

CONSULATE GENERAL OF NIGERIA, NEW YORK

FAQs

Q. What services are available at the Consulate?

A. Visit **www.nigeriahouse.com** for information on services available at the Consulate and how to access these services. The website is constantly updated.

Q. What is the best means of contacting the Consulate?

A. Send e-mail to **cgnyy@nigeriahouse.com**

Q. What days is the Consulate open to the public?

A. The Consulate is open Monday to Friday. The Consulate is closed on all Nigerian and US holidays. Please confirm from **www.nigeriahouse.com** if the Consulate is open before visiting the Consulate.

Q. What hours does the Consulate open to the public?

A. The Consulate receives applicants for Consular and Immigration Services from **9am-1pm (Monday-Friday)**. Applicants are attended to in the order they arrive. All applicants who arrive the Consulate before 1pm will be attended to.

Q. Does the Consulate have appointed Agents for services?

A. The Consulate has no appointed agents for processing any of its services. Applicants for services are strongly advised to submit or mail their applications themselves and to visit **www.nigeriahouse.com** for information on how to access services at the Consulate.

Q. When to apply for Passport?

A. Applicants are advised to **commence application for issuance/renewal of passport at least 6 months before the actual expiration date of the passport or intended date of travel**. This is to accommodate possible delays in appointment scheduling, biometric enrollment and passport production.

Q. How to apply for a Nigerian Passport?

A. Apply, pay and schedule appointment for biometric enrollment at **www.nigeriahouse.com**. The requirements for new issue and reissue of passports are indicated on the website. On appointed date, visit the Consulate with the **most recently expired passport**, copy of payment confirmation slip and a pre-paid return envelop.

Q. Is appointment needed to visit the Consulate?

A. For passport, applicants are advised to schedule appointments online immediately after completing/paying for the passport application at **appointments.immigration.gov.ng**. Passport applicants without appointment will not be attended to.

Q. What are the payment options for passport?

A. Either online with Credit/Debit Card or by mailing Post Office Money Order to Innovate1 (visit www.nigeriahouse.com) and follow link for apply for passport.

Q. How long does it take to process Nigerian Passport?

A. The average turnaround time for delivery of passport is **12-14 weeks AFTER biometric enrollment.**

Q. Is there expedited passport production service?

A. No. Passports are produced and mailed to applicants within the indicated 12-14 weeks (subject to availability of passport booklets).

Q. How do I follow-up if there is delay in delivery of passport?

A. Send e-mail to cgny@nigeriahouse.com, providing the enrollment number (**537000.....**) indicated on the slip issued after biometric enrollment.

Q. Is physical presence required for processing passport?

A. Yes. The technology presently in use for the Nigerian Passport requires that passport applicants be physically present for biometric enrollment each time a passport is issued/reissued.

Q. What to do if experiencing difficulty scheduling passport appointments?

A. Appointment for passport biometric enrollment is scheduled at appointments.immigration.gov.ng

Q. Why am I having problem making online payment for passport with my Credit/Debit Card?

A. The passport payment platform accommodates payment for a maximum of 5 persons at a time (one of the applicants must be the cardholder). If experiencing payment difficulty, consider the option of paying with Post Office Money Order. Mail Post Office Money Order to Innovate1 (visit www.nigeriahouse.com) and follow link for apply for passport. A payment confirmation will be sent by email.

Q. Does payment for passport "expire"?

A. As indicated on the passport application confirmation slip, payment for passports "expire" one year from the date of the payment. Applicants are strongly advised to utilize payment within this period.

Q. What to do if passport payment "expires"?

A. Submit fresh application and payment and seek refund for previous payment from Innovate1.

Q. Is National Identification Number (NIN) required for passport renewal?

A. NIN is not required for the type of E-passport presently being issued in New York.

Q. Is the 10-year E-passport available in New York?

A. The 10-year Enhanced E-Passport is presently not being issued in New York.

Q. What are the common errors that can delay passport processing?

A. These include: Arrangement of names (**first and middle names**) other than the way they appear in the expired passport; inconsistent date of birth; presenting another expired passport other than the MOST RECENTLY EXPIRED passport; delayed posting of passport payment to the portal; non-submission of return envelop.

