

# Eida to take action against typing centres which cause system delays

Residents advised not to go slow in obtaining ID cards

- By Binsal Abdul Kader, Staff Reporter
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Abu Dhabi: Although the deadline for ID cards has been extended, expatriate professionals have to register without delay to avail many government services. But they should take care of their passports and not give them to typing centres during the process, a top official told Gulf News.

"They should wait at the certified typing centres while their application is typed out as part of the pre-registration process and come back with their passports," Dr Ali Al Khoury, director-general of Eida, said.

Asked whether the applicants who left their passport with typing centres should take it back, he said: "The passport is an official document. You cannot leave it with strangers. Will you leave your kids with a stranger who assures you to take care of them?"

He made it clear that applicants should not try to withdraw their application.

"I will not advise residents to take back the application because most of them will need the card to access many government services. But they can arrange a time with the typing centres to fill out the e-application form in their presence, without leaving the passport," the official said.

About the delay at typing centres to carry out the pre-registration process which compelled applicants to leave their passports, Al Khoury said some typing centres were playing around with the system.

"We have identified several typing centres which permitted multiple users to use the single user name and password allotted to them, causing pressure on Eida's system," he said.

## **Manipulation**

He said Eida will announce action against those typing centres next week.

The official said Eida would have allotted more accounts [new set of user name and passwords] to the typing centres, if they had requested this.

"Instead, they manipulated the system to accommodate the maximum number of applicants," he said.

### **Identity theft**

There were chaotic scenes at typing centres as thousands of expatriates rushed to fill the applications to meet the December 31 deadline. Many of them risked identity theft by leaving their passports with the typing centres. Top immigration and Eida officials warned against the practice.

Eida transferred the pre-registration process to certified typing centres across the country as part of its 2010-2013 strategy which envisaged easing the process. An applicant heads to Eida registration centres with an appointment only after completing the pre-registration process at typing centres, which comprises filling e-application form, scanning the passport and payment of the fee. It had reduced the time taken for registration at Eida centres from 30 minutes to five minutes [maximum ten minutes].

### **Children's registration**

Non-registered Emiratis are expected to complete the registration before the June 30 deadline as most of these are newborn and children, Ali Al Khoury said.

"Children do not need to wait for an appointment at Eida registration centres as their parents can complete the process at certified typing centres only," he said.

Children do not need fingerprinting but they have to give their photograph in the proper format [light blue background], the official said.

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