



# DEPARTMENT OF FOREIGN AFFAIRS

## CITIZEN'S CHARTER

2025 1st Ed.



DEPARTMENT OF FOREIGN AFFAIRS  
REPUBLIC OF THE PHILIPPINES

**CITIZEN'S CHARTER**  
(2025 1st Edition)





## **Mandate**

The Department of Foreign Affairs, as the prime agency of the government responsible for the conduct of Philippine foreign policy, commits to effectively and efficiently deliver foreign policy, diplomatic, assistance to nationals, and consular services that are responsive to the needs of our stakeholders here and abroad.

## **Vision**

A resilient foreign service for a strong Philippines.

## **Mission**

To promote and protect Philippine interests in the global community.

## **Service Pledge**

The Department shall continually uphold the principles of good governance, improve its quality management system and adhere to the highest standards of professionalism.



## LIST OF SERVICES

### DFA HOME OFFICE

#### ***Bids and Awards Committee Secretariat***

Submission of Bids	24
--------------------	----

#### ***Board of Foreign Service Administration***

Application for BFSA Clearance	27
Application for Certification of No Pending Administrative Case	29
Request for Certified True Copy of Case Documents	31

#### ***DFA Mindanao***

Travels of Diplomatic Missions and International Organizations	35
--	----

#### ***Department Legislative Liaison Unit***

Processing of Consular Endorsements from Legislators	38
Processing of Requests for Port Courtesies from Legislators	39
Processing of Endorsements of Visa Applications from Legislators	40
Coordinating DFA Attendance at Legislative Meetings/Hearings	41
Transmittal of DFA Recommendations to the Legislative	42
Processing of Assistance-to-Nationals Referrals from Legislators	43
Transmittal of Special Messages to and from the Legislative	45
Acquisition of Legislative Documents, Congressional Materials, etc.	46
Coordinating Submission of Inputs and Participation in the DFA Budget Hearings by the Legislative	47
Facilitation of the Confirmation of DFA Officials during the Confirmation Hearing of the Commission on Appointments	48

#### ***Human Resource Management Office***

Processing of Application for Home-based Plantilla, Contractual, and Contract of Service Position	50
Processing of Appointment and Office Order of Successful Applicants (Contractuals)	54
Processing of Contracts of Successful Applicants (Contract of Service [COS])	58



Processing of Appointments of Successful Applicants (Home-Based Plantilla Positions)	61
Compliance with Subpoenas Issued by Courts and Quasi-Judicial Bodies	68
Opening, Expanding or Closing of the Partner Agency Office at FSP	69
Deployment of Partner Agency Personnel	71
Passport Application of Partner Agency Personnel	73
End of Tour of Duty of Partner Agency Personnel	77
Shipment of Household Goods and Vehicle, if any	80
Processing of Private Staff Application	83
Processing of Local Hire Application	84
Inclusion in the Pre-Departure Orientation Seminar of PARs	85
Updated Directory of Partner Agency Representatives with their Dependents/ Household Members, and Local Hires (if any)	86
Application for Student Internship Program	87
Endorsement to Department of Finance and Bureau of Customs of the Tax-Free Entry of Shipment (Household Goods and Personal Effects with One Used Motor Vehicle) of Recalled Foreign Service Personnel	90
Availment of Financial Assistance through One Appeal Plan	99
Enrollment of children of DFA employees with the DFA Day Care Center	103
Enrolment and Updating of Records with PhilHealth	104
Revalidation of Official/Diplomatic Passports and Issuance of Travel Tax Exemption Certificate for Foreign Service Post Personnel and their Household Members	105
Endorsement for Issuance/Renewal of Official/Diplomatic Passports for Foreign Service Personnel and their Household Members	106
Endorsement for Revalidation/Issuance/Renewal of Official/Diplomatic Passports for Home Office Personnel Due to Official Travel Outside of the Country	107
Issuance/Renewal and Revalidation with TECs of Official/Diplomatic Passports for DFA Home Office Personnel Travelling to Assume Post/Official Travel and Foreign Service Post Personnel	108
Issuance of Airline Tickets for DFA Personnel Travelling to Assume Post	110
Issuance of Transportation Order for Deployment and Travel of Personnel	113
Issuance/Renewal of Diplomatic/Official Passport to Other Dependents of Foreign Service Personnel	115
Issuance of an Official Passport to a Private Staff	119





Approval of Leave Applications of Heads of Post	123
Approval of Leave Applications of Foreign Service Personnel other than Heads of Post	125
Initial Terminal Leave Benefits (TLB) Claim	127
Issuance of Medical Clearance to DFA Personnel to be Deployed	130
Enrolment and Updating of Records with the Home Development Mutual Fund (Pag-IBIG) and Government Service Insurance System (GSIS)	132
Issuance of an Authority for Limited Practice of Profession (ALPP)	139
Issuance of an Authority for Public Speaking Engagement / Delivery of Public Speeches	141
Processing of Annual Personnel Movement	144
Issuance of Office Orders for Recallees	147
Processing of Authorization to Hire a Locally Hired Employee of Foreign Service Posts (FSPs)	150
Processing of Requests from Foreign Service Posts and Consular Offices for Authority to Implement GAD Activities	152
Verification of Status of Personnel Who are Due for Promotion, Assignment or Possible Recipient of Awards in Relation to Pending Administrative Cases	153
Provision of: A) Personnel Information Sheet (PIS), B) Service Record (SR), C) Certificate of Employment (COE) and D) Other Documents from 201 File	154
Processing of Appeals on IPCRF Ratings	158
Verification of Personnel's Performance Ratings	160
Initial Establishment of a PH Consular Post Headed by an Honorary Consular Officer	161
Initial Appointment of PH Honorary Consular Officer	164
Consolidate GAD Plans and Budgets and GAD Accomplishment Reports of all offices, Consular Offices, and Foreign Service Posts for onward submission to the Philippine Commission on Women	167
Conduct of Trainings for Capability Building on Gender and Development of GFPOs and Alternates, and Department personnel	169
Conduct of L&D Training Programs (Competency Development Programs; and Asynchronous Courses through DFA Learning Management System)	171
Processing of Nominations for Gawad Mabini and Department-level Awards	174

### ***Intelligence and Security Unit***



Entry/Exit Permits to Foreign Ships	178
Landing/Overflight Clearances for Aircrafts	180
Security Coverage for Visiting Dignitaries and Embassies	182
Firearms Clearance for Security Officers of the Visiting Dignitaries	184
Radio Frequency Clearance	186
Background Check for Hiring DFA Personnel	189
Authority to Post to Issue Provisional Certificate of Philippine Registry	191

### ***Office of Asset Management and Support Services***

Return of Equipment	193
Transfer of Equipment	194
Clearance from Accountabilities	195
Request for Accountable Form	196
Request to Borrow Flag/s	197
Issuance of PAR/ICS	198
Signing of Inspection and Acceptance Receipt	199
Request for Approval of Gate Pass	199
Request for Disposal	200
Procurement from PS-DBM	203
Issuance of Non-Availability from Stocks	204
Issuance of Purchase Order / Job Order	205
Numbering of Purchase Requests	206
Issuance of Supplies	207
Request for Issuance of Mobile Phones	208
Request for Use of Official Vehicle	209
Request for Use of Lease Vehicle on Holidays, Weekends, Overnight and/or Out of Town	209
Request for Issuance of Unavailability of Official Vehicle	210
Request for Repair - Plumbing Services	212
Request for Repair - Electrical Services	213
Audio Visual Technical Support	214
Request for Furniture Building	215
Request for Civil Works	216
Request for Lay-out and Cost Estimates of Consular Offices, Embassies and Offices	217



Reservation of Venue	219
Request for Repair - Airconditioning Services	220
IT Repair	221
Videoconferencing and Livestreaming Assistance	222
Website Assistance	223
8888 Hotline Technical Assistance	225
Processing of Electronic Communications	226
Transferring and Management of Calls	230
Records Disposal	231
Numbering and Releasing of Department Issuances	233
Certifying True Copies of Documents	234
Releasing and Numbering of Documents	235
Appraisal, Accessioning and Acquisition of DFA Records	236
Preparation of Finding Aids	238
Reference Service / Assistance to Researchers	240
Reference Service / Assistance to Researchers	242
Receiving and timely distribution and proper recording of incoming documents sent by FSPs	243
Transmittal of documents and packages to FSPs and COs through diplomatic pouch	245
Sending of letters, documents and parcels via PhilPost	249
Management and Monitor Support Services-Related Procurement Documents and Contracts in the DFA Home Office in Manila, based on the list of services provided by the Department and such other contracts as determined by the Head of Procurement Entity	251
Building Fund Program (BFP)	252
Lease of Properties	253
Car Refleeting Program	255
Freedom of Information Request	258
Receiving of Documents	261

### ***Office of Financial Management Services***

Payment Process Disbursement Voucher after Obligation and Request Status - Contract based - Public Bidding and Other Modes of Procurement - Fixed	264
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Payment Process Disbursement Voucher after Obligation and Request Status - Contract based - Public Bidding and Other Modes of Procurement - Part of Lump Sum	269
Payment Process Disbursement Voucher before Obligation and Request Status - Contract based - based on actual expenses	276
Application for Clearance from Financial Accountability (Form 1)	280
Issuance of Certificate of Last Payment	284
Issuance of Hotel Authority for Foreign Assignment (in lieu of LQA)	286

### ***Office of Protocol***

Provision of Protocol Assistance for Government-Hosted Events Attended by Members of the Diplomatic Corps	289
Assistance during High Level Visits	290
Presentation of Credentials Ceremony	291
Airport Endorsements and Port Courtesy	293
Issuance, Renewal, and Lost Diplomatic, Official, and Consular IDs	295
Updating of the Office of Protocol's Diplomatic And Consular List	299
Authority to Import or Local Purchase of Motor Vehicles for the Official Use of the Foreign Missions And International Organizations and Personal Use of their Qualified Personnel	300
Authority to Dispose of Official and Personal Motor Vehicle Through Sale/ Re-Exportation/ Donation/ Destruction	302
Endorsement of Request for Initial Registration and Assignment of Diplomatic/Consular and Other Exempt Vehicles	304
Endorsement of Request for Renewal of Registration of Official Motor Vehicles	306
Endorsement of Request the Report of Sale of Official and Personal Tax-Exempt Motor Vehicles	308
Endorsement of the Report of Sale of Official and Personal Tax-Paid Motor Vehicles	310
Endorsement of the Report of Shipment/Re-Exportation of Official and Personal Motor Vehicles	312
Endorsement of the Report of Donation of Official and Personal Motor Vehicles	313
Endorsement of Requests for Tax-Free Importation of Goods for the Official Use of the Mission and the Personal Use of their Accredited Personnel	315



Endorsement of Requests for Tax-Free Importation of Motor Vehicles for the Official Use of the Mission and the Personal Use of their Accredited Personnel	317
Endorsement of Requests for Exit Clearance of Personal Effects of Accredited Personnel of Diplomatic Missions and International Organizations	319
Endorsement of Requests for Exit Clearance of Motor Vehicles of Accredited Personnel of Diplomatic Missions and International Organizations	320
Endorsement of Requests for Issuance and Renewal of Driver's License of Personnel of Foreign Missions and International Organizations and their Qualified Dependents	322
Endorsement of Request for Issuance and Renewal of VAT Certificates (VCs) in favor of the Mission, their Accredited Personnel and/or their Qualified Dependents	324
Endorsement of Request for VAT Refund Applications of the Mission, Their Accredited Personnel and/or their Qualified Dependents	325
Endorsement of the Request for Issuance of BIR Ruling for the VAT Exemption on the Local Purchase of Goods, Services, Lease of Office Space, Documentary Stamp, etc. in favor of the Mission and/or their Accredited Personnel	327
Endorsement of the Request for Issuance of BIR Ruling for the VAT Exemption on the Local Purchase of Motor Vehicles for Official and Personal Use of the Mission and Their Qualified Personnel	329
Issuance of Certificate of No Resident Embassy in the Philippines	330
Issuance of Certificate of Identity and/or Immunity	332
Turnover of License Plates Surrendered by Diplomatic and Consular Missions and International Organizations and their Personnel	333
Assistance on Protocol Matters during Official Events	337

***Office of the Undersecretary for Migrant Affairs***

Whereabouts / Ascertaining Condition	340
Family Financial Support	346
Repatriation	352
Medical Repatriation	360
Provision of medical assistance	368
Shipment of Remains / Cremated Remains	375
Shipment of Personal Belongings of deceased OFs	386
Employment-related Concerns (where there are no MWOs)	393



Jail Visitation	399
Compassionate Visit of the Next-of-Kin (NOK)	405
Request for Report of Death (ROD) and other Civil Registry Documents	413
Recommendation for Blacklisting	419
Monetary Claims/ Inheritance Claims	425
Assistance To Detained Ofs And Those Serving Prison Terms	433
Provision of Services of Lawyers	440
Provision of Other Legal Assistance for OF in Distress	447
Provision of Special ATN Assistance for OF in Distress Who are Victims of Transnational Crime, Piracy, Maritime Issues, and other similar concerns	455

### ***Office of Consular Affairs***

Authentication / Apostille Application	463
Issuance of Certification	469
e-Apostille	472
Apostille Receiving Centers (ARCs)	474
Paper Apostille for PSA Documents	478
Apostille for German Embassy Legalization	480
Report of Birth	482
Report of Marriage	488
Report of Death	492
Certificate of Filing	497
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	500
Passport Certification Requirements and Process	509
Issuance and Renewal of Diplomatic and Official Philippine Passports	512
Revalidation of Diplomatic and Official Philippine Passports	515
Issuance of Notes Verbale and Letter Visa Endorsements to Holders of Diplomatic and Official Philippine Passports	517
Renewal of 9(e) Visa of Foreign Government Officials & Staff and Representatives of Accredited International Organizations, their Dependents, Household Member/s & Newborn Child	519
Approval and Issuance of APEC Business Travel Card (ABTC) Application	522
Authority to Issue Visas at Post – Of 9(f) Visa Endorsed by PH Schools and Universities	524





Authority to Issue Visas at Post – Of 9(g) Visa by Virtue of Bureau of Immigration Endorsement	526
Authority to Issue Visas at Post – Of 9(a) Visa by Virtue of Philippine Retirement Authority (PRA)	528
Authority to Issue Visas at Post – Of 47(a)(2) Visa by Virtue of Department of Justice and PNVSCA Endorsement	530
Authority to Issue Visas at Post – Of 9(a) Visa by Virtue of Philippine-People’s Republic of China Tour Groups	532
Issuance and Renewal of Diplomatic and Official Philippine Passports	535
Revalidation of Diplomatic and Official Philippine Passports	538
Issuance of Notes Verbale and Letter Visa Endorsements to Holders of Diplomatic and Official Philippine Passports	540
Authority to Issue Visas at Post – Of Multiple-entry 9(a) and Single-Entry 9(a) visa for Category A Restricted Nationals	542
Authority to Issue Visas at Post – Of 9(a) Visa Convertible to 47a(2) by Virtue of Philippine Economic Zone Authority (PEZA)	544
Authority to Issue Visas at Post – Of 9(e) Visa for Incoming Foreign Government Officials and International Organizations	546

## **CONSULAR OFFICES**

### ***Consular Office Angeles***

Report of Birth	550
Report of Marriage	555
Report of Death	559
Certificate of Filing	563
Passport Services and Issuance and Renewal of a Philippine Passport	565
Passport Certification Requirements and Process	575

### ***Consular Office Antipolo***

Report of Birth	579
Report of Marriage	584
Report of Death	588
Certificate of Filing	592
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	594
Passport Certification Requirements and Process	604

**Consular Office Antique**

Report of Birth	608
Report of Marriage	613
Report of Death	617
Certificate of Filing	621
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	623
Passport Certification Requirements and Process	633

**Consular Office Bacolod**

Report of Birth	637
Report of Marriage	642
Report of Death	646
Certificate of Filing	650
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	652
Passport Certification Requirements and Process	662

**Consular Office Baguio**

Report of Birth	666
Report of Marriage	671
Report of Death	675
Certificate of Filing	679
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	681
Passport Certification Requirements and Process	691

**Consular Office Balanga**

Report of Birth	695
Report of Marriage	700
Report of Death	704
Certificate of Filing	708
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	710
Passport Certification Requirements and Process	719



### ***Consular Office Butuan***

Apostille Receiving Centers (ARCs)	723
Report of Birth	725
Report of Marriage	730
Report of Death	734
Certificate of Filing	738
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	741
Passport Certification Requirements and Process	751

### ***Consular Office Cagayan de Oro***

Authentication / Apostille Application	755
Report of Birth	761
Report of Marriage	766
Report of Death	770
Certificate of Filing	774
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	776
Passport Certification Requirements and Process	786

### ***Consular Office Calasiao***

Report of Birth	790
Report of Marriage	795
Report of Death	799
Certificate of Filing	803
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	805
Passport Certification Requirements and Process	814

### ***Consular Office Candon***

Report of Birth	818
Report of Marriage	823
Report of Death	828
Certificate of Filing	833





Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	835
Passport Certification Requirements and Process	846

### ***Consular Office Cebu***

Authentication / Apostille Application	850
Report of Birth	856
Report of Marriage	861
Report of Death	865
Certificate of Filing	869
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	871
Passport Certification Requirements and Process	881

### ***Consular Office Clarin***

Report of Birth	885
Report of Marriage	890
Report of Death	894
Certificate of Filing	898
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	900
Passport Certification Requirements and Process	910

### ***Consular Office Dasmariñas***

Report of Birth	914
Report of Marriage	919
Report of Death	923
Certificate of Filing	927
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	929
Passport Certification Requirements and Process	939

### ***Consular Office Davao***

Authentication / Apostille Application	943
Report of Birth	949
Report of Marriage	953



Report of Death	957
Certificate of Filing	961
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	964
Passport Certification Requirements and Process	974

### ***Consular Office Dumaguete***

Report of Birth	978
Report of Marriage	984
Report of Death	987
Certificate of Filing	991
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	993
Passport Certification Requirements and Process	1002

### ***Consular Office General Santos City***

Report of Birth	1006
Report of Marriage	
Report of Death	1011
Certificate of Filing	1015
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1019
Passport Certification Requirements and Process	1031

### ***Consular Office Iloilo***

Authentication / Apostille Application	1035
Report of Birth	1041
Report of Marriage	1046
Report of Death	1050
Certificate of Filing	1054
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1056
Passport Certification Requirements and Process	1066

### ***Consular Office Kidapawan***

Report of Birth	1070
-----------------	------



Report of Marriage	1076
Report of Death	1082
Certificate of Filing	1088
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1090
Passport Certification Requirements and Process	1099

### ***Consular Office La Union***

Authentication / Apostille Application	1103
Report of Birth	1110
Report of Marriage	1115
Report of Death	1119
Certificate of Filing	1123
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1125
Passport Certification Requirements and Process	1135

### ***Consular Office Legazpi***

Authentication / Apostille Application	1140
Report of Birth	1146
Report of Marriage	1151
Report of Death	1155
Certificate of Filing	1159
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1161
Passport Certification Requirements and Process	1171

### ***Consular Office Lipa***

Report of Birth	1175
Report of Marriage	1180
Report of Death	1184
Certificate of Filing	1188
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1190
Passport Certification Requirements and Process	1200

**Consular Office Lucena**

Apostille Receiving Centers (ARCs)	1204
Report of Birth	1207
Report of Marriage	1212
Report of Death	1216
Certificate of Filing	1220
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1222
Passport Certification Requirements and Process	1232

**Consular Office Malolos**

Report of Birth	1235
Report of Marriage	1240
Report of Death	1244
Certificate of Filing	1248
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1250
Passport Certification Requirements and Process	1260

**Consular Office NCR-Central**

Report of Birth	1264
Report of Marriage	1268
Report of Death	1272
Certificate of Filing	1276
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1278
Passport Certification Requirements and Process	1288

**Consular Office NCR East**

Authentication / Apostille Application	1292
Report of Birth	1298
Report of Marriage	1303
Report of Death	1307
Certificate of Filing	1311
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1313



Passport Certification Requirements and Process	1323
---	------

### ***Consular Office NCR-North***

Report of Birth	1327
Report of Marriage	1332
Report of Death	1337
Certificate of Filing	1341
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1343
Passport Certification Requirements and Process	1352

### ***Consular Office NCR-Northeast***

Authentication / Apostille Application	1356
Report of Birth	1362
Report of Marriage	1367
Report of Death	1371
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1376
Passport Certification Requirements and Process	1385

### ***Consular Office NCR South***

Authentication / Apostille Application	1389
Report of Birth	1395
Report of Marriage	1400
Report of Death	1403
Certificate of Filing	1408
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1410
Passport Certification Requirements and Process	1420

### ***Consular Office NCR West***

Authentication / Apostille Application	1424
Report of Birth	1430
Report of Marriage	1435
Report of Death	1438
Certificate of Filing	1442



Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1445
Passport Certification Requirements and Process	1454

### ***Consular Office Olongapo***

Report of Birth	1458
Report of Marriage	1463
Report of Death	1467
Certificate of Filing	1471
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1473
Passport Certification Requirements and Process	1483

### ***Consular Office Pagadian***

Report of Birth	1487
Report of Marriage	1492
Report of Death	1496
Certificate of Filing	1500
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1502
Passport Certification Requirements and Process	1511

### ***Consular Office Pampanga***

Authentication / Apostille Application	1515
Report of Birth	1521
Report of Marriage	1525
Report of Death	1529
Certificate of Filing	1533
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1536
Passport Certification Requirements and Process	1545

### ***Consular Office Paniqui***

Report of Birth	1549
Report of Marriage	1554
Report of Death	1558



Certificate of Filing	1562
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1564
Passport Certification Requirements and Process	1574

#### ***Consular Office Puerto Princesa***

Authentication / Apostille Application	1578
Report of Birth	1584
Report of Marriage	1589
Report of Death	1593
Certificate of Filing	1597
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1599
Passport Certification Requirements and Process	1609

#### ***Consular Office San Nicolas***

Apostille Receiving Centers (ARCs)	1613
Report of Birth	1616
Report of Marriage	1623
Report of Death	1627
Certificate of Filing	1631
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1633
Passport Certification Requirements and Process	1643

#### ***Consular Office San Pablo***

Report of Birth	1647
Report of Marriage	1652
Report of Death	1656
Certificate of Filing	1660
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1662
Passport Certification Requirements and Process	1672

#### ***Consular Office Santiago City***

Report of Birth	1676
-----------------	------





Report of Marriage	1681
Report of Death	1685
Certificate of Filing	1689
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1691
Passport Certification Requirements and Process	1701

#### ***Consular Office Tacloban***

Report of Birth	1705
Report of Marriage	1710
Report of Death	1714
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1718
Passport Certification Requirements and Process	1727

#### ***Consular Office Tagbilaran***

Report of Birth	1731
Report of Marriage	1736
Report of Death	1740
Certificate of Filing	1744
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1746
Passport Certification Requirements and Process	1756

#### ***Consular Office Tagum***

Report of Birth	1760
Report of Marriage	1767
Report of Death	1772
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1778
Passport Certification Requirements and Process	1787

#### ***Consular Office Tuguegarao***

Report of Birth	1791
Report of Marriage	1796
Report of Death	1800



Certificate of Filing	1804
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1806
Passport Certification Requirements and Process	1816
 <b><i>Consular Office Zamboanga</i></b>	
Report of Birth	1820
Report of Marriage	1825
Report of Death	1829
Certificate of Filing	1833
Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)	1835
Passport Certification Requirements and Process	1844
 <b>FEEDBACK AND COMPLAINTS MECHANISM</b>	 1847
 <b>LIST OF OFFICES</b>	 1849
 <b>ANNEX A - List of Accepted Government-issued Valid IDs</b>	 1858
 <b>ANNEX B - Authentication / Apostille Requirements</b>	 1859
 <b>ANNEX C - Civil Registration Services Requirements</b>	 1864
 <b>ANNEX D - Passport Services Requirements</b>	 1886



# **Bids and Awards Committee (BAC) Secretariat**

## **External Services**



## 1. Submission of Bids

Submission of Bids to the BAC Secretariat

<b>Office or Division:</b>	BAC Secretariat			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government-to-Business			
<b>Who may avail:</b>	General Public/Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		DFA-Cashier's Office		
Bids		Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bidder submits bid documents together with the Official Receipt for the bid fee	1. BAC Secretariat receives and inspects the bid documents and official receipt	None	2 minutes	BAC Secretariat
	1.1 BAC Secretariat stamps the bid submissions (indicating the signature of the receiver, date and time of receipt of bid submissions)	None	3 minutes	BAC Secretariat
	1.2 BAC Secretariat reminds the Bidder with information for the Opening of Bids.	None	5 minutes	BAC Secretariat
<b>TOTAL</b>		None	10 minutes	



# **Board of Foreign Service Administration (BFSA) Secretariat**

## **Internal Services**



## 1. Application for BFSA Clearance

DFA personnel or their representatives present their clearance forms to the BFSA Secretariat when applying for terminal leave, retirement, vacation exceeding 30 days, maternity leave, study leave, or foreign service assignment. The BFSA Secretary signs the appropriate area in the clearance form if the personnel has no pending case, or annotates the clearance form if there is a pending case against the personnel concerned.

<b>Office or Division:</b>	UA - BFSA Secretariat			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DFA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form		HRMO		
2. Supporting Documents depending on the Purpose for the Clearance:				
• Assignment Order (for Foreign Posting)		HRMO		
• Accomplished Leave Form (for Maternity Leave, Study Leave, Vacation Leave requiring clearance)		HRMO		
• Endorsement from HRMO (for Application for Loans)		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Clearance Form and supporting documents to the BFSA Secretariat.	1. Receive the accomplished Clearance Form and supporting documents and advise the applicant that the signed/annotated clearance will be available within three (3) working days.	None	4 hours	BFSA Secretariat staff or UA Incoming Communications Officer
	1.1 Enter the application in the Clearance Log Sheet and search the records to ascertain if the applicant has any	None	4 hours	BFSA Secretariat staff



	pending administrative case.			
	1.2 Endorse the application to the BFSA Board Secretary or Asst. Board Secretary together with any result of the records search.	None	4 hours	BFSA Secretariat staff
	1.3 Validate the search result and sign or annotate the clearance form, whichever is applicable, and return the form to the staff for release.	None	4 hours	BFSA Board Secretary or Asst. Board Secretary
2. Applicant or authorized representative picks up the signed/annotated clearance.	2. Release the signed/annotated clearance and request the applicant or authorized representative to sign the receiving column of the Clearance Log sheet, together with the date of receipt.	None	1 day	BFSA Secretariat staff
<b>TOTAL</b>		None	3 days	





## 2. Application for Certification of No Pending Administrative Case

DFA personnel or their representatives apply for a Certification of No Pending Administrative Case, which is a requirement for their other transactions, such as application for Terminal Leave Benefits, processing of resignation and early retirement, as well as for other legal purposes. In some instances, these applications are endorsed to the BFSA Secretariat by the HRMO.

<b>Office or Division:</b>	UA - BFSA Secretariat			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DFA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form; or		UA		
Request Letter for Certification of No Pending Administrative Case addressed to the BFSA Secretariat, indicating the following:		Applicant		
<ul style="list-style-type: none"> <li>Name of the Applicant</li> <li>Purpose of the Certification</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request with complete personal details to the BFSA Secretariat	1. Receive the request form and advise the applicant that the Certification will be available within seven (7) working days.	None	1 day	BFSA Secretariat staff or UA Incoming Communications Officer
	1.1 Enter the application in the Certification Log Sheet and search the records to ascertain if the applicant has any pending administrative case. If in the affirmative, the staff will review the records to ensure its accuracy and determine the	None	2 days	BFSA Secretariat staff



	latest stage of the case.			
	1.2 Endorse the application to the BFSA Board Secretary or Asst. Board Secretary together with the result of the records search and draft the Certification.	None	1 day	BFSA Secretariat staff
	1.3 Validate the records search result, review the draft certification, and return the draft Certification to the staff for finalization.	None	1 day	BFSA Board Secretary or Asst. Board Secretary
	1.4 Finalize the Certification and submit it to the BFSA Board Secretary or Asst. Board Secretary for signature.	None	4 hours	BFSA Secretariat staff
	1.5 Sign the Certification and return the same to the staff for release.	None	4 hours	BFSA Board Secretary
2. Applicant or authorized representative picks up the Certification	2. Release the Certification and request the applicant or authorized representative to sign the receiving column of the Certification Log sheet, together with the date of receipt.	None	1 day	BFSA Secretariat staff
<b>TOTAL</b>		None	7 days	



### 3. Request for Certified True Copy of Case Documents

The BFSA Secretariat, serving as the custodian of documents related to administrative cases brought before the Board of Foreign Service Administration, is authorized to certify case records or specific files included in these records as Certified True Copy. This is done upon the request of the parties or their representatives, the courts, the Civil Service Commission, or the Office of the President, among other relevant offices. Case records are generally confidential so only parties-in-interest, their counsels or representatives, and relevant offices may be provided with Certified True Copies of these documents.

<b>Office or Division:</b>	UA - BFSA Secretariat			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Parties or their representatives, the courts, the Civil Service Commission, or the Office of the President, among other relevant offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Certified True Copy of the Documents addressed to the BFSA Secretariat, indicating the following: Name of the Applicant Purpose of the Request for Certified Documents		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request with complete details to the BFSA Secretariat	1. Receive the request and advise the applicant that, if the request is approved, the certified documents will be available within seven (7) working days.	None	1 day	BFSA Secretariat staff or UA Incoming Communications Officer
	1.1 Enter the application in the Request for Documents Log Sheet. Evaluate the standing of the applicant to request the certified	None	2 day	BFSA Secretariat staff



	<p>true copies of case documents if the applicant is neither a party nor a counsel of record in the case.</p> <p>Thereafter, search the records to ascertain that the official custody of the original of the requested documents is lodged with the BFSA Secretariat.</p>			
	1.2 Endorse the application to the BFSA Board Secretary or Asst. Board Secretary together with the result of the records search, along with recommendations/ remarks, if any.	None	4 hours	BFSA Secretariat staff
	1.3 Validate the records search result and evaluate the request prior to clearing the the reproduction of the requested documents .	None	4 hours	BFSA Board Secretary or Asst. Board Secretary
	1.4 Reproduce the requested documents and certify as true copies those whose original is officially in the custody of the BFSA Secretariat.	None	2 days	BFSA Secretariat staff
2. Applicant or authorized representative picks up the Certified Documents.	2. Release the Certification and request the applicant or authorized representative to sign	None	1 day	BFSA Secretariat staff



	the receiving copy of the requested documents and the receiving column of the Certification Logsheet, together with the date of receipt.			
TOTAL		None	7 days	



# **DFA Mindanao**

## **External Services**



## 1. Travels of Diplomatic Missions and International Organizations

DFA Mindanao coordinates with government agencies and local governments regarding travels of officials and representatives of diplomatic missions and international organizations to areas in Mindanao that are included in the list provided by the Security Sector Agencies particularly Conflict-Affected Areas in Mindanao (CAAM).

<b>Office or Division:</b>	DFA Mindanao			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Philippine Government to Diplomatic Mission/ International Organization			
<b>Who may avail:</b>	Diplomatic Missions and International Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Note Verbale indicating purpose of travel, date, person traveling, security arrangement request, itinerary of travel, scanned copy of identification card or passport of the person traveling, contact person and its contact number			From the Requesting Diplomatic Mission/ International Organizations	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Note Verbale and other requirements to DFA Mindanao	1. Receive the Note Verbale and advise the applicant that the travel clearance will be available within 15 working days.	None	15 days	DFA Mindanao Staff
	1.1 DFA Mindanao will forward the Note Verbale to the concerned DFA Geographic Office for the approval of the travel	None		DFA Mindanao Staff
	1.2 DFA Mindanao will endorse to concerned Philippine authorities the travel of the diplomatic mission/international organization to CAAM and its request for security assistance.	None		DFA Mindanao Staff





	1.3DFA Mindanao will release the travel clearance to the requesting diplomatic mission/international organization through email	None		DFA Mindanao Staff
<b>TOTAL</b>		None	15 days	



**Department Legislative Liaison Unit  
(DLLU)  
External Services**



# 1. Processing of Consular Endorsements from Legislators

Vet congressional endorsements for consular services (i.e. passport, authentication, visa, et al) and ensure their timely transmittal to the concerned office of the Department, i.e. the Office of Consular Affairs (DFA-OCA) and/or the Office of the Undersecretary for Civilian Security and Consular Affairs (DFA-OUCSCA).

<b>Office or Division:</b>		DLLU		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All Congressional Officials, Staff, and PLLO		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Congressional Endorsement with Email Copy			Congressional Offices	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client sends consular endorsements via email addressed to the DLLU Assistant Secretary.  (Consular Endorsement Services are done via email)	1. DLLU sends to OCA/OUSCSA the endorsement transmittal containing several individuals endorsed by endorsing parties. Email responses and also sent to the client.	None	Within 24 hrs	DLLU Consular Team
<b>TOTAL</b>		None	Within 24 hrs	



## 2. Processing of Requests for Port Courtesies from Legislators

Vet and endorse requests for port courtesies from Legislators, and ensure their timely transmittal to the concerned Foreign Service Post and/or the concerned Geographic Offices.

<b>Office or Division:</b>	DLLU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Congressional Officials, Staff, and PLLO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Congressional Endorsement with Email Copy		Congressional Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client sends requests for port courtesies via email addressed to the DLLU Assistant Secretary.	1. DLLU sends to the concerned foreign service posts, copy furnished the concerned geographic offices, the request letter, flight and hotel details of the client. DLLU then forwards to the client the contact details of the protocol officer in charge of the port courtesy.	None	Within 24 hrs	DLLU Legislative Team
<b>TOTAL</b>		None	Within 24 hrs	



### 3. Processing of Endorsements of Visa Applications from Legislators

Vet and endorse visa applications from Legislators, and ensure their timely transmittal to the concerned Geographic Offices and/or Foreign Service Posts.

<b>Office or Division:</b>	DLLU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Congressional Officials, Staff, and PLLO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Congressional Endorsement with Email Copy		Congressional Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client-legislator sends visa applications of a named endorsee via email addressed to the DLLU Assistant Secretary.	1. DLLU sends to the concerned geographic offices, copy furnished the concerned foreign service posts, the request letter of the client-legislator, personal details and other relevant documents of the visa applicants. DLLU then sends regular updates to the client-legislator about the status of the visa applications.	None	Within 24 hrs	DLLU Legislative Team
<b>TOTAL</b>		None	Within 24 hrs	



#### 4. Coordinating DFA Attendance at Legislative Meetings/Hearings

Coordinate the attendance of the concerned DFA offices in Legislative meetings and hearings; monitor the status of DFA-related bills and resolutions, and other acts of Congress relevant to the Department.

<b>Office or Division:</b>	DLLU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Congressional Officials, Staff, and PLLO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter from Congress (i.e. Committee, etc.)		Congress		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter request for DFA attendance at meetings and sessions on DFA-related bills and resolutions, treaties pending Congressional concurrence, and other acts of Congress, and the status of such measures/acts.  (Coordination with DFA Offices is done via email and Viber)	1. Drafting and sending memos and/or verbal communications to the concerned offices of the Department regarding the schedule of meetings and sessions on DFA-related bills and resolutions, treaties pending Congressional concurrence, and other acts of Congress, and the status of such measures/acts.  Transmitting / conveying the attendance of representatives from the Department to Congressional hearings/meetings	None	Within 24 hrs	DLLU Legislative Team



<b>TOTAL</b>	None	Within 24 hrs	
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## 5. Transmittal of DFA Recommendations to the Legislative

Transmit / convey the positions, comments and/or recommendations of the DFA on certain legislative measures.

<b>Office or Division:</b>	DLLU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Congressional Officials, Staff, and PLLO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter from Congress (i.e. Committee, etc.)		Congress		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client sends letter request for DFA's comments on DFA-related bills and resolutions, treaties pending Congressional concurrence, and other acts of Congress, and the status of such measures/acts.	1. Transmitting / conveying the position, comments or recommendations of the DFA on certain legislative measures	None	Within 24 hrs	DLLU Legislative Team
<b>TOTAL</b>		None	Within 24 hrs	





## 6. Processing of Assistance-to-Nationals Referrals from Legislators

Transmit the ATN case referrals from the Legislative to the Office of the Undersecretary of Migrant Affairs and/or concerned Foreign Service Post (FSP).

<b>Office or Division:</b>	DLLU			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Congressional Officials, Staff, and PLLO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Congressional Endorsement with Email Copy		Congressional Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client sends letter request for ATN Assistance addressed to the DLLU Assistant Secretary.  (Referrals for ATN services are done via email)	1. DLLU vets Congressional endorsement and then forwards request for ATN Assistance to OMWA and/or concerned FSPs	None	Within 24 hrs	DLLU ATN Team
<b>TOTAL</b>		None	Within 24 hrs	



**Department Legislative Liaison Unit  
(DLLU)  
Internal Services**



# 1. Transmittal of Special Messages to and from the Legislative

Transmit the special messages of SFA and other DFA officials to Legislative officials and vice versa, as well as messages from the Legislative addressed to their foreign counterparts and vice-versa.

<b>Office or Division:</b>		DLLU		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		SFA and Other DFA officials (Usually Asec level and above)		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Special Message			Secretary of Foreign Affairs / Heads of DFA Offices	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Special messages/letters are submitted to the DLLU for onward transmittal to their intended recipient/s.  (Transmittal of special messages are done in advance via email. Physical copies of letters are still transmitted via DLLU's messenger)	1. DLLU facilitates the transmittal of the special messages of SFA and other DFA officials to Congress officials and vice versa, as well as the messages of Congress officials addressed to their parliamentary counterparts, through the FSPs and vice versa.	None	Within 24 hrs	DLLU Legislative Team
<b>TOTAL</b>		None	Within 24 hrs	



## 2. Acquisition of Legislative Documents, Congressional Materials, etc.

Coordinate with Congressional Committees / Offices having custody over legislative documents and other materials that the Department may need.

