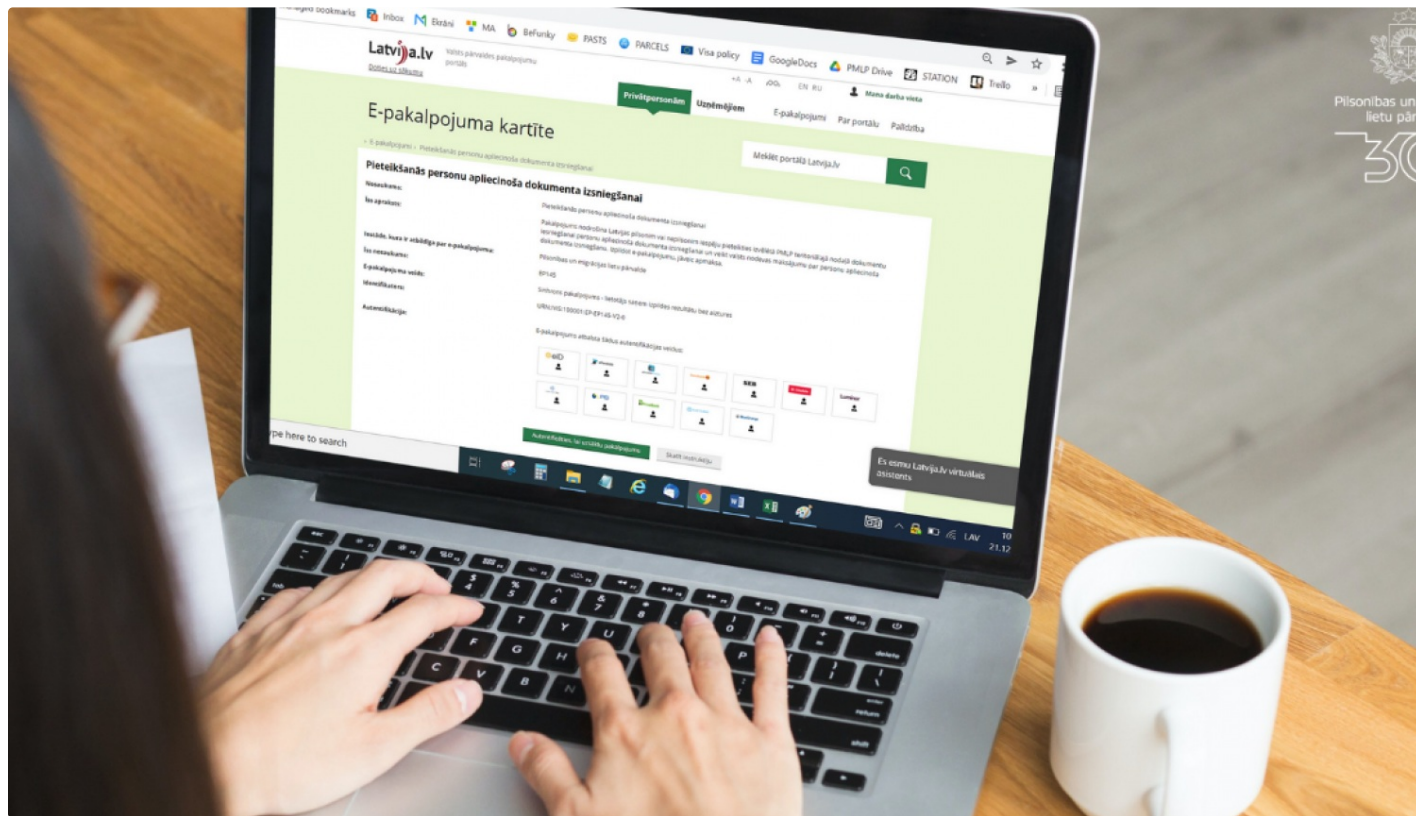


# The OCMA actively optimizes and improves service delivery and performance

Published: 03.01.2022.

News



Dear clients, we inform that there are changes envisaged in operation of two divisions of the Office and one e-service starting from January 2022.

Having assessed trends in the use of face-to-face services in territorial divisions and the workload, the Sigulda branch of the Office starting from 1 January 2022 is closed and the Līvāni branch will be closed starting from 15 January.

The changes have been made in order to increase the capacity of the client service personnel of the Riga territorial divisions of the Office and to reduce the waiting time for receiving face-to-face services.

We inform that we continue to provide services without changes, as usual, by prior appointment, in all other territorial divisions of the Office.

The nearest territorial divisions of the Office for residents of Sigulda Municipality are Cēsis, Limbaži and Rīga 1, 2, 3 and 4 division, while the nearest territorial division for residents of Līvāni is located in Jēkabpils.

We also inform that, starting from 3 January 2022 until 31 December 2022, the operation of the e-service "Application for the issuance of an identity document" (State Administration Services Portal on the website latvija.lv) will be suspended.

Next year, it is expected to improve the functionality of this e-service to complete the service and make it convenient, simple and easy to use for clients.

Clients who have made an appointment using that e-service will receive the service as usual [according to the previous appointment](#).

In view of the above on the suspension of the e-service starting from 3 January 2002, we additionally inform that the e-service "Application for the issuance of an identity document" no longer makes it possible to choose and apply for a visit in January 2022 and the following months.

We invite you to apply for face-to-face services of the Office [on our website](#) or via mobile phone application Qticket, by downloading it from Google Play or App store.

We apologize for the inconvenience!

We are working on developing and improving the client service of the Office.

<https://www.pmlp.gov.lv/en/article/ocma-actively-optimizes-and-improves-service-delivery-and-performance>