

Notice
Temporary Change in Consular Operations
(Revision of Operational Hours and Processing Times /Appointment needed for
Consular Services)

25 Sep 2020 (Updated)
Embassy of Japan in Singapore

To Visitors of the Consular Section

Starting from 25 February 2020, the following temporary changes have been implemented to Consular Section's operations. Starting from 15 April, the Consular Service will be available by appointment only due to the situation surrounding COVID-19 until further notice.

1 Passport, Certificates, Family Registry related documentation (**by appointment in the morning only**)

(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 (8:30am to 12:00pm and 1:30pm to 4:00pm). Please inform the security staff that you are entering the embassy premises for the purpose of voting registration.

2 Visa, Re-entry etc.

(1) Change in Operating Hours (by appointment only)

① Submission

■ 8:30am to 12:00pm

② Collection

■ 1:30pm to 4:00pm

(2) Additional Information

① Regarding Visa applications, please consult us by **phone** or **e-mail** in advance.

② Appointments for Re-entry and Business Track/Residence Track are accepted by **e-mail only**. In addition to the required documents, applicants are also required to submit a declaration form regarding past travel history. Please refer to our Embassy website for more details.

Due to the strengthening of border enforcement measures related to COVID-19, please understand that visa processing may take longer than usual.

3 Appointment

Please make an appointment via the e-mail addresses indicated below **before** visiting our embassy. We will send a reply with a confirmed date and time of appointment after receiving the e-mail. Please make an appointment in advance, as we **do not** accept same-day reservations.

(1) E-mail address for appointments

• Consular office (passport, certificates, family register, etc.)

ryoji@sn.mofa.go.jp

• Visa window (Japan entry visa, extension of re-entry permit, etc.)

japan-visa@sn.mofa.go.jp

• Business track / Residence Track

fastlane@sn.mofa.go.jp

(2) E-mail content

□ Subject Line in the format: "[Reservation] (Application)".

Example: "[Reservation] residence certificate, marriage certificate, visa, etc."

(3) Reservation e-mail

❖ Consular services (ryoji@sn.mofa.go.jp)

- Subject: "[Reservation] (Application)".
- Body of Email:

***** <Please copy the content below and use it in the e-mail body> *****

- Name: (your name as appears in official documents)
- Purpose: (birth registration, marriage certificate, residence certificate, etc.)
- ※ For certificates, please indicate the total number of documents needed
- Contact information: (contactable phone number during the day)
- Desired date and time of appointment:

※ For urgent cases, please indicate the specific reason (e.g. My passport expires on dd/mm, Documents submission deadline is on dd/mm)

❖ Enquiries/Visa/ Re-entry applications (japan-visa@sn.mofa.go.jp)

- Subject: "[Reservation] (Application for Re-entry Confirmation Letter, etc.)"
- Body of Email:

***** <Please copy the content below and use it in the e-mail body> *****

- Name: (your name as appears in official documents)
- Nationality:
- Contact information: (contactable phone number during the day)
- Date of travel: (indication of date and flight number is required for application)

❖ Business Track (for **Japanese**) (fastlane@sn.mofa.go.jp)

- Subject: "[Reservation] Business Track: Japanese"
- Body of Email:

***** <Please copy the content below and use it in the e-mail body> *****

- To be confirmed: Format attached
- Name: (your name as appears in official documents)
- Contact information: (contactable phone number during the day)
- Date of travel:

❖ Business Track /Residence Track (for **Foreigners**) (fastlane@sn.mofa.go.jp)

- Subject: "[Reservation] Business Track/Residence Track: (Your name)"
- Body of Email:

***** <Please copy the content below and use it in the e-mail body> *****

- Name: (your name as appears in official documents)
- Nationality:
- Contact information: (contactable phone number during the day)
- Date of travel:

(4) Precautions

- In order to ensure Safe Distancing, we have to limit the number of people using the consular services counter.
- As there is a need to prioritise according to type of situation and urgency of cases, please be aware that we may not always be able to accommodate to your requested date and time.
- If you wish to report your birth for the family registration, we will give priority to the retention of Japanese nationality and the application for permission to stay in Singapore.

4 Others

- (1) This change is only a temporary measure, so applicants with non-urgent applications are advised to come at a later period if possible. Please be sure to check the latest information on our embassy's website before visiting.
- (2) In order to accommodate as many people as possible, please refrain from bringing anyone with you who is not required to perform the procedures.
- (3) Urgent and special cases will be handled personally as before. Please feel free to contact the Consular Section if you have any queries.

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