<b>Office or Division:</b>		DLLU		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		SFA and Other DFA officials (Usually Asec level and above)		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Special Message			Secretary of Foreign Affairs / Heads of DFA Offices	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Heads of DFA Offices sends DLLU their requests for Legislative Documents and/or other materials  (Acquisition of Legislative documents, congressional materials, etc. are done via email)	1. DLLU coordinates with the Congressional Committees, offices and/or individuals who have custody over the requested legislative documents and other materials (i.e. Minutes of Meetings)	None	Within 24 hrs	DLLU Legislative Team
<b>TOTAL</b>		None	Within 24 hrs	



### 3. Coordinating Submission of Inputs and Participation in the DFA Budget Hearings by the Legislative

Monitor the status of the DFA budget in the proposed GAA, including the schedule of budget hearings, DFA attendance and inputs, and conduct of deliberations.

<b>Office or Division:</b>	DLLU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	SFA and Other DFA officials (Usually Asec level and above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DFA offices submit requests for information to DLLU on the status of the deliberations on the DFA Budget by the Legislative	1. Convey information to alert the SFA and concerned DFA offices of the latest status of the DFA Budget.  Ensures the DFA's timely and appropriate intervention at all stages of budget legislation.	None	Within 72 hrs	DLLU Legislative Team
<b>TOTAL</b>		None	Within 72 hrs	



#### 4. Facilitation of the Confirmation of DFA Officials during the Confirmation Hearing of the Commission on Appointments

Serve as communication channel between the appointees and the members of the Commission on Appointments (CA), arrange the appointees' courtesy calls on CA members, as well as provide guidance and direction during the actual CA hearings.

<b>Office or Division:</b>		DLLU		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		SFA and Other DFA officials (Usually Asec level and above)		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DFA offices submit names of appointees who will be subject to confirmation by the Commission on Appointments.	1. DLLU creates a centralized channel for communication, usually a chat room in an online messaging application, between the appointees, the DLLU Legislative Team, and the relevant staff of the members of the Commission. Courtesy calls on the members of the Commission are then arranged. On the day and time of the scheduled confirmation hearing, DLLU personnel give guidance and direction to the appointees.	None	Within 24 hrs	DLLU Legislative Team
<b>TOTAL</b>		None	Within 24 hrs	



**Human Resources Management Office  
(HRMO)  
External Service**



## 1. Processing of Application for Home-based Plantilla, Contractual, and Contract of Service Position

Hiring of home-based plantilla, contractual, and contract of service positions

Office or Division:	HRMO - Recruitment, Selection, and Placement Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Filipino citizen, and of good moral character; <ul style="list-style-type: none"><li>• Has met the educational, work experience, and training requirements of the vacant position; and</li><li>• Possesses the appropriate Civil Service eligibility or its equivalent if required by the vacant position.</li></ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished DFA application form with colored photo		Department of Foreign Affairs Website Civil Service Commission Website		
2. Duly accomplished Work Experience Sheet				
3. Updated resumé				
4. Copy of professional or second level civil service eligibility (for contractual, casual, and Plantilla positions, whichever is applicable depending on the position requirements)		Civil Service Commission/ Professional Regulation Commission/ Supreme Court (whichever is applicable)		
5. Copy of transcript of records		School / University		
6. Copy of diploma				
7. Copy/ies of relevant in-service training certificates				
8. Valid NBI clearance (or proof of renewal or new application)		National Bureau of Investigation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements (Applicants with incomplete requirements will not be processed.)	1. Acknowledge the email.	None	5 minutes	Recruitment Staff
	1.1 Review the application requirements submitted vis-a-vis the CSC Minimum	None	One (1) to five working (5) days depending on the	Recruitment Staff





	Qualification Standards and the Preferred Qualifications of the Hiring Office		volume of applications received	
	1.2 Check the databases whether the applicant has taken the employment examinations or has a derogatory record in the Department. If the applicant has a derogatory record, the application is considered null and void and the applicant is informed accordingly.	None	30 minutes to 1 hour depending on the volume of applications received	Recruitment Staff
	1.3 Encode details of the applicants in the database	None	30 minutes to 1 hour depending on the volume of applications received	Recruitment Staff
	1.4 Invite the applicant for examination, if he/she does not have an existing exam and he/she meets the requirements and qualifications.	None	30 minutes to 1 hour depending on the volume of applications received	Recruitment Staff
2. Attend the pre-employment examination on the scheduled date	2. Administer the pre-employment examination depending on the position to be filled	None	4 hours	Recruitment Staff
	2.1 Check, encode and inform the applicants the examination results	None	3 working days depending on the	Recruitment Staff



			volume of examinees 3 working days depending on the volume of examinees	
	2.2 If the applicant passed the examination, schedule an HRMO interview and invite him/her through email. (Applicants who fail to respond to the invitation may be removed from the pool of applicants)	None	1 working day	Recruitment Staff
3. Attend the HR initial interview	3. Conduct the HR interview and inform the applicants of the result via email accordingly.	None	1 to 3 working days depending on the volume of applicants	Recruitment Staff
	3.1 Coordinate with the hiring office the shortlist of applicants for final interview.	None		
	3.2 Schedule and conduct the final interview	None	1 to 3 working days depending on the volume of applicants	Hiring Office
	3.3 Inform the HRMO on the result of the final interview	None		
	3.4 Inform the applicants on the result of the final interview.  Email the applicants on the documentary	None	1 working day	Recruitment Staff



	requirements to submit			
4. Submit the complete documentary requirements	4. Review the documentary requirements	None	1 to 3 working days	Recruitment Staff
5. Submit to HRMO the accomplished consent form and list of employers	5. Upon receipt of the accomplished consent form and list of employers, email the employers of the background check form	None	1 to 3 working days	Recruitment Staff
	5.1 Upon receipt of the result of Background check, evaluate and analyze the result and if an applicant has a derogatory record, inform the applicant and hiring office of his/her removal from the shortlist of applicants	None	3 working days depending on the number of applicants	Recruitment Staff
<b>TOTAL</b>		1 to 2 months depending on the number of applications received and positions to be filled		



## 2. Processing of Appointment and Office Order of Successful Applicants (Contractuals)

Appointment of Contractual personnel

Office or Division:	HRMO - Recruitment, Selection, and Placement Division		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen		
Who may avail:	Filipino citizen, and of good moral character; <ul style="list-style-type: none"><li>• Has met the educational, work experience, and training requirements of the vacant position; and</li><li>• Possesses the appropriate Civil Service eligibility or its equivalent if required by the vacant position.</li></ul>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
First set (to be submitted within 2 days from the notice of hiring)  1A. One (1) duly accomplished and notarized <b>Personal History Statement</b> 2A. Three (3) duly accomplished and notarized <b>Personal Data Sheet with Work Experience Sheet</b> 3A. Three (3) Notarized <b>Sworn Statement of Assets, Liabilities and Net Worth (SALN)</b> 4A. Two (2) duly accomplished <b>Report on Family Status</b>		Recruitment Section CSC	
5A. Valid <b>NBI Clearance</b>			
Second set (under normal circumstances, to be submitted within 1 week from the notice of hiring)  1B. Two (2) hard copies (authenticated copy / certified true copy / photocopy / scanned copy / or site/screen capture using the Civil Service Eligibility Verification System [CSEVS], Professional Regulation Commission’s [PRC]’s Licensure Examination and Registration Information System [LERIS], or Supreme Court of the Philippines [SC] Lawyer’s List) of Certificate of Eligibility / Eligibility Card / Report of Rating / License / Certificate of Admission to the Bar whichever is applicable		NBI CSC / PRC / SC	
2B. Original <b>Certificate of live birth</b>		Philippine Statistics Authority	



3B. Original <b>Marriage Certificate</b> (if any) and Certified true copy of <b>Birth Certificate of Child/ren</b> (if any)				
4B. Certified true copy of <b>Diploma and Transcript of Records (TOR)</b>		School / University		
5B. Duly accomplished <b>CS Form No. 211 Revised 2018 Medical Certificate</b> with the <b>original results</b> of the following medical tests: <ul style="list-style-type: none"> <li>• Blood Test (CBC),</li> <li>• Urinalysis,</li> <li>• Chest x-ray,</li> <li>• Drug test.</li> </ul>		Any hospital / clinic / laboratory		
6B. <b>Clearance/certificate from a licensed psychologist/psychiatrist</b> to attest psychological fitness.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives Interview Rating Sheet and Certification of No Relative with the recommendation to hire from the hiring office.	None	5 minutes	Recruitment Staff
	2. Informs the applicant that they are recommended for hiring and sends an email containing the list of documentary requirements, the deadline for submission, and the soft copies of the required forms.	None	1 minute	Recruitment Staff
3. Submits first and second set of documentary requirements through email for review	3. Receives and reviews the documents.	None	5 minutes	Recruitment Staff



	<p>4. Prepares memorandum request to the Intelligence and Security Unit (ISU) for background check of the applicant. Attaches the PHS to the memorandum.</p> <p>HRMO Director reviews and endorses the Memorandum to the Executive Director for the approval and signing of the Assistant Secretary. Documents are transmitted to ISU.</p> <p>ISU and National Intelligence Coordinating Agency (NICA) conduct background check. ISU transmits the result to HRMO.</p> <p>Prepares Appointment Paper (in triplicate), Office Order, Certification of No Relative and transmittal memorandum to the Office of the Undersecretary for Administration (UA)</p> <p>HRMO-RSPD Director reviews the memorandum and signs the Appointment Paper.</p> <p>HRMO Executive Director reviews the memorandum.</p>	None	10 to 15 working days (ISU background check and preparation of Appointment Paper are processed in parallel)	<p>Recruitment Staff,</p> <p>HRMO-RS PD Director,</p> <p>Executive Director, Assistant Secretary</p> <p>ISU</p> <p>Recruitment Staff</p> <p>HRMO-RS PD Director</p> <p>HRMO Executive Director</p>
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	<p>HRMO Assistant Secretary signs the memorandum.</p> <p>Documents are transmitted to UA for signature.</p> <p>Signed Appointment Papers, Office Order, Certification of No Relative are routed to HRMO.</p>			<p>HRMO Assistant Secretary</p> <p>Communications Officer, and Undersecretary for Administration</p>
	5. Informs applicant of the date of assumption via email.	None	1 minute	Recruitment Staff
<p>6. Appears in HRMO-RSPD, submits documentary requirements, and receives the onboarding kit including the deployment checklist, signed Appointment Paper and Office Order.</p> <p>Accomplish the steps on the deployment checklist and accomplish the online onboarding course for newly hired DFA personnel.</p>	<p>6. Receives the documentary requirements and provides the onboarding kit including the deployment checklist, signed Appointment Paper and Office Order to the newly hired personnel.</p> <p>Deploys the newly hired personnel to the hiring office.</p> <p>Enrolls the newly hired personnel to the Online Onboarding Course.</p>	None	30 minutes	Recruitment Staff
<b>TOTAL</b>		None	16 working days	



### 3. Processing of Contracts of Successful Applicants (Contract of Service [COS])

Preparation of contracts of service

<b>Office or Division:</b>	HRMO - Recruitment, Selection, and Placement Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	Filipino citizen, and of good moral character; <ul style="list-style-type: none"> <li>• Has met the educational, work experience, and training requirements of the vacant position; and</li> <li>• Possesses the appropriate Civil Service eligibility or its equivalent if required by the vacant position.</li> </ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>First set (to be submitted within 2 days from the notice of hiring)</b>  1A. Two (2) duly accomplished and notarized <b>Personal History Statement</b> 2A. One (1) duly accomplished - Temporary ID Form with two (2) 1 x 1 ID pictures 3A. Valid <b>NBI Clearance</b> 4A. Valid government-issued ID/PRC License		Recruitment Section CSC, PRC, NBI		
<b>Second set (under normal circumstances, to be submitted within 1 week from the notice of hiring)</b>  1B. Duly accomplished <b>CS Form No. 211 Revised 2018 Medical Certificate</b> with the <b>original results</b> of the following medical tests: <ul style="list-style-type: none"> <li>• Blood Test (CBC),</li> <li>• Urinalysis,</li> <li>• Chest x-ray,</li> <li>• Drug test.</li> </ul>		Any hospital / clinic / laboratory / licensed govt physician		
2B. TIN Number		BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives Interview Rating Sheet and Certification of No Relative	None	5 minutes	Recruitment Staff





	with the recommendation to hire from the hiring office.			
	2. Informs the applicant that they are recommended for hiring and sends an email containing the list of documentary requirements, the deadline for submission, and the soft copies of the required forms.	None	1 minute	Recruitment Staff
3. Submits first and second set of documentary requirements through email for review	3. Receives and reviews the documents	None	5 minutes	Recruitment Staff
	<p>4. Prepares memorandum request to the Intelligence and Security Unit (ISU) for background check of the applicant. Attaches the PHS to the memorandum.</p> <p>HRMO Director reviews and endorses the Memorandum to the Executive Director for the approval and signing of the Assistant Secretary. Documents are transmitted to ISU.</p> <p>ISU and National Intelligence Coordinating Agency (NICA) conduct background check. ISU transmits the result to HRMO.</p>	None	<p>1-3 working days</p> <p>10 to 15 working days</p>	<p>Recruitment Staff, HRMO-RSP D Director, Executive Director, Assistant Secretary</p> <p>ISU / NICA</p>



	<p>Prepares COS contract (in duplicate copy) and memorandum endorsement to Hiring Office, OFMS and OUA</p> <p>Once the memorandum endorsement is signed, endorse the contracts to hiring office, OFMS and OUA for signature</p>		<p>1 to 3 working days</p> <p>1 to 3 working days</p>	Recruitment Staff, HRMO-RSP D Director, Executive Director, Assistant Secretary
	5. Informs applicant of the date of assumption via email.	None	1 minute	Recruitment Staff
6. Appears in HRMO-RSPD, submits documentary requirements, and receives the onboarding kit including the deployment checklist	6. Receives the documentary requirements and provides the onboarding kit including the deployment checklist.	None	30 minutes	Recruitment Staff
7. Accomplish the steps on the deployment checklist and accomplish the online onboarding course for newly hired DFA personnel.	<p>7. Deploys the newly hired personnel to the hiring office.</p> <p>Enrolls the newly hired personnel to the HCM before endorsement to the Time Keeping Section for the enrollment in the biometrics system.</p>			
<b>TOTAL</b>		None	24 days and 37 minutes	



#### 4. Processing of Appointments of Successful Applicants (Home-Based Plantilla Positions)

Appointments of successful applicants to home-based plantilla positions

<b>Office or Division:</b>	RSPD
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen
<b>Who may avail:</b>	Filipino citizen, and of good moral character; <ul style="list-style-type: none"> <li>• Has met the educational, work experience, and training requirements of the vacant position; and</li> <li>• Possesses the appropriate Civil Service eligibility or its equivalent if required by the vacant position.</li> </ul>
CHECKLIST OF REQUIREMENTS	
<b>First set (to be submitted by the applicant within two weeks from the notice of hiring)</b> <b>For submission to the Civil Service Commission for the validation of appointments:</b> <ol style="list-style-type: none"> <li>1. Three (3) duly accomplished and notarized Personal Data Sheet (CS Form No. 212) and Work Experience Sheet (Attachment to CS Form No. 212);</li> <li>2. Three (3) duly accomplished Position Description Form (DBM-CSC Form No. 1);</li> <li>3. Three (3) duly accomplished Oath of Office (CS Form No. 32 Revised 2018); and</li> <li>4. Three (3) duly accomplished Certificate of Assumption to Duty (CS Form No. 4 Revised 2018).</li> <li>5. Two (2) authenticated copies of Civil Service Eligibility or Equivalent (Certified True Copy (CTC) of Board Rating /CTC of Certificate of Registration / CTC of PRC ID);</li> <li>6. Two (2) duly accomplished and notarized Personal History Statement;</li> <li>7. One (1) original and one (1) photocopy of valid NBI Clearance</li> </ol>	Forms are provided by HRMO via email.
<b>Second set (within two weeks after submission of the first set of requirements)</b> <ol style="list-style-type: none"> <li>1. Two (2) Notarized Sworn Statement of Assets, Liabilities and Net Worth (SALN);</li> <li>2. Two (2) duly accomplished Report on Family Status;</li> </ol>	



<p>3. Duly accomplished Temporary ID Form with 2 pcs. 1x1 photo;</p> <p>4. Certificate of Live Birth duly authenticated by the Philippine Statistics Authority (PSA);</p> <p>5. Certified true copy of Diploma and Transcript of Records (TOR);</p> <p>6. Duly authenticated PSA Marriage Certificate (if any) and Birth Certificate of Child/ren (if any);</p> <p>7. Medical Certificate (CS Form No. 211) accomplished by a government physician with attached original results of Blood Test (CBC), Urinalysis, Chest x-ray, and Drug test;</p> <p>8. Clearance/certificate from a licensed psychologist/psychiatrist to attest psychological fitness;</p> <p>9. Certificate/s of previous employment (if applicable); and</p> <p>10. Clearance and Certificate of Leave Credits from employer (if applicant has been a government employee).</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives Interview Rating Sheet with the recommendation to hire from the hiring office. Endorses application documents to HRMO-Selection Section for processing.	None	1 minute	Recruitment Staff
	2. Consolidate candidates to be endorsed to the Human Resources Promotion and Selection Board (HRMPSB) for deliberation or through an Ad Referendum for approval of the HRMRPSB Members,	None	Within 1 month for applicants 100 and below	Selection staff





	Notifies candidates who are not recommended for hiring.			
6. Submits the first set of documentary requirements	6. Receives and reviews the documents.		2 weeks	
	7. Request background investigation of the candidate through ISU		1 week including the receipt of result of background check	Selection staff, ISU staff
8. Submits the second set of documentary requirements indicated above.	8. Receives and reviews the documents.		Within 2 weeks	Selection staff
	<p>8.1 Upon receiving the background check results, if no derogatory record is found, the preparation of appointment papers and a transmittal memorandum to the Office of the Undersecretary for Administration (OUA) begins.</p> <p>HRMO-RSPD Director reviews and initials the memorandum and signs the appointment papers.</p> <p>HRMO Executive Director initials the memorandum and the appointment papers.</p>		2 weeks including preparation until receipt of signed appointment papers	<p>Selection staff</p> <p>HRMO-RSPD Director</p> <p>HRMO Executive Director</p> <p>HRMO Assistant Secretary</p>



	<p>HRMO Assistant Secretary signs the memorandum and appointment papers as the Chair of the HRMPSB</p> <p>Documents are transmitted to UA signature. Signed appointment papers are routed to HRMO.</p>			Communications Officer, Undersecretary for Administration
	8.2 Upon receipt of the signed appointment papers, requests Placement Section to prepare the Office Order of the candidate/s		1 week including the receipt of signed Office Order	Selection Staff, Placement Staff
	8.3 Notifies the approved applicants on the date they can assume office via email. (Note: As prescribed by ORAOHRA (Omnibus Rules on Appointments and Other Human Resource Actions), personnel may assume office once their appointment papers are signed by the appointing authority. However, to avoid conflicts with the Office of Financial and Management Services (OFMS), we ensure that the issuance of the Officer Order takes place before the		1 day	Selection Staff



	personnel assume office. New hires must assume office within 30 days from the date of signing of their appointment papers.)			
12. Completion of the Onboarding Course	12. Upon assumption of office of new hire, updates their record to HCM-PS;		1 day	Selection staff
	Enrolment to the Onboarding Course (Cast LMS)		1 day enrolment; 2 weeks duration of the course to finish	Selection staff
Submission of the documentary requirements	Informs the new hires of the initial claim requirements and enrolment to GSIS, PAG-IBIG, Philhealth and Health Insurance		1 day; 2 weeks to 1 month depending on the availability of the documentary requirements of the new hire	Selection staff





13. Receives signed and approved appointment papers.	13. Transmits signed appointment papers and supporting documents to the Civil Service Commission for validation.  Provides candidates with their signed and approved (by UA) appointment papers as well as the other Units of the Department such as GSIS, Pag-Ibig, Philhealth and Payroll Unit for the initial claim of the personnel.		1 week  1 week	Selection staff
	14. Validation of appointment papers  Receipt of validated appointment papers		1 to 2 months  1 day	CSC NCR-Field Office Desk Officer  Selection Staff
	15. Transmits the CSC-validated appointment paper to the concerned personnel		1 week	Selection Staff
	16. Transmits the CSC-validated appointment papers to RMS for 201 file			
<b>TOTAL</b>		None	Maximum of 6 months; Minimum of 4 months	



## 5. Compliance with Subpoenas Issued by Courts and Quasi-Judicial Bodies

The Performance and Records Management Division, through the Administrative Compliance Section, handles the first tier in administrative disciplinary proceedings. It receives complaints against personnel and determines whether or not they are to be elevated to the Board of Foreign Service Administration (BFSA) for prosecution. Its tasks also include complying with subpoenas for cases filed against personnel in courts or quasi-judicial bodies.

<b>Office or Division:</b>	HRMO - Performance and Records Management Division (PRMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Courts and Quasi-Judicial Bodies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Subpoena containing list of documents requested		From requesting court or quasi-judicial body		
2. CTC of Certified True Copy (CTC) of requested documents		HRMO-Records Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send subpoena	1. Receive subpoena from court/quasi-judicial body	None	1 working day	ACS Case Officer
	2. Secure copies of the requested documents; copy certified by concerned offices	None	3 working days	ACS Case Officer
2. Receive Certified True Copy of requested documents	3. Send letter of compliance, certification, and Certified True Copy of requested documents to court/quasi-judicial body	None	3 working days	ACS Case Officer
<b>TOTAL</b>		None	7 working days	



## 6. Service Attachés Unit – Opening, Expanding or Closing of the Partner Agency Office at FSP

The Service Attachés Unit provides administrative support between Partner Agencies and Philippine Foreign Service Posts in the tours of duty of the formers' representatives deployed in Philippine Foreign Service.

Office or Division:	HRMO- Honorary Consuls and Service Attaches Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government to Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official letter request from the mother agency regarding the opening or closure of the overseas offices of the partner agency.		Partner Agency		
2. If opening of offices, copies of Terms of Reference and bilateral agreements (if any) to justify opening of offices of Partner Agencies.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Requesting Partner Agency will provide official request to DFA for the opening, transfer, expansion, or closure of the overseas office of the Partner Agency	1.1.HCSAD will prepare and send communication to the concerned FSP and Geographic offices for comments / recommendation	None	3 days processing upon receipt of request.	Desk Officer
<i>*For new normal setting submissions are forwarded to Service Attachés official email.</i>	1.2.Upon receipt of the comments from the concerned FSP/s and geographic office/s, HCSAD will draft and send a memorandum to the Secretary of Foreign Affairs on the recommendation to the mother agency’s proposal.		3 days upon receipt of responses from FSPs and Geographic offices	
	1.3.If SFA approves the request to open the overseas office, HCSAD		3 days upon receipt of responses	



	will prepare and release communication to the requesting agency to inform them of the approval. HCSAD will likewise draft and send communication to the FSP and the geographic office to make representations with the host government on the proposal to open offices.		from FSPs and Geographic offices	
(If the position for deployment is new) Partner Agency will send an official letter to recommend and request the approval for the assimilated rank of new position.	<p>1.1.HRMO will request comments from OFMS and the concerned geographic office regarding the proposal of assimilated rank of the Partner Agency.</p> <p>1.2.Upon receipt of feedback, HRMO will recommend the proposed assimilated rank for the approval of UA.</p> <p>1.3.Upon approval of UA regarding the assimilated rank, HCSAD will provide a letter to the concerned Partner Agency signifying no objection to the requested assimilated rank.</p>	None	<p>3 days upon receipt of required documents</p> <p>3 days upon receipt of approval</p>	
<b>For closure</b> <i>*For new normal setting submissions are forwarded to Service Attachés official email.</i>	All pertinent records, programs and projects of the closing SA agency be turned over to DFA.	None	3 days upon receipt with complete requirements	
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	15 days	



## 7. Service Attachés Unit – Deployment of Partner Agency Personnel

Deployment of partner agency representatives as endorsed by the respective partner agencies to FSPs

Office or Division:	HRMO- Honorary Consuls and Service Attaches Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government to Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official recommendation from Partner Agency for the assignment of personnel from other government agencies to Foreign Service Posts (FSPs)		Partner Agency of proposed Partner Agency Representative		
2. Proposal letter from Partner Agency addressed to SFA with the following information on the nominee:		Partner Agency		
3. Post of assignment				
4. Proposed designation				
5. Person to be replaced, if any				
6. Rank/position in the Agency, salary grade (for determination of assimilated rank)				
7. Length of tour of duty (TOD)				
8. Tentative date of assumption				
9. The proposal letter must be accompanied by the following documents:				
10. Assignment Order or document signed by the relevant official of the agency deploying the personnel				
11. Curriculum vitae with picture		Proposed Partner Agency Representative		
12. Certified true copy of his permanent appointment from Civil Service Commission (CSC)		CSC		
13. Service Record		Partner Agency		
14. Certificate of No Pending and Administrative Case				
15. Clearance from Ombudsman		Ombudsman		
16. NBI Clearance		NBI		
17. Pre-Departure Orientation Seminar (PDOS) certificate ( <i>for new assignees</i> )		FSI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1.Partner Agency LO submits documents to HRMO.</p> <p><i>The head of agency shall send to DFA at least three (3) months in advance of the projected date of assignment and the name of nominee for assignment/ replacement for approval of the Department through the HRMO.</i></p> <p><i>*For new normal setting, submissions are forwarded to Service Attachés official email.</i></p>	<p>1. HCSAD transmits the documents to Post and the respective geographic office to request the acceptance of the deployment of Partner Agency Representative.</p>	None	3 days processing upon receipt of request with complete requirements	Desk Officer
	<p>2. FSP responds to the request for acceptance either by signifying no objection to the proposed deployment or by objecting to the proposed deployment of PAR.</p>	None	Period varies and will depend with FSP	Concerned FSP
	<p>3. The agency is informed of Post's reply / comments / suggestions on the proposed deployment of agency personnel. If positive, proposed PAR is requested to submit documents for passport issuance.</p>		3 days upon receipt of feedback from the FSP	Desk Officer
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	6 days	



## 8. Service Attachés Unit – Passport Application of Partner Agency Personnel

HCSAD Administrative Staff will process the issuance (prior to deployment), revalidation (during travel to the Philippines) and renewal (while at Post) of the passports of the principal and / or dependents.

AGENCY	VALIDITY OF PASSPORT
DA, DND, DOT, DTI, DMW, OWWA, PNP, DSWD, PCG, SSS, PN, MARINA, NICA, NCMF	Five (5) years

### For Passport Issuance

Office or Division:	HRMO - Honorary Consuls and Service Attaches Division to OCA-Diplomatic and Official Passport Section			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government to Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter from Partner Agency requesting issuance of official/ diplomatic passport to the personnel, dependents and private staff, if any, Note Verbale, if applicable, and Certificate for Travel Tax Exemption ;		Partner Agency		
2. Completed official/ diplomatic passport application with requirements; and				
3. Copy of the letter sent by DFA to the agency informing his/her acceptance at post.				
<b><i>For dependents above 21 years old, requests are to be submitted with supporting documents such as Affidavit of support from principal, medical report (if with medical condition), duly authenticated certificate of enrollment from their school and school records immediately preceding their enrollment, and a PSA Certificate of No Marriage Record (CENOMAR)</i></b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Nominee / Partner Agency Representative or agency LO submits to	1. HCSAD prepares an endorsement to	None	2 -3 days processing upon receipt of request	Desk Officer



HRMO-HCSAD the request with the requirements for passport issuance.	OCA-DOPS for passport issuance. <i>Passport validity of the dependent/s and household members should not exceed the passport validity of the principal.</i>		with complete requirements	
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	2 -3 days processing upon receipt of request with complete requirements	

### For Passport Revalidation

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the FSP/ Partner Agency for revalidation and Certificate for Travel Tax Exemption;		Partner Agency		
2. Completed official/ diplomatic passport application with requirements;				
3. Photocopy of passport data page and pages showing latest arrival and departure; and				
4. Original Passport.				
<i>For the revalidation of the diplomatic/ official passports of the dependents and/or private staff, provide a photocopy of the principal's passport.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from FSP/ Partner Agency for passport revalidation of its personnel, dependents, and private staff, if any, to be submitted to HRMO-HCSAD.  <i>In case of private staff.</i>	1. HCSAD prepares an endorsement to OCA-DOPS for passport revalidation.	None	2-3 days processing upon receipt of request with complete requirements	Desk Officer/  OCA/DOPS





<i>additional requirement of letter from employer that she is allowed to return to Post.</i>				
<b>Request to issue a certification for travel tax exemption for personnel and their dependents returning to post</b>	HCSAD prepares a document addressed to TIEZA stating exemption of the PAR and dependents from travel tax.  Draft of Tax Exemption Certificate (TEC) request to TIEZA is done together with the draft of memorandum to OCA requesting issuance or revalidation of diplomatic/ official passport.	None	2-3 days processing upon receipt of request	Desk Officer/ TIEZA
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	2 -3 days processing upon receipt of request with complete requirements	

### For Passport Renewal

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the FSP for the renewal of official/ diplomatic passports;		FSP		
2. Completed official/ diplomatic passport application with requirements;				
3. Photocopy of passport data page and designation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from Post for the diplomatic/ official passport renewal of PAR	1. HCSAD prepares an endorsement to OCA-DOPS for the renewal	None	2-3 days processing for each	Desk Officer/



and dependents, if any, to be submitted to HRMO-HCSAD.	<p>of passports of the principal and/or dependents (with the date of recall and copies of passports).</p> <p>Upon receipt of request, check if case falls on countries that need two (2) years passport validity before visa can be extended (ex. Italy)</p> <p><i>Passport validity of the dependent/s and household members should not exceed the passport validity of the principal.</i></p>		upon receipt of request with complete requirements	OCA-DOPS
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	2 -3 days processing upon receipt of request with complete requirements	



## 9. Service Attachés Unit – End of Tour of Duty of Partner Agency Personnel

Processing of the end of the tour of duty of partner agencies representatives as well as the processing of their extension as necessary.

<b>Office or Division:</b>		HRMO - Honorary Consuls and Service Attaches Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Government to Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from FSP on the extension of the Tour of Duty (TOD) of the current PAR/ recommendation for irregular recall		FSP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for extension of TOD for current attaché/s because of rejection or delay in the arrival of the proposed or replacement personnel.	1. HRMO drafts a letter addressed to the concerned agency citing the request.	None	2-3 days processing upon receipt of request	Desk Officer



2. In case the rejection/s is due to slot limitations set by the Host Government, the concerned agency should be informed immediately. Geographic offices and other pertinent offices' assistance should be sought in expanding the number of slots for personnel especially in labor-receiving countries. Agencies such as OWWA, SSS, PAG-IBIG and DSWD are sometimes not given recognition or accreditation by the foreign ministry.	2. Prior consultation or approval on the proposed deployment by the Post and Receiving State's Foreign Ministry should be sought.	None		
<b>3. Recommendation for Irregular Recall made by the Head of Post</b>	3. Coursed through the Office of the Undersecretary for Administration.  <i>If favorable, consideration is given by the Undersecretary. A request for immediate action is sent to the agency based on the one</i>	None	<i>2-3 days processing for each request upon receipt of request with complete requirements</i>  <i>Completed documentary</i>	Desk Officer



	<i>country-team approach</i>		<i>requirements necessary for the deployment of Partner Agency representative to the Philippine Foreign Service</i>	
<b>4. Act as a conduit in the investigation of anomalies and irregularities by the service attaches and implement administrative sanctions such as recalls</b>	<p>4. Draft of letter to concerned Partner Agency</p> <p>End Output: Investigation results</p>	None	2-3 days processing upon receipt of request	Desk Officer
<b>5. In case of disciplinary recall, request for tax exemption endorsed by the agency will be assessed individually depending on the percentage of the tour of duty served (minimum of 65% of the full duration of tour of duty).</b>	5. For records purposes, copies of resolutions of disciplinary cases will be provided to HRMO-HCSAD.	None	2-3 days processing upon receipt of request	Desk Officer
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	2-3 days depending on the nature of the request	



### Shipment of Household Goods and Vehicle, if any

Shipment of household goods and motor vehicle of partner agency representatives in accordance with Department Order 03-08 dated 7 February 2008.

<b>Office or Division:</b>	HRMO - Honorary Consuls and Service Attaches Division
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Government to Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For DTI application of the shipment of used motor vehicle (if applicable): Endorsement of concerned FSP or official letter of mother agency to DFA requesting for certification from HRMO to be submitted to DTI for the issuance of Import Clearance	Concerned FSP or Mother Agency
2. Duly notarized DTI form	Partner Agency Representative
3. Duly notarized affidavit of undertaking	
4. Other necessary documentation pertaining to the vehicle	
5. For DOF application of the shipment of used motor vehicle and household goods/personal effects: Letter from mother agency to DFA requesting for availment of tax exemption for used personal effects and used motor vehicle (if applicable)	Mother Agency
6. Recall/ Extension Order (or similar document, latest)	Mother Agency
7. Photocopy of passport (data page and stamp of arrival)	Partner Agency Representative
8. Certification from Agency on non-availment of tax exemption	Mother Agency
9. Certificate of Emoluments	



10. Letters to DFA, DOF, and BOC authorizing broker to process shipment		Partner Agency Representative		
11. Final Bill of Lading for household goods/personal effects				
12. Final Bill of Lading for motor vehicle (if any)				
13. Official Inventory list of household goods/personal effects		Partner Agency Representative		
14. Car invoice / deed of sale				
15. Car registration				
16. Photo of vehicle				
17. Duly notarized Affidavit of undertaking on shipment of household goods and motor vehicle				
18. DOF form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PAR or PA LO provides the Department with the requirements	1. HCSAD evaluates documents and if in order, prepares endorsement to DOF for the availment of tax and duty exemption for importation of personal effects and motor vehicle (if any) of Partner Agency Representative	None	3 days	Desk Officer
	2. If documents are in accordance with DFA regulations, HCSAD	None	3 days upon	Desk Officer



	prepares the endorsement to DOF for availment of tax-exemption privileges		receipt of documents	
	3. If shipment of personal effects and motor vehicle is not in accordance with conditions set in Department regulations, HRMO will prepare a letter informing the Partner Agency and PAR of the situation.	None	3-5 days	Desk Officer
	4. If the DFA approves request of PAR for waiver from regulations, HCSAD prepares and releases a letter to DOF informing the latter of the department's approval to waive requirements	None	3-5 days upon receipt of approval / feedback on the PAR request	Desk Officer
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	3-5 days	





## 10. Service Attachés Unit – Other Matters

<b>Office or Division:</b>	HRMO - Honorary Consuls and Service Attaches Division
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Government to Government

### Processing of Private Staff Application

The hiring of the Private Staff of the Partner Agency Representatives at Posts is in accordance with the Department Order No. 2021-015.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter-request of the Employer addressed to HRMO cc: Partner Agency, DMW, POEA, to employ and bring a Private Staff to post of assignment  If Employer is at Post, the request must be officially endorsed by the Head of Post	Partner Agency Representative
Notarized Standard Employment Contract between the Employer and the Private Staff	Partner Agency Representative
Proof of Insurance Coverage with repatriation of remains	Insurance Companies
Signed Acknowledgment Letter of the Private Staff on the Grievance Machinery	Partner Agency Representative
Duly accomplished Personal Information Sheet of the Private Staff	Nominated private staff
PSA Birth Certificate	PSA
PSA Marriage Certificate, if applicable	PSA
NBI Clearance	NBI
Proof of membership (SSS, Pag-ibig, Philhealth, OWWA)	SSS, Pag-ibig, Philhealth, OWWA
Medical Certificate of Fitness to Work of Private Staff	DOH-accredited Medical Clinics
Duly-accomplished Passport Application Form	Nominated private staff
Diploma (High School or College) or TESDA	Educational Institutions, TESDA



Copy of Regular Passport (official passport in case of renewal) or any Government-issued ID)		DFA-OCA, Other Government Agencies (GOCCs)		
Diplomatic/ Official Passport of the Principal		Partner Agency Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to facilitate processing in the deployment of private staff of overseas personnel	1.1 HCSAD evaluates submitted documents conduct an interview, and brief the Private Staff applicant on the provisions of the standard employment contract and discuss the grievance mechanism.  *For the new normal, interviews are conducted through Google Meet or Zoom.	None	2-3 days processing upon receipt of request	Desk Officer
	1.2 Draft memo endorsing to OCA-DOPS for private staff passport application and Note Verbale issuance.  End Product: Passport and Note Verbale		2-3 days processing	OCA-DOPS
<b>TOTAL</b>		None	6 days processing	

### Processing of Local Hire Application

The hiring of Local Hires of Partner Agency overseas offices at Posts is in accordance with the Department Order No. 10-2014.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request from the Office of the Partner Agency overseas endorsed by FSP	Partner Agency and concerned FSP
Personal History Statement of the nominee	Partner Agency



Copy of passport of nominee		Partner Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Post/ Partner Agency sends request for security clearance of prospective local hire	HCSAD endorses request to OIS for security clearance with NICA		3 days	Desk Officer
	Upon receipt of security clearance, HCSAD forwards results of the background check to FSP for onward transmittal to partner agency		3 days	Desk Officer
<b>TOTAL</b>		None	6 days processing	

### Inclusion in the Pre-Departure Orientation Seminar of PARs

Incoming Partner Agency Representatives with first assignment at Post are required to attend and complete the PDOS conducted by the FSI.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Endorsement from Head of Office		Partner Agency		
Updated Curriculum Vitae				
Assignment Order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Partner Agency submits the requirements to HRMO-HCSAD.	1.1 Forward the list of participants with completed documents to the Foreign Service Institute through a memorandum.	None	2-3 days upon submission of complete requirements	Desk Officer
SUBTOTAL				
TOTAL		None	2-3 days upon submission	



		of complete requirements	
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### Updated Directory of Partner Agency Representatives with their Dependents/ Household Members, and Local Hires (if any)

Partner Agencies are advised to provide HRMO-HCSAD updated directory of its PARs with their Dependents/ Household Members, and Local Hires (if any).

