

Consulate General of India Dubai

Consulate General of India, Dubai has been receiving calls/emails regarding facilitation of Indian nationals abroad holding UAE residency including Indian students. In this regard, all are advised to go through the following advisories with helpline numbers/services of the Government of UAE.

**Hotline number of MoFAIC to help valid residence permit holders abroad, emergency cases:
0097124965228**

3/22/2020

MoFAIC launches hotline to help holders of valid residence permits abroad, emergency cases

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ABU DHABI, 19th March, 2020 (WAM) -- In reference to the UAE's announcement of a renewable two-week suspension of entry for valid residence permit holders, who are currently out of the country, that entered into effect at noon on Thursday, March 19, as part of preventive procedures amidst the spread of COVID-19 around the world, the Ministry of Foreign Affairs and International Cooperation has established a round-the-clock helpline to facilitate procedures.

Holders of valid residence permits overseas and their family members and first-degree relatives in the UAE can call the helpline 0097124965228 for enquiries and assistance for humanitarian and emergency cases to ensure their safe return to the UAE, the Ministry said.

The Ministry explained that these measures were part of precautionary and preventive efforts taken by the UAE to contain the spread of COVID-19.

**Additional Hotline number of Ministry of Foreign Affairs and International Cooperation:
0097192083344**



Advisory

**Due to high volume of calls,
the Ministry of Foreign Affairs
and International Cooperation
allocates additional hotline
to help holders of valid
residence permits abroad.**

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Twajudi Resident Service: www.mofaic.gov.ae/en/Services/Twajudi-Resident

The screenshot shows the Twajudi Resident service page. At the top, there is a navigation bar with links for 'The UAE', 'The Ministry', 'Services', 'Emirati Traveler', 'Missions', 'Media Hub', 'E-Participation', 'Open Data', and 'Contact us'. The main heading is 'Twajudi Resident' with a 'Start Service' button. Below the heading, a description states: 'The service is provided to register Valid residence visa holders who are currently out of the country'. A table lists service details:

Service Fees	User Type	SLA	Service Rate	Registration
Free	Emirate Citizen	5 Minutes	★★★★☆	Required

Below the table, there is a section for 'Required Documents' which is currently 'NA'. On the right side, there is a 'FOLLOW US +' button and a headset icon for customer support.

Helpline number of The Federal Authority for Identity and Citizenship (ICA): 00971501066099

The screenshot shows a news article from the WAM website. The article is dated 18th March, 2020, and reports that the UAE has suspended the entry of all its valid residence visa holders who are currently out of the country, effective from 12:00 noon on Thursday, March 19, due to the spread of COVID-19. The article explains that this is a precautionary measure to ensure the safety of those affected. It also lists the procedures requested by the Ministry of Foreign Affairs and International Cooperation for those holding valid UAE visas and staying out of the country:

- Those who are now staying in their countries of origin have to contact the UAE diplomatic missions in their respective nations for all necessary support and to streamline their return back to the UAE.
- Those who are currently outside the UAE for business considerations have to contact their employers here as well as Emirati diplomatic missions in their host countries for all necessary support to facilitate their return back to the UAE.
- Those who are now on vacation have to contact UAE diplomatic missions in their respective host countries for all necessary support to facilitate their return back to the UAE.

The article also mentions that the Federal Authority for Identity and Citizenship (ICA) has urged the families and kins of those affected to get in touch with the ICA via the following contact numbers to get updated on all the measures they have to pursue:

- Fax: 025543883
- Mobile: 0501066099
- Landline 02 3128867- 02 3128865
- Email: Operation@ica.gov.ae

In a statement today, ICA said the new decision comes as part of the preventive and precautionary measures taken to contain the spread of COVID-19.