons on how to self-address the TrackPak (address at which the passport is to be delivered).
- **For persons with confirmed passport appointments from September 28, 2020 onward**: The applicant will be required to visit the Immigration Division office at which the appointment is scheduled and should bring the A5 TrackPak, along with all the required documentation to apply for a passport (see list of required documents at <https://www.ttpassport.info/faq>). Immigration officials will guide applicants on how to self-address the TrackPak.
- **For persons who have already made a passport application prior to September 28, 2020**: Visit one of the designated TTPOST locations to purchase two A5 TrackPaks at twenty-five dollars (\$25.00) each, a total cost of fifty dollars (\$50.00). One TrackPak should be addressed to the Immigration Division and used by the applicant to enclose the application receipt for the passport, the current passport held by the applicant (as this has to be cancelled) and a completed *Third Party Authorization Form*. The Third Party Authorization Form can be downloaded from the Ministry of National Security's website, via link <http://www.nationalsecurity.gov.tt/Divisions/The-Immigration-Division>, or obtained at one of the designated TTPOST locations. The other TrackPak is to be self-addressed for delivery of the applicant's new/renewed passport and the return of the cancelled/expired passport (which will no longer be valid).
- All applicants are asked to note that a TrackPak will be required for each application as only one passport will be included per TrackPak, in keeping with international best practice.

- The Immigration Division will notify the applicant, via email or telephone, when the passport is dispatched to TPOST. TPOST will then contact the applicant prior to delivery.
- TPOST, via its Courier Service, will deliver the passport to the address indicated on the self-addressed TrackPak. If the passport cannot be received by the applicant/authorized representative, after two attempts to deliver it, the package will be returned to the Immigration Division and the applicant notified to collect it at the Immigration Division Head Office, Government Campus Plaza, 3-9 Richmond Street, Port of Spain.

Persons with queries related to passport services can contact the Immigration Division via email address immigration.passports@gov.tt

PHOTO AND CAPTION



From left to right: Managing Director of the Trinidad and Tobago Postal Corporation (TPOST) Mr. Francis Lucien Delpesh; Acting Permanent Secretary of the Ministry of Public Utilities Ms Nicolette Duke; Minister of National Security the Honourable Stuart R. Young M.P.; Chief Immigration Officer Mrs. Charmaine Gandhi-Andrews; and Acting Permanent Secretary in the Ministry of National Security Mr. Gary Joseph display the TPOST A5 TrackPak which will be used for the delivery of completed passports. The new passport delivery service was launched on Tuesday September 22, 2020 at the Immigration Division Head Office, Government Campus Plaza, 3-9 Richmond Street, Port of Spain and will be implemented with effect from September 28, 2020.

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