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare and update the Directory of PARs with their Dependents/ Household Members, and Local Hires (if any).	1.1 Request from partner agency an updated directory.  1.2 Cross-reference from/update the division's list.  1.3 Verify and/or confirm with the partner agency a returning/ recalled SA in case his/her name has yet to appear/be included in the list.	None	1 month (to confirm returning employee)	Desk Officer
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	1 month (to confirm returning employee)	



## 11. Application for Student Internship Program

Acceptance, processing and deployment of students for the Student Internship Program and processing of post internship documents for issuance of certificate of completion.

<b>Office or Division:</b>	HRMO-RSPD			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to transacting public			
<b>Who may avail:</b>	College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Initial Documents:</b>				
1. Application Letter (Addressed to the Assistant Secretary of the HRMO)		Student		
2. Endorsement Letter with letterhead of the university		Concerned School		
3. Resume		Student		
4. Student Internship Plan		Higher Training Establishment		
5. Training Schedule		Higher Training Establishment		
6. Valid NBI Clearance		National Bureau of Investigation		
<b>Set A Documents:</b>				
7. Personal History Statement		Student		
8. Notarized Parent's Written Consent		Student		
<b>Set B Documents:</b>				
9. Medical Certificate attesting to student's good health condition		Medical Institution or respective school		
10. Certificate from a Licensed Psychologist attesting to student's psychological fitness		Medical Institution or respective school		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Review eligibility criteria, deadlines and prepare necessary documents	1. Provide clear and accessible information about the internship program with guidelines, requirement and application deadlines	None		Internship Unit
2. Submit application and initial documents	2. Acknowledge receipt, organize applications	None	5 minutes	Internship Unit
3. Wait for notification, provide additional info if requested	3. Screen applications, shortlist candidates	None	3 days depending on the	Internship Unit



			number of applications received	
4. Receive acceptance notification	4. Notify accepted students	None	1 day	Internship Unit
5. Submit <b>Set A</b> documents	5. Collaborate with Intelligence and Security Unit to conduct background checks	None	10 - 15 days depending on the number of applicants	Intelligence and Security Unit
6. Submit <b>Set B</b> documents	6. Verify medical fitness for the internship	None	1 day	Medical Unit or University Clinic
7. Confirm acceptance if selected	7. Finalize the selections, send acceptance email	None	3 days	Internship Unit
8. Complete pre-internship requirements, attend orientation	8. Provide instructions, conduct orientation	None	1 day	Internship Unit
9. Upon completion of internship period, submit post-internship documents; Signed Daily Time Record, Performance Grading Sheet, RFID	9. Issue certificates, gather feedback, maintain intern database	None	7 days	Internship Unit
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	1 month and 5 minutes	



**Human Resources Management Office  
(HRMO)  
Internal Service**



# 1. **Endorsement to Department of Finance and Bureau of Customs of the Tax-Free Entry of Shipment (Household Goods and Personal Effects with One Used Motor Vehicle) of Recalled Foreign Service Personnel**

Endorsement to the Department of Finance (DOF) and Bureau of Customs (BOC) of the Application for Tax and/or Duty Exemption of the shipment of household goods and personal effects with one used motor vehicle of a DFA personnel who is reassigned to the home office from foreign posting abroad.

One (1) endorsement letter addressed to the Director, Revenue Office of the Department of Finance for the household goods and personal effects and another one for the used motor vehicle with Motor Vehicle Computation on the applicable depreciation rates.

Continues coordination with the recallee and local broker on the speedy processing of tax and/or duty exemption from DOF and BOC to minimize payment of demurrage fees and/or storage charges by the shipping company.

The guidelines for the shipment of household goods and personal effects, including one used motor vehicle, are established in accordance with the Department Order no. 03-08.

Office or Division:	HRMO – Shipment Section, Benefits and Welfare Division		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	DFA Employees Who are Re-Assigned from Post to the Home Office		
CHECKLIST OF REQUIREMENTS (FOR SHIPMENT OF HOUSEHOLD GOODS AND PERSONAL EFFECTS ONLY)		WHERE TO SECURE	
1. Bill of Lading (BL) (5 certified true copies for the household goods and personal effects)		Foreign Forwarder/Broker Recallee Certified by the Authorized DFA-HO personnel or at Post	
2. Inventory/packing list (5 certified true copies)		Foreign Forwarder/Broker Recallee / DFA- OAMSS-GRAD	
3. Certificate of arrival (5 certified true copies)		DFA- HRMO-BWD- Shipment Unit DFA- OAMSS-GRAD	
4. Recall/Reassignment Order and Extension of Date of Recall, if any  (5 certified true copies)		Post of Assignment / DFA-HRMO-RSPD- Placement Unit DFA-OAMSS-GRAD	





5. Photocopy of passport data page and the page with arrival stamp (5 certified true copies)	Recallee  DFA- OAMSS-GRAD
6. Photocopy of TIN ID or Recent BIR Form No. 2316 (with signatures)  (5 certified true copies)	Recallee DFA- OFMS- Payroll Unit  DFA- OAMSS-GRAD
7. Certificate of Emoluments issued by the Foreign Service Accounting, OFMS  (5 Certified true copies)	DFA-OFMS-Foreign Service Accounting  DFA-OAMSS-GRAD
8. Submit the following documents to OFMS-FSA: (for the issuance of Certificate of Emoluments):  A. Certificate of Arrival B. Recall Order and Extension Order, if any C. Certificate of Last Payment from Post D. Travel Order from Post E. Clearance from Post F. Service Record	  DFA-HRMO-BWD-Shipment Unit Post of Assignment / DFA-HRMO Post of Assignment Post of Assignment Post of Assignment DFA-HRMO-PRMD-Records Section
9. Affidavit for Shipment of Household Goods and Personal Effects -DFA-HRM-B-11  (1 Original and 4 certified true copies)	DFA- HRMO-BWD- Shipment Unit  DFA- OAMSS-GRAD
10. Letter of Authorization for Broker to Apply for Tax and Duty Exemption on Importation of Household Goods and Personal Effects - Recallee Form DFA-HRM-B-12  (1 Original and 4 certified true copies)	DFA- HRMO-BWD- Shipment Unit  DFA- OAMSS-GRAD
11. Application for Tax and/or Duty Exemption on Importations DOF-RO-PR-001-FR-91 Rev.0 (from Department of Finance)  (1 Original and 4 certified true copies)	DFA- HRMO-BWD- Shipment Unit  DFA- OAMSS-GRAD
<b>CHECKLIST OF REQUIREMENTS (FOR SHIPMENT OF HOUSEHOLD GOODS AND PERSONAL EFFECTS WITH ONE (1) USED MOTOR VEHICLE)</b>	<b>WHERE TO SECURE</b>
1. Bill of Lading (BL)  (5 certified true copies for the household goods and	Foreign Forwarder/Broker  Recallee



personal effects)  (5 certified true copies for the vehicle)	DFA- OAMSS-GRAD  Recallee DFA- OAMSS-GRAD
2. Car Invoice or Deed of Sale (should include the purchase date and purchase amount) and English translation, if applicable (5 certified true copies)	Recallee  DFA- OAMSS-GRAD
3. Car Registrations and English translation, if applicable (5 certified true copies)	Recallee  DFA- OAMSS-GRAD
4. DTI Certificate of Authority to Import (CAI) for the shipment of one (1) used motor vehicle  (5 Certified true copies)  Steps to Secure DTI-CAI A. Email DFA-HRMO-BWD-Shipment Unit at <a href="mailto:hrmo.shipment@dfa.gov.ph">hrmo.shipment@dfa.gov.ph</a> to request for Certification to apply for DTI-CAI with the following information: Complete Name, Post, Rank, Designation at Post, and Date of Recall at least two (2) months before the recall date.  B. DFA-HRMO-BWD-Shipment Unit shall send through email the approved certification.  C. Apply for DTI-CAI through the DTI Iregis website at <a href="https://iregis.dti.gov.ph/">https://iregis.dti.gov.ph/</a>	DFA-HRMO-BWD-Shipment Unit
5. Inventory/packing list (5 certified true copies)	Foreign Forwarder/Broker Recallee / DFA-OAMSS-GRAD
6. Certificate of arrival (9 certified true copies)	DFA- HRMO-BWD-Shipment Unit DFA- OAMSS-GRAD
7. Recall/Reassignment Order and Extension of Date of Recall, if any  (9 certified true copies)	Post of Assignment / DFA-HRMO-RSPD-Placement Unit DFA- OAMSS-GRAD
8. Photocopy of passport data page and the page with arrival stamp (9 certified true copies)	Recallee  DFA- OAMSS-GRAD
9. Photocopy of TIN ID or Recent BIR Form No. 2316 (with signatures)	Recallee DFA- OFMS- Payroll Unit



(9 certified true copies)		DFA- OAMSS-GRAD		
10. Certificate of Emoluments issued by the Foreign Service Accounting, OFMS		DFA-OFMS-Foreign Service Accounting		
(9 Certified true copies)		DFA-OAMSS-GRAD		
11. Submit the following documents to OFMS-FSA: (for the issuance of Certificate of Emoluments):  A. Certificate of Arrival Recall Order and Extension Order, if any B. Certificate of Last Payment from Post C. Travel Order from Post D. Clearance from Post E. Service Record		DFA-HRMO-BWD-Shipment Unit Post of Assignment / DFA-HRMO Post of Assignment Post of Assignment Post of Assignment DFA-HRMO-RSPD-Records Section		
12. Affidavit for Shipment of Household Goods and Personal Effects Including Motor Vehicle Form DFA-HRM-B-10		DFA-HRMO-BWD-Shipment Unit		
(1 original and 4 certified true copies)		DFA- OAMSS-GRAD		
13. Letter of Authorization for Broker to Apply for Tax and Duty Exemption on Importation of Household Goods and Personal Effects with One Used Motor Vehicle - Recallee Form DFA-HRM-B-12		DFA- HRMO-BWD-Shipment Unit		
(1 Original and 4 certified true copies)		DFA- OAMSS-GRAD		
14. Application for Tax and/or Duty Exemption On Importations DOF-RO-PR-001-FR-91 Rev.0 (from Department of Finance) Make 2 separate forms (1 for household goods and personal effects and another for used motor vehicle)		DFA- HRMO-BWD-Shipment Unit		
(1 original and 4 certified true copies for each forms)		DFA- OAMSS-GRAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit the required documents to the BWD Shipment Unit for the application of the tax and/or duties exemption.	1.1 Accept and process the complete documents submitted by the recallee for the application of the tax and/or duties exemption.	None	30 Minutes	DFA-HRM O-BWD-Shipment Unit



	1.2 Prepare the endorsement letter and Motor Vehicle Computation, (if any), to the Director, Revenue Office, Department of Finance to be initialed by the BWD Director and Executive Director, and signed by the DFA-HRMO Assistant Secretary	None	1 day	DFA-HRM O-BWD-Shipment Unit
	1.3 Prepare and draft the following documents: <ul style="list-style-type: none"> <li>- Affidavit for Shipment of Household Goods and Personal Effects Including Motor Vehicle (Form DFA-HRM-B-10) ;</li> <li>- Letter of Authorization for Broker to Apply for Tax and Duty Exemption on Importation of Household Goods and Personal Effects with One Used Motor Vehicle; and,</li> <li>- Application for Tax and/or Duty Exemption On Importations to be reviewed and signed by the recallee (DOF Form 91)</li> </ul>	None	1 day	DFA-HRM O-BWD-Shipment Unit and Recallee
	1.4 Sort, Collate and seal in an envelope the submitted documents for submission to DOF.		1 hour	DFA-HRM O-BWD-Shi pment Unit



	Retain a copy for Personal File of the recallee and HRMO-BWD- Shipment Unit File.			
2. Dispatch the document for shipment to the DOF Revenue Mabuhay lane	2.1 Release the endorsement letter(s) and documents for the broker to pick up, for subsequent submission to the DOF	None		DFA-HRM O-BWD Shipment Unit
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	3-4 working days	

<b>CHECKLIST OF REQUIREMENTS (FOR OUTBOUND SHIPMENT OF HOUSEHOLD GOODS AND PERSONAL EFFECTS OR WITH ONE (1) USED MOTOR VEHICLE- For those who will be assigned from Manila to Post of Assignment)</b>	<b>WHERE TO SECURE</b>
1. Assignment Order  (1 certified true copy)	DFA-HRMO-RSPD-Placement Section  DFA- OAMSS-GRAD
2. Travel Order  (1 certified true copy)	DFA-HRMO-RSPD-Placement Section  DFA- OAMSS-GRAD
3. Department of Foreign Affairs (DFA) Clearance  (1 certified true copy)	DFA Employee  DFA- OAMSS-GRAD
4. Office of Fiscal Management Services (OFMS) Clearance  (1 certified true copy)	DFA Employee  DFA- OAMSS-GRAD
5. Three (3) original quotations from reputable brokerage firms or shipping companies. <ul style="list-style-type: none"> <li>The winning bidder should be the brokerage firm or shipping company with the lowest quotation.</li> <li>The quotation from the winning bidder must be</li> </ul>	List of brokerage firms or shipping companies offering services to the DFA can be provided by the DFA-HRMO-BWD-Shipment Unit.  DFA Employee



signed by the DFA employee.				
6. Original DFA-HRMO letter to the brokerage firm / shipping company.		DFA-HRMO-BWD-Shipment Unit		
7. Original DFA-HRMO letter addressed to the Commissioner of Bureau of Customs.		DFA-HRMO-BWD-Shipment Unit		
8. Original Provisional Receipt		Brokerage firm / shipping company		
9. Original Sales Invoice		Brokerage firm / shipping company		
10. Original Statement of Charges		Brokerage firm / shipping company		
11. Detailed Official Receipts for origin charges, shipping charges, and destination charges		Brokerage firm / shipping company		
12. Bill of Lading - with stamp of shipping line or signature of shipping line representative (Original or CTC)		Brokerage firm / shipping company		
13. Accomplished Export Declaration from DTI		Brokerage firm / shipping company		
14. Original or Certified True Copy of Inventory List (from point of Origin)		Brokerage firm / shipping company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the BWD Shipment Unit for the application of the tax and/or duties exemption	1.1 Accept and process the complete documents submitted by the DFA employee due for Posting for the application of the tax and/or duties exemption	None	15 mins	DFA-HRM O-BWD-Shipment Unit
	1.2 Prepare letters addressed to the Commissioner of Bureau of Customs and to the brokerage firm to be initialed by the BWD Director and Executive Director, and signed by the DFA-HRMO Assistant Secretary	None	1 day	DFA-HRM O-BWD-Shipment Unit
	1.3 Forward the documents including the letters to the brokerage firm.	None		DFA-HRM O-BWD-Shipment Unit



2. Submission of Complete Documents needed for Payment to DFA-OFMS-FRMD for evaluation of the documentary requirements in accordance with COA's rules and regulations and for the issuance of Obligation Request and Status (ORS)	2.1 Return the documents to the DFA-HRMO-BWD-Shipment Unit together with the additional documents needed for payment: <ul style="list-style-type: none"> <li>- Provisional Receipt</li> <li>- Sales Invoice</li> <li>- Statement of Charges</li> <li>- Official Receipts for origin charges, shipping charges, and destination charges</li> <li>- Bill of Lading</li> <li>- Export Declaration from DTI</li> <li>- Inventory List</li> </ul>	None	Completed upon the departure of the shipment from the point of origin (Manila or Consular Office assigned); and upon the completion of documentary requirements needed for payment	Brokerage firm / shipping company
	2.2 Arrange the complete documents and draft memorandum to DFA-OFMS-FRMD signed by the DFA-HRMO-BWD Director.	None	1 day	DFA-HRMO-BWD-Shipment Unit
	2.3 Evaluation and issuance of Obligation Request Status	None	Not applicable	DFA-OFMS-FRMD  DFA-HRMO-BWD-Shipment Unit  Brokerage firm / shipping company



3. Issuance of Disbursement Voucher and Bank Payment to the brokerage firm / Shipping Company	3.1 OFMS shall process and issue the Disbursement Voucher needed for the payment of shipment services	Payment shall be based on the rates of relocation allowance of HOP as AEP, Consul General, Chief of Mission, Career Minister, FSO, FSSO & FSSE	Not applicable	DFA-OFMS -Budget Division  DFA-OFMS -Cashier  DFA-HRM O-BWD- Shipment Unit  Brokerage firm / shipping company
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	N/A	





## 2. Availment of Financial Assistance through One Appeal Plan

The One Appeal Plan (OAP) was established to allow the Department to provide its employees with financial assistance in time of emergency and to contribute to deserving charitable appeals as may be determined by the OAP Committee (per Department Order No. 20-2018 dated 20-2018).

<b>Office or Division:</b>	HRMO – Wellness Section, Benefits and Welfare Division		
<b>Classification:</b>	Highly technical		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	Per Department Order No. 20-2018, 7.1-2, the following may avail the financial assistance from One Appeal Plan:		
	1. Regular, casual, contractual employees of the Department, including Contract of Service (COS) workers;		
	2. Lawful spouse of regular, casual, contractual employees of the Department. In the case of COS, only COS is qualified;		
	3. Unmarried children (legitimate or illegitimate) of (1) and (2) employees;		
	4. Parents of (1); and		
	5. Parents-in-law and grandparents of (1)		
6. Charitable institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Primary Requirements:</b>			
1. Letter of Request for Financial Assistance (1 original)		Applicant	
2. DFA ID (1 photocopy)		Applicant	
<b>Requirements for Medical expenses:</b>			
1. Doctor’s prescription/ diagnosis (1 photocopy)		Medical institutions and/or physicians	
2. Medical receipts/ hospital bills/SOA (1 photocopy)		Medical institutions and/or physicians	
<b>Requirements for Burial expenses:</b>			
1. Death Certificate issued by PSA (1 photocopy)		Philippine Statistics	
2. Memorial/ Burial services receipts (1 photocopy)		Authority Funeral Service Provider	
3. Marriage certificate issued by PSA, if applicable (1 photocopy)		Philippine Statistics Authority	
4. Birth certificate issued by PSA, if applicable (1 photocopy)		Philippine Statistics Authority	
<b>Requirements for Calamity and other Emergency expenses:</b>			
1. Barangay certificate (1 original)		Barangay	
2. Proof of damage (photos)		Applicant	



3. Summary of expenses including receipts (1 original)		Providers, such as but not limited to hardware stores, repair service firms		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the desk officer/OAP Secretariat	1.1. Check and verify the submitted documents of the applicant.	None	15 minutes	Clerk/Desktop Officer/Secretary
	1.2 Draft and print Memo with his/her initial upon receipt of complete and evaluated requirements from DFA personnel requesting financial assistance through OAP.	None	1 day	Clerk/Desktop Officer/Secretary
	1.3 Review Memo and put initial; return Memo to Desk Officer if with correction.	None	1 day	Principal Assistant
	1.4 Review Memo and initials; return Memo to Desk Officer if with correction.	None	1 day	Director
	1.5 Review Memo and initials; return Memo to Desk Officer if with correction.	None	1 day	Executive Director
	1.6 Approve and sign Memo; return Memo to Desk Officer if with correction.	None	1 day	Assistant Secretary
	1.7 Forward the signed Memo; return Memo to Desk Officer if with correction	None	1 day	Clerk/Desktop Officer/Secretary
	1.8 Approve/Disapprove the requested assistance (Signs the Memo).	None	5 days	Chief Coordinator, OSEC  Undersecretary for



				Administrati on  Office assigned on a semi-annua l rotation basis
	1.9 Forward the memo, duly-approved and signed by three (3) OAP Committee, to the Special Disbursing Officer (SDO)/ Bookkeeper designated by OFMS for printing of disbursement voucher (DV) and cheque.	None	1 day	Clerk/Secre tariat
	1.10 Create and print DV and cheque.	None	1 day	Special Disbursing Officer (SDO)/Boo kkeeper, OFMS
	1.11 Forward the DV and cheque to HRMO for signature of BWD Director/ Head of OAP Secretariat and of the HRMO Assistant Secretary.	None	1 day	Special Disbursing Officer (SDO)/Boo kkeeper, OFMS
	1.12 Sign the DV and cheque.	None	1 day	Director Assistant Secretary, HRMO
	1.13 Get the duly-signed DV and cheque from HRMO Director and Assistant Secretary, and forward the same to OFMS Assistant Secretary for his/her signature	None	1 day	Clerk/Secre tariat
	1.14 Sign the DV and	None	1 day	Assistant



	cheque.			Secretary
	1.15 Get the duly-signed voucher and cheque from OFMS Assistant Secretary and record the details of the DV and cheque.	None	1 day	Clerk/Secretariat
	1.16 Inform the applicant that his request has been approved and that he can pick up the cheque.	None	15 minutes	Clerk/Secretariat
2. Pick up the cheque and sign the receiving copy/	2.1 Record the date and time of pick-up of cheque by the applicant.	None	10 minutes	Clerk/Secretariat
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	19 days	



### 3. Enrollment of children of DFA employees with the DFA Day Care Center

Day care services are provided to the children of DFA employees which includes assessment of children's developmental abilities according to the Department of Social Welfare and Development.

<b>Office or Division:</b>	Day Care Center, Benefits and Welfare Division, HRMO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	DFA Employees ( Regular, Casual, Contractual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee ID (1 Photocopy)		Applicant		
2. Agreement on Availing Day Care Services Form (1 Original)		DFA- Day Care		
3. Health and Dental Record (1 Original)		DFA- Day Care		
4. Emergency Information Form (1 Original)		DFA- Day Care		
5. Birth Certificate of the Child ( 1 Photocopy)		PSA		
6. Assessment of diagnostician or specialist for children with special needs (1 Photocopy)		Applicant's physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Draft and circulate a memorandum with enrollment details.	None	1 day	DFA Day Care Teacher
2. Fill out the Enrollment Form	2.1 Review the details and documents of the enrollee.	None	5 minutes	Parent
3. Wait for the confirmation of the Center.	3.1 Inform the Parent if the child was successfully enrolled.	None	1 Day	DFA Day Care Teacher
4. Submit the hard copy of re required documents to the teacher present at the center.	4.1 Receive the documents and check for completeness 3.2. Compile all the submitted documents in a folder.	None	1 Day	DFA Day Care Teacher
5. Send child to the Day Care Center	5.1 Include the child in the roster of enrolled children	None	3 minutes	DFA Day Care Teacher
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	<b>3-4 Days</b>	



#### 4. Enrolment and Updating of Records with PhilHealth

Employees may submit their enrolment and request for updating of records with PhilHealth through the PhilHealth Desk in HRMO.

Office or Division:	Healthcare Unit, Benefits and Welfare Division, HRMO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DFA personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PhilHealth Member Registration Form (PMRF)		HRMO-BWD Office		
2. Birth Certificate, if applicable		Philippine Statistics Authority PSA		
3. Marriage Certificate, if applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the BWD Healthcare Unit for the application for PhilHealth membership/updates (PhilHealth forms must be received by the 5th of each month to be processed for that month's cut-off.)	1. Accept and process the complete documents submitted by the DFA employee for their PhilHealth membership/updates.	None	3 mins	Healthcare Unit, Assistant
2. The completed forms will be included in the PhilHealth ER2 endorsement form	2. Prepare the PhilHealth ER2 endorsement form to be signed by the BWD Director	None	2 days	Healthcare Unit, Assistant
3. Submit the required documents to the PhilHealth Field Office in Makati	3. Submit PhilHealth ER2 endorsement form and supporting documents to the PhilHealth Field Office for processing (*scheduled once a month)	None	1 day (*scheduled once a month)	Healthcare Unit, Assistant
SUBTOTAL				
TOTAL		None	3 days and 3 minutes	



## 5. Revalidation of Official/Diplomatic Passports and Issuance of Travel Tax Exemption Certificate for Foreign Service Post Personnel and their Household Members

Foreign Service Post personnel must revalidate their passports and sign/log-in to the Registry Book through the **HRMO Online Registry** for the advance facilitation of Travel Tax Exemption Certificates (TECs) at least seven (7) days before their scheduled return to Post. Please note that HRMO-TAS processes TECs with TIEZA every Thursday of the week.

<b>Office or Division:</b>	Travel Arrangement Section, Benefits and Welfare Division, HRMO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	DFA Foreign Service Post Personnel and their Household Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Generated Revalidation Form/s		HRMO-Travel Arrangement Section		
Original Official/Diplomatic Passport/s		To be provided by the applicant/s or duly authorized representative		
Authorization Letter from the owner of the official/diplomatic passport/s		To be provided by the applicant/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/s/representative fills out the Revalidation google form to request the revalidation of the official/diplomatic passport/s one week before they report to HRMO-TAS	1. Generates revalidation form from the google online sheet and provides generated revalidation form to applicant/s/representative	None	5 minutes	TAS
2. Applicant/s/representative signs the generated revalidation form/s	2. Processes the revalidation of official/diplomatic passport/s and issuance of Travel Tax Exemption Certificate (TEC)	None	1-2 days	TAS
3. Applicant to claim the revalidated passport from HRMO-TAS		None	10 minutes	TAS
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	1-2 days	



## 6. Endorsement for Issuance/Renewal of Official/Diplomatic Passports for Foreign Service Personnel and their Household Members

HRMO encourages Foreign Service personnel to monitor the validity of their respective passports and ensure they remain valid at least six (6) months prior to their intended travels and to prevent potential immigration-related issues.

Additionally, FSP personnel and their household members are advised to renew their official/diplomatic passports within one year from its expiration date. For household members with one year validity, they are encouraged to renew their passports no later than six months before expiration.

<b>Office or Division:</b>	Travel Arrangement Section, Benefits and Welfare Division, HRMO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	DFA Foreign Service Post Personnel and their Household Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Request via Fax/Official Communication/s		Concerned Post/s		
2. Duly accomplished DOPS Application Form		OCA's website		
3. Copy of passport/s		To be provided by the applicant/s		
4. Copy of consularized Report of Birth/s		Concerned Post/s		
5. Copy of consularized Report of Marriage		Concerned Post/s		
6. Copy of PSA Corrected/Live Birth Certificate/s		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/s requests through Post for the renewal of official/diplomatic passport/s and attached the DOPS Application Form/s and Copy of Passport/s	1. Receives, evaluates, and endorses request/s to OCA DOPS for the issuance of authority to capture at Post/s or CO/s	None	1 hour	TAS
2. Applicant/s request/s through Post the issuance of official/diplomatic passport/s for newly born child, with correction on the current passport/s	2. Receives, evaluates, and endorses request/s to OCA DOPS for the authority to capture at Post/s or CO/s	None	1 hour	TAS
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	2 hours	





**7. Endorsement for Revalidation/Issuance/Renewal of Official/Diplomatic Passports for Home Office Personnel Due to Official Travel Outside of the Country**

<b>Office or Division:</b>	Travel Arrangement Section, Benefits and Welfare Division, HRMO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	DFA Foreign Service Post Personnel and their Household Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished DOPS revalidation form/s		OCA website		
2. Duly accomplished DOPS application form/s		OCA website		
3. Copy of Travel Authority		Concerned office/s / applicants		
4. Copy of Official/Diplomatic Passport/s		To be provided by the applicant/s		
5. Copy of PSA Birth Certificate/s		PSA / applicants		
6. Copy of Marriage Certificate		PSA / applicants		
7. Government issued ID/s		To be provided by the applicant/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/s submits requirements via e-mail at <a href="mailto:hmo.travel@dfa.gov.ph">hmo.travel@dfa.gov.ph</a>	1. Receives, evaluates, and endorses request/s to OCA DOPS	None	5 minutes	TAS Action Center
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	5 minutes	



# 8. Issuance/Renewal and Revalidation with TECs of Official/Diplomatic Passports for DFA Home Office Personnel Travelling to Assume Post/Official Travel and Foreign Service Post Personnel

Department Order 2024-013 allows DFA personnel and their dependents to hold official/diplomatic passports under the New Philippine Passport Act.

Foreign Service Post personnel must revalidate their passports and sign/log-in to the Registry Book through the **HRMO Online Registry** for the advance facilitation of Travel Tax Exemption Certificates (TECs) at least seven (7) days before their scheduled return to Post. Please note that HRMO-TAS processes TECs with TIEZA every Thursday of the week.

Office or Division:	Travel Arrangement Section, Benefits and Welfare Division, HRMO			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	DFA Home Office Personnel and Foreign Service Post and their Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assignment Order		HRMO – Placement Section		
2. Travel Order/Supplemental Travel Order		HRMO – Placement Section		
3. Updated Personnel Information Sheet (PIS)		HRMO - Records and Management Section		
4. Old e-passport/s		To be provided by the applicant/s		
5. Duly accomplished DOPS Application/Revalidation/Request for Note Verbale Form		OCA-DOPS/Office of Consular Affairs' official website		
6. Security Paper (SECPA) Copy/Authenticated of Live		Philippine Statistic Authority (PSA)		
7. Birth Certificate (for new applicant/s and passport renewal of minor applicant and with correction of entry on current passport)				
8. Security Paper (SECPA) Copy/Authenticated of Marriage Contract (for new female applicant/s and applicant/s' minor dependents and with correction of entry on current passport)		Philippine Statistic Authority (PSA)		
9. Government issued Identification/s (IDs)		To be provided by the applicant/s		
Original and/or Certified True Copy of Signed Travel Authority		DFA concerned office/s		
10. Official Request via Fax/Official Communication/s and/or E-mail		To be submitted by applicant/Post/Concerned office/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE



1. Submit complete requirements via fax/official communication and/or email at <a href="mailto:hrmo.travel@dfa.gov.ph">hrmo.travel@dfa.gov.ph</a>	1. Receive, evaluate, process, issue and endorse accordingly.	None	10 Minutes (endorsement to OCA-DO PS/FSP/CO) 1-2 days (revalidation of passports at HRMO)	TAS Action Officer
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	10 minutes or 1-2 days	



## 9. Issuance of Airline Tickets for DFA Personnel Travelling to Assume Post

DFA personnel and their qualified dependents are entitled to travel tickets when they will travel to assume their duties at Philippine foreign service posts.

<b>Office or Division:</b>	Travel Arrangement Section, Benefits and Welfare Division, HRMO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DFA personnel for foreign assignment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assignment Order		HRMO-Placement Section		
2. Travel Order		Office of the Undersecretary for Administration (OUA)		
3. Clearance(s)		Human Resources Management Office (HRMO) and Office of Financial Management Services (OFMS)		
4. TEC/s		Department of Tourism (DOT)- Tourism Infrastructure and Enterprise Zone Authority (TIEZA)		
5. Visa		If applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit certified true copies (CTC) of the Assignment Order, Travel Order, Clearances and TEC/s of personnel leaving for foreign assignment at least 2 months before the scheduled trip	1.1 Receive certified true copies (CTC) of the Assignment Order, Travel Order, Clearances and TEC/s of personnel leaving for foreign assignment	None	15 minutes	TAS Action Officer
	1.2 Prepare endorsement to DOT-TIEZA to be initialed by TAS Head and signed by BWD-Director/HRMO Officer and signed by the Executive Director/HRMO Officer for the Assistant Secretary of HRMO.	None	1 day	TAS Action Officer TAS Unit Head, for initial BWD Director/ Principal Assistant/



				HRMO Executive Director/HR MO Assistant Secretary
	1.3 File the application for TEC and claim issuance on behalf of the applicant with DOT-TIEZA.	None	1 day	TAS Action Officer DOT
	1.4 Prepare the Request for Quotation Form (DFA-HRM-B-03) and secure at least three (3) airplane fare quotations from travel agencies providing travel services to DFA as per MC 03-97; MC 23-96.	None	1 day	TAS Action Officer TAS Unit Head, for signature of RFQ
	1.5 Request for the issuance of temporary booking to the travel agency that offers the most direct, economical, (within restricted economy class) and advantageous to the DFA.	None	2 days	TAS Action Officer
2. Receive, review and confirm tentative booking.	2.1 Inform/forward to personnel the flight itinerary and request confirmation if necessary information is provided and complete.	None	15 minutes	TAS Action Officer
	2.2 Arrange/coordinate the issuance and delivery of airplane ticket to DFA personnel	None	30 minutes	TAS Action Officer
	2.3 Issuance of ticket is upon submission of complete documentary requirements such as CTC's of Assignment Order, Travel Order,	None	30 minutes	TAS Action Officer



	Clearance(s), copy of passport and Visa(if applicable) Note: <i>Ticket issuance will only take place during the first week of the month in which the departure is scheduled.</i>			
	2.4 Receive copy of ticket.	None	2 days	TAS Action Officer
	2.5 Prepare and send to Post the Notice of Arrival of personnel	None		TAS Action Officer BWD-Director  HRMO Executive Director  HRMO Assistant Secretary
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	8 days	



## 10. Issuance of Transportation Order for Deployment and Travel of Personnel

Office or Division:	Travel Arrangement Section, Benefits and Welfare Division, HRMO			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DFA personnel for foreign assignment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account / Sales Invoice		Travel Agency		
2. Provisional Receipt		Travel Agency		
3. Copy of e-ticket		Travel Agency		
4. Three (3) quotations		Travel Agency / airlines		
5. CTC of Assignment Order		Placement		
6. CTC of Travel Order / Supplemental Travel Order		Placement		
7. Two (2) DFA Clearances		HRMO and OFMS		
8. Notice of Arrival at Post (must specify name of spouse and dependent children, if applicable)		Post		
9. Certificate of Assumption of Duty		Post		
10. Copy of PPMP		HRMO		
Requirements for Official Travels of DFA personnel:				
1. Copy of Travel Authority		Originating Office		
2. Three (3) quotations		Travel Agency/airlines		
3. Malacañang Authority for Business Class ticket		OP		
4. Copy of e-ticket		Travel Agency/airline		
5. Statement of Account / Sales Invoice		Travel Agency / airline		
6. Provisional Receipt		Travel Agency / airline		
7. Copy of Boarding Passes		Passenger/personnel		
8. PPMP		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONS I BLE
Transportation Order				
1. Prepare Transportation Order and attach the required documents listed above (based on HOC-07-2016) for deployment to FSPs	1. Signed by TAS Action Officer, approved and certified correct by the TAS Head, (DFA-HRM-B-07); route to the Executive Director/BWD Director in the absence of the Executive Director for signature.	None	2 days	TAS Action Officer TAS Head Executive Director/ BWD Director
	2. Route the	None	3 days	TAS Action



	Transportation Order to the Budget Division, OFMS for funding.			Officer Budget, OFMS
For Official Travels of other DFA offices, the AO of the originating office prepares the TO	3. Route to TAS for encoding and numbering, noted by TAS Head, pick up the TO from TAS and submits to the Budget Division, OFMS BWD-Director).	None	1 day	TAS Action Officer TAS Head  BWD-Director
For official travels of HRMO personnel TAS prepares the TO	4. Route the Transportation Order to Budget Division for funding	None		TAS Action Officer TAS Head  BWD-Director
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	6 days	





# 11. Issuance/Renewal of Diplomatic/Official Passport to Other Dependents of Foreign Service Personnel

Department Order No. 2023-012, the DFA Personnel may, subject to the rules and regulations of the host country, bring with them, in addition to their primary dependent, other household members or dependents, as follows:

1. Children who are above twenty years of age but not more than forty years of age, provided that they are unmarried;
2. Parent, parent-in-law and stepparent; or
3. Stepchild of minor age;
4. Grandchild of minor age whose parent is qualified under item 4.3. of the Order; or
5. Sibling of minor age; or
6. Unmarried adult sibling or grandchild who has mental or physical disability as attested by a medical certificate, and incapable of supporting himself/herself; or
7. Nephew and niece of minor age, within the third civil degree of consanguinity or affinity, and under foster care as defined by appropriate Philippines Laws and regulations; or
8. Ward who is a minor regarded by law as incapable of managing his/her own affairs and over whom the Principal, as court-appointed guardian, exercises substitute parental authority

Office or Division:	Family Affairs Unit (FAU)- Benefits Welfare Division, HRMO		
Classification:	Highly technical Complex		
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government		
Who may avail:	Foreign Service Personnel (DFA Personnel and Overseas Personnel of Partner Government Agencies)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>A. COMMON REQUIREMENTS</b> - documents that are common to all dependents			
1. Letter/memo-request of the principal addressed to HRMO Secretary to bring with him or her other dependents to his/her post of assignment.  If Principal is already at Post, the letter/memo-request must be officially endorsed by Post		To be drafted by the Principal	
2. Birth certificate		Philippine Statistics Authority (PSA)	
3. DFA-prescribed Affidavit of Undertaking of the Principal that the dependents will live with him in his post of assignment, and is totally dependent on him/her for support		Family Affairs Unit (FAU)	
4. Copy of old e-passport		To be provided by the Principal	
5. Valid ID if e-passport is unavailable		To be provided by the Principal	
6. Copy of Assignment Order of Principal		To be provided by the Principal	
7. Copy of Diplomatic/official passport of Principal		To be provided by the Principal	
<b>B. SPECIFIC REQUIREMENTS</b> - documents that are specifically required for the Principal to submit			



<b>1. Adult Child</b>				
1.1 Certificate of No Marriage Record (CENOMAR) issued by PSA within the last six months		Philippine Statistics Authority (PSA)		
<b>2. Parent</b>				
2.1 Birth Certificate of the Principal		Philippine Statistics Authority (PSA)		
<b>3. Parent-in-law</b>				
3.1 Marriage Contract of the Principal		Philippine Statistics Authority (PSA)		
3.2 Birth Certificate of the Legal Spouse				
<b>4. Step-parent</b>				
4.1 Birth Certificate of the Principal		Philippine Statistics Authority (PSA)		
4.2 Marriage Contract of the Principal and the parent of the stepparent				
<b>5. Stepchild</b>				
5.1 Birth Certificate of the Stepchild		Philippine Statistics Authority (PSA)		
5.2 Marriage Contract of the Principal and the parent of the stepchild				
<b>6. Grandchild</b>				
6.1 Birth certificates of the Grandchild and the Child of the Principal		Philippine Statistics Authority (PSA)		
6.2 Medical Certificate attesting to the mental or physical disability of Child (parent of the grandchild) of the Principal under 4.3.2. of D.O. 2022-012		To be provided by the Principal		
<b>7. Sibling</b>				
7.1 Birth certificates of the Sibling and the Principal		Philippine Statistics Authority (PSA)		
7.2 Medical Certificate attesting to the mental or physical disability of the adult sibling under 7.9.3. of D.O. 2022-012		To be provided by the Principal		
<b>8. Nephew and Niece</b>				
8.1 Birth certificates of the nephew or niece, his/her parent and the Principal		Philippine Statistics Authority (PSA)		
8.2 DSWD Certification that the child is under the foster care of the Principal		To be provided by the Principal		
<b>9. Ward</b>				
9.1 Birth certificate of the ward		Philippine Statistics Authority (PSA)		
9.2 Court Order appointing the Principal as guardian		To be provided by the Principal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to Family Affairs Unit (FAU)	1. Receive, evaluate documents and act on request	None	30 minutes	Assistant/ Clerk, FAU



	1.1 If requirements are complete, FAU drafts a) Endorsement to OCA-DOPS for issuance or renewal of diplomatic/official passport and a Note Verbale (as needed), and b) reply to Principal/Post (for request endorsed by Post) on the status of the request, with advice to await OCA's instructions on the processing of passport.	None	30 minutes	Assistant/ Clerk, FAU
	1.2 If requirements are incomplete, Principal, by way of email or fax to Post (for request endorsed by Post) shall be requested to submit additional documents	None	30 minutes	Assistant/ Clerk, FAU
	1.3 HRMO authorized officers approve the draft Endorsement/communication	None	2 working days	HRMO Assistant Secretary, Executive Director and Director
	1.4 FAU transmits Endorsement to OCA DOPS	None	10 minutes	Assistant/ Clerk, FAU
	1.5 HRMO transmits approved email-reply to Principal /fax-reply to Post on the status of request	None	10 minutes	Assistant/ Clerk, FAU
2. Dependent proceeds to OCA-DOPS, 3 <sup>rd</sup> Floor, DFA-ASEANA	2. OCA-DOPS evaluates and processes documents received from HRMO	None	1 day	Client/ Dependent Clerk, OCA-DOPS
3. Dependent proceeds to the Cashier at the 2 <sup>nd</sup> Floor for the payment of passport fees (Note: Bring application form and receipt issued by OCA-DOPS)	3. OCA-Cashier accepts payment and validate receipts	Php 1,200	10 minutes	Clerk, OCA



4. Dependent submits validated official receipt to OCA-DOPS	4. OCA-DOPS receives 2 <sup>nd</sup> copy of official receipt		10 minutes	Client/ Dependent Clerk, OCA-DOPS
	4.1 OCA-DOPS captures biometrics of the applicant			
5. Dependent waits for release of diplomatic/official passport and note verbale (as applicable)	5. OCA processes data; deliver passport to OCA-DOPS; issue note verbale if included in Endorsement	None	5 working days	Passport Processing Center; OCA-DOPS
6. Dependent returns to OCA-DOPS for release of diplomatic/official passport and note verbale (as applicable)	6.OCA-DOPS gives passport and note verbale	None	10 minutes	Client/ Dependent Clerk, OCA-DOPS
<b>SUBTOTAL</b>				
<b>TOTAL</b>		Php 1,200	8 working days	



## 12. Issuance of an Official Passport to a Private Staff

Per Department Order No. 2021-015, DFA personnel (Employer) can bring private staff to their Post of assignment, subject to the host government's regulations. An official passport is issued to a Private Staff whose Employer has submitted the complete documentary requirements and who has undergone the HRMO's briefing/orientation for Private Staff.

