

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 Papua New Guinea Kina (PGK) at the published exchange rate to the USD rate. Conversion rates, the base USD and the total levied PGK 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 PGK.

All MSF and OLSF payments are payable to a third-party provider and will appear as *ICA My ICA* 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

In very limited circumstances the MSF may be refunded. Refund requests may be submitted via email to 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

This web site is hosted on a web server in Port Moresby in Papua New Guinea. These terms are governed by the law in force in Papua New Guinea and any dispute about these terms or the contents of this web site are subject to the exclusive jurisdiction of the courts of Papua New Guinea and the courts of appeal from them.

Copyright

Copyright and trademarks are important parts of our website. You should keep them in mind when using our website.

The PNG Immigration and Citizenship Authority (ICA) owns all the material we produce.

You should attribute material you get from this website as the PNG Immigration and Citizenship Authority (ICA).

Trademark

Our logo is a registered trademark of the PNG Immigration and Citizenship Authority (ICA) and must not be used without the prior, specific, written permission of the PNG ICA.

More information

For further information about copyright and trademark, contact our Communication and Media Branch at media@immigration.gov.pg

For all other enquiries, please refer to the Contact Us section on the ICA website www.ica.gov.pg