



NIRA
NATIONAL IDENTIFICATION &
REGISTRATION AUTHORITY
HAY'ADDA AQOONSIGA IYO DIIWAANGELINTA QARANKA

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BUILDING TRUST THROUGH ACTION



CALL CENTER
169



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FOREWORD FROM THE DIRECTOR GENERAL OF NIRA

It is my pleasure to welcome you to the October edition of NIRA's Monthly e-Magazine, under the theme: **“Building Trust through Action.”**

This month has been about taking concrete steps to make Somalia's National ID system more inclusive, transparent, and responsive to citizens' needs. Thousands continue to register each month, and our focus remains on ensuring that every Somali has fair and equal access to ID services.

At NIRA, we believe that listening to citizens is central to building trust. We actively monitor data and feedback from our call center, social media channels, and in-person interactions, ensuring that concerns raised are addressed quickly and openly. Our leadership and teams have visited registration centers, met with local communities, and taken action to improve service delivery and transparency.

This edition highlights some of these moments, from outreach to people with special needs, to new registration centers, and Somalia's representation at the Digital Government Africa 2025 Conference. Each story reflects our commitment to inclusion, accountability, and continuous improvement.

I invite you to explore this month's magazine and see how NIRA is turning feedback into progress and ensuring that identity services reach every Somali, everywhere.

Abdiwali Ali Abdulle (Timaacadde)
Director General, NIRA

LISTENING, RESPONDING AND INCLUDING ALL

Responding to Citizens: DG Visits Hawlwadaag Center



NIRA continues to strengthen its commitment to transparency and citizen-centered service delivery. On October 4, Director General Abdiwali Ali Abdulle (Timacadde) visited the Hawlwadaag Registration Center in Mogadishu to engage directly with citizens and acknowledge concerns raised through NIRA's feedback channels.

During his visit, the DG emphasized that NIRA actively monitors data from the Call Center, as well as reports from online platforms and in-person feedback, to continuously assess service quality and identify areas for improvement. He reminded citizens that the National ID card is completely free of charge and urged them to report any requests for payment or delays through **the call center at 169**.

Speaking to staff and community members, the DG noted that addressing issues transparently is central to NIRA's mission.

Registering Students with Special Needs

This month, NIRA launched the registration of students with special needs at Al-Bashiir School for the Blind in Mogadishu. The initiative reaffirms NIRA's belief that access to identity is a fundamental right that must extend to every member of society, without exception.



Students with visual impairments were supported by NIRA staff throughout the process to ensure a smooth and dignified registration experience.

This effort forms part of NIRA's broader vision to ensure that no one is left behind in Somalia's identity journey. By reaching people with disabilities, rural communities, and other underserved groups, NIRA is not only expanding registration, it is building a more equitable foundation for national participation.



NEW REGISTRATION CENTERS ACROSS SOMALIA



Darasalam District: Expanding Access in Benadir

On October 8, NIRA opened a new registration center in Darasalam District, Benadir Region, as part of its ongoing plan to decentralize services and make registration easier for local residents. The center was inaugurated by Deputy Director General Abdirahman Said Ahmed (Euro) and District Commissioner Mire Salad Dhuxulow, alongside community elders and district officials.

Gubadleey District: Reaching New Communities

Just one day later, on October 9, NIRA inaugurated another registration center in Gubadleey District, Benadir Region. The opening ceremony, attended by Deputy DG Abdirahman Euro and District Commissioner Abdullahi Nur Mahmoud, drew large community attendance. Local residents expressed their gratitude, noting that the new center saves both time and cost, especially for households who previously needed to travel to central Mogadishu to register.

Kaxda District: Strengthening Local Service Delivery

NIRA further expanded access with the launch of a registration center in Kaxda District, where BRA's Deputy Governor for Security and Political Affairs, Mohamed Ahmed Diriye (Yabooh), and District Commissioner Abdirisak Mohamed Sheikh Abdullahi joined NIRA officials at the inauguration. The center is expected to ease congestion at neighboring offices and speed up card issuance in the district.

Barawe, South West State: Extending Reach Beyond the Capital

NIRA opened a full-service registration and issuance center in Barawe, South-West State. This center allows residents to complete the entire registration and card-issuance process locally. Local officials praised the opening as a milestone for regional inclusion.

Each of these centers reflects NIRA's guiding principle of #ID4All, ensuring that every Somali, whether in the capital or any other town, can access their right to a legal identity. With each new center, NIRA moves closer to its vision of a fully connected, inclusive identity network that serves every citizen.

SHOWCASING SOMALIA'S PROGRESS ON THE GLOBAL STAGE



NIRA was proud to represent Somalia at the Digital Government Africa 2025 Conference, held in Lusaka, Zambia. The Somali Government delegation, led by the Deputy Minister of Interior, Federal Affairs, and Reconciliation, Hon. Abdihakim Hassan Ashkir, joined representatives from across the continent to discuss how digital systems can improve governance, service delivery, and trust.

During a high-level panel titled **“Building Trust & Verification of Digital ID,”** NIRA’s Director General Abdiwali Ali Abdulle (Timacadde) presented Somalia’s progress in developing a secure and citizen-focused identity system. He outlined the country’s efforts to strengthen biometric registration, verification processes, and consent-based data management through the Somali National ID System.

The DG highlighted that Somalia’s experience offers valuable lessons on how emerging economies can build identity systems that are inclusive, transparent, and rooted in public trust. He emphasized the importance of strong data governance, clear communication, and collaboration between public institutions and development partners.



LOOKING AHEAD

October has been a month of taking action, acting on feedback, extending inclusion, and delivering results. With every new center opened, every student registered, and every citizen heard, NIRA is moving closer to its vision of a National ID system that is inclusive, transparent, and trusted by all Somalis. As we look to the months ahead, NIRA remains committed to deepening public confidence, strengthening operations, and ensuring that the Somali National ID continues to stand as a symbol of access, equality, and national unity.

In November, NIRA will host the Somali National ID Conference, bringing together government institutions, citizens, development partners, and civil society to discuss progress and the future of digital identity in Somalia. **Stay tuned for updates as we prepare to highlight this important national milestone.**



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