
ATTENDANCE BY APPOINTMENT

By Paulo Centeio & Angelina Cofe

In the context of the prevention of COVID -19, the Mozambican Migration Service has introduced a new way of assisting applicants for Migratory documents, which consists of attendance by appointment. This new procedure aims at ensuring the rules for interpersonal distancing is observed, and that the applicant spends less time on the premises of the Provincial Directorates of Migration.

With this new procedure, the applicant for Migratory documents will have to make prior reservation of a date and time with the Provincial Directorate of Migration, thus avoiding long queues and crowds.

To make the appointment, the applicant has (3) three options:

1st Option Online scheduling (available 24 hours).

The applicant must access the following web site: www.sigav.senami.gov.mz and follow the following steps:

- a) Choose to obtain a document for nationals or foreigners.
- b) Select the relevant document.
- c) Fill out the template provided correctly.

2nd Option Scheduling a date and time through the call center (open from 7:30 am to 3:30 pm).

This option allows you to make a free call to the Mozambican Migration Service through the number 90243 and make the appointment with the assistance of the line operator.

3rd Option Face-to-face scheduling at the Provincial Directorate of Migration (open from 7:30 am to 3:30 pm).

The applicants who do not have access to the above platforms, should go to the Provincial Directorate of Migration in the area of their residence to proceed with the face-to-face appointment at the service desk. This option is for marking purposes only, and not for submission of Migratory documents.

Completed the appointment process, and verified the applicant's eligibility, the system sends a message to the applicant's mobile phone or email, indicating the date and time to go to the Provincial Directorate of Migration for data submission purposes.

In this first phase, the booking services is only available at the Provincial Migration Directorates of Maputo's City and Maputo Province, but will subsequently be extended to all Provincial Directorates.

The appointment for Maputo City and the Province of Maputo can be made from 04/09/2020 at the Provincial Directorates of Migration, and from 08/09/2020 the services will be provided based on the appointments made.