

Through an empowered team, the consular section is committed to providing superior service in pursuit of four principal objectives:

1. Promote the safety and welfare of American citizens in Congo;
2. Protect the United States and its residents by prohibiting the entry of those with intent to do harm;
3. Facilitate the travel of legitimate visa applicants to the United States; and
4. Represent the best of America by providing prompt, courteous and professional service to all customers.

Contact Information

Location

Avenue des Aviateurs # 310
Kinshasa, Gombe

(Note: The entrance to the Consular Section is located on Avenue Dumi around the corner from the Embassy's main entrance and across from St. Annes's Residence.)

Telephone

Embassy Switchboard: (243) 81-556-0151/0152

General Information: 097-261-6144 or 081-884-6859

American Citizens and Notarial Services: 097-261-6145 or 081-884-4609

Non-immigrant Visa Services: 097-261-6153 or 081-880-3724

Non-immigrant Visa Services contractor (GSS): 097-377-4050 or 099-859-5301

Immigrant/Diversity Visa Services: 097-261-6143 or 081-880-5847

(Note: When dialing from the United States dial 011-243-81+number or 011-243-97 + number)

Emails

AEKinshasaConsular@state.gov for general information, immigration and follow-up status of a pending non-immigrant visa case

ACSKinshasa@state.gov for American citizen and notarial services

KinshasaAdoptions@state.gov for adoption cases

DVKinshasa@state.gov for DV lottery cases

Congolese Mailing Addresses

Ambassade des Etats-Unis
310, Avenue des Aviateurs
Commune de la Gombe
Kinshasa, RDC

or

Ambassade des Etats-Unis
B.P. 697
Kinshasa 1
RDC

Please do not mail or drop off correspondence related to visa applications directly. Please bring any required documents to the visa interview.

U.S. Mailing Addresses

Consular Section
Department of State
2220 Kinshasa Place
Washington, D.C. 20521-2220

or

U.S. Embassy
Consular Section
Unit 2220, Box 265
DPO AE, 09828-0265

Emergency Contact Information for American Citizens

In the event of an emergency after business hours or on the weekend, American Citizens should call the Embassy switchboard at 081-556-0151/0152 and ask to speak to the Consular Duty Officer. For persons outside the Kinshasa area who need to communicate with the Embassy on an urgent matter and cannot reach the Embassy by telephone, we suggest that you contact your warden, a regional organization such as an NGO, or a business or U.N. agency in your area to inquire if they might be able to assist by telephone or radio. In addition, you might try to contact other Americans in your area who might be members of the Embassy's warden system.

Hours of Operation

Hours for Public Inquiries by Phone:

- **General Inquiries**

Monday to Friday from 8:00 a.m. to 12:00 p.m.
Please call 097-261-6144 or 081-884-6859

- **American Citizen Services**

Monday to Friday from 8:00 a.m. to 12:00 p.m.

Please call 097-261-6145 or 081-884-4609.

For after-hours **EMERGENCIES**, please call 081-556-0151/0152

- **Immigrant Visa Services**

Mondays, Tuesdays and Thursdays from 4:00 p.m. to 5:00 p.m. and Wednesdays from 10:00 a.m. to 12:00 p.m.

Please call 097-261-6143 or 081-880-5847

- **Non-immigrant Visa Services**

To follow up on the status of your pending non-immigrant visa case:

Monday to Thursday from 2:00 p.m. to 4:00 p.m.

Please call 097-261-6153 or 081-880-3724

For questions related to the online appointment system:

Monday to Friday from 9:00 a.m. to 6:00 p.m.

Please call the embassy contractor (GSS) at 097-377-4050 or 099-859-5301

- **Notarial Services**

Monday to Friday from 8:00 a.m. to 12:00 p.m.

Please call 097-261-6145 or 081-884-4609

- **Emergencies for U.S. citizens**

Please visit our office:

Monday through Thursday from 7:30 a.m. to 5:15 p.m.

