



## Consulate General of the Philippines Dubai and Northern Emirates

# PUBLIC ADVISORY

No. 04-2020

In accordance with the efforts of the UAE to prevent the spread of COVID-19 and further to the Public Advisory 05-2020 of the Embassy of the Philippines-Abu Dhabi issued on 14 March 2020, the Consulate General of the Philippines in Dubai would like to provide the public more information on the services available at the Consulate during the suspension of provision of some non-urgent services:

### 1. PASSPORT

#### ▪ With existing passport appointment

The Consulate will honor the **existing appointment** of passport applicants. They will be allowed to enter the Consulate's premises 10 minutes before the time of their appointment.

However, if the validity of your passport is more than 6 months, we encourage you to postpone your appointment to a later date.

#### ▪ Planning to book an appointment

You may book a passport appointment through, <https://dubaipcg.dfa.gov.ph/services/passports/epassport-appointment-system>.

To give way to those who urgently need a passport, book an online passport appointment only if you fall into any of the following categories:

- a. Those applying to replace their lost passports
- b. Those applying to renew their expired passports, or if their passport has less than 6 months validity
- c. Those with expired or expiring work/residence visas

Alternatively, Filipinos may also apply for the renewal of their passport at the VFS Passport Renewal Center (PaRC) located at WAFI Mall, 2<sup>nd</sup> Floor, Falcon, Phase 2 Umm Hurair 2, Dubai. For more information on renewing your passport at PaRC, please visit <https://dubaipcg.dfa.gov.ph/epassport-renewal-center-parc>.

#### ▪ Courtesy Lane & Travel Document

The Consulate will continue to extend courtesy assistance to the following individuals requiring to renew their passports: (a) senior citizen; (b) PWD; (c) visibly pregnant woman; (d) seafarer; (e) household service worker under the sponsorship of an



individual; and (f) minor children, 12 years old and below. Those who wish to apply for a Travel Document will also be accommodated at the Courtesy Lane. However, client **must secure online appointment** through <https://dubaipcg.dfa.gov.ph/services/passports/courtesy-lane-and-travel-document>

2. **RELEASE OF VISA AND DOCUMENTS PROCESSED BEFORE 14 MARCH 2020.** The Consulate will continue to release the documents on the date and time indicated on the receipt.
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. **CONTACT DETAILS OF THE CONSULATE.** Those requiring immediate assistance are advised to contact the Consulate's hotline and WhatsApp numbers

**Whatsapp Number**  
**056 417 7558**

**Assistance-to-Nationals**  
**056 501 5755**  
**056 501 5756**

For queries on consular and ATN services, you may also send a message to the following email addresses:

- |  |  |
|--|--|
| ▪ Passport and Travel Document                       | <a href="mailto:epassportcoord@pcgdubai.ae">epassportcoord@pcgdubai.ae</a> |
| ▪ Passport releasing                                 | <a href="mailto:releasing@pcgdubai.ae">releasing@pcgdubai.ae</a>           |
| ▪ Notarization and authentication of legal documents | <a href="mailto:notarials@pcgdubai.ae">notarials@pcgdubai.ae</a>           |
| ▪ Birth/Repatriation of Remains                      | <a href="mailto:birth@pcgdubai.ae">birth@pcgdubai.ae</a>                   |
| ▪ Marriage   | <a href="mailto:marriage@pcgdubai.ae">marriage@pcgdubai.ae</a>             |
| ▪ Visa   | <a href="mailto:visa@pcgdubai.ae">visa@pcgdubai.ae</a>                     |
| ▪ Assistance-to-Nationals                            | <a href="mailto:atn@pcgdubai.ae">atn@pcgdubai.ae</a>                       |

Thank you for your cooperation and understanding.

