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MINISTRY OF HOME AFFAIRS
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13 MARCH 2021

STATEMENT BY THE MINISTRY OF HOME AFFAIRS AND CULTURAL HERITAGE REGARDING THE FAKE NEWS ABOUT PASSPORTS COLLECTION AT MAKOMBE OFFICE

The attention of the Civil Registry Department and the Ministry of Home Affairs and Cultural Heritage has been drawn to the fake news "advising" persons who applied for passports between 2019-February 2020, to collect their documents at Makombe Offices, from Monday, 15 March 2021.

The message originated from a fake Facebook page under the name Makombe Passport Office Official and was signed off by a Joshua Taderera purporting to be a "Passport Official". We dissociate ourselves from the fake Facebook page, its communication about passports collection and any of its individuals claiming to be acting on behalf of the Civil Registry Department.

This is not true and any information from the Facebook post is not authentic.

The Civil Registry Department is working round the clock to clear the passport backlog and any communication regarding the collection of passports by applicants will be communicated via official communication channels and through the Short Message Service (SMS) platform. All collections will however be done in compliance with the relevant Covid-19 regulations.

We also take this opportunity to advise the nation that the Civil Registry Department does not charge any extra amount or solicit for any favours outside the stipulated statutory fees. Any persons or agents canvassing for any "processing fees" via online platforms are doing so for their own criminal and corrupt gains.

We urge our citizens to rely on official sources of credible information and exercise caution before sharing unverified communication on social media platforms, which not only mislead but potentially prejudice citizens of their hard-earned cash.

Issued by the Ministry of Home Affairs and Cultural Heritage