



# MINISTRY OF NATIONAL SECURITY

GOVERNMENT OF THE REPUBLIC OF TRINIDAD AND TOBAGO

June 05, 2020

For Immediate Release

## MEDIA RELEASE

### UPDATE ON PASSPORT SERVICES AT THE IMMIGRATION DIVISION

**Port of Spain:** The Ministry of National Security wishes to advise that passport services have resumed at its Immigration Division offices. Members of the public are asked to take note of the following changes to passport services, consistent with the system upgrade which commenced in April 2020 to enhance Immigration Division operations in alignment with international best practice.

#### Relocation of the Port of Spain Passport Office

The Immigration Division office located at No. 67 Frederick Street, Port of Spain will be relocated to the Government Campus Plaza, No. 3-9 Richmond Street, Port of Spain from **Monday June 08, 2020**. From that date, the Immigration Division will no longer provide services to the public from No. 67 Frederick Street, Port of Spain.

#### Scheduling of **New** Passport Appointments

The previous call-in system used to make appointments via telephone number (868) 225-4664, has been discontinued. Passport appointments will now be facilitated online via the website [www.ttpassport.info](http://www.ttpassport.info). Nationals seeking an appointment to apply for a first-issue Machine Readable Passport or for a renewal, will be required to book their appointment online, going forward.

#### Passport Appointments already scheduled from June 08, 2020

Persons with confirmed passport appointments from **Monday June 08, 2020** are asked to keep their appointment. Applicants should come to the appointment venue no earlier than ten (10) minutes before the scheduled time as only a limited number will be allowed into the offices at a time, in keeping with Government's precautionary measures aimed at mitigating the spread of COVID-19.

## Missed appointments during the Stay-at-Home period, March to May 2020

Persons who missed their passport appointment during the period March 31, 2020 to June 05, 2020, will be accommodated from **Monday June 15, 2020** utilizing a daily alphabetical system. The temporary alphabetical system will be utilized at ALL Immigration (passport) offices as follows:

- **Mondays:** Persons with surnames starting with the letters **A to D**
- **Tuesdays:** Persons with surnames starting with the letters **E to K**
- **Wednesdays:** Persons with surnames starting with the letters **L to Q**
- **Thursdays:** Persons with surnames starting with the letters **R to T**
- **Fridays:** Persons with surnames starting with the letters **U to Z**

Only persons who missed passport appointments during the period March 31, 2020 to June 05, 2020 will be accommodated using this temporary system. These persons are urged to visit the Immigration office most convenient to them as soon as possible, with all the required documentation to apply for a passport. All applicants must produce their appointment reference number in order to be accommodated under the temporary system. Persons not in possession of all the required documents when they visit immigration offices will be directed to schedule a new appointment.

Expedited passport applications will only be facilitated at the Immigration office located at Government Campus Plaza, No. 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](mailto:immigration.passports@gov.tt)

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