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Among the inhabitants, Mr. Debrom Tesfai, Haji Mohammed Ali, Mr. Ibrahim Abdurrahman and Ms. Misgana Siyum lauded the dedication of the office's staff members vis-à-vis its customer-oriented service.

Lt. Colonel Yohanes Tesfamichael, head of the branch office, explained that it works on the basis of three departments, and that cases from remote areas are entertained with priority. He further pointed out that they have been working on outreach service as regards issuance of new national ID cards.

Reports indicate that the office rendered service to more than 26,000 nationals over the past 9 months.