Per D.O. 20-2015, DFA personnel can bring private staff to their Post of assignment, subject to the host government's regulations. An official passport is issued to a private staff who has submitted the complete requirements and has personally appeared at HRMO for interview and orientation.

<b>Office or Division:</b>	Family Affairs Unit – Benefits and Welfare Division, HRMO		
<b>Classification:</b>	Highly technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>	Foreign Service Personnel (DFA Personnel and Overseas Personnel of Partner Government Agencies)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Memo/letter-request of the Employer addressed to HRMO, cc.: DMW and POEA, to employ and bring a Private Staff to post of assignment  If Employer is at Post, the request must be officially endorsed by the Head of Post		To be drafted by the Employer	
2. Notarized Standard Employment Contract (SEC) between the Employer and the Private Staff		Family Affairs Unit (FAU)	
3. Signed Acknowledgment Letter of the Private Staff on the Grievance Machinery		Family Affairs Unit (FAU)	
4. Proof of Insurance Coverage of the Private Staff with Repatriation of Remains		Insurance Companies	
5. Duly-accomplished Personal Information Sheet of the Private Staff		Family Affairs Unit (FAU)	
6. PSA Birth Certificate of the Private Staff		Philippine Statistics Authority (PSA)	
7. PSA Marriage Certificate of the Private Staff (if applicable)		Philippine Statistics Authority (PSA)	
8. NBI Clearance of the Private Staff		National Bureau of Investigation (NBI)	
9. Proof of Membership in Social Security System (SSS), PhilHealth, Pag-IBIG and OWWA		Social Security System (SSS) Philippine Health Insurance Corporation PagIBIG DMW-Overseas Workers Welfare Administration (DMW-OWWA)	
10. Medical Certificate of Fitness to Work obtained from		DOH-accredited Medical Clinics	



a DOH-accredited Medical Clinic for OFWs	
11. Duly-accomplished Passport Application Form	Family Affairs Unit (FAU)
12. Diploma (High School or College) or TESDA Certificate	Educational Institutions TESDA
13. Copy of Regular Passport (official passport in case of renewal) or any Government-issued ID	Department of Foreign Affairs-Office of Consular Affairs Other Government Agencies Government-owned and Controlled Corporations (GOCCs)
14. Diplomatic/Official Passport of the Principal	To be provided by the Principal
Note: Number <b>5,6,7,8, 9</b> (except for OWWA), <b>11</b> , and <b>12</b> requirements need not be submitted anew in the <b>renewal</b> of the official passport of the Private Staff	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits advance copy of complete requirements to Family Affairs Unit (FAU) through official communication or online <a href="https://forms.gle/CEfhmFhx">https://forms.gle/CEfhmFhx</a>	1. Receives and evaluates requirements	None	1.5 hours	Assistant/Clerk, FAU
	1.2 Informs Employer of the briefing schedule of Private Staff and the need for the latter to bring original documents to FAU for inspection	None	30 minutes	Assistant/Clerk, FAU
2. Advises Private Staff to visit the Family Affairs Unit and bring original documents	2. Inspects original documents	None	1 hour	Assistant/Clerk, FAU
	3. Briefs Private Staff on the provisions of the standard employment contract	None	3 hours	Assistant/Clerk, FAU
	4. Draft Endorsement for issuance of official passport and note verbale (if needed)	None	1 hour	Assistant/Clerk, FAU
	5. Have Endorsement signed by authorized signatory	None	1 day	Assistant/Clerk, FAU/Authorized signatory
	6. Transmit Endorsement to OCA-DOPS, copy	None	10 minutes	Assistant/Clerk, FAU



	furnished the Employer			
7. Upon receipt of appointment, advises Private Staff to visit OCA-DOPS, 3 <sup>rd</sup> floor, DFA ASEANA	7. OCA-DOPS processes application form and attach receipt	None	1 day	Clerk, OCA Diplomatic and Official Passports Section (OCA-DOPS)
8. Proceeds to the cashier at the 2 <sup>nd</sup> floor for payment of passport fees	8. Accepts payment and validate official receipt	Php 1,200	10 minutes	Cashier, 2 <sup>nd</sup> floor, DFA ASEANA
9. Submits validated official receipt to OCA-DOPS	9. Receives 2 <sup>nd</sup> copy of official receipt	None	10 minutes	Clerk, OCA-DOPS
	10. Capture biometrics of applicant	None	10 minutes	Clerk, OCA-DOPS
11. Waits for release of official passport	11. Processes data, Deliver passport to DOPS, Issue Note Verbale, if applicable	None	5 working days	Passport Processing Center at Batangas Clerk, OCA-DOPS
12. Returns to OCA-DOPS to get passport and Note Verbale, if applicable	12. Gives passport and Note Verbale, if applicable	None	10 minutes	Clerk, OCA-DOPS
13. Advises Private Staff to furnish FAU with a copy of the official passport and pick up Endorsement for submission to the Department of Migrant Workers (DMW) for the separate processing of the Private Staff's deployment abroad.	13. Prepares Certificate of Endorsement for DMW	None	10 minutes	Assistant/Clerk, FAU
	14. Transmits Certificate of Endorsement to DMW	None	10 minutes	Assistant/Clerk, FAU
	15. Releases	None	5	Assistant/C



	Certification to Private Staff		minutes	lerk, FAU
<b><i>SUBTOTAL</i></b>				
<b>TOTAL</b>		PhP 1,200	8 working days	





### 13. Approval of Leave Applications of Heads of Post

Leave Applications of Heads of Post should be filed with the Home Office pursuant to D.O. 16- 05.

<b>Office or Division:</b>	Leave Section, Benefit and Welfare Division, HRMO			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Heads of Philippine Foreign Service Post			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved leave application CSC Form No. 6 Please take note that application for vacation leave should be filed at least two (2) weeks in advance of requested leave		Foreign Service Post		
2. Fax memo transmitting leave application		Foreign Service Post		
3. Clearance from accountabilities (if leave exceeds thirty (30) calendar days)		Foreign Service Post		
4. Medical Certificate (if applying for sick leave of absence for more than five (5) working days and/or filed in advance)		Applicant's physician		
5. Additional requirement for Heads of Philippine Consulates General: 5.1 Fax endorsement of the supervising Ambassador		Supervising Philippine Embassy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit leave application with transmittal fax memorandum thru CORATEL	1. Receive application through official email	None	15 minutes	Head of Leave Section
	1.1 Draft approval of leave for initials of PA, Director, Executive Director, and signature of Assistant Secretary	None	2 days	Head of Leave Section
	1.2 Forward draft approval of leave to geographic office that has jurisdiction over the FSP	None	15 minutes	HRMO Assec Office's outgoing communication officer
	2. Initial draft approval of leave	None	5 days	Assec Geographic Office
	2.1 Forward initialed	None	15	Assec



	draft approval to Undersecretary for Administration		minutes	Geographic Office outgoing communication officer
	3. Initialed draft approval for initials of PA/Director/ Executive Secretary and signature of Undersecretary	None	2 days	Undersecretary for Administration
	3.1 Forward initialed draft approval of leave to Undersecretary for Administration	None	5 minutes	Outgoing communication officer of UP
	4. Sign the approval of leave	None	1 day	Undersecretary for Administration
	4.1 Forward approved leave to CORATEL	None	1 day	Outgoing communication officer of UA
	5. Send the approved/signed communication to the concerned Foreign Service Post	None	1 day	CORATEL communication officer
6. Receive approved leave from Home Office	6. Notify the Head of Post of the approved leave	None	1 day	Communication Officer of Foreign Service Post
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	14 days	



#### 14. Approval of Leave Applications of Foreign Service Personnel other than Heads of Post

Leave Applications of Foreign Service Personnel other than Heads of Post should be filed with the Home Office pursuant to D.O. 25-99.

Office or Division:	Benefit and Welfare Division-Leave Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All foreign service personnel other than Heads of Post			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved leave application CSC Form No. 6		Foreign Service Post		
2. Please take note that application for vacation leave should be submitted to HRMO at least five (5) in advance of requested leave				
3. Fax memo transmitting leave application		Foreign Service Post		
4. Clearance from accountabilities (if leave exceeds thirty (30) calendar days)		Foreign Service Post		
5. Medical Certificate (if applying for sick leave of absence for more than five (5) working days and/or filed in advance)		Applicant's physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit leave application with transmittal fax memorandum thru CORATEL	1. Receive application through official email	None	15 minutes	Head of Leave Section
	1.1 Drafts approval of leave for initials of PA, Director, Executive Director, and signature of Assistant Secretary for approval	None	2 days	Head of Leave Section
	1.2 Forwards approved leave to CORATEL	None	5 minutes	HRMO Assec's Office's outgoing communication officer
	2. CORATEL sends the approved/signed communication to	None	1 day	CORATEL communication officer



	the concerned Foreign Service Post			
3. Receive approved leave from Home Office	3. Notify concerned personnel of the approved leave	None	1 day	Communication Officer of Foreign Service Post
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	4 days	



### 15. Initial Terminal Leave Benefits (TLB) Claim

The Terminal Leave Benefits Section is responsible for the processing of the Terminal Leave Benefits (TLB) of DFA employees who retired, resigned or died while in active service.

<b>Office or Division:</b>	Benefits and Welfare Division – Terminal Leave Benefits Section		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C Government to Citizen		
<b>Who may avail:</b>	Employees who have reached the mandatory age or opted for early retirement, resigned, and are separated from the service.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Intent to Retire (for Mandatory Retirees) 2. C.S. Form No. 6 (Leave Form) 3. Affidavit of Monetary Claim 4. Affidavit of Undertaking for Trust Deposit 5% to 10% 5. Affidavit of Undertaking for Financial Accountabilities 6. DFA Clearance (Financial Accountability and All offices) 7. Personnel Leave Computation Card 8. Summary of Total Leave Balance		Terminal Leave Benefits Section	
9. Certificate of Last Payment (from Home Office)		Office of Financial Management Services- Payroll unit	
10. Updated Employee Service Record 11. Updated Personnel Information Sheet		Records Management Section (RMS)	
12. BFSA Certificate		Board of Foreign Service Administration	
13. Letter of Early Retirement / Resignation with Copy of Acceptance duly signed by Appropriate authorities (Malacañang, SFA or OUA) 14. Notice of Salary Adjustment/Increment		HRMO-Selection Section	
15. Duly Signed Turn-over Report 16. Latest Individual Performance Commitment and Review Form (IPCRF) & Latest Job Fit and Behavior Form (JBBF) 17. DFA I.D 18. Statement of Assets and Liabilities (SALN) as of Last Day of Service		Applicant	
If Retired/Resigned/Died at Consular Offices: 19. Consular Clearance		Consular Offices	
If Retired/Resigned/Died at Post: 20. Post Clearance 21. Certificate of Last Payment from Post 22. Certificate of Arrival		Post	



23. Copy of Assignment Order				
24. PSA Death Certificate or Report of Death of deceased employee 25. PSA Marriage Certificate of deceased employee 26. PSA Birth Certificate/s of ALL Legal Heirs 27. PSA Marriage Certificate/s of <i>married female heirs</i> 28. PSA CENOMAR of deceased employee (for single) 29. PSA Death Certificate of Both Parents ( <b><i>If Applicable</i></b> ) 30. PSA/NSO Death Certificate of Deceased Sibling ( <b><i>If Applicable</i></b> )		Philippine Statistics Authority (PSA)		
31. Notarized Affidavit List of Surviving Heirs, with copies of IDs 32. Notarized Affidavit of Waiver of Rights ( <b><i>If Applicable</i></b> )		From Affiant/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished requirements for TLB claim.	1. Receive the duly accomplished requirements. 1.2 Evaluate the submitted documents	None	10-15 minutes	TLB staff
2. Route DFA Clearance Form of retirees for signature, including DFA Clearance Form I to OFMS and submit the accomplished clearances to the TLB Section (For personnel who resigned or opted for optional/early retirement)	2. Route DFA Clearance Form of retirees for signature, including DFA Clearance Form I to OFMS (For mandatory retirees)	None	1-2 months	Personnel/ TLB staff
	3. Request for Certificate of Last Payment from Home Office (Payroll Unit)	None	4 weeks	TLB staff / Payroll Unit Staff
4. Request remaining requirements and submit to the TLB Section: (For personnel who resigned or opted for optional/early retirement)	4. Request remaining requirements: (For mandatory retirees) a) Updated PIS b) Updated Service	None	1-2 weeks	Personnel/ TLB staff



a) Updated PIS b) Updated Service Record (RIU) c) Notice of Salary Adjustment d) Request for BFSA Certificate	Record (RIU) c) Notice of Salary Adjustment d) Request for BFSA Certificate			
	5. Request for the Personnel Leave Computation Card (reconciled leave credits)	None	2-3 weeks	TLB Staff / Leave Section
	6. Computation of the Personnel Leave Computation Card	None	1-2 months	TLB staff
	7. Submit the completed Documents to OFMS for final evaluation and computation for money value of TLB.	None	1 week	TLB Staff / OFMS
	8. Once the initial TLB claim is processed by OFMS, notify the retiree of the release of the claim/cheque through electronic mail.	None	Under OFMS	TLB staff
9. Receive TLB claim cheque	9. Release TLB claim cheque	None	Under OFMS	OFMS-Cashier
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	6 months, 2 weeks and 15 minutes	



## 16. Issuance of Medical Clearance to DFA Personnel to be Deployed

The Medical Clearance is one of the requirements for DFA personnel who are scheduled for deployment

<b>Office or Division:</b>	Medical Clinic, Benefits and Welfare Division, HRMO				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2G – Government to Government				
<b>Who may avail:</b>	DFA Employees bound for foreign assignment				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Assignment Order (Copy)			HRMO		
2. Annual Physical Examination (APE), Complete Blood Count, HBsAg, Chest X-Ray (PA View), Urinalysis, Fecalysis, 12-L ECG & Blood Chemistry (for 35 y/o and above or if required) <b>(Original Document)</b>			Hospital / Clinic of choice		
3. Medical Clearance (if required) <b>(Original Document)</b>			Hospital / Clinic of choice		
4. Psychological Evaluation Result <b>(Original Document)</b>			Hospital / Clinic of choice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the requirements	1. Receive the requirements and recover patient chart from file 1.1 Update patient medical record 1.2 Check and record vital signs 1.3 Endorse the employee to the Dept. Physician for initial consult	None	5-15mins	Department Nurse	
2. Appear personally before the Department Physician	2. Physical examination and review of patient chart 2.1 Pertinent findings recorded in the patient chart 2.2 If complete and with unremarkable results, clearance is signed 2.3 Request given for repeat / lacking test/s	None	10-15mins	Department Physician	





		2.4 Referral/s given for further clearance/s if needed			
3. Follow-up completion requirements	for of	3. Evaluation of requirements 3.1 If complete, clearance is signed 3.2 Return the original documents to the employee	None	10-15mins	Department Physician
<b>SUBTOTAL</b>					
<b>TOTAL</b>			None	1-3 visits	



# 17. Enrolment and Updating of Records with the Home Development Mutual Fund (Pag-IBIG) and Government Service Insurance System (GSIS)

Employees may submit their enrolment, updating of records, applications for multipurpose loan, and other requests with Pag-IBIG and GSIS through the Pag-IBIG and GSIS unit in HRMO.

<b>Office or Division:</b>	BWD Pag-IBIG/GSIS Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G/G2C		
<b>Who may avail:</b>	DFA Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Member's Change of Information Form (MCIF)</b>		Pag-IBIG/DFA HRMO-BWD- Pagibig Unit	
1. Birth Certificate		Philippine Statistics Authority (PSA)	
2. Marriage Contract		Philippine Statistics Authority (PSA)	
3. Death Certificate		Philippine Statistics Authority (PSA)	
4. Two (2) Valid ID's (copy only)		Applicant	
<b>Member's Data Form</b>		Pag-IBIG	
1. Two (2) Valid ID (copy only)		Applicant	
<b>Application for Provident Benefits Claim (APB) MATURITY</b>		Pag-IBIG	
1. Service Record		DFA-HRMO RMS	
2. Two (2) Valid ID's (copy only)		Applicant	
<b>DEATH</b>		Pag-IBIG	
1. Service Record		DFA HRMO RMS	
2. Notarized Proof of Surviving Legal Heirs and ID cards (copy only) of witnesses		Pag-IBIG Notary Public	
3. Notarized Affidavit of Guardianship with signature of (2) barangay officials on the corroboration portion if with minor children.		Pag-IBIG Notary Public	
4. Marriage Contract of member		Philippine Statistic Authority (PSA)	
5. Death Certificate of member		Philippine Statistic Authority (PSA)	
6. Birth Certificate member's children		Philippine Statistic Authority (PSA)	
7. Marriage Contract of member's daughter if married		Philippine Statistic Authority (PSA)	
8. Death Certificate of member's Spouse if deceased		Philippine Statistic Authority (PSA)	
9. Death Certificate of member's children if with deceased children		Philippine Statistic Authority (PSA)	
10. If with Illegitimate children: a. Notarized Affidavit of Cohabitation attested by Two Disinterested Person		Philippine Statistic Authority (PSA)	
11. If with Housing Loan:		Pag-IBIG	



a. Certificate of Full Payment-if fully paid b. Certificate of Cancellation/ Certificate of Closure and Deed of Voluntary Surrender-if cancelled or foreclosed				
12. Funeral Receipt		Funeral Services		
13. Joint Affidavit of Abandonment attested by Two Disinterested Person if the children abandoned by the parent		Pag-IBIG Notary Public		
14. Joint Affidavit of Two Disinterested Person if with Discrepancy		Pag-IBIG Notary Public		
15. 2 Valid ID's each Members of the family and witnesses (copy only)		Applicant		
16. Notarized Waiver of Rights from the claimants of member		Pag-IBIG		
17. Notarized Affidavit of Undertaking		Pag-IBIG		
<b>RETIREMENT</b>				
1. Service Record		DFA-HRMO RMS		
2. Two (2) Valid ID's (copy only)		Applicant		
<b>PERMANENT DEPARTURE</b>				
1. Service Record		DFA-HRMO RMS		
2. Proof of Residence Visa		Applicant		
3. Two (2) Valid ID's (copy only)		Applicant		
<b>Request for Consolidation/Merging of Member's Records</b>				
1. Two (2) Valid ID's (copy only)		Applicant		
<b>Multi-Purpose Loan Application (MPL)</b>				
1. Service Record		DFA-HRMO RMS		
2. Pay Slip		DFA-OFMS Payroll Unit		
3. Two (2) Valid ID's (copy only)		Applicant		
4. One copy of LANDBANK ATM Card		Applicant		
<b>Updating of Member Saving Program 1</b>				
1. Authority to Deduct		Applicant		
2. One (1) Valid ID (copy only)		Applicant		
<b>Modified Pag-IBIG (MP2)</b>				
1. Enrollment Form		Applicant		
2. One (1) Valid ID (copy only)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application and the required documents to the DFA BWD Pag-IBIG Unit for	1.1 Accept and evaluate the Pag-IBIG application and the	None	2 days	Fund Coordinator to Pag-IBIG



filing at the nearest Pag-IBIG Branch.	attached documents. 1.2 Prepare transmittal/endorsement to the Pag-IBIG. 1.3 Keep a copy of the transmittal for future follow-up/verification from the Pag-IBIG			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	2 days	

CHECKLIST OF REQUIREMENTS FOR GSIS	WHERE TO SECURE
<b>Enrollment of Members</b>	
1. GSIS Membership Information Sheet	GSIS Website/HRMO-GSIS Unit
2. Certified true copy of CSC Appointment/Contract	Applicant
3. Certified true copy of Certificate of Assumption	Applicant
4. Two (2) Valid ID's (copy only)	Applicant
<b>Request for Update of Employees' personal record</b>	
1. GSIS Members Request Form	GSIS Website/HRMO GSIS Unit
2. Copy of two (2) valid IDs	Applicant
<b>Request for Maturity Claims</b>	
1. Application Form for Retirement/ Separation/Life Insurance Benefits	DFA-HRMO RMS
2. Service Record/ LWOP Certification (indicating the specific dates and time of LWOP)	Applicant/DFA HRMO RMS/LEAVE Section
3. Two (2) Valid ID's (copy only)	Applicant
<b>Retirement Claim. Compulsory / Optional Retirement Application for Retirement Under RA 660, RA 1616, PD 1146 and RA 8291</b>	
1. Duly accomplished Application Form for Retirement/ Separation Life Insurance Benefits	HRMO-GSIS Unit/Applicant
2. Service Record with Leave Without Pay (LWOP) Certification (indicating the specific dates and time of LWOP)	HRMO-RMS/Leave Section
3. Declaration of Pendency/ Non-Pendency of Case (DPNPC) Form (date administered/ notarized should be on or after receipt of notification from GSIS)	GSIS/HRMO-GSIS Unit Notary Public
<b>Filing of Loans (Multi-Purpose/Policy/Emergency)</b>	GSIS Touch App for approval by the Department's Authorize Approving



	Officer final approval by GSIS.
<b>Reporting/Claiming of GSIS Benefits (DEATH)</b>	
<b>A. SURVIVORSHIP BENEFIT</b>	
<b>1. Member/Pensioner with Primary Beneficiary/ies-Married:</b>	
1.1 Duly accomplished Application Form for Survivorship Benefit	GSIS/HRMO-GSIS Unit
1.2 Death Certificate of member issued by PSA; or authenticated by PE or PCG, if died abroad	PSA/ Foreign Service Post (for Report of Death)
1.3 Marriage Contract of deceased member issued by LCR or PSA	PSA
1.4 Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form- <i>the Corroboration portion in the Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form should be signed by two (2) disinterested persons not related to the claimant with photocopy of their two (2) valid government-issued IDs.</i>	Notary Public/Applicant
1.5 Birth Certificate/s of minor/incapacitated children issued by LCR or PSA	PSA/LCR
1.6 Birth Certificate issued by LCR or PSA or valid passport, or two (2) valid government-issued IDs with date of birth and signature, if spouse is not a GSIS member	PSA/LCR
1.7 Court Order, or Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form supported by a Report or Certification issued by the DSWD Office where the minor/incapacitated dependent child is residing, if the guardian is not the natural parent.	COURT/ NOTARY/DSWD
1.8 Release of Pension Credited to E-card Account after Death a. Member's Request Form b. Photocopy of GSIS UMID/eCard or valid passport or PhilID, or two(2) valid government-issued IDs.	GSIS/HRMO-GSIS UNIT
<b>B. Death Claim/Accidental Death Benefit- Life Endowment Policy(LEP)</b>	
1. Duly accomplished Application Form for Retirement/Separation/Life Insurance Benefits	GSIS/HRMO-GSIS UNIT
2. Service Record with LWOP Certification (indicating the specific dates and time of LWOP)	HRMO-RMS/ LEAVE SECTION
3. Death Certificate of member issued by Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA), or authenticated by PE or PCG, if died abroad	PSA/LCR/ FSP



4. Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form, if with minor/incapacitated children (for cases with no designated beneficiaries only) - <b><i>The Corroboration portion in the Affidavit of Surviving Legal Heirs/ Surviving/ Spouse Guardianship Form should be signed by two (2) disinterested persons not related to the claimant with photocopy of their two (2) valid government-issued IDs.</i></b>	Notary Public/ Applicant
5. Court Order, or Affidavit of Surviving Legal Heirs/ Surviving Spouse/ Guardianship Form supported by a Report or Certification issued by the DSWD Office where the minor/incapacitated dependent child is residing, if the guardian is not the natural parent	Court/Notary Public/DSWD/Applicant
6. Birth Certificate/s issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if designated beneficiary/ies/payees is/are not GSIS member	PSA/LCR/ Applicant
7. Marriage Contract of female beneficiary/ies issued by LCR or PSA	PSA/LCR
8. Police Investigation report, if death is due to accident.	PNP
<b>C. Death Claim (ELP Policy)</b>	
1. Duly Accomplished Form for Retirement/Separation/ Life Insurance Benefits	GSIS
2. Service Record with LWOP Certification (indicating the specific dates and time of LWOP)	HRMO-RMS/ LEAVE SECTION
3. Death Certificate of member issued by LCR or PSA; or authenticated by PE or PCG, if died abroad	PSA/LCR/FSP
4. Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form, if with minor/incapacitated children (for cases with no designated beneficiaries only) - <b><i>The Corroboration portion in the Affidavit of Surviving Legal Heirs/ Surviving/ Spouse Guardianship Form should be signed by two (2) disinterested persons not related to the claimant with photocopy of their two (2) valid government-issued IDs.</i></b>	Notary Public/Applicant
5. Court Order, or Affidavit of Surviving Legal Heirs/	Court/Notary Public/DSWD/Applicant



Surviving Spouse/ Guardianship Form supported by a Report or Certification issued by the DSWD Office where the minor/incapacitated dependent child is residing, if the guardian is not the natural parent	
6. Birth Certificate/s issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if designated beneficiary/ies/payees is/are not GSIS member	PSA/LCR/Applicant
7. Marriage Contract of female beneficiary/ies issued by LCR or PSA	PSA/LCR
<b><u>D. FUNERAL BENEFIT</u></b>	
<b>1. Claimant is the spouse:</b>	
1.1 Duly accomplished Application Form for Funeral Benefit	GSIS/HRMO-GSIS UNIT
1.2 Death Certificate of member issued by LCR or PSA; or authenticated by PE or PCG, if died abroad	PSA/LCR/FSP
1.3 Marriage Contract of member with the surviving spouse issued by LCR or PSA	PSA/LCR
1.4 Birth Certificate issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if surviving spouse is not a GSIS member	PSA/LCR/Applicant
<b>2. Claimant is Other than the Spouse</b>	
2.1 Duly accomplished Application Form for Funeral Benefit	GSIS/HRMO-GSIS UNIT
2.2 Death Certificate of member issued by LCR or PSA; or authenticated by PE or PCG, if died abroad	PSA/LCR/FSP
2.3 Birth Certificate issued by PSA or two (2) valid government-issued IDs with date of birth and signature, if claimant is not a GSIS member	PSA/LCR
2.4 Death certificate of legal spouse issued by LCR or PSA, if married	PSA/LCR
2.5 Notarized waiver in favor of the claimant with two (2) valid government-issued IDs of the legal spouse with signature, if legal spouse is living	Notary Public/ Applicant
2.6 Affidavit of the claimant stating that despite earnest efforts, the legal spouse cannot be located to sign a notarized waiver in favor of the claimant attested by two(2) disinterested persons and their two (2) valid government-issued IDs, if legal spouse cannot be located	Notary Public/Applicant
2.7 Official receipt of funeral expenses issued in the name of the claimant.	Applicant



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application and the required documents to the DFA BWD GSIS Unit for filing at the GSIS Office.	1.1 Accept and evaluate the GSIS application and the attached documents. 1.2 Prepare transmittal/endorsement to the GSIS. 1.3 Keep a copy of the transmittal for future follow-up/verification from the GSIS.	None	2 days	GSIS personnel
2. Filing of Loan through GSIS Touch App	1.7 Checks and Monitors the GSIS System 1.8 Prepares email addressed to UA, OFM, copy furnished Records and Leave Section for clearance 1.9 Once cleared by the concerned offices, AAO approves the filed loans.	None	2 days	HRMO-GSIS Unit/AAO or Alternate AAO
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	4 days	





## 18. Issuance of an Authority for Limited Practice of Profession (ALPP)

Personnel may submit their request for Authority for Limited Practice of Profession (ALPP), in a Memorandum format pursuant with the guidelines set by the Department in Memorandum Circulars: (1) CIR-2521-OUA-2022 dated 27 September 2022; and (2) CIR-365-HRMO-2023 dated 20 February 2023. The said ALPP request shall be evaluated by HRMO, through the Administrative Compliance Section, for further endorsement to OUA.

Office or Division:	HRMO - Performance and Records Management Division (PRMD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All DFA personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for ALPP issuance  The applicant should include the following information in the ALPP request:  1. Subject/Course, with description if available; 2. No. of Units; 3. Teaching Schedule (i.e. Time/Date/Academic Year); 4. Mode of Teaching (i.e. Face-to-face; Online; Hybrid Classroom)		Applicant		
Invitation to Teach				
		School / University / Educational Institution requesting Applicant to teach as part-time faculty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONS I BLE
1. Submit a Memorandum, Requesting for ALPP issuance	1.1 Should be approved and/or endorsed by the Head of Office in a	None		Applicant / Head of Office



	<p>Memorandum addressed to the Undersecretary for Administration (UA), through HRMO.</p> <p>Note: Personnel assigned at CO should have their requests approved by the HCO and then the OCA Assistant Secretary. Subsequently, this should be endorsed by OCA to UA through HRMO.</p>			Applicant / HCO / Head of Office
	<p>1.2 Upon receipt of the request, HRMO will process / assess the ALPP request.</p> <p>Subsequently, HRMO will endorse the ALPP request for UA's approval / disapproval.</p>	None	1 - 5 working days	Action Officer
	<p>1.3 Once HRMO receives UA's approval / disapproval, HRMO will then notify the applicant, through a letter, that their ALPP request has been approved/disapproved.</p>	None	1 - 2 working days	Action Officer
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 working days	



## 19. Issuance of an Authority for Public Speaking Engagement / Delivery of Public Speeches

Personnel may submit their request for authority pursuant with the provisions of Department Order No. 19A-95, Section 382 (d) Public Speeches, and Memorandum Circulars: (1) CIR-2521-OUA-2022 dated 27 September 2022; and (2) CIR-365-HRMO-2023 dated 20 February 2023. The said request shall be evaluated by HRMO, through the Administrative Compliance Section, for further endorsement to OUA.

Office or Division:	HRMO - Performance and Records Management Division (PRMD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All DFA personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Authority  The applicant should include the following in the Memorandum:  1. Topic / Theme of the Public Speech to be Delivered 2. Place / Venue 3. Date and Time of the Public Speaking Engagement		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Public Speaking Engagement With Remuneration				
1. Memorandum request to deliver public speeches	1.1 Should be approved and/or endorsed by the Head of Office/Post in a Memorandum addressed to the Undersecretary for	None		Applicant / Head of Office



	<p>Administration (UA), through HRMO.</p> <p>Personnel assigned at CO should have their requests approved by the HCO and then the OCA Assistant Secretary. Subsequently, this should be endorsed by OCA to UA through HRMO.</p>			Applicant / HCO / Head of Office
	<p>1.2 Upon receipt of the request, HRMO will process / assess the request for Authority.</p> <p>Subsequently, HRMO will endorse the request for UA's approval / disapproval.</p>	None	1 - 5 working days	Action Officer
	<p>1.3 Once HRMO receives UA's approval / disapproval, HRMO will then notify the applicant, through a letter, that their request for Authority has been approved/disapproved.</p>	None	1 - 2 working days	Action Officer
2. Submit a copy of the prepared Speech or brief summary of the speech, if delivered impromptu, to OPD, copy furnished HRMO.	-	None		Applicant
<b>Public Speaking Engagement Without Remuneration</b>				
1. Seek approval from the Head of Office/Post	-	None		Applicant



2. Submit a copy of the prepared Speech or brief summary of the speech, if delivered impromptu, to OPD, copy furnished HRMO.	-	None		Applicant
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 working days	



## 20. Processing of Annual Personnel Movement

Assignment of personnel from the Home Office to Foreign Service Posts (FSPs) or reassignment from one FSP to another.

