

PRESS RELEASE

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BI inaugurates NAIA 24/7 one-stop-shop

PASAY, Philippines—the Bureau of Immigration (BI) inaugurated its new 24/7 One-stop-shop office at the Ninoy Aquino International Airport (NAIA).

The office, which will primarily cater to foreign passengers needing visa extensions and exit clearances, is located at the 3rd level, Government Clearing Center of the NAIA Terminal 3.

BI Commissioner Norman Tansingco led the ceremony held on October 27, and was joined by key officials of the BI, the Department of Justice, and the Manila International Airport Authority.

The one-stop-shop is a priority project of Tansingco, who aims to bring services of the BI closer to the people.

“Upon my assumption in office we immediately assessed where we are and what needed to be done,” said Tansingco. “The creation of this office to cater to those who would need urgent immigration documents was seen as a solution to improve our services,” he added.

Tansingco clarified that the office will cater only to international passengers that would be needing immigration documents. Other foreign nationals are advised to visit any of the BI's almost 60 offices nationwide.

Tansingco then shared that he plans to visit other offices of the Bureau to assess needed improvements.

“We heed the directive of the President and the Secretary of Justice to ensure that services are fast, efficient, and accessible to the public,” said Tansingco.