

In the case of an emergency involving a U.S. citizen, please contact the Consular Section in either the U.S. Embassy in Astana or U.S. Consulate General in Almaty, depending on your location.

The U.S. Embassy in Astana can be reached at the following numbers during regular business hours (Monday-Friday 8AM to 5PM):

From inside Kazakhstan: (8-7172) 70-21-00

From the United States: 011-7-717-270-21-00

For emergencies that occur after regular business hours or on weekends, please contact the U.S. Embassy and ask to speak to the Duty Officer at:

From inside Kazakhstan: (8-717) 270-2200

From the United States: 011-7-777-222-1960

The U.S. Consulate General in Almaty can be reached at the following numbers during regular business hours (Monday-Friday 8AM to 5PM):

From inside Kazakhstan: (8-727) 250-4901

From the United States: 011-7-727-250-4901

For emergencies that occur after regular business hours or on weekends, please contact the U.S. Consulate General in Almaty's and ask to speak to the Duty Officer at:

From inside Kazakhstan: (8-777) 222-1960

From the United States: 011-7-777-222-1960

Please note that these phone numbers are not for visa inquiries or any non-emergency consular matter. Any non-emergency consular-related inquiry may be sent by email to USAKZ@state.gov.

The American Citizen Services (ACS) unit of the Consular section provides information and assistance to U.S. citizens in Kazakhstan. Refer to the menu on the left for information about the services provided.

Please [make an Appointment](#) before you visit the Consular Section.

In the case of a life or death emergency involving a U.S. citizen call (8-727) 250-4901 (011-7-727-250-4901 from the U.S.) during business hours. After hours or on weekends, call (8-7172) 70-2200 (011-7-7172-70-2200 from the U.S.) and ask for the duty officer.

The U.S. Embassy Consular Section in Astana, Kazakhstan is located at:

Rakhymzhan Koshkarbayev Avenue, No. 3.

Astana, 010010

Entrance from Tauyelsyzdyk Street

E-mail: USAKZ@state.gov

The U.S. Consulate General Almaty, Kazakhstan is located at:

Samal-2, 97 Zholdasbekov St

Almaty, Kazakhstan 050059

(Use entrance A2 into the building and you will be escorted to the Consular section.)

E-mail: USAKZ@state.gov

Telephone: 7-727-250-49-01

Fax: 7-727-250-48-84

International Parental Child Abduction

To find information about international child abduction and the Hague Convention on the Civil Aspects of International Child Abduction, please visit [Department of State website](#).

American Citizen Service hours:

Routine citizen services, including passport, birth registration, and notarial services, are performed:

In Astana on Tuesdays and Thursdays from 2-4pm.

In Almaty on Mondays, Tuesdays, Wednesdays, and Fridays from 1-4 pm.

Closed on American and Kazakhstani [holidays](#).

Please, make an appointment before you visit the Consular Section in

- [Astana](#)
- [Almaty](#)

Fees:

Current Fees include:

- typical adult passport renewal \$110
- passport for children under 16 \$105

- first-time adult passport or replacement for lost/stolen U.S. passport \$135
- notary service per seal \$50
- extra passport pages \$82
- I-130 petition for an immediate relative \$420

As of April 14, 2014 credit card payments in the Consular Section are temporarily suspended. Until further notice, all consular fees must only be paid in U.S. dollars. Due to banking system regulations in Kazakhstan, the Consular Section cannot accept dollar bills older than 2006, worn out bills or bills that have marks, tears, or other defects.

Forms:

Form	Description
DS-82	Regular Passport Renewal
DS-11	Minor's Passport, Lost/Stolen Passport, First Adult Passport
DS-4085	Additional Visa Pages
DS-5504	Name Change, Data Correction, Limited Passport Replacement
DS-3053	Statement of Consent
DS-64	Statement Regarding Lost or Stolen Passport
PDF(90kb)	Statement for Second Passport
PDF(80kb)	Affidavit of Parentage and Physical Presence
PDF (82kb)	Registration and Absentee Ballot Request (FPCA)
PDF (140kb)	Federal Write-In Absentee Ballot (FWAB)
SS-5-FS (PDF, 56KB)	Application for a Social Security Card