



HIGH COMMISSION OF THE REPUBLIC OF GHANA
LONDON

PRESS RELEASE

RE: VIDEO BY GRACE KOHEY ON CERTAIN ACTIVITIES AT THE PASSPORT AND IMMIGRATION SECTION OF THE GHANA HIGH COMMISSION

The attention of the High Commission of the Republic of Ghana to the United Kingdom of Great Britain and Northern Ireland, has been drawn to a video circulating on social media, in which a certain Grace Kohey, a Ghanaian purportedly resident in the UK is alleging that staff of the Ghana High Commission in the UK have colluded with a group of Indians to provide secretarial services for visas and passports applicants who visit the offices of the High Commission at Highgate hill for fee.

Also, Grace Kohey complained of her inability to get through to staff at the Passport and Immigration section of the mission via telephone in attempt to seek help with completion of her visa application form.

In response to the above matters raised by Madam Grace Kohey, the Ghana High Commission UK wishes to state that:

- The Ghana High Commission, UK has no arrangement with any Indian firm to provide secretarial services to Ghanaian visas and passports applicants. It may be noted that the Ghana High Commission, UK operates an online and postal visa application process except in the case of expedited (24 hour) application type, where applicants with prior appointments are required to submit their documents at the Mission in person. It is, therefore, unimaginable how the Mission could have an arrangement with person or

private entity to provide the said support services for a process that is largely conducted online and via post.

- Mission therefore wishes to state emphatically that Madam Kohey's allegation is **FALSE** and needs to be ignored.

On the issue of communication, Mission wishes to indicate that visa and passport applicants are directed to communicate with the Passport and Immigration Section via the following means:

- A live chat section indicated at the bottom-right corner of the visa and passport portal on the High Commission's website. The handlers of the chatroom are available to respond to enquiries within the working hours of the Mission from **9am-5am**.
- There is also a telephone line on which applicants can reach the Passport and Immigration Section, **02072015901** and this can be found at the bottom left corner on the main Passport and Visa page of the High Commission's Website (www.ghanahighcomissionuk.com). It may be noted that other telephone numbers other than the above stated that may be found on the Mission's website are numbers of other sections of the Mission that may not be associated with the issuance of visas and passports.

The Ghana High Commission in UK reiterates its commitment to continue to make the process of acquiring visas and passports very smooth and easy for its customers and particularly our compatriots.

