



**ICA**  
PAPUA NEW GUINEA  
PROTECTING BORDERS & PROMOTING PROSPERITY



## IMMIGRATION & CITIZENSHIP AUTHORITY

### PAYMENT GATEWAY

#### Levying of Fees

The Migration Services Fee (MSF) is the fee levied by the Papua New Guinea (PNG) Immigration and Citizenship Authority (ICA) that must be paid for a visa application, in some circumstances the MSF may be \$0. The base MSF rate is in US Dollars (USD) and levied in relevant local currencies at exchange rates published by ICA. For applications made online, the MSF fee is levied in Australian Dollars (AUD) at the published exchange rate to the USD rate. Conversion rates, the base USD and the total levied AUD amount will be provided upon entry to the payment screen on your visa application.

In addition to the MSF, all applications lodged via the online portal are subject to an Online Lodgment Service Fee (OLSF) of \$50USD. The OLSF is also levied in AUD.

All MSF and OLSF payments are payable to a third-party provider and will appear as *PNG Consulate General* on credit and debit card statements.

All fees are levied on behalf of the Papua New Guinea Immigration and Citizenship Authority (ICA), of Ground Floor, Central Government Officers (Tower A), Melanesian Way, Waigani, Papua New Guinea trading as the PNG Consulate General.

#### Refunds

The OLSF is a charge levied for the convenience of lodging your application via the online portal and is non-refundable. Applicants who do not wish to pay the OLSF must lodge their application at an ICA office, in Papua New Guinea or at an Overseas Mission. A list of ICA's Offices can be found at [www.ICA.gov.pg/contact-us](http://www.ICA.gov.pg/contact-us)

In very limited circumstances the MSF may be refunded. Refund requests may be submitted via email to [refunds@immigration.gov.pg](mailto:refunds@immigration.gov.pg) or by post to PO Box 1790, Boroko, NCD, Papua New Guinea.

The third-party provider has no responsibility for the management of refunds. Individuals seeking a refund of the OLSF or the MSF must contact ICA using the above contact information.

### ***Applicable laws***

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### **Trademark**

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### **More information**

For further information about copyright and trademark, contact our Communication and Media Branch at [media@immigration.gov.pg](mailto:media@immigration.gov.pg)

For all other enquiries, please refer to the Contact Us section on the ICA website [www.ica.gov.pg](http://www.ica.gov.pg)