



An Roinn Dlí agus Cirt
Department of Justice

Guide on engaging with Immigration Service Delivery (ISD) Registration Office services

Immigration Service Delivery

13 January 2025



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Background

On 13 January 2025, responsibility for registrations for all counties will transfer from the Garda National Immigration Bureau (GNIB) to Immigration Service Delivery (ISD) through the Burgh Quay Registration Office.

From this date, first time registrations for individuals residing nationwide registered at the Burgh Quay Registration Office in Dublin. Applications for renewal of registration will continue to be submitted online via the Irish Immigration Service Online Portal.

Delivery of IRP Cards to Home Addresses Nationwide

Since November 2023, ISD (through the Burgh Quay Registration Office) has taken over responsibility for the direct delivery of IRP cards to all customers' home addresses nationwide. Prior to this, IRP cards were sent in bulk parcels to local Garda stations for distribution.

Where an IRP card has not been delivered after 15 days of being successful processed, please contact the customer service helpdesk where it will be investigated: [Submitting Registration or Renewal Queries](#). A replacement IRP card will re-issued if required.

The Card Delivery Process

1. Registrations/renewals are processed and sent to print following a successful application.
2. Batch data files of cards to be printed are sent to a 3rd party manufacturer who produce the cards and issue them directly to home addresses via An Post Express Post.
3. Cards are either successfully delivered within 15 days of registration approval or returned by An Post to ISD in Burgh Quay, Dublin as undeliverable.
4. The ISD team will manually contact the intended recipients of returned cards by phone to arrange re-delivery to correct address and amend address records as required.
5. In the case of queries being received from customers by email, the ISD team will manually check returned cards, An Post tracking information and immigration records. Addresses will be re-confirmed and a replacement card will be issued if required.

First Time Registrations

You will be required to register in-person by appointment at Burgh Quay Registration office in Dublin.

The office is located at [13/14 Burgh Quay, Dublin 2, D02 XK70](#).



Making an Appointment

In order to make an appointment to register for the first time, please login or register to book online. Further information can be found here [Burgh Quay appointments](#)

Note:

- Appointments can only be made after your arrival in Ireland (not before).
- Appointments can only be booked online
- You do not have to pay a fee to book an appointment

Following an Appointment Being Successfully Made

Once an appointment has been successfully made, you should receive an automatic confirmation email within 24 hours (it is possible that this may end up in spam/trash folders). You can view, amend, or cancel your appointment via your DCC customer portal account, <https://portal.irishimmigration.ie/en/>

This confirmation email will outline all information and requirements, including;

- Confirmation of the date, time and location of the appointment;
- Your unique appointment confirmation number (which is required for check-in at reception).
- Details of the documents that you are be required to produce (Printed/hard copies of all documents must be presented. Electronic copies of documents cannot be accepted). Please note that if any of the required documents are not presented at your appointment, the registration cannot be processed.
- Information on whether the registration fee of €300 will be required depending on the type of permission they have (All fees must be paid by credit/debit card. Cash or contactless payments cannot be accepted).

Burgh Quay Registration Office is wheelchair accessible. If you have any special requirements, please raise a query via your DCC customer portal account, <https://portal.irishimmigration.ie/en/>

Attending an Appointment

When you arrive for your appointment at the Registration Office, you will be required to check-in by inserting your full confirmation number (including the hyphen) into the reception kiosk to obtain a queue ticket number. You can check-in up to 30 minutes before your allotted appointment time.



Once a queue ticket number has been obtained, you will be advised to wait in the appropriate area until your number is called where you will be directed to one of the counters to meet with a Registration Officer who will guide you through the registration process.

Migration of Registration Responsibilities from GNIB to ISD for Counties Kildare, Meath and Wicklow



Following a successful registration, you will be advised that your new IRP card will be sent to your home address within the next 15 days.