Office or Division:	HRMO-RSPD			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to government employees			
Who may avail:	Qualified Foreign Service personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Foreign Service Preference Form		HRMO - Placement Section		
2. Travel Order Form				
3. Clearance (Admin and OFMS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE
	1. Requests list of personnel who are due for recall from the Foreign Service Posts in the following year.		2 working days	Desk Assistant
	2. Checks all names and verifies eligibility for assignment.		3 working days	Desk Assistant
	3. Finalizes the list of vacancies in FSPs.		2 working days	Desk Assistant
	4. Prepares the memorandum for the Secretary for the signing of recall order of concerned personnel together with the memorandum circular on the list of vacancies for the following year.		5 working days	Desk Assistant
	5. Transmits the copy of the Recall Order to		1 working day	Desk Assistant



	concerned personnel once signed by the Secretary.			
	6. Circulates the annual list of vacancies to all Offices, FSPs, and COs.		10 working days	Desk Assistant
	7. Circulates and posts the vacant positions at FSPs at least six (6) months prior to the date of actual vacancy (except for unprogrammed vacancies)		14 working days	FS Support Desk
8. Personnel submits Foreign Post Preference Forms (FPPFs)	8. Receives FPPFs and evaluates eligibility of bidder based on residency, competency, and performance evaluation		7 working days	Desk Assistant
	<p>9. Submits a shortlist of eligible and qualified candidates to concerned FSPs at least six (6) months before the positions become vacant.</p> <p><i>NB.</i></p> <ul style="list-style-type: none"> <li>• If Post requests for more candidates other than those in the shortlist, HRMO recirculates the vacancy in the FSAP.</li> <li>• If Post selects a personnel from another FSP, HRMO sends fax to concerned FSP to confirm its no</li> </ul>		<p>10 working days</p> <p>Additional 10 working days from the time HRMO received Post's reply</p> <p>Additional 10 working days from the time</p>	Desk Assistant



	objection to the reassignment of said personnel to another FSP.		HRMO receive d Post's reply	
	<p>10. Drafts Assignment Order (AO) and submits the proposal to OSEC/UA, (through OFMS for FOs and COs) for signature.</p> <p>For Officer positions:</p> <ol style="list-style-type: none"> <li>1. Undersecretary approves draft AO and endorses to the Secretary for signature.</li> <li>2. Secretary signs the AO.</li> </ol> <p>For Staff positions:</p> <ol style="list-style-type: none"> <li>1. Undersecretary signs the AO.</li> </ol> <p>For FO/CO positions:</p> <ol style="list-style-type: none"> <li>1. OFMS approves draft AO and endorses to UA for signature.</li> <li>2. Undersecretary signs the AO.</li> </ol>		15 working days	<p>Desk Assistant</p> <p>Undersecretary for Administration Secretary of Foreign Affairs</p>
11. Receives signed AO and starts processing clearance	<p>11. Serves signed AO to concerned personnel via email and provides a list of requirements for foreign assignment.</p> <p>Transmits signed AOs to concerned FSPs, HO units and COs.</p> <p>Updates Post's Actual</p>		1 working day	Desk Assistant





	Staffing Pattern.  Provides a copy of the signed AOs to Records Management Section for the updating of HRIS; to the Learning and Development Section for relevant training required; and to the Travel Arrangement Section, for reference.			
12. Submits the duly accomplished Estimation Budget and Deployment Form (EBDF) to the Placement Section through email.	12. Prepares Travel Order of personnel, and submits the same to OFMS, for endorsement to OUA.  UA signs the Travel Order.		10 working days	
	13. Provides a copy to the signed Travel Order to the concerned personnel through email.		10 mins	
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	N/A	

<b>Office or Division:</b>	HRMO-RSPD			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to government employees			
<b>Who may avail:</b>	All DFA Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Assignment Order on Recallees		Foreign Service Placement		
2. Personnel Information Sheets (PIS)		HRIS, HCM & PS or Records Section of PRMD		
3. Required and Actual Staffing Pattern of Offices		HO Placement and other offices		
4. Memorandum from requesting offices, if any		Various Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Issuance of Office Orders for Recallees	1. Prepare an annual list of recallees from 98 Philippine Foreign Service Posts (FSP) drawn from the Recall Orders of <b>Officers</b> (CMs, CarMins, & FSOs), <b>Staff</b> (FSSOs & FSSEs) & <b>Retirees</b> (Officers & Staff), signed by the SFA Attach the Personnel Information Sheet (PIS) per recallee for reference purposes	None	5 working days	Home Office Placement
2. Receipt of memos from offices, if any and/or instructions from principals	2. Prepare memos and draft Office Orders (OOs) for the assignment of officers who will be assigned as <b>Heads of Offices</b> to selected offices for the Secretary's consideration.	None	3 working days (including the initial/approval of the Office Order)	
3. Concurrence from offices	3. Prepare memos and draft OOs for the assignment of <b>DFA personnel</b> (Officers and Staff) to selected offices for signature of the Undersecretary for Administration (UA), as endorsed by HRMO Assistant Secretary and the concerned Heads of Offices.		3 working days (including the initial/approval of Office Order)	
4. Approval of UA or OSEC	5. Serve Office Orders (OOs) to recalled personnel via their official DFA email account, if any and / their respective offices; Send fax to Post transmitting the signed office order of the recallees	None	1 working day	



	<p><b>Note:</b> Recallees should receive the copy of their Office Order, <b>seven (7) days</b> upon arrival/recall to the Home Office.</p> <p>Pending an Office Order or if the HO assignment is yet to be determined, a Certificate of Report to Duty is issued to the recallee personnel (Officers and Staff).</p>			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	12 working days	



## 21. Processing of Authorization to Hire a Locally Hired Employee of Foreign Service Posts (FSPs)

Hiring of a locally hired employee at FSPs

<b>Office or Division:</b>	HRMO-RSPD			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Foreign Service Posts (FSPs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Draft Employment Contract 2. Notarized Personal History Statement (PHS) 3. Notarized Sworn Statement		To be provided by the requesting FSP		
4. Police Clearance (for Filipino and Foreign Nationals) 5. NBI Clearance (for Filipino Nationals) 6. Physician's Certification on State of Health / Fitness to Work		To be provided by the Prospective Local Hire / (Physician, government agency issuing the Police Clearance and NBI Clearance).		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Post requests for Authority to hire Local Hires	1. HRMO reviews the completeness of the documentary requirements submitted by Post	None	1-3 Hours	Local Hires Section
	2. HRMO drafts the authority to hire for approval of UA, through OFMS and OTLA, as well as the endorsement of the Personal History Statement to ISU for background check / security clearance	None	2 Hours	Local Hires Section
	3. ISU transmits the result of the background / security check to HRMO	None	7 working days	ISU
	4. HRMO transmits the results of the background	None	Upon receipt /	Local Hires Section



	check / security clearance to Post		20 minutes	
	5. Upon receipt of OFMS' and OTLA's comments, if any, on the request for authority to hire, HRMO transmits the same to Post for revision / compliance	None	Upon receipt / 20 minutes	Local Hires Section
	6. OFMS approves the funding for Post's proposed total compensation package, and affixes its initials and endorses the authority to UA	None	1-2 Weeks	OFMS
	7. OTLA finds the draft employment contract to be generally in order, and affixes its initials and endorses the authority to UA	None	1-2 Weeks	OTLA
	8. UA, upon receipt of the concurrence of ISU, OFMS and OTLA, approves and signs the Authority to Hire, confirming the engagement of the local hire	None	1-5 working days	OUA
	9. UA transmits the Authority to Hire to the concerned FSP via Coratel, copy furnished HRMO and OFMS	None	1 working day	OUA
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	2 to 4 Weeks	



## 22. Processing of Requests from Foreign Service Posts and Consular Offices for Authority to Implement GAD Activities

The GAD Secretariat reviews and processes requests from Foreign Service Posts (FSPs) and Consular Offices (COs) for authority to conduct GAD activities. The review is based on relevant guidelines of the Department and other oversight agencies on gender mainstreaming and utilization of agency GAD Budget.

<b>Office or Division:</b>	HRMO - Performance and Records Management Division (PRMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	FSPs and COs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FSP's/CO's GAD Plan and Budget				
2. GAD PCW-NEDA-DBM Circular on Planning and Budgeting				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for authority to conduct GAD activities	1. Receive request for authority to conduct GAD activity from FSP/CO	None	1 Working Day	GAD Secretariat
	2. Review request for authority		1 Working Day	GAD Secretariat
3. Receive authority to conduct GAD activity/response to request	3. Send fax reply to FSP/CO	None	2 Workings Days	GAD Secretariat
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	4 Workings Days	



### 23. Verification of Status of Personnel Who are Due for Promotion, Assignment or Possible Recipient of Awards in Relation to Pending Administrative Cases

The Administrative Compliance Section processes requests from the Selection, Placement and PRAISE sections of HRMO in verifying whether or not personnel who are due for promotion, foreign assignment, or proposed to receive awards have pending administrative cases with the Board of Foreign Service Administration (BFSA).

<b>Office or Division:</b>	HRMO - Performance and Records Management Division (PRMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Selection, Placement and PRAISE Sections of HRMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for verification with matrix of names of personnel who are due for promotion, assignment or are possible recipient of awards				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via e-mail to ACS	1. Receive request 2. Verify from ACS matrix of pending cases with the BFSA	None	1 working day	ACS personnel
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	1 working day	



**24.Provision of: A) Personnel Information Sheet (PIS), B) Service Record (SR), C) Certificate of Employment (COE) and D) Other Documents from 201 File**

The Records Management Section process requests for the provision of Personnel Information Sheet (PIS), Service Record of personnel, Certificate of Employment (COE) and other documents from 201 file. This is in line with its mandate to handle matters pertaining to the retention, management and storage of paper and electronic records of the personnel of the Department.

<b>Office or Division:</b>		Performance and Management Division, HRMO		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Personnel of the Department of Foreign Affairs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>A) Personnel Information Sheet (PIS) and B) Service Record (SR)</b>		HRMO		
Human Capital Management and Payroll System (HCM&PS) - Administrators / Employee Login Credentials (Employee ID Number and Password)		Online / Website <u>Login page</u> ( <a href="https://login-dfa-prod-iaqqgy.fa.ocs.oraclecloud.com/">https://login-dfa-prod-iaqqgy.fa.ocs.oraclecloud.com/</a> )		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Login to the HCM&PS and generate PIS or Service Record via the Report Tool	None	None	1 minute or less, depending on the internet and printer speed	DFA Personnel
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	1 minute and 30 seconds	

In case the DFA Personnel cannot access the **HCM&PS**, the **Personnel Information Sheet (PIS)** and **Service Record (SR)** may also be generated through the following means:

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. via email - using DFA official email account	HRMO - Records Management Section ( <a href="mailto:hrmo.records@dfa.gov.ph">hrmo.records@dfa.gov.ph</a> )
2. In-person - Employee ID	HRMO





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the full name, DFA ID and purpose through the following means: a) Email b) In person c) Official communications (i.e. memorandum, fax)	1.1 Receive, acknowledge and process the requested PIS / Service Record	None	5 mins	Clerk
	1.2 (A) With signature of a Certifying Officer  - Print the requested document for signature of a certifying officer  - send via email or inform the client of its availability if a signature of a certifying officer is available	None	5 mins or less  5 mins or less (depends on network traffic)	Clerk
	1.2 (B) Without signature of certifying officer  - Scan or print the requested document and send via email or inform the client of its availability for pick-up	None	5 mins or less	Clerk
	1.3. Issue the document	None	5 mins or less	Clerk
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	20 minutes to half a day	



### C) Certificate of Employment (COE)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Internet 2. DFA Official Email		HRMO - Records Management Section (hrmo.records@dfa.gov.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the <u>COE Request Form</u> via google form	1.1 Receive, and process the accomplished COE form	None	5 mins or less (depends on network traffic)	Clerk
	1.2 Print the requested document for review and signature of a certifying officer	None	10 minutes to 1 hour, depending on the data validation needed and the printer	Clerk
	1.3 Obtain signature of certifying officer	None	1 to 5 hours Depending on the availability of the signing officer	
	1.4 Send via email or inform the client of its availability for pick-up	None	5 to 10 minutes to download the file and email e-signed copy to client; OR  Less than a minute to inform the client that	Clerk



			wet ink COE is available for pick-up.	
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	1 day	

#### D) Other Accessible Documents from 201 File

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DFA Official Email		HRMO - Records Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Full name and ID number via any of the following means to HRMO: - Memorandum / Fax - Email (records.hrmo@dfa.gov.ph) - Phonecall - In-person	1.1 Receive and acknowledge the request	None	(Note: the processing time will depend on the location of the 201 file)  5 mins or less	Clerk
	1.2 Scan the requested document	None	10 mins or less (depend on no. docs scanned)	Clerk
	1.3 Send via email or inform the client of its availability for pick-up	None	5 mins (depends on network traffic)	Clerk
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	20 mins	



## 25. Processing of Appeals on IPCRF Ratings

The Performance Management Section (PMS) is in charge of regularly monitoring, updating, reviewing, encoding and filing the Individual Performance Commitment and Review Form (IPCRF) of the Department's personnel. It also processes appeals by personnel on their IPCRF ratings.

<b>Office or Division:</b>		HRMO - Performance and Records Management Division (PRMD)		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All personnel of the Department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appeal should be formally made through a memorandum or fax attaching relevant documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit appeal on IPCRF ratings	1. Receive appeal on IPCRF ratings	None	1 working day	Performance Management Section
	2. Send memo requesting comments of the rater regarding the appeal	None	1 working day	
	3. Receive and evaluate comments and recommend intervention (dialogue between the ratee and the rater, coaching, etc.)	None	3 working day	
4. Implement intervention	4. Send memo to the appropriate office/individual to carry out the appropriate intervention (mediation, trainings, seminars, workshop, etc)	None	3 working day	
5. Send report on outcome of intervention	5. Receive report on outcome of intervention and evaluate.	None	1 working day	
	6. If the issue is resolved, prepare communication acknowledging efforts. If the issue remains	None	3 working day	



	unresolved, prepare and send a memo elevating the matter to the Performance Management Team.			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	12 days	



## 26. Verification of Personnel's Performance Ratings

The Performance Management Section processes requests from the Selection, Placement, and PRAISE sections in providing personnel's performance ratings. The performance ratings are used as bases for relevant personnel actions such as promotion, staffing for foreign assignment, grant of Presidential-level and Department-level awards, grant of performance-based bonus (PBB), among others.

<b>Office or Division:</b>	HRMO - Performance and Records Management Division (PRMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Selection, Placement, PRAISE, Learning and Development Section, Plantilla, Recruitment, OFMS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for verification with matrix of names of personnel		HRMO - PMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send request	1.Receive request	None	1 working day	Performance Management Section
	2. Update matrix provided by the requesting office	None	2 working days	
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	3 working days	



## 27. Honorary Consuls and Service Attachés Division – Initial Establishment of a PH Consular Post Headed by an Honorary Consular Officer

The Honorary Consuls Unit provides administrative and logistical support to the operations of the entire Philippine honorary consular system, relating to the establishment of Consular Posts headed by Philippine Honorary Consular Officers.

Office or Division:	HRMO-HCSAD		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Foreign Service Posts		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Office Layout ( <i>proposed size, location plan, layout/floor plan of the office, address, and class of consular post i.e., consulate, consulate general</i> )		Country of origin Nominee/Candidate for the Honorary Consular Officer Position	
2. Specifics on consular functions of the proposed honorary consular official (e.g. consular, commercial and trade, tourism promotion and assistance-to-nationals (ATN))		Supervising Foreign Service Post	
3. Guidelines and restrictions on the number of honorary consuls allowed by the receiving state		Host Government	
4. Consular privileges and immunities accorded to honorary consuls		Host Government	
5. Jurisdiction of Consular Post ( <i>there are consular posts whose jurisdiction may overlap with those of the Embassy's consular section</i> )		Supervising Foreign Service Post	
6. Questionnaire entitled "Information Pertaining to the Establishment and Maintenance of Consular Posts headed by Honorary Consular Officers" ( <i>FSC-280-00 dated 28 November 2000</i> )		Supervising Foreign Service Post	
7. Economic profile of city / locality where consular post is proposed especially the services sector		Country of origin Supervising Foreign Service Post	
8. Labor and immigration laws of the host government especially those pertaining to foreign workers and liberalization of the services sector		Country of origin Supervising Foreign Service Post	
9. Work Plan indicating performance targets for the consular post in the areas of trade, investments, overseas development assistance, tourist arrivals, employment opportunities, foreign remittances, and		Supervising Foreign Service Post	



economic diplomacy, (use OIER format for Economic Diplomacy Work Plan)				
10. Document showing the concurrence of concerned offices (Geographic office, OIER, OUMA and OFMS) in the Department regarding the proposed establishment of a Consular Post headed by an Honorary Consular Officer.		Various offices in the DFA		
11. Diplomatic Note requesting the receiving state for its concurrence to establish a Consular Post headed by an Honorary Consular Officer.		DFA		
12. Diplomatic Note / Official Document from the host government expressing its approval to establish a Consular Post headed by an Honorary Consular Officer.		Host Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FSPs (PEs & PCGs) officially recommends to DFA the initial establishment of a consular post headed by Honorary Consular Officer	1. DFA receives the proposal from FSPs and provides guidelines and the list of documentary requirements for the said proposal.	None	As determined by FSP	FSP / DFA
2. FSPs submit the documentary requirements for the initial establishment of a consular post	2. DFA receives the official documents from FSPs and submits to the concerned offices in the DFA for vetting.  DFA informs FSPs regarding the concurrence of concerned offices and sends a draft Diplomatic Note for FSP's inputs.	None	3 - 4 weeks	FSP / DFA
3. FSPs review the draft Diplomatic Note and send it back to the Department with inputs.	3. DFA will finalize the Diplomatic Note and will be initialed by the Undersecretary for Administration. The signed	None	1-2 weeks	FSP / DFA





	copy shall be sent to Post via diplomatic pouch and FSP must transmit the said note to the host government.			
4. FSP will send to DFA the document from the host government expressing its concurrence on the proposed establishment.	4. DFA will advise FSP to look for a suitable candidate for the Honorary Consular Officer position and remind FSP to be guided by the rules and regulations of the DFA and the host government for Initial Appointment of Honorary Consular Officer.	None	Dependin g on the host governme nt	FSP / DFA / Host Governmen t
<b>SUBTOTAL</b>			2-3 months depending on the response of the host government.	
<b>TOTAL</b>		None		



## 28. Initial Appointment of PH Honorary Consular Officer

<b>Office or Division:</b>	HRMO-HCSAD			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Foreign Service Posts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Data Sheet / Resumé of the candidate		Country of origin (Nominee/Candidate)		
2. Original Police Clearance in English or with English translation		Country of origin (Nominee/Candidate)		
3. Authenticated copies of ITR for the last three (3) years)		Country of origin (Nominee/Candidate)		
4. SALN or in lieu of SALN - FSP's guarantee of financial capacity of honorary consul-nominee		Country of origin (Nominee/Candidate)		
5. Certification of Permanent Residency in English or with English translation		Country of origin (Nominee/Candidate)		
6. Proof of Nationality in English or with English translation		Country of origin (Nominee/Candidate)		
7. Result of Background Check/Investigation		ISU in coordination with NICA and PCTC- INTERPOL		
8. Document showing the concurrence of concerned offices (Geographic office, OIER, OUMA and OFMS) in the Department regarding the proposed initial appointment of an Honorary Consular Officer		DFA		
9. Diplomatic Note requesting the receiving state for its concurrence for the initial appointment of an Honorary Consular Officer.		DFA		
10. Diplomatic Note / Official Document from the host government expressing its approval to appoint an Honorary Consular Officer		Host Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. FSPs (PEs & PCGs) receive and officially recommend to DFA the appointment of the candidate as honorary consul after careful	1. DFA receives the proposal from FSPs and provides guidance in the submission of	None	1-2 weeks	FSP / DFA



evaluation of the qualifications	documentary requirements.			
2. FSPs submit the documentary requirements of the proposed honorary consular officers	2. DFA receives the complete official documents from FSPs.  These documents will be submitted to the concerned offices (geographic office, OUMA, OIER, OFMS and ISU) in the DFA for the vetting process.	None	1-2 months	FSP / DFA
3. DFA informs FSPs regarding the concurrence of concerned offices and sends a draft Diplomatic Note for FSP's inputs.	3. FSPs review the draft Diplomatic Note and send it back to the Department with inputs and/or a list of documents that are required by the host government.	None	1-2 weeks	FSP / DFA
4. FSPs to send the finalized Diplomatic Note to DFA.	4. DFA will finalize the Diplomatic Note and will be initialed by the Undersecretary for Administration. The signed copy shall be sent to Post via diplomatic pouch and FSP must transmit to the host government.	None	1-2 weeks	FSP / DFA / Host Government
5. FSPs will send to DFA the document from the host government expressing its concurrence on the initial appointment of the Honorary Consular Officer.	5. DFA will prepare a memo for the Secretary of Foreign Affairs through the Undersecretary for Administration and submit the initial appointment documents for approval and signature. Once signed, DFA to send the initial appointment documents to FSPs:	None	Depending on the host government	FSP / DFA / Host Government



	a. Initial Appointment; b. Consular Commission in English and Filipino; c. Agreement between the Secretary and the new Honorary Consular Officer; d. Declaration of Loyal Conduct of Officer; e. Oath of Office; f. Signature and Handwriting Specimen Card; g. ID Information Sheet; and h. Contact Details Information Form (for DFA website)			
6. FSPs will send a copy of the appointment paper and consular commission to the MFA of the host government and will request for an exequatur for the said initial appointment.  FSPs will also send back the fully accomplished forms and appointment documents including the exequatur (once available) to the DFA.	6. DFA will upload the contact details of the newly appointed HCO in the DFA website and HCU microsite.  DFA will also issue an identification card to the said HCO.	None	2-3 weeks	DFA
<b>SUBTOTAL</b>		None	3-4 months depending on the response of the Host government	
<b>TOTAL</b>				



**29. Consolidate GAD Plans and Budgets and GAD Accomplishment Reports of all offices, Consular Offices, and Foreign Service Posts for onward submission to the Philippine Commission on Women**

The GAD Secretariat reviews and consolidates the GAD Plans and Budgets (GPBs) and GAD Accomplishment Reports (ARs) submitted by all Foreign Service Posts (FSPs), Consular Offices (COs), and Offices in the Home Office for onward transmittal to the Philippine Commission on Women (PCW). The submission to PCW is in accordance with Section 36 of Republic Act No. 9710 or the Magna Carta of Women.

<b>Office or Division:</b>	HRMO - Performance and Records Management Division (PRMD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	FSPs, COs, and offices in the Home Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FSPs' and HO Offices' GAD Plan and Budget		FSP or Office concerned		
2. FSPs' and HO Offices' GAD Accomplishment Report		FSP or Office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit GAD Plan and Budget (for the following year) and GAD Accomplishment Report (for the current year)	1. Receive submitted GPBs and ARs	None	One (1) Working Day	GAD Secretariat
	2. Reviews and consolidates the GPBs and ARs	None	Five (5) Working Days	GAD Secretariat
	3. Encodes and submits the Department's GPB and AR in PCW's Gender Mainstreaming and	None	Three (3) Working Days	GAD Secretariat



	Monitoring System (GMMS)			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	Nine (9) Working Days	



### 30. Conduct of Trainings for Capability Building on Gender and Development of GFPOs and Alternates, and Department personnel

The GAD Secretariat capacitates Department personnel on the GAD competencies, especially the GAD Focal Point Officers (GFPOs) of all Offices, Foreign Service Posts, and Consular Offices, to ensure gender mainstreaming in the office's programs, activities, and projects.

<b>Office or Division:</b>	HRMO - Performance and Records Management Division (PRMD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	FSPs, COs, and offices in the Home Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of participants from FSPs, COs, and offices in the HO		GAD Secretariat's Directory of GAD Focal Point System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list of interested participants	1. Receive list of applications	None	2-3 Working Days	GAD Secretariat
	2. Prepare the Office Order for OUA's signature	None	Three (3) Working Days	GAD Secretariat
3. Receive the Office Order	3. Circulate the Office Order once signed and received from OUA	None	One (1) Working Day	GAD Secretariat
4. Participate in the training	4. Conduct the training	None	One (1) Working Day	GAD Secretariat
5. Accomplish the Evaluation Form	5. Circulate the Online Evaluation Form to the participants	None	Two (2) Working Days	GAD Secretariat
	6. Prepare the Certificates of Participation for OUA's and/or HRMO's signature	None	Three (3) Working Days	GAD Secretariat



7. Receive the Certificate of Participation	7. Circulate signed Certificates of Participation to attendees	None	One (1) Working Day	GAD Secretariat
<b>SUBTOTAL</b>				
<b>TOTAL</b>			Fourteen (14) Working Days	





### 31. Conduct of L&D Training Programs (Competency Development Programs; and Asynchronous Courses through DFA Learning Management System)

The Learning and Development Section provides relevant training programs and other learning interventions for the career advancement of Department personnel. These enable employees to grow professionally and acquire new skills and competencies.

<b>Office or Division:</b>	HRMO - Performance and Records Management Division - Learning and Development Section (L&D Section)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Personnel from Home Offices (HO), Foreign Service Posts (FSP), and Consular Offices (CO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum of Endorsement signed by the concerned Head of Office / Office of Consular Affairs and/or Foreign Service Post		Concerned offices at the HOs, Office of Consular Affairs, and/or FSPs		
2. Accomplished Training Nomination Form		Learning and Development Section and Participant		
3. Signed Commitment Letter (if synchronous and onsite courses / workshops)		Learning and Development Section and Participant		
4. Certified True Copy of Office Order and/ or Travel Authority		Learning and Development Section		
5. Accomplished Training Evaluation Form		Learning and Development Section and Participant		
6. Certificate of Completion / Participation		Service / Training Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare the Call for Applications; and Online Training Nomination Form	None	One (1) to three (3) working days	L&D Staff
2. Accomplish the Online Training Nomination Form and submit a Memorandum of Endorsement signed by the Head of Office and/or FSP, and, if applicable, a Commitment Letter signed	2. Monitor the nominations received through the online Training Nomination Form, and acknowledge all endorsements received through L&D's email	None	One (1) to three (3) working days	L&D Staff and Participant



by the applicant/s and Head of Office and/or FSP				
	3. Review and evaluate nominations received	None	Five (5) to seven (8) working days	L&D Staff
	4. Prepare the Office Order for the participants, and / or Travel Authority of participants for the Undersecretary for Administration's signature	None	One (1) to three (3) working days	L&D Staff
5. Receive the signed Office Order and/or Travel Authority  Accomplish a pre-test prior to the start of the program, if required	5. Circulate to confirmed participants, and their respective offices the signed Office Order and/or Travel Authority.  If applicable, request the participants to accomplish a pre-test.  For non-accepted applicants, inform them of their non-admission	None	One (1) to three (3) working days	L&D Staff and Participant
6. Participate in the training programs / asynchronous courses	6. Facilitate the conduct of the training programs / asynchronous courses; and monitor the participants' progress	None	One (1) to five (5) working days	L&D Staff, Participant, and Service / Training Provider
7. Accomplish the Training Evaluation Form.  If required, accomplish a post-test	7. Circulate to the participants the online Training Evaluation Form, and, if applicable, the Post-test  <i>(For asynchronous courses, the Training Evaluation Form is integrated within the course.)</i>	None	One (1) to five (5) working days	L&D Staff and Participant
	8. Review and summarize the training evaluation, and if applicable, the	None	Two (2) to three (3)	L&D Staff



	results of the pre-and post-test		working days	
9. Receive the Certificate of Completion/ Participation	9. Circulate the signed Certificates of Completion to the participants and PRMD-RMS	None	One (1) working day	L&D Staff, Participant and RMS
10. Submit a Memorandum of Explanation to HRMO should the participant fail to complete the training program	10. Receive and review the submitted Memorandum of Explanation	None	One (1) working day	L&D Staff and Participant
<b><i>SUBTOTAL</i></b>		None	15-30 working days	
<b>TOTAL</b>		None	15-30 working days	



### 34. Processing of Nominations for *Gawad Mabini* and Department-level Awards

The Awards and Recognition Section serves as the Secretariat to the Department's Program on Awards and Incentives for Service Excellence (PRAISE). It facilitates the opening of nominations, and screening and evaluation of nominations for the consideration of the PRAISE Technical Working Group and Committee.

<b>Office or Division:</b>	HRMO - Performance and Records Management Division - Awards and Recognition Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Personnel from Home Offices (HO), Foreign Service Posts (FSP), and Consular Offices (CO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum of Endorsement signed by the concerned Head of Office, Head of Post, or Head of Consular Office		Concerned office at the HO, FSP or CO		
2. Duly accomplished Nomination Form, signed by the nominator and nominee		Awards and Recognition Section, Nominee and Nominator		
3. Continuous length of service for at least 3 years (Department-level) or 4 years (Gawad Mabini) in the Department		HRMO Records Management Section		
4. Performance Rating of at least 4.50 for four (4) consecutive rating periods prior to the nomination period		HRMO Performance Management Section		
5. Not habitually absent and habitually tardy, or have not incurred undertime from the prior year based on CSC Regulations		HRMO Leave, and Time and Monitoring Sections, and Administrative Officer of the concerned office		
6. Not having any pending administrative, civil, or criminal case, filed against the nominee		HRMO Administrative Compliance Section		
7. No pending financial accountability		OFMS Home Office Accounting		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare the Call for Nominations and Online Submission Form	None	Two (2) days	A&R Staff



1. Accomplish the Online Submission Form by submitting the required documents and Memorandum of Endorsement signed by the Head of Office or FSP	2. Monitor the nominations received through the Online Submission Form, and acknowledge all endorsements received through PRAISE's email.	None	One (1) working day	A&R Staff and Participant
	3. Review and evaluate nominations received based on the minimum criteria	None	One (1) working day	A&R Staff
	4. Prepare Memo or transmittal for concerned Sections and Offices for their inputs regarding the nominees a. HRMO Administrative Compliance Section for pending administrative, civil, and criminal cases; b. HRMO Leave, and Time and Monitoring Sections for attendance; c. HRMO Performance Management Section for work performance; d. HRMO Records Management Section for service records; and e. OFMS for financial accountability	None	Three (3) working day	A&R Staff and concerned offices
5. Submit additional or lacking documents, if necessary	5. Inform clients whether they are eligible or ineligible based on the minimum criteria, and request to submit additional documentary requirements, if necessary.	None	One (1) working day	A&R staff and nominee



	6. Present the nominees for deliberation of the Technical Working Group and Committee	None	Two (2) working day	PRAISE Secretariat
<b><i>SUBTOTAL</i></b>		None	10 working days	
<b>TOTAL</b>		None	10 working days	



## **Intelligence and Security Unit (ISU)**

### **External Services**



## 1. Entry/Exit Permits to Foreign Ships

<b>Office or Division:</b>	Intelligence and Security Unit (ISU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Philippine Government to Diplomatic Mission			
<b>Who may avail:</b>	Diplomatic Missions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Note Verbale from the requesting diplomatic mission		From the Requesting Diplomatic Mission		
Letter of Endorsement from DFA addressed to the concerned Philippine Authorities		Intelligence and Security Unit of the DFA		
Comments from the concerned Philippine authorities		Dept. of National Defence, J2, AFP and Philippine Navy, Philippine Coast Guard and National Coast Watch Center		
Diplomatic Clearance in the form of Note Verbale		Intelligence and Security Unit of the DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Note Verbale from the requesting diplomatic mission	1. Requesting diplomatic mission will send Note Verbale to DFA-ISU to secure diplomatic clearance for Entry/Exit of foreign vessels	None	20 Days	Communications Officer
2. DFA-ISU endorsement letter to the concerned Philippine authorities	2. DFA-ISU will send endorsement letter to the concerned Philippine authorities	None		
3. Comments from the concerned Philippine authorities	3. Department of National Defence, J2, AFP, Philippine Navy, Philippine Coast Guard and National Coast Watch Center will send comments to DFA-ISU relative	None		





	to their verification conducted for issuance of diplomatic clearance			
4. Diplomatic Clearance in the form of Note Verbale	4. DFA-ISU will send Note Verbale to the requesting diplomatic mission for conveyance of issuance of diplomatic clearance for entry/exit of foreign vessels	None		
<b>TOTAL</b>		None	20 Days	



## 2. Landing/Overflight Clearances for Aircrafts

<b>Office or Division:</b>	Intelligence and Security Unit (ISU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Philippine Government to Diplomatic Mission			
<b>Who may avail:</b>	Diplomatic Missions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Note Verbale from the requesting diplomatic mission		From the Requesting Diplomatic Mission		
Letter of Endorsement from DFA-ISU addressed to the concerned Philippine Authorities		Intelligence and Security Unit of the DFA		
Comments from the concerned Philippine authorities		Department of National Defence, J2, AFP and Philippine Air Force and Civil Aviation Authority of the Philippines		
Diplomatic Clearance in the form of Note Verbale		Intelligence and Security Unit of the DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Note Verbale from the requesting diplomatic mission	1. Requesting diplomatic Mission will send Note Verbale to ISU-DFA to obtain diplomatic clearance for landing/overflight foreign aircrafts	None	20 Days	Defence Attache or Security/Protocol Officer of the requesting diplomatic mission
2. DFA-ISU Endorsement Letter to the concerned Philippine authorities	2. DFA-ISU will send endorsement letter to the concerned Philippine authorities	None		Diplomatic Clearance Officer
3. Comments from the concerned Philippine authorities	3. Department of National Defense, J2, AFP and Philippine Air Force will provide comments to DFAISU relative to their verifications	None		DND Action Officer



	conducted for issuance of diplomatic clearance for landing/overflight foreign aircrafts			
4. Diplomatic clearance in the form of Note Verbale	4. DFA-ISU will send Note Verbale to the requesting diplomatic mission for conveyance of diplomatic clearance	None		Diplomatic Clearance Officer
<b>TOTAL</b>		None	20 Days	



### 3. Security Coverage for Visiting Dignitaries and Embassies

<b>Office or Division:</b>	Intelligence and Security Unit (ISU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Philippine Government to Diplomatic Mission			
<b>Who may avail:</b>	Diplomatic Missions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Note Verbale from the requesting diplomatic mission indicating purpose of travel, date, person traveling, security arrangement request, contact person and its contact number and itinerary of travel		From the Requesting Diplomatic Mission		
Letter of Endorsement from DFA-ISU addressed to the Philippine National Police		Intelligence and Security Unit of the DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Note Verbale from requesting Diplomatic Mission	1. Requesting Diplomatic Mission will send Note Verbale to DFA-ISU to obtain security coverage of their visiting dignitaries	None	20 Days	Defence Attaché and Security/Protocol Officer from the requesting diplomatic mission
2. DFA-ISU endorsement letter to Philippine National Police	2. DFA-ISU will send an endorsement letter to the Philippine National Police for the request security coverage for visiting dignitaries	None		Diplomatic Security Officer
3. Coordination with Philippine National Police for security coverage of visiting dignitaries	3. Philippine National Police will closely coordinate with the requesting diplomatic mission for the number of security be provided and arrangement	None		PNP Action Officer



TOTAL	None	20 Days	
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#### 4. Firearms Clearance for Security Officers of the Visiting Dignitaries

<b>Office or Division:</b>	Intelligence and Security Unit (ISU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Philippine Government to Diplomatic Mission			
<b>Who may avail:</b>	Diplomatic Missions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Note Verbale from the requesting diplomatic mission indicating details of firearms, number of rounds, details of personnel carrying firearms and purpose of travel		From the requesting diplomatic mission		
DFA-ISU endorsement letter to Philippine National Police		Intelligence and Security Unit of the DFA		
Authority to transport firearms and Firearms Clearance		Philippine National Police		
Note Verbale from DFA-ISU for Authority to transport firearms and firearms clearance		Intelligence and Security Unit of the DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Note Verbale from the requesting diplomatic Mission	1. Diplomatic Mission will send a Note Verbale to DFA-ISU to obtain authority to transport/firearms clearance	None	20 Days	Defense Attaché or Security Officer of the Requesting Diplomatic Mission
2. DFA-ISU endorsement letter to Philippine National Police	2. DFA-ISU will send an endorsement letter to Philippine National Police	None		Diplomatic Security Officer
3. Authority to transport / Firearms Clearance	3. The Philippine National Police will send an authority to transport/firearms clearance in a form of PNP official letter to DFA-ISU	None		DND Action Office PNP Action Officer



4. Note Verbale to requesting diplomatic mission	DFA-ISU will send Note Verbale to the requesting diplomatic mission for conveyance of authority to transport/firearms clearance	None		Diplomatic Security Officer
<b>TOTAL</b>		None	20 Days	



## 5. Radio Frequency Clearance

<b>Office or Division:</b>	Intelligence and Security Unit (ISU)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Philippine Government to Diplomatic Mission			
<b>Who may avail:</b>	Diplomatic Missions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Note Verbale from the requesting diplomatic mission		Requesting Diplomatic Mission		
DFA-ISU endorsement letter to National Telecommunications Commission		Intelligence and Security of the DFA		
Radio frequency clearance/temporary permit to operate		National Telecommunication Commission		
DFA-ISU Note Verbale to the requesting diplomatic mission		Intelligence and Security Unit of the DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Note Verbale from requesting diplomatic mission	1. Requesting diplomatic mission will send Note Verbale to DFA-ISU to obtain Radio Frequency Clearance	None	7 Days	Communications Officer or Security/Protocol Officer of the requesting diplomatic mission
2. DFA-ISU endorsement letter to National Telecommunications Commission (NTC)	2. DFA-ISU will send an endorsement letter to NTC for issuance of Radio Frequency Clearance	None		Diplomatic Security Officer
3. Radio Frequency Clearance/ Temporary Permit to Operate Radio Frequency	3. NTC will send to DFA-ISU the Temporary Permit to Operate	None		NTC Action Officer
4. DFA-ISU Note Verbale to the	4. DFA-ISU will send Note Verbale to the requesting	None		Diplomatic Security Officer





requesting diplomatic mission	diplomatic mission for conveyance of radio frequency clearance			
TOTAL		None	7 Days	



# **Intelligence and Security Unit (ISU)**

## **Internal Services**



## 1. Background Check for Hiring DFA Personnel

<b>Office or Division:</b>	Intelligence and Security Unit (ISU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DFA's Human Resources Management Office and Office of Protocol			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum from the Human Resource Management (HRMO) Office and Office of the Protocol (OP)		HRMO and OP		
Personal History Statement form, NBI Clearance and Curriculum Vitae		HRMO and OP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Memorandum from the requesting Office in the DFA	1. Requesting Office from DFA will send memorandum to ISU for background check of a person applying for a positions in the DFA and to the foreign diplomats that will be assigned in the Philippines	None	20 Days	Recruitment Officer of the HRMO or Protocol Officer of the Office of Protocol
2. Submission of duly accomplished Personal History Statement (PHS) form, NBI Clearance, Curriculum vitae of the applicants	2. DFA HRMO or Office of Protocol will provide to ISU the duly accomplished Personal History Statement Form, NBI Clearance and Curriculum Vitae of the Applicants	None		Recruitment Officer of the HRMO or Protocol Officer of the Office of Protocol
3. DFA-ISU Letter request to NICA for background check	3. DFA-ISU will send a letter request for background check of a subject applicants	None		Security Clearance Officer



4. Results from the background check conducted by NICA	4. The National Intelligence Coordinating Agency (NICA) will send the result of the background check to DFA-ISU in form of an official letter	None		NICA Action Officer
5. Memorandum for the requesting office to inform the result of the background check	5. DFA-ISU will send a memorandum to the requesting office to inform of the result of the background check	None		Security Clearance Officer
<b>TOTAL</b>		None	20 Days	



## 2. Authority to Post to Issue Provisional Certificate of Philippine Registry

<b>Office or Division:</b>	Intelligence and Security Unit (ISU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Private Business Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from Maritime Industry Authority (MARINA)		Maritime Industry Authority		
Fax message to authorize Post to issue Provisional Certificate of Philippine Registry		Intelligence and Security Unit of the Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsement from Maritime Industry Authority (MARINA)	1. The Maritime Industry Authority (MARINA) will issue an endorsement letter addressed to DFA-ISU for issuance of Provisional Certificate of Philippine Registry	None	20 Days	MARINA Action Officer
2. DFA-ISU Fax message to Post for issuance of Provisional Certificate of Philippine Registry	2. DFA-ISU will send fax message to Post for issuance of Provisional Certificate of Philippine Registry	None		Diplomatic Clearance Officer
<b>TOTAL</b>		None	20 Days	



# **Office of Asset Management and Support Services (OAMSS)**

## **Internal Services**



## PROPERTY AND SUPPORT SERVICES DIVISION (PSSD)

### 1. Return of Equipment

<b>Office or Division:</b>	Property, Inventory and Disposal Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Property Return Slip		1. OAMSS-PSSD		
2. Property to be returned (if executing PRs)		2. End-User AO/PO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished PRS	1. Checks accountable PPEs and accepts return of PPE.	None	1 – 3 days, depending on the number of accountable properties.	PIDS Staff
	2. Initials on PRS once client is cleared from accountabilities.			PIDS Staff
	3. Signs PRS and Clearance of the client			OAMSS-PSSD Director
2. Client picks up a copy of PRS.				PIDS Staff
<b>TOTAL</b>		None	1 day	



## 2. Transfer of Equipment

<b>Office or Division:</b>		Property, Inventory and Disposal Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Property Transfer Report (PTR)			1. OAMSS-PSSD, or 2. End-User AO / PO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished PTR together with accountable PPE	1. Checks accountable PPEs and accepts return of PPE.	None	1 – 3 days, depending on the number of accountable properties.	PIDS Staff
	2. Initials on PTR once client is cleared from accountabilities.			PIDS Staff
	3. Signs PTR and Clearance of the client			OAMSS-PSSD Director
2. Client picks up a copy of PTR and signs log book.	4. Countersigns logbook			PIDS Staff
<b>TOTAL</b>		None	1 – 3 days, depending on the number of accountable properties.	





