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ནང་སྲིད་སྐྱོན་ཁག།
DEPARTMENT OF IMMIGRATION
MINISTRY OF HOME AFFAIRS
ROYAL GOVERNMENT OF BHUTAN



PRESS RELEASE

Department of Immigration Launches Automated Immigration Clearance System to Enhance Service Delivery and Security

In a move towards modernizing border control, the Department of Immigration has officially launched the Automated Immigration Clearance System (AICS) at the Pedestrian Terminal, Phuentsholing, Bhutan's busiest port of entry and exit, on 21 February 2025. This initiative marks a significant step in transforming the nation's immigration clearance process, making it more efficient, secure, and user-friendly.

The AICS is designed to streamline border clearance by leveraging technology, including biometric verification and data integration. This system will enhance service delivery and strengthen security in several key ways:

- **Faster Processing Times** – Automation will significantly reduce queues and wait times by swiftly verifying traveler credentials, ensuring smoother movement at border checkpoints.
- **Enhanced User Experience** – The system offers a seamless, contactless process, reducing stress and inconvenience for travelers.
- **Improved Accuracy** – Automated verification minimizes human errors, ensuring a more reliable and efficient clearance process.
- **Biometric Verification** – Biometric verification provide high-accuracy identity verification, mitigating risks of identity fraud.

The Automated Immigration Clearance System is a significant milestone for the country. It strikes an ideal balance between efficiency and security, ensuring that legitimate travelers experience smooth processing while unauthorized or high-risk individuals are effectively screened.

With the launch of AICS, Bhutan joins the ranks of global leaders in advanced immigration technology. This initiative marks the beginning of a broader modernization effort to enhance immigration functions and align with international standards.

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Department of Immigration
21 February 2025