Q. How to process change of name on passport?

A. Applicants for change of name/data are to complete online application for renewal of passport with the NEW name(s) at **www.nigeriahouse.com**. They are also required to pay a non-refundable administrative fee of N33,000 (payable online with Nigerian Debit Card) at **portal.immigration.gov.ng** (see link for payment for change of data). Thereafter, submit to the Consulate during enrollment: a handwritten/signed application for change of data, copy of the proof of payment of N33,000 and supporting documents (marriage/divorce/court).

Q. How long does it take to effect change of name on passport?

A. At least **5 months** subject to prompt submission of all the requirements including the payment of N33,000 in Nigeria.

Q. How do I process re-issuance of LOST PASSPORT?

A. Applicants for re-issuance of lost passport must complete, pay and schedule appointment for passport online at **www.nigeriahouse.com**, produce a Police Report, copy of the lost passport (or at least the passport number) and \$350 in Post Office Money Order.

Q. How long does it take to re-issue a lost passport?

A. Within **5 months** of submitting all the requirements and biometric enrollment at the Consulate.

Q. Can a foreign spouse of a Nigerian apply for passport?

A. Nigerian citizenship is by BIRTH and NATURALISATION (not automatically by marriage). A foreign spouse desirous of acquiring Nigerian citizenship must APPLY and meet the criteria.

Q. Can I seek refund for unprocessed application for passport?

A. Yes, if biometric enrollment process has NOT been completed and submitted for production. All applications for refund must be directed to Innovate1.

Q. How does the Consulate assist passport applicants living far away from New York?

A. The Consulate, in conjunction with Nigerian Local Organising groups, periodically undertakes well-publicised **Passport Intervention Exercises** at locations within its area of jurisdiction.

Q. What is the remedy for participants in previous Passport Intervention Exercises who are yet to receive their passports?

A. A proposal for resolving issues arising from inconclusive passport intervention exercises undertaken by the Consulate between 2017 and 2019 is available at **www.nigeriahouse.com**

Q. How to apply for Emergency Travel Certificate (ETC)?

A. Remotely apply for ETC by downloading the application form at **www.nigeriahouse.com**. Mail the completed application form (with applicable attachments) to the Consulate along with a pre-paid return envelop. ETC (valid for maximum of 6 weeks) is issued and mailed within 48 hours of receipt. A visit to the Consulate is not required for processing ETC.

Q. Can ETC be used for return journey from Nigeria to the US?

A. No. The ETC, issued to only Nigerians, is a one-way travel permit to Nigeria. It is surrendered at the point of arrival in Nigeria. Applicants who travel to Nigeria with ETC with the intention of returning to the US must ensure they have a valid re-entry permit to the US (US passport or Green Card + Valid Nigerian passport).

Q. Can I travel to Nigeria with expired passport?

A. Airlines with direct flights from any US airport to Nigeria (no transit) generally board Nigerians with expired passport for inbound travel to Nigeria. Please re-confirm from the airline prior to purchasing the ticket.

Q. How do I process Police Report?

A. US authorities **require Nigerians** to first obtain a Letter of Introduction from the Consulate as part of requirements for processing Police Report. Download Form for Application of Letter of Introduction for Police Report at **www.nigeriahouse.com**, complete and mail application with requirements (and return envelop) to the Consulate for processing.

Q. Does the Consulate issue National Identity Number (NIN)?

A. No. Visit **www.nimc.gov.ng** for list of accredited vendors appointed by the Nigeria Identity Management Commission (NIMC) for issuance of NIN in the US.

Q. How can I obtain a Life Identification Letter (for Nigerian Pensioners resident in the US)?

A. Visit **www.nigeriahouse.com** to see the requirements. Mail completed application to the Consulate along with a pre-paid return envelop. Processed Letter of Life Identification is mailed to applicants within 48 hours of receipt of the request.

Q. How to apply for Nigerian visa?

A. Application, payment and scheduling of appointment for visa is at **www.nigeriahouse.com**. Applicants under 65 years will be required to visit the Nigeria Visa Application Centres at **145 W 45th Street, New York** for interview/biometric capture on appointed dates.

Q. How long does it take to process visa?

A. Most common visa classes (tourist/business) are issued within 2 weeks from the date of successful submission of application/biometric enrollment at the Nigerian Visa Application Centre.

**Consulate General of Nigeria
New York**

26th April, 2022