

Overview of the Technical Assistance intervention
by the ACP-EU Migration Action



SWAZILAND

Southern Africa



Policy
recommendations
and guidelines
for the set-up
of an
Electronic
Visa system

February 2017

(ongoing)

Requesting entity
Ministry of Home Affairs (MHA)

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SWAZILAND | VISAS

Background

Being landlocked between Mozambique and the Republic of South Africa, the Kingdom of Swaziland lacks consulates in most of the regions in the world, constraining the opportunities for growth in tourism. The citizens of a vast majority of countries are required to visit a Swazi mission in another country in order for them to submit a visa application or to mail their passport

and application to their host in Swaziland and await its return. Although infrequent, there have been cases of passport losses, and most people invest considerable time and resources on travelling to an embassy or using express postal services and couriers. The current turnaround time for the process upon receiving an application from the host/agent is seven working days

and the process involves many steps and is cumbersome. The Government of the Kingdom of Swaziland through the Ministry of Home Affairs intends to set up a secure web-based electronic visa system for inbound travelers intending to enter the Kingdom of Swaziland.

Objective

Improve the visa processing system, improve immigration services regarding issuance, facilitate easy access through on-line visa application platform, improved security and quality of visa documents and build credibility to the Swaziland visa processing system.

Activities

Conducting of a review of the existing visa system (including IT infrastructure) supporting visa processing in Swaziland;

Development of recommendations and a plan of action on improvement and digitalization of the current visa system.

Expected results

Guidelines on the set-up of an improved and digitalized visa system with clear exhaustive visa categories, a simplified application process, policy improvements, data repository and IT infrastructure;