Fridays from 7:30 a.m. to 12:30 p.m.

or contact us by phone:

Monday to Friday from 8:00 a.m. to 12:00 p.m.

Please call 097-261-6145 or 081-884-4609

For after-hours **EMERGENCIES**, please call 081-556-0151/0152

Hours for Public Inquiries by Email:

Please send emails to the Consular Section from Monday through Friday. Please do not send a second email for the same subject, this will slow the processing of correspondence.

- **American Citizen Registration**

Please send an email to ACSKinshasa@state.gov or visit the following websites at <https://step.state.gov> or [Smart Traveler Enrollment Program](#) (STEP). Please note that a computer is available in the Consular Section waiting room for American citizens who would like to do their registration online.

- **Passport and 'Report of Birth' Services for American Citizens**

Please send an email to ACSKinshasa@state.gov for questions or go directly to <https://evisaforms.state.gov/acs/default.asp?postcode=KIN&appcode=1> to make your

appointment online. You must make an appointment for routine Passport and 'Report of Birth Abroad' services.

- **Immigrant/Fiancé/DV/Follow-to-Join Asylee/Refugee Visa Services**

General Inquiry

Please send an email to AEKinshasaConsular@state.gov (immigrants, fiancés and follow-to-join asylees/refugees) or DVKinshasa@state.gov (DV lottery applicants).

Please note that appointments for immigrants and DV applicants are scheduled by the National Visa Center (NVC) and Kentucky Consular Center (KCC). We only schedule appointments for follow-to-join refugee and asylee cases, fiancé visas, expedite and aging out immigrant visa cases.

Status of Case Inquiry

Please send an email to AEKinshasaConsular@state.gov (immigrants, fiancés and follow-to-join asylees/refugees) or DVKinshasa@state.gov (DV lottery applicants) or check the U.S. immigration website at www.uscis.gov for cases still pending in the U.S. or at <https://ceac.state.gov> for cases which the visa interview took place in Kinshasa.

Documents required Inquiry

Please send an email to AEKinshasaConsular@state.gov (immigrants, fiancés and follow-to-join asylees/refugees) or DVKinshasa@state.gov (DV lottery applicants) or check our website at <http://Kinshasa.usembassy.gov> or the State Department website at <http://travel.state.gov>.

- **Non-immigrant Visa Services**

Generally speaking, there is no need to send emails for non-immigrant visa applications nor invitation letters by email directly to us. All supporting documents to non-immigrant visa applications should be presented during the visa interview. Information related to non-immigrant visa applications may be found at http://kinshasa.usembassy.gov/non-immigrant_visas.html, or directly to our contractor's website at <http://drc-usvisa-info.com> for any issue related to non-immigrant visa appointment online.

Emails can be sent to AEKinshasaConsular@state.gov only if applicants cannot find relevant information on the websites above to follow up the status of their pending cases. Emails related to the appointment system including requests for expedited appointments should be sent at the contractor's website at <http://drc-usvisa-info.com>.

Official Travel (A & G Visas)

DRC government employees applying for A and G visas may have their office of protocol drop off their visa applications and supporting documents on Mondays and Wednesdays from 11:45 a.m. to 1:45 p.m. **Please note at that an interview may be required for some official travelers.**

International organization employees applying for G4 visas may have their office of protocol drop off their visa applications and supporting documents on Mondays and Wednesdays from 11:45 a.m. to 1:45 p.m. **Please note at that an interview may be required for some International Organization official travelers.**

Private travel or others

Please make your appointment through our contractor's website at <http://drc-usvisa-info.com>. **Some holders of diplomatic passports are exempted from paying the MRV and visa reciprocity fees.** Please check by sending an email at AEKinshasaConsular@state.gov or call 097-216-6145 or 081-880-3724 from Monday to Thursday from 2:00 p.m. to 4:00 p.m.