



INFORMATION

Update on the New Version of the M-Paspor Application and the Lists of Immigration Offices that Provide E-passport Services in Indonesia

The government has simplified the passport application for Indonesian citizens by launching the M-Paspor Application in January 2022, which aims to simplify the administration files by uploading scans of documents to the application to shorten the face-to-face process at the immigration office. Besides that, digitizing services through the M-Paspor application also allows users to be able to apply for passports online in just a few steps, namely:

1. Download and install the M-Paspor application on your Android/iOS smartphone or tablet
2. Register a user account
3. Apply for a passport
4. Select the immigration office location and schedule
5. Make a payment
6. Schedule changes (optional)
7. Interview at the immigration office
8. The applicant also can request for the passport to be picked up at the chosen immigration office or to be delivered via the Post Office

Moreover, for almost 2 years since the M-Paspor's enactment, the Directorate General of Immigration has also continued to innovate and strive to provide the best service for the public, especially in terms of passport services. On 10 September 2023, the Directorate General of Immigration updated the M-Paspor application from the latest version that offers flexibility.

This new version brings more convenience in the form of selecting another immigration office, if the quota at the previous immigration office is not available. Apart from that, the new version of the M-Paspor application also maintains other conveniences that have been present for a long time, such as:

- a. The ability to register from anywhere
- b. Ease of immigration services
- c. Free to choose immigration office
- d. Ease of payment
- e. Free to choose your arrival schedule
- f. Change your appointment schedule
- g. Available to register for one-day expedited passport services

In addition, on 22 September 2023, the Directorate General of Immigration released regulation No. IMI-0235.GR.01.01 of 2023 concerning convenience in the form of **adding 50 immigration offices in various provinces** to the list of immigration Technical Service Units (Unit Pelayanan Teknis/UPT) that provide electronic passport (E-passport) services. This addition was made after the Directorate General of Immigration noted the high level of public interest in various regions towards E-passports. This addition clearly provides convenience for the public considering that previously only 52 immigration offices included in the immigration UPT were able to provide this e-passport service.

Currently, there are **102 immigration offices** throughout Indonesia can be issued e-passport applications. For a complete list of immigration UPTs that can provide e-passport services, please kindly check the attachment to the Decree of the Director General of Immigration Number IMI-0235.GR.01.01 of 2023 on *pages 4-6*. Furthermore, the Directorate General of Immigration is targeting all immigration UPTs in Indonesia to be able to issue e-passport applications by **December 2023**.

References:

- Directorate General of Immigration News on Latest Version of M-Passport: Flexibility in Choosing an Immigration Office If the Quota Runs Out
- Decree of the Director General of Immigration Number IMI-0235.GR.01.01 of 2023 on pages 4-6 concerning the Immigration Office Issues Regular Electronic Passports with Laminated Sheets in 2023

If you require a copy of the reference document above, please do not hesitate to contact research@ibai.or.id. Thank you for your attention and hope this information would be valuable for you.

Kind regards,
IBAI Secretariat