



ANNOUNCEMENT-24-2022

UPDATED POLICY ON WALK-IN SERVICES FOR CONSULAR CLIENTS

02 June 2022 – Further to Announcement [No. 13-2022](#), the public is again advised that the Embassy will continue to accommodate “walk-in” consular clients or clients without prior appointment from **14.00H to 16.00H** for a maximum of **six (6) clients only** on a “**first come-first serve**” basis and for emergency cases only.

The Embassy reserves the right to determine whether to extend consular services to clients whose concern/s do not fall within the purview of the categories below, and to require proof of the emergency nature of the case/s from the applicant/s availing him/her/themselves of the walk-in services for Consular matters.

Consular services for walk-in clients would be rendered to the following cases only:

1. Passport services (straightforward renewal) to Filipinos:

- a. Those whose residence permit are expiring, who are in the home care facilities, and whose cases may be considered as *emergency*.

Note that vacations/holidays/attending events such as wedding, baptismal or anniversaries, among others are not emergency cases as these are known and scheduled in advance.

- b. Those whose passport’s validity are about to expire and needs an [extension of the validity](#) of the same.

Note that the validity of an expiring passport can be extended for one (1) year from the date of processing and approval of the extension request, and not from the original expiry date as indicated in the data page of the passport.

Passport applicants for new, renewal, replacement for lost/damaged passport *shall* secure an appointment for passport renewal through the Passport Global Online Appointment System (GOAS) at <https://www.passport.gov.ph/>.

For information on GOAS, please read the information uploaded at:

- <https://bernepe.dfa.gov.ph/announcement/1261-announcement-10-2022-on-the-implementation-of-the-global-online-appointment-system-goas-for-passport> and
- <https://bernepe.dfa.gov.ph/sample-sites/passport>

- c. If the passport has expired and there is an urgent need to travel to the Philippines for emergency reasons, the Embassy can issue a one-way Travel Document (TD) to the applicant for his/her most direct travel to the Philippines.





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The TD is valid for use within 30 days from its issuance, subject to the submission of complete documents. Please send your request for TD issuance to bernepe.passport@dfa.gov.ph with the complete requirements.

TDs must be issued to the DFA or its Consular Offices in the Philippines prior to the application and subsequent issuance of new Philippine passport. Travelers who entered the Philippines using a TD can only subsequently travel abroad if he/she has obtained a new valid Philippine passport.

2. **Notarial services to clients with immediate need for the notarization of their documents such as Special Power of Attorney (SPA) or Affidavit.**

Applicants shall submit the complete requirements when they visit the Embassy

3. **Assistance-to-Nationals (ATN) cases of urgent and/or emergency nature only**

Please be advised that those clients falling under the purview of abovementioned categories *with* complete documents can avail themselves of the walk-in consular services of the Embassy.

The list of requirements for each consular service (Passport, Notarials, Retention and Reacquisition of Philippine citizenship / dual citizenship, Civil Registry) have been uploaded in the Consular portion of the Embassy's website: <https://bernepe.dfa.gov.ph/>.

All walk-in clients must follow the health, sanitary and security protocols while availing themselves of the consular services of the Embassy. Wearing of mask is still required within the Embassy premises.

Due to the high volume of queries and the limited number of Embassy personnel, we strongly urge clients to regularly monitor in the Philippine Embassy website and Facebook Page for updates.

Please contact the Embassy's Consular Section for your specific concerns through the email indicated, i.e., <https://bernepe.dfa.gov.ph/2014-01-22-04-24-09>.

The Embassy is open from Mondays through Fridays only, except on weekends and declared Philippine and Swiss [holidays](#).

Please be guided accordingly.

