



## DEPARTMENT OF IMMIGRATION AND CITIZENSHIP SERVICES



### PRESS RELEASE

For Immediate Release

#### UPDATE ON PASSPORT ISSUANCE SERVICES

On this twelfth day since His Excellency Dr. Lazarus McCarthy Chakwera, President of the Republic of Malawi, ordered the expedition of efforts to resume the Department of Immigration and Citizenship Services' passport issuance services recently disrupted by cybersecurity breach, the Department wishes to inform the public that our pursuit of this goal is yielding fruits.

The public may also wish to know that aside from the combined and tireless work of IT experts from the Department of E-Government in the Ministry of Information, the National Registration Bureau in the Ministry of Homeland Security, and the Department of Innovation and Creativity in the Office of the President and Cabinet, another directive the President issued five days ago to expand the recovery team to include IT experts from MACRA and ICT Association of Malawi (ICTAM) has been complied with. With such an army of experts working under continued vigilance of concerned Malawians, the Department is confident that the goal of resuming passport printing services by the 21-day deadline set by the President is within reach.

We therefore thank all affected Malawians for continuing to exercise patience during this time, and any inconvenience caused in the meantime is sincerely regretted. We also wish to inform all Malawians holding valid passports that the demographic data loss as a result of the recent cybersecurity breach has been fully recovered. Additionally, we urge passport holders to guard their passports securely because recent cybersecurity breach does not affect the validity, security, and usability of any passports already previously issued by the Department.

**MANAGEMENT**

4<sup>th</sup> March, 2024