### 3. Clearance from Accountabilities

<b>Office or Division:</b>	Property, Inventory and Disposal Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Property Transfer Report 2. Property Return Slip 3. Property to be returned (if executing PRS)			1. OAMSS-PSSD, or 2. End-User AO / PO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Clearance together with duly accomplished PTR or PRS to OAMSS-PSSD: PIDS	1. Checks accountable PPE/s and (1) transfer to another accountable Officer	None	1 – 3 days, depending on the number of accountable properties.	PIDS Staff
	Or (2) clear accountability of personnel through return of equipment			
	2. Signs Clearance of the client			
2. Client picks up Clearance together with a copy of signed PTR/PRS and signs log book.	3. Countersigns logbook			PIDS Staff
<b>SUBTOTAL</b>		None	1 – 3 days, depending on the number of accountable properties.	
<b>TOTAL</b>		None	1 – 3 days, depending on the number of accountable properties.	



#### 4. Request for Accountable Form

<b>Office or Division:</b>		Property, Inventory and Disposal Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memorandum/Fax Request 2. Acknowledgement (upon receipt of Accountable Forms) 3. RIS		1. OAMSS-PSSD, or 2. End-User AO / PO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for accountable forms through communications (Memo or Fax)	1. Prepares and packs Accountable Forms and Manifest for sending to FSPs / COs	None	1 – 3 days, depending on date of request and schedule of the Diplomatic Pouch going to FSPs.	PIDS Staff
	2. Prepares Accountable Forms and RIS			
	3. Signs Manifest			OAMSS-PSSD Director
4. Sends Manifest to OAMSS-G RAD / OCA to be pouched to FSPs / COs	PIDS Staff			
2. Acknowledge AF through Communications Reply	5. File acknowledgement or RIS and logs in at the Tally Report			PIDS Staff



3.Acknowledge AF through signing of RIS				
<b>SUBTOTAL</b>		None	1 – 3 days, depending on date of request and schedule of the Diplomatic Pouch going to FSPs	
<b>TOTAL</b>		None	1 – 3 days, depending on date of request and schedule of the Diplomatic Pouch going to FSPs	

## 5. Request to Borrow Flag/s

<b>Office or Division:</b>		Property, Inventory and Disposal Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Memorandum Request 2. Borrower's Slip			1. OAMSS-PSSD, or 2. End-User AO / PO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request Memorandum indicating the type and no. of flags	1.Prepare requested flag and Borrower's slip.	None	1 – 3 days, depending on the	PIDS Staff OAMSS-PSSD Director
2.Signs the borrowers slip	2.Files borrowers slip Remind borrower to return flag/s on time			
<b>SUBTOTAL</b>		None	1 – 3 days, depending on the	
<b>TOTAL</b>		None	1 – 3 days, depending on the	



## 6. Issuance of PAR/ICS

<b>Office or Division:</b>	Property, Inventory and Disposal Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. PO/Agreement 2. Invoice 3. Delivery Receipt 4. Inspection and Acceptance Receipt 5. Certificate of Acceptance 6. Procurement Docs			1. OAMSS-PSSD, or 2. End-User AO / PO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. End-User submits copies of the PO/Agreement, invoice, DR, IAR, Certificate of Acceptance and procurement docs to OAMSS-PSSD	1. Depending on the price per unit, prepares Property Acknowledgement Receipt (above P15,000.00) or Inventory Custodian Slip (lower than P14,999.00)	None	1 day to 1 week, depending on the number of PPE.	PIDS Staff
	2. Creates property number and label the PPE		1 day to 1 week, depending on the number of PPE.	
2. End-user sign PAR/ICS			1 day	
	3. Signs PAR/ICS		1 day	OAMSS-PSSD Director
<b>SUBTOTAL</b>			1 day to 1 week, depending on the number of PPE.	
<b>TOTAL</b>			1 day to 1 week, depending on the number of PPE.	



## 7. Signing of Inspection and Acceptance Receipt

<b>Office or Division:</b>		Property, Inventory and Disposal Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Inspection and Acceptance Receipt 2. Inspected Delivery Receipt 3. Invoice (if available) 4. Pertinent BAC Documents		1. OAMSS-PSSD, or 2. End-User AO / PO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. End-user submits IAR already signed by the end-user PO/AO, OFMS-FRMD Inspector and Director, together with inspected Delivery Receipt, Invoice (if available) and pertinent BAC Documents	1. Signs the IAR	None	Less than 1 hour	OAMSS-PSSD Director
<b>SUBTOTAL</b>		None	>1 hour	
<b>TOTAL</b>		None	>1 hour	

## 8. Request for Approval of Gate Pass

<b>Office or Division:</b>		Property, Inventory and Disposal Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Gate Pass 2. ID of the Requesting Party		1. OAMSS-PSSD, or 2. End-User AO / PO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. End-User accomplish and submits gate pass to OAMSS-PSSD	1. Counterchecks indicated Supplies, Equipment, Furniture, etc. if owned by the Department and name of accountable personnel	None	1 day	PIDS Staff
	2. Initials gate pass			PIDS Staff
	3. Signs gate pass			OAMSS-PSSD Director
	4. Returns gate pass to End-User for submission to ISU			PIDS Staff
<b>SUBTOTAL</b>		None	1 Day	
<b>TOTAL</b>		None	1 Day	

## 9. Request for Disposal

<b>Office or Division:</b>	Property, Inventory and Disposal Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Internal	
<b>Who may avail:</b>	End-users within the Department	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Fax or Memo to the Department on the request for Authority	1. OAMSS-PSSD, or 2. End-User AO / PO	



2. Office Order on the Composition of the Disposal Committee 3. Resolution of the Disposal Committee 4. Inventory Report of Unserviceable Property (I&IRUP or I&IRUSP) 5. Checklist Form for Unserviceable Motor Vehicle 6. Photographs of Unserviceable Properties				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Memorandum / Fax request for authority to dispose of unserviceable properties together with the picture of the unserviceable property, Office Order of Post's Disposal Committee, I&IRUP, WMR, Resolution	1.Evaluates submission of Post and submits reply if any of the documents evaluated are incomplete	None	1 – 3 days, depending on the volume and type of unserviceable properties	PIDS Staff
	2.Submits request for approval of authority for Post to dispose of unserviceable properties to UA		1day	PIDS Staff OAMSS-PSSD Director OAMSS Assistant Secretary



	3.Evaluates and signs Post's request for authority to dispose of unserviceable properties		1 day to 1 week depending on the volume and type of unserviceable properties	UA SA UASSA Undersecretary for Administration
	4.Submits UA Approved request to Post, OFMS and COA and indicate request for submission of Post's accomplishment report to OAMSS		1 day	PIDS Staff OAMSS-PSSD Director OAMSS Assistant Secretary
Submits Disposal Accomplishment Report to	5.Submits Disposal Accomplishment Report to OFMS and COA		1 day	PIDS Staff OAMSS-PSSD Director OAMSS Assistant Secretary
<b>SUBTOTAL</b>			1 week depending on the volume and type of unserviceable properties	
<b>TOTAL</b>			1 week depending on the volume and type of unserviceable properties	





## 10. Procurement from PS-DBM

<b>Office or Division:</b>		Procurement Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Purchase Request 2. Annual Procurement Plan 3. Certificate of Availability of Funds			1. OAMSS-PSSD, or 2. End-User AO / PO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits PR together with APP and CAF	1.Files request and compile together with other requests	None		PS Staff, End-user
	2.Drafts Agency Procurement Request		1 day	PS Staff
	Signs the APR			End User (Head of Office); Chief Accountant; OAMSS Assec
	3.Sends the APR to OFMS for issuance of check		2-5 days	PS Staff, OFMS-FRMD OFMS-Budget OFMS-HOA OFMS-Asec's Office
	4.Once check is issued; Brings the APR, check and all other pertinent docs to PS-DBM for payment		1 day	PS Staff
	5.Purchase from Virtual Store of PS-DBM		1 week to 3 months, depending on the availability items	PS-DBM
	6.Once available and ordered,		1 week	PS-DBM



	wait for the delivery from PS-DBM			
	7.Picks up items from DBM PS (optional)		1 day	PS Staff and OAMSS-PSSD Driver
2.Receive d supplies from OAMSS	8.Issues items and RIS to end-user.		1 day	PS Staff, End-user
<b>SUBTOTAL</b>		None	1 week to 3 months, depending on the availability items	
<b>TOTAL</b>		None	1 week to 3 months, depending on the availability items	

## 11. Issuance of Non-Availability from Stocks

<b>Office or Division:</b>		Procurement Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Quotation/s 2. Abstract of Quotations 3. CAF 4. PPMP 5. PR/Terms of Reference 6. CNAS from CNAS Archives (same date with PR)			1. OAMSS-PSSD, or 2. End-User AO / PO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive requirements from end user	1.Issuance of Non-Availability from Stocks	None	1 day	PS Staff



Submit AoQ, Quotations, CAF, PPMP, PR/ToR to OAMSS-PSSD	2. Draft Memorandum for Certification of Unavailability in PS-DBM		1 day	PS Staff
	3. Return to End-user the AoQ with CNAS Certificate signed by PSSD Director or Authorized Signatory		Less than 1 hour	PS Staff
<b>SUBTOTAL</b>		None	1 hour to 1 day	
<b>TOTAL</b>		None	1 hour to 1 day	

## 12. Issuance of Purchase Order / Job Order

<b>Office or Division:</b>		Procurement Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. NOA 2. BAC Resolution 3. Abstract of Quotations (Quotations attached) 4. PR/ToR 5. CAF 6. PPMP			1. OAMSS-PSSD, or 2. End-User AO / PO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits NOA, BAC Reso, AoQ (Quotations attached), PR/ToR, CAF and	1. Drafts and Numbers PO/JO	None	1 day	PS Staff



PPMP to OAMSS-PS SD				
	2>Returns Drafted PO/JO to end-user	None	1 day	PS Staff
<b>SUBTOTAL</b>		None	1 day	
<b>TOTAL</b>		None	1 day	

### 13. Numbering of Purchase Requests

<b>Office or Division:</b>		Procurement Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request		1. OAMSS-PSSD, or 2. End-User AO / PO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits signed PR	1.Checks Database tags PR and return to End-user	None	1 day	PS Staff
<b>SUBTOTAL</b>		None	1 day	
<b>TOTAL</b>		None	1 day	



## 14. Issuance of Supplies

<b>Office or Division:</b>		Procurement Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Issuance Slip (RIS)		1. OAMSS-PSSD, or 2. End-User AO / PO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out RIS form	1. Issues requested Items and countersigns RIS Form	None	1 hour to 2 days, depending on the number of requested supplies	PS Staff
<b>SUBTOTAL</b>		None	1 hour to 2 days, depending on the number of requested supplies	
<b>TOTAL</b>		None	1 hour to 2 days, depending on the number of requested supplies	



## 15. Request for Issuance of Mobile Phones

<b>Office or Division:</b>	Support Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Memorandum Request 2. PPMP 3. Mobile Phone Subscription Application Form			1. OAMSS-PSSD, or 2. End-User AO / PO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sends Memorandum Request for Issuance of Mobile Phone (restricted to positions indicated in DO 20-11) and attaches PPMP	1.Sends Mobile Subscription Application Form to End-User	None	1 day	SSS Staff
2.Accomplishes Subscription Application Form and submits to OAMSS-PS SD	2.Sends Mobile Phone Subscription Application Form to Mobile Phone Contractor		1 day	SSS Staff
	3.Processes request		1 – 3 months, depending on the availability of Mobile Phone	Mobile Phone Contractor
	4.Informs End-User and issues Mobile Phone (once available)		1 Day	SSS Staff



Receives Mobile Phone	Issues Mobile phone			SSS Staff
<b>TOTAL</b>		None	1 – 3 months, depending on the availability of Mobile Phone	

## 16. Request for Use of Official Vehicle

<b>Office or Division:</b>		Transportation Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Transportation Request (must include date, time and location of the venue)		1. OAMSS-PSSD, or 2. End-User AO / PO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sends Transportation request on the use of Official Vehicle	1.Sets schedule and provide a copy of approved request to the End-User with the name of the driver	None	1 day	TS Staff OAMSS-PSSD Director OAMSS Assistant Secretary (if applicable)
<b>TOTAL</b>		None	1 day	

## 17. Request for Use of Lease Vehicle on Holidays, Weekends, Overnight and/or Out of Town

<b>Office or Division:</b>	Transportation Section
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Memorandum Request (must include date, time and location of the venue)			1. OAMSS-PSSD, or 2. End-User AO / PO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sends Memorandum informing on the use of Leased Vehicle on Holiday, Weekends, Overnight and/or Out of Town	1.Files the request for the billing purposes	None	1 day	TS Staff OAMSS-PSSD Director OAMSS Assistant Secretary
<b>TOTAL</b>		None	1 day	

#### 18. Request for Issuance of Unavailability of Official Vehicle

<b>Office or Division:</b>	Transportation Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government





Who may avail:		End-users within the Department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Unavailability of Official Vehicle accomplished by the End-User 2. Office Order (must indicate entitlement to travel expenses)		1. OAMSS-PSSD, or 2. End-User AO / PO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Certificate of Unavailability of Official Vehicle accomplished by the End-User together with the Office Order	1.Signs Certificate of Unavailability of Official Vehicle	None	1 day	OAMSS-PSSD Director
<b>TOTAL</b>		None	1 day	



## ENGINEERING AND MAINTENANCE DIVISION (EMD)

### 1. Request for Repair - Plumbing Services

<b>Office or Division:</b>	Engineering and Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form		1. OAMSS-EMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call 4220 for a service request for immediate repairs.	1. The assigned personnel will fill out the service request form.	None	1-3 days depending on availability of materials	EMD personnel
	2. The assigned personnel will inform the Director about the service request for his/her approval.	None		EMD personnel
	3. The Director will assign the work to the concerned section.	None		EMD Director
	4. Provide service requested.			Plumber
	5. After the work is accomplished, the requestor needs to sign the service request form and return the form to OAMSS-EMD.	None		Plumber
	6. The accomplished service request form will be kept for compilation.	None		EMD personnel



<b>TOTAL</b>	None	1-3 days depending on the availability of materials.	
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## 2. Request for Repair - Electrical Services

<b>Office or Division:</b>	Engineering and Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form		OAMSS-EMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call 4220 for a service request for immediate repairs or through an in-person visit.	1. The assigned personnel will fill out the service request form.	None	1-3 days depending on availability of materials	EMD personnel
	2. The assigned personnel will inform the Director about the service request for his/her approval.	None		EMD personnel
	3. The Director will assign the work to the concerned section.	None		EMD Director
	4. Provide service requested.			Electrician
	5. After the work is accomplished, the requestor needs to sign the service	None		Electrician



	request form and return the form to OAMSS-EMD.			
	6. The accomplished service request form will be kept for compilation.	None		EMD personnel
<b>TOTAL</b>		None	1-3 days depending on the availability of materials.	

### 3. Audio Visual Technical Support

<b>Office or Division:</b>	Engineering and Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memorandum request from the requesting office				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for audio visual assistance through the DFA Reservation System Application or through a memo request.	1. Receive requests through memo or on the application. a. If through the application, the Director will approve or disapprove the request. b. If through a memo request, the Director will assign an audio	None	1 day	EMD Director



	visual technician to assist on the said event.			
	2. The assigned personnel will provide audio visual assistance on the day of the event.	None		Audio Visual Technician
<b>SUBTOTAL</b>		None	1 day	
<b>TOTAL</b>		None	1 day	

#### 4. Request for Furniture Building

<b>Office or Division:</b>	Engineering and Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form		1. OAMSS-EMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call 4220 for a service request for immediate repairs.	1. The assigned personnel will fill out the service request form.	None	1-3 days depending on availability of materials	EMD personnel
	2. The assigned personnel will inform the Director about the service request for his/her approval.	None		EMD personnel
	3. The Director will assign the work to	None		EMD Director



	the concerned section.			
	4. Provide service request.			Carpenter
	5. After the work is accomplished, the requestor needs to sign the service request form and return the form to OAMSS-EMD.	None		Carpenter
	6. The accomplished service request form will be kept for compilation.	None		EMD personnel
<b>TOTAL</b>		None	1-3 days depending on the availability of materials.	

## 5. Request for Civil Works

<b>Office or Division:</b>	Engineering and Maintenance Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum request from the requesting office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Memo to OAMSS requesting for a project related to civil works.	1. The memo request will be routed to the Director for action.	Provision of materials	1 day - 2 weeks depending on	OAMSS Communications Officer



			availability of materials and scope of work needed.	
=	2. The Director will assign the work to the concerned personnel.	None		EMD Director
	3. The concerned personnel will accomplish the request.	None		Carpenter
<b>TOTAL</b>		None	1 day - 2 weeks depending on availability of materials and scope of work needed.	

#### 6. Request for Lay-out and Cost Estimates of Consular Offices, Embassies and Offices at the DFA Main Building

<b>Office or Division:</b>	Engineering and Maintenance Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memorandum request from the requesting office				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Memo to OAMSS requesting for	1. The memo request will be routed to the Director for action.	None	1 week - 1 month depending	OAMSS Communic



a project related to civil works.			on the scope of work needed.	ations Officer
=	2. The Director will assign the work to the concerned personnel.	None		EMD Director
	3. The designated personnel will coordinate with the requesting office and start the lay-out/design of the project.	None		Architect
	4. Once completed, the designated personnel will submit the lay-out to the Head of Planning Section and Director for approval.	None		Architect
	5. Upon approval, the lay-out will be sent to the requesting office.	None		EMD Director
<b>TOTAL</b>		None	1 week - 1 month depending on the scope of work needed.	





## 7. Reservation of Venue

<b>Office or Division:</b>	Engineering and Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appsheet - DFA Reservation System		1. Download Appsheet application through Playstore or Appstore using your DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the reservation of venue on the DFA Reservation System application	1. The Director will approve or disapprove the request on the application and assign a designated personnel for audio visual assistance if needed.	None	1 day	EMD Director
	2. The assigned personnel will provide audio visual assistance on the day of the event.	None		Audio Visual Technician
<b>TOTAL</b>		None	1 day	



## 8. Request for Repair - Airconditioning Services

<b>Office or Division:</b>	Engineering and Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form		1. OAMSS-EMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call 4220 for a service request for immediate repairs or through an in-person visit.	1. The assigned personnel will forward the request to our service provider.	None	1-2 days depending on availability of materials	EMD personnel
	2. The service provider will fill up the form and proceed with the repair.	None		Service provider
	3. After the work is accomplished, the service provider will inform and submit the service form at OAMSS-EMD.	None		EMD personnel
	4. The accomplished service form will be kept for compilation.	None		EMD personnel
<b>TOTAL</b>		None	1-2 days depending on the availability of materials.	



## INFORMATION AND COMMUNICATIONS TECHNOLOGY DIVISION (ICTD)

### 1. Information and Communications Technology Division - IT Repair

<b>Office or Division:</b>	Information and Communications Technology Division (ICTD), Management Information System Section(MISS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party calls local 4357 (HELP) or logs in technical concerns through the <a href="https://tinyurl.com/3u3v726z">https://tinyurl.com/3u3v726z</a>	1.1 ICTD's dispatcher responds to calls and assigns to available technician.	None	Not more than 24 hours for basic troubleshooting requests; not more than 1 week for intermediate requests;	ICTD Dispatcher
	1.2 Assigned technician calls the end-user regarding the technical concern to further evaluate the nature of request	None	escalated to supplier within 48 hours for severe requests-attended to/response time or resolution	Technical Troubleshooting Management Unit, ICTD
	1.3 Assigned technician resolves the technical concern via remote assistance or on site repair.	None	time 10-20 minutes 5 to 10 minutes 10 to 30 minutes.	Technical Troubleshooting Management Unit, ICTD



	1.4 In case unserviceable, TTMU escalates the issue to the supplier.	None		Technical Troubleshooting Management Unit, ICTD
	Service Documentation	None		Technical Troubleshooting Management Unit, ICTD
<b>TOTAL</b>		None	4 hours	

## 2. Information and Communications Technology Division - Videoconferencing and Livestreaming Assistance

<b>Office or Division:</b>	Information and Communications Technology Division (ICTD), Management Information System Section(MISS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	End-users in the Home Office, Foreign Service Posts and Consular Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Memorandum addressed to Assistant Secretary of 2. OAMSS			1. OAMSS-ICTD through email below: oamss.ictd@dfa.gov.ph	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requesting party sends memorandum for	1.1 ICTD Staff coordinates with the requesting party.	None	30 minutes - 1 hour	IT-MISS Personnel



technical assistance				
2. Requesting party further explains details of the meeting.	2.1 Survey of the Venue and assessment of technical requirements. 2.2 Once approved, the requesting party will be provided with the Meeting Details (Time Date, Meeting ID and Password) via email 2.3 Generate meeting link or provide video conference software license to the requesting office	None	30 minutes	IT-MISS Personnel
3. Requesting party hosts/joins the meeting/event	3.1 Standby technical support assists the requesting party to the event proper  3.2 Setup IT equipment for video conference/webinar and conduct dry-runs		Depends on the duration of the Meeting up to 3 hours	IT-MISS Personnel
<b>TOTAL</b>		None	7 hours	IT-MISS Personnel

### 3. Information and Communications Technology Division - Website Assistance

<b>Office or Division:</b>	Information and Communications Technology Division (ICTD), Management Information System Section (MISS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	End-users in the Home Office, Foreign Service Posts and Consular Offices	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Memorandum for Website Request		1. OAMSS' Assistant Secretary's office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party sends a memorandum request for uploading various information to the DFA official website.	1.1 Execute the request and assure that the file is ready for public viewing	None	10-20 minutes	Website Administrator
	2. Access the Control Panel Website Hosting Login page and login as an administrator	None	2 minutes	Website Administrator
	3. Download and back-up the contents and MySQL database of the DFA Official websites (including FSP's websites)	None	7 hours	Website Administrator
	4. Contact the Government Website Hosting Service (GWHS) helpdesk for technical issues encountered to resolve the error(s)	None	10 minutes	Website Administrator
	5. Service Documentation	None	1 hour	Website Administrator
<b>TOTAL</b>		None	7 hours and 13 minutes	



#### 4. Information and Communications Technology Division - 8888 Hotline Technical Assistance

<b>Office or Division:</b>	Information and Communications Technology Division (ICTD), Project Procurement Management and Administrative Section (PPMAS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The general public calls or text the complaint to Hotline 8888	1.1 Complaints sent through the portal are filtered upon the particularity/predicament of the Malacañang via agency.gov.ph (Malacañang to DFA and vice versa)	None	Each ticket is given 27 working hours for referral to the concerned office upon receipt	8888 Hotline Technical Admin
	1.2 Technical Officer will send the complaint to the concerned office via sulat.gov.ph (Inter-Office, DFA-Cos-Posts and vice versa)  1.3 If a complaint has no response, Hotline 8888 will resend the complaint for	None	Pursuant to the Executive Order No. 6, s. 2016 actions should be taken within the 72-hour compliance period upon receipt.	8888 Hotline Technical Admin



	second endorsement where follow up is strictly needed.			
	1.4 Updates/replies/feedbacks /action/s taken by the concerned office will be routed back to the DFA's 8888 unit (agency.gov.ph) and will be transmitted back to Malacañang through the communication system	None	Pursuant to the Executive Order No.6,s. 2016 actions should be taken within 72-hour compliance upon receipt.	8888 Hotline Technical Admin
	1.5 Once Malacañang considers the action/s taken by the concerned office concrete, it will send another reply validating that the complaint shall be closed.  1.6 Otherwise, 8888 Hotline Center will send another email which requires developments, instructions or any documentary confirmation that was sent to the caller. Thus, the ticket will remain open until such compliance	None		8888 Hotline Technical Admin
	1.7 E-mails for compliance will be	None		8888 Hotline





	resent to the concerned office for evaluation and appropriate action. 1.8 Once the concerned office adheres to 8888's condition, replies will be routed back to DFA's 8888 unit (agency.gov.ph) and will be transmitted back to Malacañang through the communication system.			Technical Admin
	1.9 If 8888 will consider the reply/feedback/action/s taken compliant to 8888's standard, it will send an email validating that the ticket has been closed.	None		8888 Hotline Technical Admin
	1.10 Upon Malacañang's consideration on the action/s taken by the concerned office was concrete, it will send another reply validating that the complaint shall be closed	None	1-2 days	8888 Hotline Technical Admin
<b>TOTAL</b>		None	1 week and 2 days	



## 5. Information and Communications Technology Division - Processing of Electronic Communications

<b>Office or Division:</b>	Information and Communications Technology Division (ICTD), Electronic Communications Section (ECS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G-Government to Government			
<b>Who may avail:</b>	Home Offices, Foreign Service Posts, Consular/Satellite Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party request for an incoming document/file	1.1 Thorough monitoring and downloading of incoming communication in ECS synchronized mail client	None	3 minutes	ECS personnel
	1.2 Decipher the incoming communication	None	2 mins	ECS personnel
	1.3 After decryption, electronically tag the document (Secret or Top Secret, Confidential or Plain)	None	2 mins	ECS personnel
	1.4 Encode the document's information into the ECS database system to auto generate a control number	None	10 mins	ECS personnel
	1.5 Generate a copy of the summary report	None	10 mins	ECS personnel



	1.6 Disseminate all the incoming documents.	None	30 minutes	ECS personnel
2. Requesting party request for an outgoing document/file	2.1 Accept the original documents upon its approval for transmission	None	2 minutes	ECS personnel
	2.2 Encode the information into the ECS database system to auto generate a control number	None	5 minutes	ECS personnel
	2.3 Convert the original document electronically into a portable document format	None	5 minutes	ECS personnel
	2.4 Secure the document prior to transmission	None	2 minutes	ECS personnel
	2.5 Transmit the communication via DFA managed email account	None	2 minutes	ECS personnel
	2.6 Print out delivery report for client	None	2 minutes	ECS personnel
	2.7 Check and print whether the recipient receives the document. If not acknowledged within 24 hours, resend the document until acknowledged	None	2 minutes	ECS personnel
	2.8 Print the summary report of transmitted documents	None	10 minutes	ECS personnel



<b>TOTAL</b>	None	1 hour and 30 minutes	ECS personnel
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## 6. Information and Communications Technology Division - Transferring and Management of Calls

<b>Office or Division:</b>	Information and Communications Technology Division (ICTD), Electronic Communications Section (ECS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client calls DFA Home Office : (02) 8 834-3000 or (02) 8 834-4000 for assistance	1.1 Telephone operator assist the client to connect to a particular office/ person	None	5-10 minutes or more (depending on the query)	Action Center's phone dispatcher
	1.2 Connect the caller or direct them to the appropriate office/individual	None	1-3 minutes	Action Center's phone dispatcher
<b>TOTAL</b>		None	13 minutes	



## GENERAL RECORDS AND ARCHIVES DIVISION (GRAD)

### 1. Records Disposal

Processing of the Request to Dispose of Valueless Records

<b>Office or Division:</b>	GRAD (Records Management Unit)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	End-users within the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum		1. Requesting Office in the Department		
2. NAP Form No. 3		2. DFA Archives (Microsite)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo or fax from DFA Offices, FSPs or RCOs for the disposal of old documents using the accomplished National Archives of the Philippines (NAP) Form No. 3 – Authority to Dispose of Records	1. Receive memo or fax from DFA Offices, FSPs or RCOs for the disposal of old documents using the accomplished National Archives of the Philippines (NAP) Form No. 3 – Authority to Dispose of Records and log necessary information in the Disposal Matrix.	None	15 Minutes	Clerk/Assistant
	2. Prepare a transmittal letter addressed to the Executive Director of the National Archives of the Philippines, attach the duly accomplished NAP Form No.3 in 3 copies and send via email to the Acting Director and for endorsement to Assistant Secretary.	None	15 Minutes	Clerk/Assistant
	3. Delivery of the approved Request for Authority to Dispose of Records or NAP Form No.3 to National Archives of the	None	Within the day upon receipt of approved request.	Clerk/Assistant



	Philippines. Log the numbered documents in the logbook and update the Document Masterlist for Department Issuances.			
	4.Input necessary information in the Disposal Matrix.	None	15 Minutes	Clerk/Assistant
	5. Wait for the approval of request for Authority to Dispose	None	Until receipt of original approved NAP Form No. 3 from NAP	Clerk/Assistant
	6. Transmit or forward the approved Authority to Dispose of records to the requesting Office, FSPs and RCOs.	None	1 day	Clerk/Assistant
	7. File copies of NAP Form No. 3, 5 and 6.	None	30 Minutes	Clerk/Assistant
	4.Input necessary information in the Disposal Matrix.	None	15 Minutes	Clerk/Assistant
<b>TOTAL</b>		None	2 days and 30 minutes	



## 2. Numbering and Releasing of Department Issuances

Provision of Control numbers for the Department Issuances

<b>Office or Division:</b>	GRAD (Records Management Unit)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	End-users within the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Department Issuances		1. Requesting office in the Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Department Order/Circular and other issuances for numbering.	1. Receive Department Issuances from different Offices in the Department.	None	5 Minutes	Clerk/Assistant
	2. Assign appropriate control number. Check the completeness of the enclosures.	None	5 Minutes	Clerk/Assistant
	3. Log the numbered documents in the logbook and update the Document Masterlist for Department Issuances.	None	10 Minutes	Clerk/Assistant
	4. Scan and upload Department issuances in the CRDS then file the original copy to its respective folder.	None	30 Minutes	Clerk/Assistant
	5. Note: For Department Order, it needs to be registered first to ONAR-UP Law Center before upload and dissemination.	None		Clerk/Assistant
<b>TOTAL</b>		None	1 hour	



### 3. Certifying True Copies of Documents

Processing of the request to Certify True Copies of Documents

<b>Office or Division:</b>	General Records and Archives Division (GRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original copy of document		1. Requesting employee		
2. Document/s to be certified as true copy		2. Requesting employee		
3. CTC Request Form		3. OAMSS-GRAD		
4. Document Management System		4. OAMSS-GRAD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill-up the Request for CTC Form.	1. Receive request and examine whether the copies of the document to be certified as a true copy is an authentic reproduction of the original.	None	5 minutes depending on the number of request	Clerk/Assistant
2. Submit the original copy of the document/s to be certified as true copies				
	2. Stamp each page as “Certified True Copy”.	None	5 minutes depending on the number of request	Clerk/Assistant
	3. Sign the documents (to be done by an authorized signing officer).	None	5 minutes depending on the number of request	Signing Officer
	4. Scan the stamped and signed documents.	None	5 minutes depending on the number of request	Signing Officer
	5. Release the certified true copies to the requesting personnel.	None	5 minutes depending on the number of request	Clerk/Assistant





	6. Upload the digital files to the document management system	None	5 minutes depending on the number of request	Clerk/Assistant
<b>TOTAL</b>		None	30 minutes depending on the number of request	

#### 4. Releasing and Numbering of Documents

Provision of control numbers (Letters and Note Verbales)

<b>Office or Division:</b>	GRAD (Releasing Unit)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notes Verbale and Letters		1. Requesting Office and Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for numbering (1 original and 2 photocopies)	1. Assign appropriate control numbers for each outgoing communications.	None	10 minutes	Clerk/Assistant
	2. Ensure that the addressee and address on the communication matches the one on its corresponding envelope. Also check for the completeness of the enclosure(s).	None	15 minutes	Signing Officer
	3. Log in the details of the numbered documents in their respective logbooks and retain a file copy.	None	2 minutes per document	Clerk/Assistant
2. The requesting Office will	4. Forward the numbered documents to the	None	5 minutes	Clerk/Assistant



received the numbered documents	requesting office.			
3. The Records Management Unit will received the documents for file copy	5.Forward the file copies of the documents to the Records Management Unit for filing.	None	2 minutes	Clerk/Assistant
	6. Scan each numbered document individually using the appropriate scanner and software.	None	2 minutes	Clerk/Assistant
	7.Upload the digital files to the document management system.	None	2 minutes	Clerk/Assistant
<b>TOTAL</b>		None	> 1 hour and 44 minutes (depends on the number of communication s)	

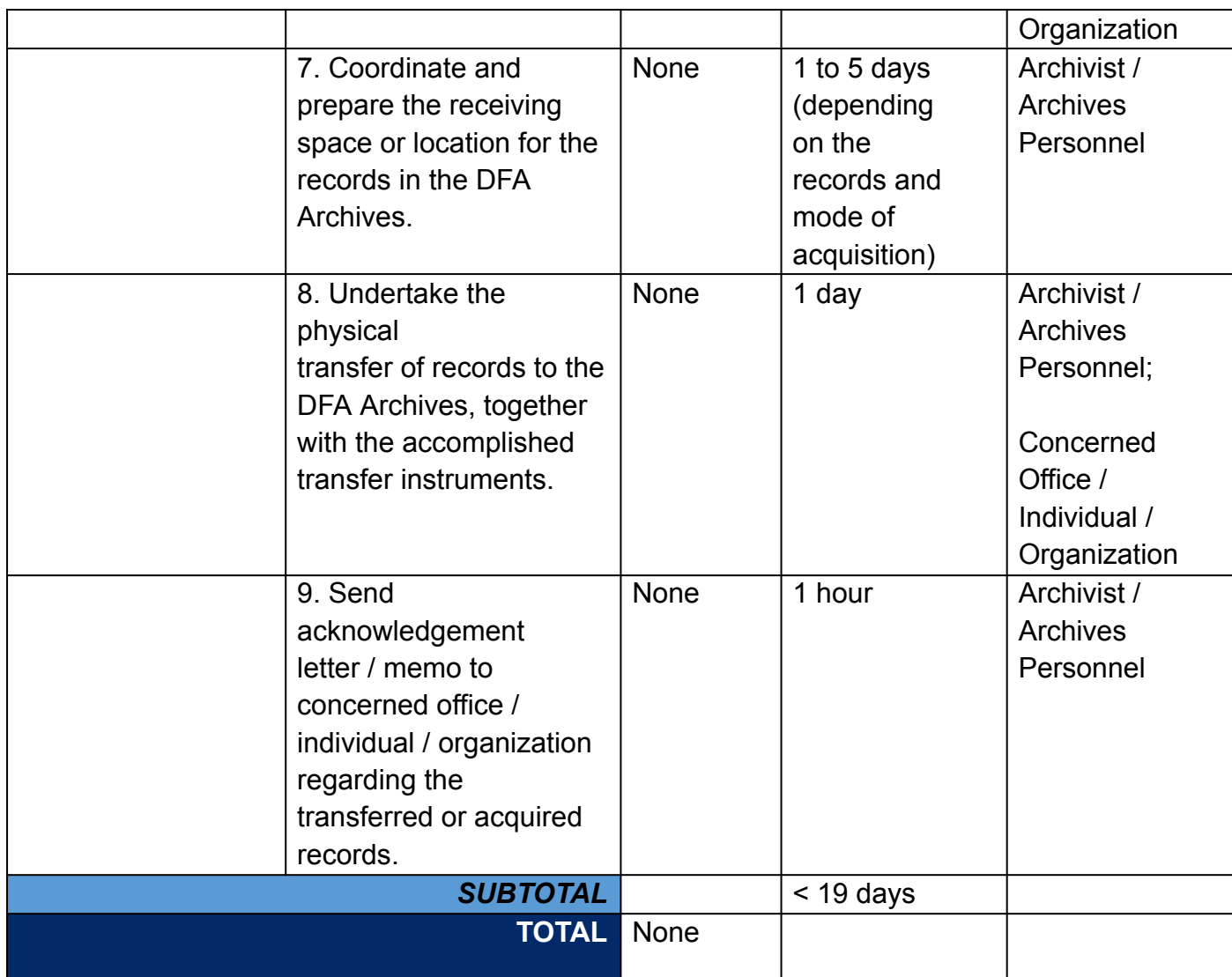
## 5. Appraisal, Accessioning and Acquisition of DFA Records

### Appraisal, Accessioning and Acquisition of Records

<b>Office or Division:</b>	GRAD (DFA Archives)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Memorandum/ Fax Memo of intent/request Accomplished Transfer Form/ Instrument Inventory List		Originating/Concerned Office/ Post		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit accomplished transfer form and inventory list	1. Receive request (letter or form) for records to be transferred or acquired for the DFA Archives. Requests must include the list of records to be evaluated.	None	2 minutes	Archivist / Archives Personnel  Concerned Office / Individual / Organization
	2. Conduct research / interview on the records being evaluated. Conduct meetings, if necessary.	None	1 hour to 5 days (depending on the records)	Archivist / Archives Personnel
	3. Determine / appraise the records to be transferred / acquired based on the submitted list and research conducted.	None	1 to 3 days (depending on the records)	Archivist / Archives Personnel
	4. Recommend acceptance and seek relevant approvals for the records depending on its nature and contents.	None	1 to 3 days (depending on the records)	Archivist / Archives Personnel;  Concerned Officers
	5. Forward list of approved records for transfer / acquisition to the concerned office / individual / organization.	None	1 hour	Archivist / Archives Personnel
	6. Accomplish the Request to Transfer Form / Prepare Deed of Donation or other acquisition (legal) instrument necessary.	None	1 day	Archivist / Archives Personnel;  Concerned Office / Individual /



## Inventory and Preparation of Finding Aids

238



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Determine the scope of the collection.	None	5 minutes	Archivist / Archives Personnel
	2.Identify the series classifications of the collection.  3. Decide the level of description of each series. Item level for smaller series and file level for larger ones.	None	1 hour to 1 day (depending on the size of the collection)	Archivist / Archives Personnel
	4.Arrange the records according to its series classification.	None	1 to 3 days (depending on the size of the collection)	Archivist / Archives Personnel
	5.Input necessary information in the inventory form.	None	1 week to 1 month (depending on the size of the collection)	Archivist / Archives Personnel
	6.Finalize the inventory for the series.	None	>1 hour	Archivist / Archives Personnel
	7.Determine the information to be included in the finding aids.	None	10-30 minutes (depending on the complexity of the records)	Archivist / Archives Personnel
	8. Input the necessary information in the finding aid. The finding aid must reflect the arrangement of the	None	3 days to 1 week (depending on the size of the collection)	Archivist / Archives Personnel



	records in the collection.			
	9.Finalize the finding aid for the collection.	None	>1 hour	Archivist / Archives Personnel
<b>TOTAL</b>		None	1 month 12 days (depending on the size of the collection)	

## 7. Reference Service / Assistance to Researchers

To provide resources and information needed by the researchers.

