



Consulate General of the Philippines Dubai and Northern Emirates

PUBLIC ADVISORY

No. 12 - 2020

RESUMPTION OF CONSULAR SERVICES TO THE PUBLIC

In view of the resumption of consular services on Sunday, 26 April 2020, the Philippine Consulate General in Dubai informs the public that prior appointment is required to avail of consular services at the Consulate.

The Consulate will be able to accommodate a limited number of clients in a given time following the Guidelines and Protocol for Reopening of Establishments issued by the Dubai Government on 23 April 2020.

1. ONLINE APPOINTMENT. The Consulate will strictly follow the **NO APPOINTMENT, NO SERVICE POLICY.**

Book your appointment through the following online appointment portals:

CIVIL REGISTRATION

- Report of Birth
<https://dubaipcg.dfa.gov.ph/application-for-report-of-birth>
- Report of Marriage
<https://dubaipcg.dfa.gov.ph/application-for-report-of-marriage>
- Legal Capacity to Contract Marriage / Solemnization of Marriage at the Consulate.
<https://dubaipcg.dfa.gov.ph/application-for-marriage-license-certificate-of-legal-capacity-to-contract-marriage>

NOTARIZATION & AUTHENTICATION OF LEGAL DOCUMENTS

<https://dubaipcg.dfa.gov.ph/notarization-civil-registration-services-portal>

ASSISTANCE TO NATIONALS

<https://dubaipcg.dfa.gov.ph/assistance-to-nationals-portal>

Those with confirmed appointments are required to present the **QR Code** that the Consulate will send to their registered email to facilitate fast and efficient entry into the Consulate. Print the QR Code or save it in your mobile phone.



Make sure to accomplish the appointment portal completely and correctly as the Consular Officer will convert the information to actual consular form that the client will sign in front of the Consular Officer.

Visit our website, <https://dubaipcg.dfa.gov.ph>, before coming to the Consulate to make sure that your requirements are complete and in order. **INCOMPLETE REQUIREMENTS WILL NOT BE PROCESSED.**

2. PASSPORT APPLICATIONS. There are thousands of passport applicants with prior appointments who were affected by the temporary suspension of consular services. Therefore, the Consulate will first accommodate those with scheduled passport appointment from **24 March to 25 April 2020** before opening the online appointment portal for passport processing to new clients.

The online passport appointment and Courtesy Lane privileges will be temporarily suspended until all those with prior appointments have been served.

The Consulate will directly coordinate with the affected passport applicants to schedule their visit to the Consulate view of the restrictions issued by Dubai Government with regard to the number of persons within a confined space for a specific time.

3. REPORT OF DEATH & REPATRIATION OF REMAINS. No appointment is required to process documents associated with the repatriations of remains of Filipino nationals. Visit the Consulate's website for complete requirements, and submit the documents during Consular Business Hours.

4. VISA APPLICATION. As indicated in the Consulate's advisory in March, the issuance of any kind of visa is suspended. Also suspended is the visa-free entry of travelers to the Philippines, including UAE citizens, as indicated in Proclamation No. 929 dated 16 March 2020 declaring State of Calamity through-out the Philippines due to the evolving COVID-19 situation. All previously issued visas are deemed cancelled except those issued to the following: (1) Foreign Government and International Organization officials accredited to the Philippines; (2) Foreign spouses and children of Filipino citizens.

5. CONTACT DETAILS OF THE CONSULATE. Those requiring immediate assistance are advised to send a message to the Consulate's hotline and WhatsApp numbers :

WhatsApp Number
056 417 7558

Assistance-to-Nationals
056 501 5755
056 501 5756

You may also send a message to the following email addresses:

- Passport and Travel Document
- Passport Releasing
- Notarization and authentication of legal documents
- Birth/Repatriation of Remains
- Marriage
- Visa
- Assistance-to-Nationals

epassportcoord@pcgdubai.ae
passport.releasing@pcgdubai.ae
notarials@pcgdubai.ae

birth@pcgdubai.ae
marriage@pcgdubai.ae
visa@pcgdubai.ae
atn@pcgdubai.ae

Thank you for your understanding and cooperation.

