



EMBASSY OF BOTSWANA  
WASHINGTON, D.C.

## **NOTICE OF CRITICAL CHANGES IN SERVICE DELIVERY PERTAINING TO ISSUANCE OF NATIONAL DOCUMENTS**

Kindly be informed that since the outbreak of COVID-19 pandemic, the Embassy has been offering services of updating of National Documents such as passport and Omang to Batswana in the diaspora using mailing system. This has, however, led to more challenges than was expected. It is evident that in the process, Botswana passports are targeted by unscrupulous people as some customers report losing them through the system currently in place. We therefore inform that, with immediate effect, customers requiring services from the Embassy should make an appointment to visit the Chancery and have their documents processed for more efficient results.

Kindly take note that this is done to protect the country's integrity in the region. We apologise for any inconvenience caused. - 11/08/2022.

Thank you.