<b>Office or Division:</b>	GRAD (DFA Archives)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	End-users within the Department and Other Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished Research Request Form			DFA Archives	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request research thru email or in-person visit. If in-person visit, researcher fills-up the research request form and visitor's log. If requested through email, the archivist prints out the request.	1.Receive research request thru email or in-person visit. a. If in-person visit, researcher fills-up the research request form and visitor's log. a. If received through email, the archivist prints out the request.	None	5 minutes	Archivist / Archives Personnel  Researcher
	2.Interview the researcher on the nature of topic/research request or, if thru email, respond to	None	10-15 minutes to	Archivist / Archives Personnel



	the researcher for clarifications and other information needed to fulfill the request.		1 day (depending on the mode of communication used)	
	3.Input necessary information in the Request for Reference Service log sheet and number the research request form.	None	2 minutes	Archivist / Archives Personnel
	4.Conduct initial research in the available resources in the Archives through finding aids.	None	>1 hour	Archivist / Archives Personnel
2.Receive and review initial findings.	5.Receive and review initial findings.	None	10 minutes to 1 day (depending on the mode of communication used)	Archivist / Archives Personnel
	6.Conduct much intensive research, if findings are insufficient or researcher needs additional materials or information, by contacting, inquiring, and researching in other relevant offices and institutions.	None	1 hour to 1 week (depending on the mode and extent of research)	Archivist / Archives Personnel
3.Receive and review final findings.	7.Contact and inform researchers of the further findings.	None	10 minutes to 1 day (depending on the mode of communication used)	Archivist / Archives Personnel
	8.Log the status of research (i.e. completed, pending, on-going, no resources found, etc.) in the Request for Reference	None	2 minutes	Archivist / Archives Personnel



	Service log sheet.			
<b>TOTAL</b>		None	> 11 days	

## 8. Reference Service / Assistance to Researchers

To provide technical Assistance/Advice on Records / Archives Management for DFA Offices, FSPs and Consular Offices and to provide resources and information needed by the researchers.

<b>Office or Division:</b>	GRAD (DFA Archives)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memorandum / Fax Memo of request or Phone Call or Email		1. Originating / Concerned Office/Post or Employee		
2. Request for Technical Assistance Form		2. DFA Archives		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request assistance thru phone call or email or in-person visit.	1. Receive requests thru email or phone call or in-person visit. a. If in-person visit, researcher fills-up the research request form and visitor's log.  b. If received thru email, archivist prints out the request. Recommend acceptance and seek relevant approvals for the records depending on its nature and contents. If thru phone call, log request in the designated form.	None	3 – 5 minutes	Archivist / Archives Personnel
2. Response to the inquiries of the DFA Archives	2. Clarify the nature of technical assistance being requested.	None	2-3 minutes	Archivist / Archives Personnel





	3. Check availability of schedule in the DFA Archives calendar.	None	2-3 minutes	Archivist / Archives Personnel
3. Confirm proposed schedule	4. Inform requesting party of the schedule of the technical assistance	None	2 minutes	Archivist / Archives Personnel
	5. If the requesting party confirmed the schedule, plot in the DFA Archives Calendar the schedule.	None	2 minutes	Archivist / Archives Personnel
4. Receive technical assistance	6. Provide technical assistance requested.	None	30 minutes to 2 hours (depending on the nature of assistance)	Archivist / Archives Personnel
5. Answer client feedback form	7. Provide client feedback form.	None	1 minute	Archivist / Archives Personnel
<b>TOTAL</b>		None	>11 days	

### 9. Receiving and timely distribution and proper recording of incoming documents sent by FSPs.

Receive Diplomatic Pouch

<b>Office or Division:</b>	General Records and Archives Division (GRAD) Punch Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letters, documents and parcels		2. Sending Foreign Service Posts		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Receive diplomatic pouch/bags from Foreign Service Posts (FSPs) from International Couriers such as DHL, FedEx, UPS, TNT, PHLPPost, etc.	None	5 – 10 minutes (each pouch)	Clerk/Assistant



	2. Encode Airway Bill and Pouch bag number in the manifest/ logbook	None	5 – 10 minutes (each pouch)	Clerk/Assistant
	<p>3.(Note:Wait for the assigned Duty Officer (member of the Pouch Committee) before opening the Pouch bags.)</p> <p>4. Opening of the incoming pouch, inspect the contents of the pouch bags (to be done by the unit personnel, together with the assigned Duty Officer from other offices per the bi-monthly Office Order creating the Committee to supervise the Opening and Closing of Incoming and Outgoing Diplomatic Pouch on the Home Office)</p> <p>If everything is in order, the Duty Officer signs the Manifests and/or makes notations on the Manifests (for those that are missing or discrepancy in the contents.)</p>	None	3 hours	Clerk/Assistant



	<p>5. Log details of the Diplomatic Pouch documents/packages to their respective logbooks except for OCA and OFMS which are directly encoded in the manifest due to a large number of documents and packages they receive.</p> <p>Place them afterwards to their designated pigeon hole.</p>		1-2 hours	Clerk/Assistant
	<p>6. Inform the office/personnel concerned to pick up the documents/packages from the Incoming Pouch Unit.</p>	None	15 minutes	Clerk/Assistant
	<p>7. Have the documents/packages received by the concerned personnel/messenger from the concerned Office and have them sign the logbook.</p>	None	10 minutes	Clerk/Assistant
	<p>8. File and scan the manifest in each designated folder individually using the appropriate scanner and software. Make sure to furnish each Post with a respective</p>	None	10 minutes	Clerk/Assistant



	acknowledged Pouch manifest.			
	9. Upload the digital files to the Records Management System with complete metadata.	None	2 minutes	Clerk/Assistant
<b>TOTAL</b>		None	5 hours and 45 minutes	

#### 10. Transmittal of documents and packages to FSPs and COs through diplomatic pouch

Send Diplomatic Pouch

<b>Office or Division:</b>	GRAD (Pouch)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memorandum		1. Requesting office in the Department		
2. Pouch materials		2. Requesting office in the Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit pouch materials	1. Receive documents/packages from the Releasing Unit, pouch materials from different offices of the Department and passports/ visa stickers from OCA.	None	1 – 2 hours	Clerk/Assistant
	2. Sort out documents and pouch materials addressed to different FSPs and RCOs.	None	30 minutes	Clerk/Assistant
	3. Prepare the manifests for each FSPs and RCOs	None	>1 hour	Clerk/Assistant



	<p>(based on the daily Outgoing Diplomatic Pouch Schedule).</p> <p>Prepare also the materials to be used for closing the diplomatic pouch such as: pouch bags, locks, ropes, sealing wax and masking tape.</p>			
	<p>4. In monitoring the closing of pouch in checking the documents and pouch materials to be forwarded to FSPs and RCOs against the respective Pouch Manifests. The Head of the Pouch Section serves as a checker when closing the diplomatic pouch.</p>	None	2 – 3 hours	Clerk/Assistant
	<p>5. Close the diplomatic pouch bags.</p> <p><i>Note: The diplomatic pouch bag has DFA logo on both sides and with holes (eyelet) at the top portion of the bag).</i></p> <p>a. The bag is closed and tightened with a nylon rope inserted in the holes.</p> <p>a. Both ends of the nylon ropes are inserted on a steel pouch lock with holes.</p> <p>b. The pouch lock is sealed with a special melted wax and the DFA dry seal “stamped” on it.</p>	None	2 – 3 hours	Clerk/Assistant



	c. The sealed pouch lock is covered with masking tape to protect it from damage and/or unauthorized opening.			
	6. The service provider weighs each pouch bag per post and provides the airway bill number of the shipment. Per article IV of DO 16-2015, items that need to be sent urgently to Post outside of the normal pouch schedule for that Post and/or exceed the maximum weight limit of the regular pouch has to be sent through a special pouch and chargeable against requesting Office's MOOE.	None	>1 hour	Clerk/Assistant
	7. Outgoing Pouches are ready for pick-up and delivery to the airport by the authorized courier service (LBC, PHLPPost, DHL, etc.).	None	2 – 3 hours	Clerk/Assistant
	8. Outgoing pouches for RCOs which are placed in their sealed envelopes are ready for pick up by the authorized courier service which provides the waybill number for each shipment.	None	2 – 3 hours	Clerk/Assistant
	9. File and scan the manifest in each	None	2 minutes	Clerk/Assistant



	designated folder individually using the appropriate scanner and software. complete metadata.			
	10. Upload the digital files to the Records Management System with complete metadata.	None	2 minutes	Clerk/Assistant
	11. Send out feedback forms and conduct a quarterly review to assess comments and suggestions.	None	2 minutes	Clerk/Assistant
<b>TOTAL</b>		None	4 hours 12 minutes	

## 11. Sending of letters, documents and parcels via PhilPost

<b>Office or Division:</b>	GRAD (Mail Unit)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memorandum		1. Requesting office in the Department		
2. Pouch materials		2. Requesting office in the Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Receive documents from the Releasing Section or directly from the DFA offices.	1. Process received original document/s by encoding into the matrix for Registered Mails. Weigh and compute for postal charges and assign the registered mail stamp, which are bought from PhilPost.	None	40 minutes	Records Clerk



	<p>Print the matrix in three (3) sets.</p> <p>Place stamps on the envelope, and the 3 printed copies of the matrix.</p> <p>2 copies of the matrix are given to PhilPost and 1 copy for GRAD.</p> <p>Note: This service is available to non-urgent documents to be delivered to addressee.. Documents must not be more than 2 kgs. PhilPost delivers anywhere in the Philippines.</p>			
	2. Keep the processed letters until a PhilPost employee comes to collect the items.	None	10 minutes	Records Clerk
	3. Have the service provider pick up the processed letters on its scheduled collection. PhilPost employees must acknowledge receipt of the letters on the GRAD copy of the matrix.	None	20 minutes	Records Clerk
<b>SUBTOTAL</b>		None	1 hr. and 10 minutes	
<b>TOTAL</b>		None	1 hr. and 10 minutes	





## OVERSEAS AND REGIONAL PROPERTIES AND CONTRACT MANAGEMENT DIVISION (ORPCMD)

1. Management and Monitor Support Services-Related Procurement Documents and Contracts in the DFA Home Office in Manila, based on the list of services provided by the Department and such other contracts as determined by the Head of Procurement Entity

<b>Office or Division:</b>		ORPCMD		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		End-users within the Department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed contract		1. End-user within the Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed copies of procurement documents and signed contracts to OAMSS	1.Accept/secure copies of procurement contracts from the responsible unit	None	Within 1 day of submission (End-user is given up to a month from signing of the contract)	Contract Management and Monitoring Section Head / Assistan
2.Submit monitoring reports or feedback by responsible unit/end-user	2.Accept/secure from the responsible units/end-users regular reports on compliance of contractual obligations through the designated feedback mechanisms put in place by each responsible unit/end-user	None	1-3 days from generation of report or collation of forms	Contract Management and Monitoring Section Head / Assistant
<b>SUBTOTAL</b>		None	1-3 days from generation of report or collation of forms	



<b>TOTAL</b>	None	1-3 days from generation of report or collation of forms	
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## 2. Building Fund Program (BFP)

<b>Office or Division:</b>	ORPCMD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished BFP Project Proposal Template and other Documentary Requirements (Price Quotations, Draft Contract, etc.)		1. ORPCMD – BFP Project Proposal Template 2. Provider / Supplier – Price Quotations		
2. Department Authority with attached ORS		3. Issuing Units - UA for the Authority and OFMS for ORS		
3. Reports (Quarterly Status Report and Utilization Report)		4. FSP / Post		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit BFP project proposal and all documentary requirements to OAMSS-ORPCMD / Properties Committee Secretariat	1. Post proposal is evaluated by ORPCMD and the Properties Committee (PropCom) members for funding consideration	None	Within the day of routing to the Division	Project Management and Building Fund Section
	2. Wait for comments from OFMS and OTLA for the financial and legal aspects of the projects, then draft fax to Post to convey comments from PropCom and for submission of additional	None	Within the day of routing to the Division	Project Management and Building Fund Section



	requirements, as necessary			
2. Submit additional requirements as required by the PropCom	3. ORPCMD draft memorandum to transmit submission from Post to PropCom members for further evaluation and review, and/or for issuance of ORS	None	Within the day of routing to the Division	Project Management and Building Fund Section
	4. Wait for approval from PropCom and the issuance of ORS, then draft fax authority for signature of UA	None	Within the day of routing to the Division	Project Management and Building Fund Section
3. Submit Status and/or Utilization Report	5. Draft memorandum for the transmittal of the BFP Status and/or Utilization Report OFMS	None	Within the day of routing to the Division	Project Management and Building Fund Section
<b>SUBTOTAL</b>		None	Within the day of routing to the Division	
<b>TOTAL</b>		None	Within the day of routing to the Division	

### 3. Lease of Properties

<b>Office or Division:</b>	ORPCMD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Templates (Basic Elements of Lease, Inventory of Items on the Lease Property, Report on the Condition and State of Leased Property, and Affidavit of Undertaking on Liability)		1. ORPCMD		
2. Department Authority		2. Undersecretary for Administration (UA)		
3. Signed Contract		3. FSP / Post		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit the accomplished templates: <ul style="list-style-type: none"> <li>• Basic Elements of Lease</li> <li>• Inventory of Items on the Leased Property</li> <li>• Report on the Condition and State of Leased Property</li> <li>• Affidavit of Undertaking on Liability</li> </ul>	1. ORPCMD evaluates submitted templates for endorsement to the PropCom and/or require Post to submit additional requirements	None	Within the day of routing to the Division	Overseas Properties Section –Lease Unit
2. Submit additional requirements as necessary	2. ORPCMD draft memorandum to transmit additional requirements submission from Post to PropCom members for further evaluation and review	None	Within the day of routing to the Division	Overseas Properties Section –Lease Unit
	3. Wait for “no objection” comments from both OFMS and OTLA then draft Department Authority for approval and signature of UA	None	Within the day of routing to the Division	Overseas Properties Section –Lease Unit
3. Submit signed Lease Contract to OAMSS	4. Draft memorandum for the transmittal of signed lease contract to OFMS	None	Within the day of routing to the Division	Overseas Properties Section –Lease Unit
<b>SUBTOTAL</b>		None	Within the day of routing to the Division	
<b>TOTAL</b>		None	Within the day of routing to the Division	



#### 4. Car Refleeting Program

<b>Office or Division:</b>	ORPCMD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-users within the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Motor Vehicle inventory, Justifications on the necessity to acquire a vehicle, 3 Quotations for the proposed vehicle, and Cost-Benefit analysis favoring purchase over lease		1. FSP / Post		
2. Inventory and Inspection Report of Unserviceable Property (IIRUP)		2. ORPCMD		
3. CRP Utilization Report		3. ORPCMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following to ORPCMD: <ul style="list-style-type: none"> <li>• Motor Vehicle inventory</li> <li>• Justification on the necessity to acquire a vehicle</li> <li>• 3 Quotations for the proposed vehicle</li> <li>• Cost-Benefit analysis favoring purchase over lease</li> </ul>	1. ORPCMD evaluates the submitted documentary requirements for planning the Department's 3-year CRP, it is then provided to the PropCom for review and comments	None	Within the day of routing to the Division	Overseas Properties Section –CRP Unit
	2. Revise the 3-year CRP as necessary based on the comments of other PropCom members, or draft endorsement to UA for approval of SFA.	None	Within the day of routing to the Division	Overseas Properties Section –CRP Unit



<b><i>SUBTOTAL</i></b>	None	Within the day of routing to the Division	
<b>TOTAL</b>	None	Within the day of routing to the Division	



# **Office of Asset Management and Support Services (OAMSS)**

## **External Services**



## GENERAL RECORDS AND ARCHIVES DIVISION

### 1. Freedom of Information Request

Processing of Freedom of Information Request

<b>Office or Division:</b>	GRAD (DFA Archives)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Freedom of Information Request		1. FOI receiving office		
2. FOI Approving Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit FOI request to the FOI receiving office with the documentary requirements	1. Received endorsement from the FOI receiving office with the documentary requirements	None	1 day	Archivist / Archives Personnel
	2. Check if the requested documents are in GRAD's possession	None	30 minutes	Archivist / Archives Personnel
	3. Draft memo to FOI Decision Maker together with the following documents: <ul style="list-style-type: none"> <li>FOI Approving Authority Form</li> <li>Draft Letter to Requesting Office/Entities/Personalities</li> </ul>	None	20 minutes	Archivist / Archives Personnel
	4. Once approved, GRAD as FOI Decision maker shall draft a memo informing the FOI receiving office to	None	1 day	Archivist / Archives Personnel





	inform the Requesting Office/Entities/Personalities to proceed at the General Records Office.			
	<p>5. GRAD shall issue an Order of Payment for the Requesting Office/Entities/Personalities that will be presented to Office of Financial Management Services-Cashier</p> <p>Special Instruction: If the requested Treaties/Agreements are not available in GRAD's possession, a certification of unavailability will be issued.</p>	<p><i>Note: This is only applicable for requests that includes certifying true copies of records</i></p>	10 minutes	Archivist / Archives Personnel
3.Payment at the Office of Financial Management Services-Cashier.	<p>6.The Requesting Entities/Personalities shall proceed to the Office of Financial Management Services-Cashier to pay a reasonable fee to reimburse the costs of reproduction and photocopying services. He/she must present the Order of payment issued by GRAD.</p>	<p>P100 Per document</p> <p><i>Note: This is only applicable for requests that includes certifying true copies of records</i></p>	10 minutes	Archivist / Archives Personnel
	7.Once the	<p><i>Note: This is</i></p>	10 minutes	



	receipt of payment has been received, the signing officer will have a photocopy of the requested documents to be certified as true copy.	<i>only applicable for requests that includes certifying true copies of records</i>		
4. Received of the requested documents	8. GRAD will provide the requested documents to the Requesting Entities/Personalities.	None	10 minutes	
<b>SUBTOTAL</b>		P100 Per document  <i>Note: This is only applicable for requests that includes certifying true copies of records</i>	4days and 40 minutes	
<b>TOTAL</b>		P100 Per document  <i>Note: This is only applicable for requests that includes certifying</i>	4days and 40 minutes	



	<i>true copies of records</i>		
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## 2. Receiving of Documents

Processing Incoming Documents from various entities

<b>Office or Division:</b>	General Records and Archives Division (GRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letters, documents (original and photocopy), packages		1. Requesting entity/agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents (original and receiving copy)	1.Receive documents, letters, packages and communication delivered from other government agencies, foreign embassies and consulates, and private offices	None	2 minutes	Clerk/Assistant
	2.Stamp "Received" on the copy of the messenger with the GRAD Staff's initial and the date received.	None	2 minutes	Clerk/Assistant
	3.Encode the details of the documents to the document management system. The reference number that will be generated on the DMS is the same number to be put on the document.	None	Depending on how many communications are received daily.	Clerk/Assistant
	4. Record/log the reference number of the documents/	None	Depending on how many	Clerk/Assistant



	packages in the DFA offices' respective logbooks and place the documents or packages on their designated pigeon holes.		communications are received daily.	
	5. Have the concerned offices' messenger receive the documents and sign the logbook.	None	10 minutes (depending on the Office's messenger /clerk schedule of pick up).	Clerk/Assistant  Messenger of the concerned office
<b>SUBTOTAL</b>		None	>1 hour 5 minutes	
<b>TOTAL</b>		None	>1 hour 5 minutes	



# **Office of Financial Management Services (OFMS)**

**Internal / External Services**



# 1. **Payment Process Disbursement Voucher after Obligation and Request Status - Contract based - Public Bidding and Other Modes of Procurement - Fixed**

The types of expenses included under this service pertain to payments for procurements made in the Home Office that are fixed and contract-based. These expenses are the following:

- a. Plane Fare;
- b. Lease of Venue;
- c. Catering Services;
- d. Highly Technical Consultants;
- e. Performers;
- f. Purchase of Supplies and Materials (through Shopping);
- g. Purchase of Supplies and Materials (through Exclusive Distributor);
- h. Purchase of Supplies and Materials (through Public Bidding);
- i. Payment of Repairs and Maintenance (through Shopping);
- j. Payment of Repairs and Maintenance (through Exclusive Distributor);
- k. Payment of Repairs and Maintenance (through Public Bidding);
- l. Payment for Rental of Equipment;
- m. Payment of Publication Expenses;
- n. Subscription to Magazines and Newspapers;
- o. Payment of Direct Contracting Transactions;
- p. Payment of Small Value Procurement Transactions; and
- q. Payment for elevator.

<b>Office or Division:</b>	OFMS – Financial Resources and Management Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C, G2G		
<b>Who may avail:</b>	End-users within the Home Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Obligation and Request Status (1 original)		OFMS – Budget Division	
Provisional Receipt (1 original)		Service/Product Provider	
Statement of Account or other equivalent document such as Billing Statement, Invoice, etc. Certification (1 original)		Service/Product Provider	
PPMP and Approved Supplemental PPMP, (if applicable) (1 photocopy)		End-user’s Administrative Officer	
Certificate of Availability of Funds (CAF) (1 original) or CTC for one CAF and multiple projects		OFMS – Budget Division draft for signature of the Acting Department Chief Accountant of Home Office Accounting, Accounting Division	
PhilGEPS Posting (for P50,000.00 above not included) and Invitation to Bid (for public bidding or P1,000,000.00 and above)		BAC Secretariat	



(1 photocopy)	
Notice of Award (1 original)	BAC Secretariat
Notice to Proceed (1 original)	BAC Secretariat
BAC Resolution (1 CTC)	BAC Secretariat
Abstract of quotations (1 copy)	End-user, OAMSS-PSSD
Memorandum from OAMSS (1 copy)	OAMSS-PSSD
Terms of Reference/Technical Specifications (1 copy)	End-user
Duly Notarized Contract/Agreement (including Annexes) (1 original) or Purchase Order/Job Order (1 original)	End-user
Delivery Receipt (1 original)	End-user
Inspection and Acceptance Report (1 copy)	Property Officer, End User Office, OAMSS- PSSD, OFMS-FRMD Technical Property Inspector
Certificate of Acceptance (1 copy)	End-user
Inventory Custodian Slip (1 copy)	End-user
Requisition and Issue slip (for semi-expendable items) (1 copy)	End-user
Property Acknowledgement Receipt (for Capital Outlay) (1 copy)	End-user, OAMSS-PSSD
Certificate of warranty (for equipment) (1 copy) Guarantee Security Deposit Payable	Service/Product Provider

*\*There could still be additional requirements unique to a particular transaction which may not have been anticipated. In such case, a separate request for additional documentary requirement/s will be made.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete documentary requirements through the end-user to OFMS-FRMD	1.1. Audit Examiner (AE) checks the completeness of the supporting documents including its contracts and validity of permits, etc. Or FRMD Reception receives the submission from end-user if the audit examiner is not present	None	30 minutes	Audit Examiner Financial Evaluation and Control Section (FECS) or Records Clerk FECS-FRMD
	1.2. Examiner evaluates the legality of claims, accuracy of computation or computes the amount to be paid and prepare the	None	2 days	Audit Examiner FECS



	corresponding schedule of computation and contents of the requirements			
	1.3. Examiner submits the pre-audited transaction to the reviewer	None	10 minutes	<i>Audit Examiner</i> FECS
	1.4. Reviewer verifies the computation and checks the attached documentary requirements	None	2 days	<i>Audit Reviewer</i> FECS
	1.5. Reviewer submits the pre-audited transaction to Disbursing Unit	None	5 minutes	<i>Audit Reviewer</i> FECS
	1.6. Disbursing Unit Assistant prepares the Disbursement Voucher (DV) and the DV System automatically assigns DV Number and DV Date and barcode for i-track monitoring	None	1 day	<i>Assistant Disbursing Unit –</i> FRMD
	1.7. Disbursing Unit Assistant submits the DV and attachments to the examiner for review and indexing	None	5 minutes	<i>Assistant Disbursing Unit –</i> FRMD
	1.8. Examiner checks and forwards the DV and attachments to the reviewer for his/her initials which is then forwarded to the FRMD-Director	None	10 minutes	<i>Audit Examiner</i> FECS  <i>Audit Reviewer</i> FRMD
	1.9. FRMD-Director signs the DV	None	30 minutes	<i>FRMD Director</i>
	1.10. Incoming/ Outgoing communication logs the DV in the logbook and	None	10 minutes	<i>Records Clerk</i> FECS-FRMD





	scans the barcode (itrack monitoring) for the Head of Office of the End User.			
<b>SUBTOTAL</b>		None	<b>7 days</b>	
	<b>End User Office signs the Box A of the Disbursement Voucher</b>	None	<b>30minutes to 3 days (paused-clock)</b>	
<b>Home Office Accounting</b>				
<b>Deposit of Payment – LDDAP ADA</b>				
	1.11. Receives DV, ORS, and supporting documents	None	15 minutes	Cash Unit
	1.12. Checks completeness of signatories on DV and ORS	None	45 minutes	Cash Unit
	1.13. Groom the arrangement of documents	None	240 minutes	Cash Unit
	1.14. Segregate for recording, printing, and review for issuance of LDDAP-ADA per signatories	None	45 minutes	Cash Unit
	1.15. Encode or Record in the Logbook (electronic receiving copies)	None	165 minutes	
	1.16. Prepare, print and review the LDDAP-ADA		90 minutes	
	1.17. Submit to authorized signatories LDDAP-ADA		1 day	
	1.18. Upon receipt of ADA, sort, assign and stamp control data and		180 minutes	



	number. Prepare and Review SLIAE			
	1.19. Route the SLIAE for signature of Department Chief Accountant and OFMS-ASEC		60 minutes	
	1.20. Submit the SLIAE and LDDAP-ADA to the Government Servicing Bank		60 minutes	
	1.21. Retrieves from the file to update the CkADARec		60 minutes	
2. End-user's Service/Product provider monitor the receipt of payment				Service/ Product Provider
3. End-user's Service/Product provider issues official receipt				Service/ Product Provider
<b>TOTAL</b>		None	<b>20 days</b>	



## 2. Payment Process Disbursement Voucher after Obligation and Request Status - Contract based - Public Bidding and Other Modes of Procurement - Part of Lump Sum

The types of expenses included under this service pertain to payments for procurements made in the Home Office that are contract-based but only part of a lump sum. These expenses are the following:

- a. Encoders Outsourced Services;
- b. Freight and Courier Charges;
- c. Payment to Recognized Government Printers (E-Passport);
- d. Payment to Recognized Government Printers (Authentication Certificates);
- e. Payment to Recognized Government Printers (Personalization and Maintenance);
- f. Payment for Rental of Transportation;
- g. Payment for Rental of Photocopying Equipment; and
- h. Terminal Leave Benefits (Trust Deposit).

<b>Office or Division:</b>	OFMS-Financial Resources and Management Division		
<b>Classification:</b>	Highly Technical (Multi-Stage)		
<b>Type of Transaction:</b>	G2C, G2G		
<b>Who may avail:</b>	End-users within the Home Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Obligation and Request Status (1st Payment 1 Original, subsequent payment 1 CTC)		OFMS – Budget Division	
Provisional Receipt (1 original)		Service/Product Provider	
Statement of Account other equivalent document such as Billing Statement, Invoice, etc. (1 original)		Service/Product Provider	
Certification (1 original)		Head of Office	
PPMP and Approved Supplemental APP, if applicable (1 photocopy)		End-user’s Administrative Officer	
Purchase Request 1st Payment Original subsequent payment CTC		End-user’s Administrative Officer	
Certificate of Availability of Funds (1st Payment 1 Original, subsequent payment 1 CTC)		OFMS – Budget Division	
PhilGEPS Posting (for P50,000.00 above not included) for Invitation to Bid (for public bidding or P1,000,000.00 and above) (1 photocopy)		BAC Secretariat	
Notice of Award (1 original)		BAC Secretariat	
Notice to Proceed (1 original)		BAC Secretariat	
BAC Resolution (1 photocopy)		BAC Secretariat	
Abstract of quotations (1 copy) not applicable for public bidding		End-user	



Memorandum from OAMSS (1st Payment 1 Original, subsequent payment 1 CTC)	OAMSS			
Terms of Reference/Technical Specifications (1 copy)	End-user			
Duly Notarized Contract/Agreement (including Annexes) (1 CTC) or Purchase Order/Job Order (1 original)	End-user			
Certificate of warranty (for equipment) (1 copy) if applicable	Service/Product Provider			
<i>Additional Requirements for Delivery of Goods</i>				
Delivery Receipt (1 original)	End-user			
Inspection and Acceptance Report (1 original)	End-user			
Certificate of Acceptance (1 copy)	End-user			
<i>Additional Requirements for Outsourced Services</i>				
Daily Time Record, if applicable (1 original)	Service/Product Provider			
Billing register	Service/Product Provider			
Pay slips, if applicable (1 copy)	Service/Product Provider			
Wage Increase Order	Service/Product Provider			
<i>*There could still be additional requirements unique to a particular transaction which may not have been anticipated. In such case, a separate request for additional documentary requirement/s will be made. The Processing Time depends on the volume and complexity of transaction.</i>				
<i>It is important for the service provider to monitor the utilization of the contract price and ensure that all billings for the contract period must be within the Approved Budget Contract.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete documentary requirements through the end user office to OFMS-FRMD	1.1 Audit Examiner (AE) checks the completeness of the supporting documents including its contracts and validity of permits, etc. Or FRMD Reception receives the submission from end-user if the audit examiner is not present	None	30 minutes	Audit Examiner Financial Evaluation and Control Section (FECS) or Records Clerk FECS-FRMD



	1.2. Examiner evaluates the legality of claims, accuracy of computation or computes the amount to be paid and prepare the corresponding schedule of computation and contents of the requirements	None	5 days	<i>Audit Examiner</i> FECS
	1.3. Examiner submits the pre-audited transaction to the reviewer	None	5 minutes	<i>Audit Examiner</i> FECS
	1.4. Reviewer verifies the computation and checks the attached documentary requirements	None	1 day	<i>Audit Reviewer</i> FECS
	1.5. Reviewer submits the pre-audited transaction to Disbursing Unit	None	5 minutes	<i>Audit Reviewer</i> FECS
	1.6. Disbursing Unit Assistant prepares the Disbursement Voucher (DV) and the DV System automatically assigns DV Number and DV Date and barcode for i-track monitoring	None	1 day	<i>Assistant</i> Disbursing Unit – FRMD
	1.7. Disbursing Unit Assistant submits the DV and attachments to the examiner for review and indexing	None	10 minutes	<i>Assistant</i> Disbursing Unit – FRMD
	1.8. Examiner checks	None	15	<i>Audit Examiner</i>



	and forwards the DV and attachments to the reviewer for his/her initials which is then forwarded to the FRMD- Director		minutes	FECS <i>Audit Reviewer</i> FRMD
	1.9. FRMD-Director signs the DV	None	60 minutes	<i>FRMD Director</i>
	1.10. Incoming/ Outgoing communication logs the DV in the logbook and scans the barcode (itrack monitoring) for the Head of Office of the End User	None	15 minutes	<i>Records Clerk</i> FECS-FRMD
<b>SUBTOTAL</b>		None	<b>7 days</b>	
	<b>End User Office signs the Box A of the Disbursement Voucher</b>	None	<b>3 days (paused-clock)</b>	
	<b>Budget Division for Posting of Balances</b>			
	<b>Home Office Accounting</b>			
	<b>LDDAP ADA</b>			
	1.11. Receives DV, ORS, and supporting documents	None	15 minutes	Cash Unit
	1.12. Checks completeness of signatories on DV and ORS	None	45 minutes	Cash Unit
	1.13. Groom the arrangement of documents	None	1 day	Cash Unit
	1.14. Segregate for recording, printing	None	45 minutes	Cash Unit



	and review for issuance of LDDAP-ADA per signatories			
	1.15. Encode or Record in the Logbook (electronic receiving copies)	None	165 minutes	Cash Unit
	1.16. Prepare, print and review the LDDAP-ADA	None	90 minutes	Cash Unit
	1.17. Submit to authorized signatories LDDAP-ADA	None	1 day	Cash Unit
	1.18. Upon receipt of ADA, sort, assign and stamp control data and number. Prepare and Review SLIAE	None	180 minutes	Cash Unit
	1.19. Route the SLIAE for signature of the Department Chief Accountant and OFMS-ASEC	None	60 minutes	Cash Unit
	1.20. Submit the SLIAE and LDDAP-ADA to the Government Servicing Bank	None	60 minutes	Cash Unit
	1.21. Retrieves from the file to update the CkADARec	None	60 minutes	Cash Unit
<b>SUBTOTAL</b>		None	<b>3 days</b>	
<b>Issuance of Check</b>				



	1.11. Receives DV, ORS, and supporting documents	None	15 minutes	Cash Unit
	1.12. Checks completeness of signatories on DV and ORS	None	30 minutes	Cash Unit
	1.13. Groom the arrangements of documents	None	170 minutes	Cash Unit
	1.14. Segregate for encoding issuance of checks per signatories	None	40 minutes	Cash Unit
	1.15. Assign blank check and record or post to Check and ADA Disbursements Record and to Check Registry	None	50 minutes	Cash Unit
	1.16. Print and review the check	None	60 minutes	Cash Unit
	1.17. Submit to authorized signatories check for signature	None	1 day	Cash Unit
	1.18. Upon receipt of duly signed check, prepare and review ACIC	None	85 minutes	Cash Unit
	1.19. Head of Cash Unit signs and FRMD- Director approves the ACIC	None	30 minutes	<i>Head Cash Unit</i> <i>FRMD Director</i>
	1.20. Submit the Disc to the Government Servicing Bank	None	1 day	Cash Unit
<b>SUBTOTAL</b>		None	<b>3 days</b>	





2. End-user's Service/Product obtain the check to Cash Unit and signs in the Check Registry and Disbursement Voucher and leave copy of identification card		None		Service/Product Provider
3. End-user's Service/Product provider issues official receipt		None		Service/Product Provider
<b>TOTAL</b>		None	<b>N/A</b>	



### 3. Payment Process Disbursement Voucher before Obligation and Request Status - Contract based - based on actual expenses

The types of expenses included under this service pertain to payments for procurements made in the Home Office that are based on actual expenses. These expenses are the following:

- a. Shipment from Manila to Foreign Service Post (FSP);
- b. Shipment from Manila to Regional Consular Office (RCO);
- c. Payment of Healthcare Premium;
- d. Payment to cooperative;
- e. Highly Technical Consultants;
- f. Creditors for Water, Electricity, Telephone, and Internet Expenses - Payment via Check;
- g. Purchase of Supplies and Materials (through DBM-Procurement Service) -Payment via Check;
- h. Payment of Agency-to-Agency transactions; and
- i. ATN Expenses.- Payment via Check for Financial Assistance directly to OFW or Next of Kin

<b>Office or Division:</b>	OFMS-Financial Resources and Management Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C, G2G	
<b>Who may avail:</b>	End-users within the Home Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Provisional Receipt or other equivalent document such as Billing Statement, Invoice, etc. (1 original)		Service/Product Provider
Statement of Account Certification (1 original)		Service/Product Provider
PPMP and Approved Supplemental APP, if applicable (1 photocopy)		End-user’s Administrative Officer
Certificate of Availability of Funds (1 original)		OFMS – Budget Division
PhilGEPS Posting (for P50,000.00 above not included) for Invitation to Bid (for public bidding or P1,000,000.00 and above) (1 photocopy)		BAC Secretariat
Notice of Award (1 original)		BAC Secretariat
Notice to Proceed (1 original)		BAC Secretariat
BAC Resolution (1 CTC)		BAC Secretariat
Abstract of quotations (1 copy)		End-user
Memorandum from OAMSS (1 copy)		OAMSS
Terms of Reference/Technical Specifications (1 copy)		End-user
Duly Notarized Contract/Agreement (including Annexes) (1 CTC) or Purchase Order/Job Order (1 original)		End-user
Delivery Receipt (1 original)		End-user
Sales Invoice/Statement of Account (1 original)		Service/Product Provider



Inspection and Acceptance Report (1 original)	End-user
Certificate of Acceptance (1 copy)	End-user
Inventory Custodian Slip (1 copy)	End-user
Requisition and Issue slip (for semi-expendable items) (1 copy)	End-user
Property Acknowledgement Receipt (for Capital Outlay) (1 copy)	End-user
Certificate of warranty (for equipment) (1 copy)	Service/Product Provider

*\*There could still be additional requirements unique to a particular transaction which may not have been anticipated. In such case, a separate request for additional documentary requirement/s will be made.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete documentary requirements through the end user office to OFMS-FRMD	1.1 Audit Examiner (AE) checks the completeness of the supporting documents including its contracts and validity of permits, etc. Or FRMD Reception receives the submission from end-user if the audit examiner is not present	None	30 minutes	Audit Examiner Financial Evaluation and Control Section (FECS) or Records Clerk FECS-FRMD
	1.2 Examiner evaluates the legality of claims, accuracy of computation or computes the amount to be paid and prepare the corresponding schedule of computation and contents of the requirements	None	2 days	Audit Examiner FECS
	1.3. Examiner submits the pre-audited transaction to the reviewer	None	10 minutes	Audit Examiner FECS
	1.4. Reviewer verifies the computation and checks the attached documentary requirements	None	2 days	Audit Reviewer FECS
	1.5. Reviewer submits the pre-audited transaction to Disbursing Unit	None	5 minutes	Audit Reviewer FECS



	1.6. Disbursing Unit Assistant prepares the Disbursement Voucher (DV) and the DV System automatically assigns DV Number and DV Date and barcode for i-track monitoring	None	1 day	<i>Assistant Disbursing Unit – FRMD</i>
	1.7. Disbursing Unit Assistant submits the DV and attachments to the examiner for review and indexing	None	5 minutes	<i>Assistant Disbursing Unit – FRMD</i>
	1.8. Examiner checks and forwards the DV and attachments to the reviewer for his/her initials which is then forwarded to the FRMD- Director	None	10 minutes	<i>Audit Examiner FECS</i>  <i>Audit Reviewer FRMD</i>
	1.9. FRMD-Director signs the DV	None	30 minutes	<i>FRMD Director</i>
	1.10. Incoming/ Outgoing communication logs the DV in the logbook and scans the barcode (itrack monitoring) for the Head of Office of the End User.	None	10 minutes	<i>Records Clerk FECS-FRMD</i>
<b>SUBTOTAL</b>		None	<b>7 days</b>	
<b>Issuance of ORS Budget Division</b>				
<b>End User Box A</b>				
<b>Home Office Accounting</b>				
<b>Issuance of Check</b>				
	1.11. Receives DV, ORS, and supporting documents	None	15 minutes	Cash Unit
	1.12. Checks completeness of signatories on DV and ORS	None	30 minutes	Cash Unit
	1.13. Groom the arrangements of documents	None	1 day	Cash Unit
	1.14. Segregate for encoding issuance of checks per signatories	None	40 minutes	Cash Unit



	1.15. Assign blank check and record or post to Check and ADA Disbursements Record and to Check Registry	None	50 minutes	Cash Unit
	1.16. Print and review the check	None	60 minutes	Cash Unit
	1.17. Submit to authorized signatories check for signature	None	1 day	Cash Unit
	1.18. Upon receipt of duly signed check, prepare and review ACIC	None	85 minutes	Cash Unit
	1.19. Head of Cash Unit signs and FRMD-Director approves the ACIC	None	30 minutes	Head Cash Unit  FRMD Director
	1.20. Submit the Disc to the Government Servicing Bank	None	1 day	Cash Unit
<b>SUBTOTAL</b>		None	<b>3 days</b>	
2. End-user's Service/Product provider monitors receipt of payment		None		Service/Product Provider
3. End-user's Service/Product provider issues official receipt		None		Service/Product Provider
<b>TOTAL</b>		None	<b>20 days</b>	



#### 4. Home Office Accounting Division Services - Application for Clearance from Financial Accountability (Form 1)

The Clearance from Financial Accountability is issued to individuals needing this document that states that he/she has no financial accountability with the Department and is cleared either for foreign assignment/ leave or claiming of terminal leave benefits/trust deposit.

