

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

21 February 2020  
13 April 2020(Updated)  
15 May 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 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 todokedezumishiōmei-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(by appointment only)

### (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

Please contact us by phone or email in advance. 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 Appointment

Please make appointments via email as indicated below BEFORE visiting our embassy.

We will send a reply with a confirmed date and time of reservation after receiving an email. Please make an appointment in advance, as we do NOT accept a same-day reservations.

(1) Email address for reservations (reservation will be accepted from 13<sup>th</sup> April and onward)

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

[ryoji@sn.mofa.go.jp](mailto:ryoji@sn.mofa.go.jp)

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

[japan-visa@sn.mofa.go.jp](mailto:japan-visa@sn.mofa.go.jp)

### (2) Required Descriptions in the email

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

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

(3) Reservation email [ryoji@sn.mofa.go.jp](mailto:ryoji@sn.mofa.go.jp)

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

**\*\*\* <Please make a copy and use it in the email body below> \*\*\***

- Your Name (as appears in official documents)
- Purpose (birth registration, marriage certificate, residence certificate, etc.)
- ※Number of certificates Total xx document attached
- Contact information (phone number to be contacted during the day)
- The desired date and time (in principle, the next day or later)
  - First preferred date:
  - Second preferred date:
  - Third preferred date:
  - Forth preferred date:
  - Fifth preferred date:

※3 preferred date required

#### (4) Precautions

- In order to ensure the Safe Distancing, the number of people using the consular counter is limited.
- Please be aware that we may not always be able to accommodate to your requested date and time, as we need to give priority to your needs.
- 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 during this period.