

9 June 2011 - The Department of Foreign Affairs Office of Consular Affairs (DFA-OCA) regrets to inform the public that releases of passports of those who applied in Manila on May 6 and thereafter and whose passports are due for release on June 10, Friday, and thereafter will be delayed for a few days, or starting June 14 and thereafter.

The delay is caused by an unexpected malfunction of the mainframe program which has prevented the printing of passport booklets.

The foreign equipment provider, Oberthur Technologies, has put all available resources and is working around the clock to fix the problem. The remedial work will take a few days.

To alleviate the backlog, the DFA-OCA will continue offering the extension of the validity of passports for one year of those with *urgent* travels. This extension can be accomplished within the same day and at no cost to the applicant. There is also no appointment needed to avail of this service.

Those with *emergency* travels (e.g., death in the family, medical reasons, and OFWs reporting for work) within the next few days may be issued machine-readable passports.

For the above and other concerns, affected individuals may call or visit the Passport Director's office at telephone numbers 836-7759 or 556-0000 locals 2030 up to 32.

The DFA-OCA enjoins the general public who has travel plans to apply for passports well ahead of time, at least 12 weeks in advance.

The DFA requests the public's consideration and understanding. END

