

**Notice**  
**Temporary Change in Consular Operations**  
**(Revision of Operational Hours and Processing Times)**

21 February 2020  
Embassy of Japan in Singapore

To Visitors of the Consular Section

Starting from 25 February 2020, the following temporary changes will be implemented to Consular Section's operations.

- 1 Passport, Certificates, Family Registry related documentation
  - (1) Change in Operating Hours
    - Before : 8:30am to 12:00pm, 1:30pm to 4:00pm
    - New : 8:30am to 12:00pm (Services will be temporarily suspended in the afternoon)
  - (2) Working Days needed for Passport Issuing
    - Before : 4 working days from the day of application
    - New : 5 working days from the day of application  
(Eg : Application on Monday→Collection on Friday)
  - (3) Working Days needed for Certificate Issuing (**Termination of same day certificate issuance**)
    - 【Affected Certificates】
      - ① Personal Documentation (Birth, Marriage, Divorce, Death Certificates etc.)
      - ② Driver's License Extract Certificate
      - ③ Others (Zairyū todokedezumi shōmei-sho etc.)
      - Before : Same Day Issuance
      - New : 3 working days from the day of application  
(Eg : Application on Monday→Collection on Wednesday)
    - 【Note 1】 Residence Certificate and Signature Certificates will continue to be issued on the same day as application.
    - 【Note 2】 Voting Registration for Overseas Electors will continue to be accepted as usual (8:30 am to 12:00 and 1:30 pm to 4:00). Please inform the security staff when you are entering the embassy premise for the purpose of voting registration.

## 2 Visa

### (1) Change in Operating Hours

#### ① Submission

■ Before : 8:30 am to 12:00pm

■ New : 9:00am to 11:00am

#### ② Collection

■ Before : 1:30pm to 4:00pm

■ New : 2:00pm to 3:00pm

### (2) Additional Information

In addition to the required documents, applicants are also required to submit a declaration form regarding travel history to Hubei or Zhejiang provinces.

For more details, please refer to our Embassy website.

## 3 Note

(1) Due to the shortened Operating Hours, it is expected that there will be an extended que and waiting time. Applicants with non-urgent applications are advised to come at a later period if possible. As the aforementioned changes are only temporary measures and are subjected to changes, please check the Embassy website for any updates before visiting.

(2) Urgent and special cases will be handled personally as before. Please contact the consular section if you have any queries.

We apologise for any inconvenience caused, and seek your kind cooperation during this period.