

Following the suspension of operations by Gateway International, which previously handled Turkey visa applications for Turkmen citizens, the consulates of the Republic of Turkey have officially accredited a new processing center — "Mosaic Visa." This marks the introduction of a new system for visa procedures in Turkmenistan.

According to official information provided by "Mosaic Visa," the new visa center is launching its services in Ashgabat.

Starting 12 January 2026, all applications will be accepted strictly by appointment.

The center offers applicants two submission options:

1. Online portal submission

- Documents are uploaded through a digital platform.
- The entire application process is carried out electronically.

2. In-person submission

- Documents may be submitted directly at the central office in Ashgabat.
- Consultation services are provided on site.

This system aims to make the application process more transparent, organized, and efficient.

Applications submitted through Gateway remain valid

The official announcement highlights an important point: applications previously submitted via Gateway International remain valid, and their processing will continue as usual.

This measure ensures the protection of applicants' rights and prevents disruptions in their procedures.

Visa categories and required documents

Under the visa regulations in force since 13 September 2022, Turkmen citizens may apply for the following visa types:

- tourist and business visas,
- student and work visas,

- transit visas,
- other special visa categories.

The list of required documents varies depending on the visa type.

“Mosaic Visa” emphasizes that the final decision to issue or refuse a visa belongs solely to the Turkish consulate.

New center: address and working hours

The new official visa center is located in one of Ashgabat's central districts:

Address:

2127 (G. Kuliev Street), Building 71, MB Shopping Center, Ashgabat.

Working hours:

- Weekdays: 09:00 – 17:00
- During Ramadan: 09:00 – 14:00

The center provides document submission, consultation, and technical support services.

What does the new system bring?

With the introduction of the “Mosaic Visa” system:

- the application process becomes digital,
- queues and waiting times are reduced,
- document submission becomes more organized,
- service quality improves.

This change facilitates communication between Turkmen citizens and Turkey and marks a new stage in visa processing.