24 April 2020



**Consulate General of the Philippines
Dubai and Northern Emirates**

PUBLIC ADVISORY

No. 12A - 2020

**RESUMPTION OF CONSULAR SERVICES TO THE PUBLIC:
RELEASING OF NEW PASSPORTS**

Further to the Public Advisory No. 12-2020 dated 24 April 2020, those who would like to pick up their new passports from the Consulate may book their appointment through <https://dubaipcg.dfa.gov.ph/passport-releasing>

The Consulate reiterates the following:

1. The Consulate will strictly follow the **NO APPOINTMENT, NO SERVICE POLICY.**
2. Those with confirmed appointments are required to present the QR Code that the Consulate will send to their registered email to facilitate fast and efficient entry into the Consulate. **Print the QR Code or save it in your mobile phone.**
3. Visit our website, <https://dubaipcg.dfa.gov.ph>, before coming to the Consulate to make sure that your requirements are complete and in order. **INCOMPLETE REQUIREMENTS WILL NOT BE PROCESSED.**
4. For inquiries regarding the release of your new passport, please email passport.releasing@pcgdubai.ae.

Dear kabayan,

Following the announcement of the Dubai Government on easing of restrictions in the movement of residents, the Consulate General will also be gradually resuming operations beginning 26 April 2020, Sunday.

In order for the Philippine Consulate to comply with the Dubai Municipality Guidelines and Protocol for Reopening of Establishments issued on 23 April 2020, particularly measures on social distancing, we are implementing a special procedure for passport applicants whose previous online appointment was affected by the closure of the consulate.

Please take note of the following:

1. **PRIORITY CLIENT.** Those with previous passport appointments (regular and Courtesy Lane) will be given priority.
1. **NEW SCHEDULE.** Please take note of your new appointment schedule found below. **Please come on the TIME indicated in your original appointment.**

Original Appointment	To be accommodated on:	No. of Days
24 March	26-28 April	3
25 March	29-30 April, 2 May	3
26 March	3-5 May	3
29 March	6-7 May and 9 May	3
30 March	10-12 May	3
31 March	13-14 May and 16 May	3
1-25 April	17-19 May	3

Example: if your original appointment was on 05 April, 10:00 A.M. you may come to the consulate on any of the dates 17, 18, 19 May 2020 at 10:00 A.M.

2. **DON'T FORGET THE QR CODE.** You must present your original appointment with the QR Code to the Security Personnel to facilitate your entry into the Consulate premises. The Security Personnel will also check your body temperature.
3. **MASK.** Please wear mask all the time while inside the Consulate, except when your passport photo will be taken by the Consular Officer.

Should you have questions, please feel free to contact epassportcoord@pcgdubai.ae

Thank you very much for your understanding and cooperation.

**CONSULATE GENERAL OF THE PHILIPPINES
DUBAI, UNITED ARAB EMIRATES**

**ONLINE APPOINTMENT PORTAL FOR CONSULAR AND ATN SERVICES
DURING GRADUAL OPENING**

PASSPORT

- **Passport Renewal**
<https://dubaipcg.dfa.gov.ph/services/passports/epassport-appointment-system>
- **Passport Releasing**
<https://dubaipcg.dfa.gov.ph/passport-releasing>

CIVIL REGISTRATION

- **Report of Birth**
<https://dubaipcg.dfa.gov.ph/application-for-report-of-birth>
- **Report of Marriage**
<https://dubaipcg.dfa.gov.ph/application-for-report-of-marriage>
- **Legal Capacity to Contract Marriage / Solemnization of Marriage at the Consulate**
<https://dubaipcg.dfa.gov.ph/application-for-marriage-license-certificate-of-legal-capacity-to-contract-marriage>

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