

17/06/2021

MNE/IDI

Opening of the Consular Service Center for Italy

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The Consular Service Center (CAC) for Italy starts operating today, June 17th. It will provide assistance, by telephone and e-mail, to all users who need to contact and obtain information from the consular section of the Portuguese Embassy in Rome, which covers Italy, Malta, San Marino and Albania.

CAC Italy can be reached through the telephone number +(39) 0645238800 and the contact form available at: <https://portaldascomunidades.mne.gov.pt/pt/centros-de-atendimento-consular>.

Office hours will be every working day between 9:00 a.m. and 5:00 p.m., Italian time.

Extended in 2020 to Ireland, Belgium and Luxembourg, the CAC was first available to Spain in 2018 and then extended to the UK starting in 2019. This is an important tool to, under the New Consular Management Model, streamline access to consular services, improve communication with the user abroad and reduce the need to travel to consular services.

The CAC is an initiative of the Ministry of Foreign Affairs in partnership with the Ministry of State Modernization and Public Administration, through the Agency for Administrative Modernization, as part of the Simplex+ program.

Lisbon, 17 June 2021