<b>Office or Division:</b>	Office of Financial Management Services - Home Office Accounting			
<b>Classification:</b>	Simple/Complex/Highly Technical			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	All DFA Personnel Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Foreign Assignment <ul style="list-style-type: none"> <li>Assignment Order (1 CTC)</li> <li>Travel Order (1 CTC)</li> </ul>		HRMO HRMO		
Leave (to be spent abroad, to be spent within the Philippines exceeding 30 calendar days, Study, or Maternity) <ul style="list-style-type: none"> <li>Approved Leave Form signed by the Head of Office where the applicant is stationed (CS Form No. 6, revised 1984) (2 CTC)</li> </ul>		Office where the applicant is stationed		
Terminal Leave Benefits/Trust Deposit (Retirement, Resignation or Termination of Employment) <ul style="list-style-type: none"> <li>Letter of Resignation (1 CTC)</li> <li>Acceptance of Resignation/Retirement, or Termination Letter/Order (1 CTC)</li> <li>Certificate of Last Payment (1 CTC)</li> </ul>		DFA Personnel Office of the President, OUA, or HRMO OFMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the filled-out Fiscal Clearance Form, in duplicate (After securing the signatures for the clearance from DFA Provident Fund, FRMD, and FSA Division)	1.1 Review the form to ensure signatures of other offices (Provident fund, FRMD, Foreign Service Accounting)	None	3 minutes	Administrative Support Unit – HOA
	1.2 HOA office reception to log-in the application of clearance of personnel		3 minutes	Administrative Support Unit – HOA
2. Client with	2.1 Route the Clearance			



<p>outstanding balances needs to settle their accountabilities:</p> <p>2.1 Submit complete necessary documents</p> <p>2.2 Pay the outstanding balance to Cashier; or</p> <p>2.3 Execute an Affidavit of Undertaking</p>	<p>Form to HOA's different units (Cash, Cash Advances, Receivables, RCO, PRF). Each unit checks the client's Subsidiary Ledger accounts in eNGAS to reflect balance of accountabilities:</p> <p>2.1.1. Foreign Assignment</p> <p>2.1.2. Leave</p> <p>2.1.3. Terminal Leave Benefits/Trust Deposit</p>		<p>3 days (if without accountabilities)</p> <p>7 days (if with accountabilities)</p> <p>3 days</p> <p>20 days</p>	<p>Accounts Examiners and Reviewers from Cash, Cash Advances, Receivables, RCO, &amp; PRF)</p> <p>Accounts Examiners and Reviewers from Cash, Cash Advances, Receivables, RCO, &amp; PRF)</p> <p>Accounts Examiners and Reviewers from Cash, Cash Advances, Receivables, RCO, &amp; PRF)</p>
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	<p>2.2 Examiners and reviewers to sign the form for personnel with zero accountabilities.</p> <p>2.3 For personnel with accountability, an order of payment will be made by the Receivables Unit.</p> <p>2.4 Examiners and reviewers to sign the form for personnel if the outstanding accountability is settled</p>		<p>5 minutes</p> <p>15 minutes</p> <p>5 minutes</p>	<p>Accounts Examiners and Reviewers from Cash, Cash Advances, Receivables, RCO, &amp; PRF)</p> <p>Receivables Unit</p> <p>Accounts Examiners and Reviewers from Cash, Cash Advances, Receivables, RCO, &amp; PRF)</p>
	3. Upon completion of examination and signature for each Unit, the Clearance Form to be forwarded to Assistant Chief Accountant	None	3 minutes	Final Accounts Examiner and Reviewer
	4. The Assistant Chief Accountant signs the Clearance Form attesting to his/her review of the clearance	None	3 minutes	Assistant Chief Accountant





	5. The Assistant Chief Accountant forwards the Clearance Form to the Chief Accountant. The Chief Accountant clears the Client on behalf of the Accounting Division by signing the form.	None	3 minutes	Chief Accountant
	6. Forward the Clearance Form to the Assistant Secretary's Office of OFMS.	None	3 minutes	Administrative Support Unit - HOA
<b>TOTAL</b>		None	<b>3-20 days and 43 minutes</b>	



## 5. Issuance of Certificate of Last Payment

The Certificate of Last Payment is issued to individuals needing this document for the purpose of foreign assignment, promotion from contractual to regular, resignation, termination of service, or retirement.

<b>Office or Division:</b>	Office of Financial Management Services - Home Office Accounting			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	All DFA Personnel Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Foreign Assignment <ul style="list-style-type: none"> <li>• Assignment Order (1 CTC)</li> <li>• Travel Order (1 CTC)</li> <li>• HRMO Clearance (1 CTC)</li> <li>• OFMS Clearance (1 CTC)</li> <li>• Confirmed Ticket (Itinerary of Travel) (1 CTC)</li> </ul>		HRMO HRMO HRMO OFMS HRMO/DFA Personnel		
Promotion from Contractual to Regular Appointment <ul style="list-style-type: none"> <li>• Appointment (1 CTC)</li> <li>• Oath of Office (1 CTC)</li> <li>• Certificate of Assumption of Duty (1 CTC)</li> <li>• Statement of Liabilities and Net Worth (SALN) (1 CTC)</li> <li>• Daily Time Record (1 CTC)</li> </ul>		HRMO HRMO Office concerned DFA Personnel  HRMO		
Resignation, Termination, or Retirement <ul style="list-style-type: none"> <li>• Acceptance of Resignation/Retirement or Termination Letter/Order (1 CTC)</li> <li>• Service Record (1 CTC)</li> </ul>		Office of the President, OUA, or HRMO HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements to the Payroll Unit (for promotion and resignation etc) or Receivables Unit (for foreign assignment)	1.1 Check the completeness of the documents. Incomplete documents will not be processed	None	3 minutes	Payroll Unit or Receivables Unit
	1.2 Unit Examiner to log-in the application/request			Payroll Unit or Receivables Unit



	2. Prepare the Certificate of Last Payment (after checking in the payroll the data needed for the certification)	None		
	2.1. Foreign Assignment		3 days	Receivables Unit
	2.2. Promotion, Resignation, etc.		7 days	Payroll Unit
	3. Chief Accountant signs the certificate	None	5 minutes	Chief Accountant
	4. Release the Certificate of Last Payment to the Client	None		
	4.1. Foreign Assignment		3 minutes (to be released after receipt of salary on the 10th of the month)	Receivables Unit
	4.2. Promotion, Resignation, etc		3 minutes	Payroll Unit
<b>TOTAL</b>		None	<b>3-7 days and 14 minutes</b>	



## 6. Issuance of Hotel Authority for Foreign Assignment (in lieu of LQA)

The Hotel Authority for foreign assignment is issued to individuals needing this document for the payment of hotel room charges before being entitled to LQA at the beginning of the following month after the arrival at Post.

<b>Office or Division:</b>	Office of Financial Management Services - Home Office Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	All DFA Personnel Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assignment Order		HRMO		
Travel Order		HRMO		
HRMO Clearance		HRMO		
OFMS Clearance		OFMS		
Confirmed E-ticket or Itinerary of Travel		DFA Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents to the Receiving Clerk – Chief Accountant's Office	1. Check the completeness of the documents. Incomplete documents will not be processed	None	3 minutes	Administrative Support Unit - HOA
	1.1 Examiner to log-in the application	None	3 minutes	Administrative Support Unit - HOA
	1.2 Compute entitlement for hotel room accommodation from date of arrival at Post until end of the same month, not to exceed 15 days, based on UNDP rate	None	20 minutes	Accounting Clerk
	1.3 Transmit the computation to Budget Division for obligation of funds (ORS)	None	3 minutes	Accounting Clerk



	1.4 Receive ORS from Budget Division	None	Depends on Budget Division	Budget Division
	1.5 Prepare the Hotel Authority under the prescribed format	None	10 minutes	Accounting Clerk
	1.6 Review and sign the Hotel Authority (Funds Available)	None	5 minutes	Chief Accountant
	1.7 Transmit signed Hotel Authority to the Assistant Secretary's Office	None	5 minutes	Receiving Clerk – Chief Accountant's Office
<b>TOTAL</b>		None	49 minutes	



## **Office of Protocol**

### **External Services**



## 1. Provision of Protocol Assistance for Government-Hosted Events Attended by Members of the Diplomatic Corps

DFA-OP collaborates with government agencies in planning and managing official functions attended by members of the diplomatic corps, including bilateral meetings, social events, and other official engagements. Additionally, DFA-OP provides training on protocol, conference management, social graces, and etiquette upon request from government agencies.

<b>Office or Division:</b>	Ceremonials			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Government Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Letter or Email request for assistance including the following details: <ul style="list-style-type: none"> <li>• Date and time of event</li> <li>• Venue</li> <li>• Program / Scenario</li> <li>• Guest / Delegation list / VIP list</li> <li>• List of protocol items needed; i. e.: flags, place cards, seating arrangement, signing pens, etc.</li> <li>• Hotel accommodation and transportation for protocol officers may be required, depending on the venue and nature of the event.</li> </ul> <i>*These should be submitted at least 2 weeks prior to the event</i>		The requesting party shall provide all the requirements to DFA-OP.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify and submit an official request to OP for protocol assistance via official letter or email (pending receipt of official communication), at least two weeks prior to the event.	1. The Head of Office assesses the request and decides if assistance will be granted. Processing time depends on event requirements, but requests must be submitted at least two weeks before the event.	The client may be required to provide hotel accommodation and transportation for the protocol officer.	7 days  *Varies based on event requirements	Assistant Secretary and Chief of Protocol  Director for Ceremonials Division  Protocol Officers



2. Submit the necessary requirements to DFA-OP	2. The Division Director assigns a Project Officer and designates Protocol Officers to make the necessary arrangements for the official function.	None	*Varies based on event requirements	
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

## 2. Assistance during High Level Visits

DFA-OP coordinates with the Office of Presidential Protocol (OPP) and provides requested assistance in the preparation for and conduct of State and Official Visits and other high level visits by foreign officials.

<b>Office or Division:</b>	Ceremonials			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	OPP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Date and time of event</li> <li>• Venue</li> <li>• Program</li> <li>• Tasking assignment</li> <li>• Guest / Delegation list</li> </ul>		The requesting office shall provide all the requirements.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Notify DFA-OP regarding the details of the event and the tasking of assignments	1. The Division Director shall assign a project officer and other protocol officers who will lend support to OPP.	None	7 days *DFA-OP shall comply with the timeline set by OPP.	Assistant Secretary and Chief of Protocol  Director for Ceremonials Division





				Protocol Officers
2. Hold coordination meetings to discuss preparation for the event  *Requests for assistance shall be made at least 2 weeks prior to the event.	2. The Project Officer shall prepare the necessary documents and items for the event.			
	3. The Project Officer and assigned Protocol Officers shall assist in the implementation stage.			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

### 3. Presentation of Credentials Ceremony

DFA-OP assists the Office of Presidential Protocol (OPP) during the Ceremony of the Presentation of Credentials for resident and non-resident Ambassadors.

<b>Office or Division:</b>	Ceremonials
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Office of the Presidential Protocol (OPP)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Schedule of the presentation of credentials</li> <li>Program / Movements</li> <li>Confirmed Ambassadors-designate (AEP-des) who will present their credentials</li> <li>CV of AEP-des, country profile, and briefing paper</li> <li>List of DFA representatives who will attend the presentation of credentials</li> <li>Country flags, CD and musical score of national anthem</li> </ul>	<ul style="list-style-type: none"> <li>OPP shall provide the schedule and program / movements</li> <li>Foreign Embassies located in the Philippines (if resident) or Philippine Foreign Service Posts (if non-resident) shall confirm the attendance of the AEP-des</li> <li>DFA Geographic Offices shall provide the CV of AEP-designate, country profile, briefing paper, and list of representatives from their respective Offices</li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OPP shall inform DFA-OP of the schedule for the presentation of credentials	1. DFA-OP shall contact the AEPs (with agrément) and the Secretary for Foreign Affairs (SFA) to confirm their availability for the said date	None	20 days  DFA-OP shall comply with the schedule set by OPP.  *To give ample time for the involved Embassies to prepare the necessary materials, DFA-OP requests to be notified of the schedule at least 2 weeks prior the event.	Assistant Secretary and Chief of Protocol  Director for Ceremonials Division  Protocol Officers
2. OPP shall hold a coordination meeting to discuss the program and movements	2. Once confirmed, DFA-OP shall inform the respective Geographic Offices of the schedule and request for a list of representatives who will be attending the ceremony.			
3. Presentation of Credentials Ceremony	3. DFA-OP coordinates with OPP on the submission of requirements and other instructions from the Office of the President on the event arrangements.			
	4. Depending on the instructions from OPP, DFA-OP shall make arrangements for a wreath laying ceremony (ordering the wreath/s, sending request letters, and			



	coordination with AFP, DPWH, and National Parks Committee).			
	5.DFA-OP shall brief the AEPs regarding the arrangements for the ceremony.			
	6. DFA-OP shall assist in the implementation of the event and the Chief of Protocol shall assist the SFA (or representative; DFA Undersecretary)			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	20 days	

#### 4. Airport Endorsements and Port Courtesy

DFA-OP endorses to the MIAA Pass Control Office the use of airport VIP lounges for members of the diplomatic corps, their visitors, and other foreign officials.

Office or Division:	Ceremonials		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Accredited Heads of Missions, Consulates, and International Organizations, their officials and other visiting foreign officials, DFA Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"><li>● Flight details</li><li>● Name/s of arriving or departing individuals</li><li>● Position of arriving or departing individuals</li><li>● Reason for the visit</li><li>● Names of individuals who will welcome them</li><li>● Driver’s name and car details</li></ul>		<ul style="list-style-type: none"><li>● The requesting party must provide these requirements to the Office of Protocol – Ceremonials Division.</li></ul>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must provide the requirements to the OP – Ceremonials Division by sending a Note Verbale or letter via email to <a href="mailto:op.div2@dfa.gov.ph">op.div2@dfa.gov.ph</a> or by sending a hard copy of the request to the Office.	1. The action desk officer will prepare the airport endorsement	None	1-3 working days as MIAA only grants approval from 9AM – 5PM during weekdays.  <i>*in cases where the request was received more than a week prior to the scheduled flight, the client shall receive the approval or non-approval of MIAA within the week of the flight..</i>	Director for Ceremonials Division  Action Desk Officer  Protocol Officers
2. MIAA grants approval	2. The action desk officer provides a copy of the endorsement to the client			
3. Client receives a copy of the endorsement or update on the status of the request via email.	3. The Ceremonials Divisions shall deploy a protocol officer at the airport to assist during: 1. arrival of a new Ambassador to assume his or her Post  2. departure of an Ambassador concluding his or her tour of duty  3. official visits—during arrival and departure of the counterpart of the the Secretary of Foreign Affairs			



	4. Cases as deemed necessary by the Head of Office			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	3 days	

## 5. Issuance, Renewal, and Lost Diplomatic, Official, and Consular IDs

The diplomatic, official and consular identification cards are issued to qualified Diplomatic, Consular, and International Organizations Officials, Personnel, and their dependents for certain special rights and legal protection.

Office or Division:	Immunities and Privileges		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Accredited Diplomatic, Consular, and International Organizations Officials, Personnel, and qualified dependents.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
NEW APPLICATION			
For Personnel of Accredited Diplomatic and Consular Missions and International Organizations			
DFA-PROT-D3-01A Application for Identity Card of Members of Diplomatic Missions/Consular Missions/UN Agencies/International and International Organizations		2023 Handbook on Entitlements and Ceremonies (can be accessed through the DFA Website: dfa.gov.ph)	
Colored 2x2" sized photo on plain white background, in full-face view directly facing the camera, taken within the last 12 months and showing the applicant in business attire (preferably dark-colored; shirts and sleeveless clothes are not allowed).			
Clear copy of valid 9(e) or 47(a-2) visa, except for citizens of countries with a visa waiver agreement with the Philippines.		PH FSP	
Copy of biodata page of the applicant's valid national passport.			
Copy of the applicant's latest Philippine arrival stamp.		Bureau of Immigration	
Copy of the applicant's updated curriculum vitae (for principals only).			
For dependent spouses, a copy of the marriage certificate or any document showing proof of marriage such as a family book		Civil Registry Office of the Sending State	



For dependent children, a copy of the dependent's birth certificate or other authenticated proof of adoption or legal guardianship	Civil Registry Office of the Sending State
<b>For Accredited Non-Resident Ambassadors/Diplomats</b>	
DFA-PROT-D3-01A Application for Identity Card of Members of Diplomatic Missions/Consular Missions/UN Agencies/International and International Organizations	2023 Handbook on Entitlements and Ceremonies ( <i>can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a></i> )
Colored 2x2" sized photo on plain white background, in full-face view directly facing the camera, taken within the last 12 months and showing the applicant in business attire (preferably dark-colored; shirts and sleeveless clothes are not allowed)	
Copy of biodata page of the applicant's valid diplomatic passport	
Copy of the applicant's latest Philippine arrival stamp, if any, and diplomatic arrival stamp at the country of residence	Bureau of Immigration
Copy of the applicant's updated curriculum vitae	
<b>For Honorary Consuls</b>	
Letter request signed by applicant.	
DFA-PROT-D3-01A Application for Identity Card of Members of Diplomatic Missions/Consular Missions/UN Agencies/International and International Organizations	2023 Handbook on Entitlements and Ceremonies ( <i>can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a></i> )
Colored 2x2" sized photo on plain white background, in full-face view directly facing the camera, taken within the last 12 months and showing the applicant in business attire (preferably dark-colored; shirts and sleeveless clothes are not allowed)	
Copy of biodata page of the applicant's valid diplomatic passport	DFA
Copy of the applicant's updated curriculum vitae	
Copy of applicant's valid appointment papers	Sending Ministry, DFA-OP Ceremonials Division
Copy of applicant's valid NBI clearance	NBI
Copy of applicant's valid Philippine visa or ACR-I Card (Alien Certificate of Registration Identification Card) if a citizen of the sending State. A citizen of a Third State shall not be accredited as an honorary consular officer in the Philippines.	
<b>RENEWAL</b>	



Note Verbale addressed to the Department on behalf of the applicant attaching the documentary requirements	DM/IO/Honorary Consular Missions
DFA-PROT-D3-01A Application for Identity Card of Members of Diplomatic Missions/Consular Missions/UN Agencies/International and International Organizations	2023 Handbook on Entitlements and Ceremonies ( <i>can be accessed through the DFA Website: dfa.gov.ph</i> )
Colored 2x2" sized photo on plain white background, in full-face view directly facing the camera, taken within the last 12 months and showing the applicant in business attire (preferably dark-colored; shirts and sleeveless clothes are not allowed).	
Clear copy of valid 9(e) or 47(a-2) visa, except for citizens of countries with a visa waiver agreement with the Philippines.	PH FSP
Copy of biodata page of the applicant's valid national passport.	Ministry of Sending State
Original Notarized Affidavit of Loss/Damage of ID	Notary Public
For Honorary Consular Officers, a valid NBI Clearance and proof of continuing appointment issued by the sending State or its supervising OM. 21 b) The expired ID must be surrendered to the Department upon submission of the request for renewal of IDs.	NBI
<b>LOST/MUTILATED</b>	
DFA-PROT-D3-01A Application for Identity Card of Members of Diplomatic Missions/Consular Missions/UN Agencies/International and International Organizations	2023 Handbook on Entitlements and Ceremonies ( <i>can be accessed through the DFA Website: dfa.gov.ph</i> )
Colored 2x2" sized photo on plain white background, in full-face view directly facing the camera, taken within the last 12 months and showing the applicant in business attire (preferably dark-colored; shirts and sleeveless clothes are not allowed).	
Clear copy of valid 9(e) or 47(a-2) visa, except for citizens of countries with a visa waiver agreement with the Philippines.	PH FSP
Copy of biodata page of the applicant's valid national passport.	Ministry of Sending State
Copy of the applicant's previous ID	DFA-OP Immunities and Privileges Division
Original Notarized Affidavit of Loss/Mutilation	Notary Public
Original Police Report for the Loss/Mutilation	Police station where the incident was originally reported



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.DM/IO sends the Protocol ID card application and its attachments via email at opdiv3.accreditation@dfa.gov.ph	<p>1. The Accreditation Desk Officer evaluates the applications and attachments.</p> <p>1.1 In case the ID card application is found incomplete, the Accreditation Desk Officer informs the DM/IO of the requirements for compliance/ application status</p>	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Desk Officer</li> </ul>
	<p>2. Accreditation Desk Officer processes the applications by:</p> <ul style="list-style-type: none"> <li>Updating the Accreditation Logbook &amp; For Import Gsheets;</li> <li>Editing the photos and signatures;</li> <li>Creating a manifest; and</li> <li>Printing the Protocol ID cards</li> </ul>			
	3. Manifest for the IP Director's approval.			
	4. The Accreditation Desk Officer informs the DM/IO via email of the Protocol ID card/s releasing schedule.			
<p>2. DM/IO picks up the Protocol ID Card/s</p> <p>2.2 Unclaimed Protocol ID Card/s shall be included in the next batch of ID cards for release.</p>				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	





## 6. Updating of the Office of Protocol's Diplomatic And Consular List

Updating the Diplomatic and Consular list to formally register and inform the public the accredited diplomats and diplomatic and consular missions in the host country.

<b>Office or Division:</b>	Immunities and Privileges			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Accredited Diplomatic, Consular, and International Organizations, Officials and their Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Note Verbale/Letter		Diplomatic and Consular Missions, International Organizations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DM/IO informs the Department of the following via Note Verbale/ Letter: <ul style="list-style-type: none"> <li>Chancery/office updates;</li> <li>DM/IO personnel who have concluded their tours of duty</li> </ul>	1. Accreditation Desk Officer refers to the "For Import" Gsheet for update on designation or newly-accredited DM personnel with diplomatic status, Honorary Consuls, IO Heads	None	3 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Desk Officer</li> </ul>
	2. Ceremonials Division informs Accreditation Desk Officer of the accredited Non-Resident Ambassadors Extraordinary and Plenipotentiary			
	3. Accreditation Desk Officer updates the diplomatic and consular lists ( <b>Gdoc, Gsheets, and DFA website</b> )			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	3 days	



## 7. Authority to Import or Local Purchase of Motor Vehicles for the Official Use of the Foreign Missions And International Organizations and Personal Use of their Qualified Personnel

The Diplomatic and Consular Missions, International Organizations, and its qualified personnel seek the Department's approval for duty-free importation and local purchase of motor vehicles for their official and/or personal use.

Office or Division:	Immunities and Privileges			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Accredited Diplomatic, Consular, and International Organizations, Officials and their Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DFA-PROT-D3-05 Request for Permission to Import a Duty-Free Motor Vehicle		2023 Handbook on Entitlements and Ceremonies <i>(can be accessed through the DFA Website: dfa.gov.ph)</i>		
DFA-PROT-D3-07 Request for Permission to Locally Purchase a Tax-Exempt Motor Vehicle				
Copy of Pro-Forma Invoice		Car Dealer / Sales Agent		
Copy of valid Protocol ID Card (if for personal use)		Immunities and Privileges - Accreditation Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the following requirements to the Office of Protocol via email.	1. The Action Desk Officer logs the request and reviews the submitted requirements.  1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.	None	20 days	<ul style="list-style-type: none"><li>Assistant Secretary</li><li>Deputy Assistant Secretary and Executive Director</li><li>Director for Immunities and Privileges</li><li>Desk Officer</li><li>Outgoing Communic</li></ul>



				ations Officer
	2. The Action Desk Officer reviews the request and available records to check if the requesting Mission/Personnel is eligible for the grant of the privilege to import or local purchase a vehicle.			
	3. If the request is compliant and eligible for approval, the Action Desk Officer drafts the Note Verbale conveying the Department's approval of the request and submits the draft for the Division Director's review and approval.			
	4. The Division Director submits the draft Note Verbale conveying the Department's approval of the request for the Deputy Assistant Secretary and Executive Director's consideration.			
	5. The Deputy Assistant Secretary and Executive Director submits the draft Note Verbale conveying the Department's approval of the request for the Assistant Secretary's consideration.			
	6. The Assistant Secretary approves the draft Note Verbale conveying the Department's approval			
	7. The Action Desk Officer finalizes the draft Note Verbale and forwards it to the Outgoing Communications Officer. transmits it to the requesting Mission via email.			
	8. The Outgoing Communications Officer			



	finalizes the note verbale and transmits it to the requesting Mission via email.			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	20 days	

## 8. Authority to Dispose of Official and Personal Motor Vehicle Through Sale/ Re-Exportation/ Donation/ Destruction

The Diplomatic and Consular Missions, International Organizations, and its qualified personnel seek the Department's approval for the disposal of their duty-free official or personal motor vehicle through selling, re-exportation, donation, and destruction.

<b>Office or Division:</b>	Immunities and Privileges		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2G - Government to Government		
<b>Who may avail:</b>	Accredited Diplomatic, Consular, and International Organizations, Officials and their Qualified Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
DFA-PROT-D3-12 Request for Permission to Request for Permission to Sell a Locally Purchase a Tax-Exempt Motor Vehicle		2023 Handbook on Entitlements and Ceremonies <i>(can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a>)</i>	
DFA-PROT-D3-12A Request for Permission to Request for Permission to Sell Imported Tax-Exempt Motor Vehicle			
DFA-PROT-D3-15 Request for Permission to Re-export a Motor Vehicle			
DFA-PROT-D3-21 Request for Permission to Donate a Tax-Exempt, Locally Purchased/ Imported Motor Vehicle			
DFA-PROT-D3-24A Request for Permission to Turn-over as Junk an Imported. Tax-Exempt Motor Vehicle to DOF-BOC			
Copy of DFA Authorization to import/ locally-purchase		DFA-OP- Immunities and Privileges Division	
Copy of BIR Ruling (if locally purchased) or Certificate of Payment (if imported)		BIR, BOC	
Copy of valid Protocol ID Card (if for personal use)		DFA-OP Immunities and Privileges - Accreditation Desk	
Copy of donee's TIN and valid ID of its representative (for donation)		BIR	



Declaration of Destruction by the Vehicle Owner, Certification from Authorized car dealer/Repair shop as unserviceable, and actual photos of the motor vehicle (for destruction)		Authorized car dealer/Repair shop		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the following requirements to the Office of Protocol via email	<p>1. The Action Desk Officer logs the request and reviews the submitted requirements.</p> <p>1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.</p>	None	20 days	<ul style="list-style-type: none"> <li>• Assistant Secretary</li> <li>• Deputy Assistant Secretary and Executive Director</li> <li>• Director for Immunities and Privileges</li> <li>• Desk Officer</li> <li>• Outgoing Communications Officer</li> </ul>
	2. The Action Desk Officer reviews the request and available records to check if the requesting Mission/Personnel is eligible for the grant of the privilege to import or local purchase a vehicle.			
	3. If the request is compliant and eligible for approval, the Action Desk Officer drafts the Note Verbale conveying the Department's approval of the request and submits the draft for the Division			



	Director's review and approval.			
	4. The Division Director submits the draft Note Verbale conveying the Department's approval of the request for the Deputy Assistant Secretary and Executive Director's consideration.			
	5. The Deputy Assistant Secretary and Executive Director submits the draft Note Verbale conveying the Department's approval of the request for the Assistant Secretary's consideration.			
	6. The Assistant Secretary approves the draft Note Verbale conveying the Department's approval			
	7. The Action Desk Officer finalizes the draft Note Verbale and forwards it to the Outgoing Communications Officer. transmits it to the requesting Mission via email.			
	8. The Outgoing Communications Officer finalizes the note verbale and transmits it to the requesting Mission via email.			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	20 days	

## 9. Endorsement of Request for Initial Registration and Assignment of Diplomatic/Consular and Other Exempt Vehicles

The Diplomatic and Consular Missions, International Organizations, and its qualified personnel seek the Department's approval for the initial registration of diplomatic motor vehicles and assignment of diplomatic license plate numbers for their official and personal motor vehicles to be submitted to the Land Transportation Office.

<b>Office or Division:</b>	Immunities and Privileges
<b>Classification:</b>	Complex



<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Accredited Diplomatic, Consular, and International Organizations Officials and their Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DFA-PROT-D3-10 Request for Initial Registration and Assignment of License Plate		2023 Handbook on Entitlements and Ceremonies <i>(can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a>)</i>		
Copy of registration papers (if available)		LTO		
Copy of DFA Authorization to import/ locally-purchase		DFA-OP-Immunities and Privileges Division		
Copy of BIR Ruling (if locally purchased) or Certificate of Payment (if imported) if applicable		BIR, BOC		
Copy of valid Protocol ID Card (if for personal use)		DFA-OP Immunities and Privileges - Accreditation Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	1. The Action Desk Officer logs the request and reviews the submitted requirements.  1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Plates Desk Officer</li> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer requests an available DC/CC/OEV plate number from the I&P Plates Desk Officer for assignment to the subject vehicle. Both update records.			
	3. The Action Desk Officer submits the request to the			



	I&P Director for his/her approval.			
	3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.			
	4. The Division Director reviews the documents and approves of the request.			
	5. The Action Desk Officer prepares the Indorsement and transmits it to the requesting Mission via email, copy furnishing LTO-Diliman District Office.			
2. The requesting Mission prints a copy of the DFA Indorsement and transmits it directly to LTO-Diliman District Office for its appropriate action.				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

## 10. Endorsement of Request for Renewal of Registration of Official Motor Vehicles

The Diplomatic and Consular Missions, International Organizations, and its qualified personnel seek the Department's approval for the renewal of diplomatic registration for their official and personal motor vehicle to be submitted to the Land Transportation Office.

<b>Office or Division:</b>	Immunities and Privileges
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Accredited Diplomatic, Consular, and International Organizations Officials and their Qualified Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
DFA-PROT-D3-11 Request for Renewal of Registration	2023 Handbook on Entitlements and Ceremonies <i>(can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a>)</i>





Copy of registration papers		LTO		
Copy of valid Protocol ID Card (if for personal use)		DFA-OP Immunities and Privileges - Accreditation Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to DAF-OP via email.	<p>1. The Action Desk Officer logs the request and reviews the submitted requirements.</p> <p>1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email</p>	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	<p>3. The Division Director reviews the documents and approves of the request.</p> <p>3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.</p>			
	4. The Action Desk Officer prepares the Indorsement and transmits it to the requesting Mission via email, copy furnishing LTO-Diliman District Office.			
2. The requesting Mission prints a copy of the DFA Indorsement and transmits it directly to LTO-Diliman District Office for its appropriate action.				
<b>SUBTOTAL</b>				



<b>TOTAL</b>	None	7 days	
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## 11. Endorsement of Request the Report of Sale of Official and Personal Tax-Exempt Motor Vehicles

The Diplomatic and Consular Missions, International Organizations, and its qualified personnel seek the Department's approval for the report of sale of official and personal tax-exempt motor vehicles to be submitted to the Bureau of Customs and/or Bureau of Internal Revenue, and Land Transportation Office for the cancellation of diplomatic registration and tax-exempt registration.

<b>Office or Division:</b>	Immunities and Privileges
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Accredited Diplomatic, Consular, and International Organizations Officials and their Qualified Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DFA-PROT-D3-13A Report of Sale of a Tax-Exempt, Locally Purchased Motor Vehicle to a Privileged Buyer	2023 Handbook on Entitlements and Ceremonies ( <i>can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a></i> )
DFA-PROT-D3-13B Report of Sale of a Tax-Exempt, Locally Purchased Motor Vehicle to a Privileged Buyer - DOF-BIR	
DFA-PROT-D3-14A Report of Sale of a Tax-Exempt, Imported Motor Vehicle to a Privileged Buyer - LTO	
DFA-PROT-D3-14A Report of Sale of a Tax-Exempt, Imported Motor Vehicle to a Privileged Buyer - DOF-BOC	
DFA-PROT-D3-18A Report of Sale of a Tax-Exempt, Locally Purchased Motor Vehicle to a Non-Privileged Buyer - L TO	
DFA-PROT-D3-18B Report of Sale of a Tax-Exempt, Locally Purchased Motor Vehicle to a Non-Privileged Buyer - DOF	
DFA-PROT-D3-18A Report of Sale of a Tax-Exempt, Imported Motor Vehicle to a Non-Privileged Buyer - LTO	
DFA-PROT-D3-19A Report of Sale of a Tax-Exempt, Imported Motor Vehicle to a Non-Privileged Buyer - LTO	
DFA-PROT-D3-19B Report of Sale of a Tax-Exempt, Imported Motor Vehicle to a Non-Privileged Buyer - DOF	
Copy of DFA authorization to import/locally-purchase	DFA-OP Immunities and Privileges



Copy of DFA authorization to sell		DFA-OP Immunities and Privileges		
Copy of Notarized Deed of Sale		Notary Public		
Copy of BIR Ruling (if locally purchased) or Certificate of Payment (if imported), if applicable		BIR, BOC		
Copy of registration papers		LTO		
Copy of license plate/s acknowledgement receipt		DFA-OP Immunities and Privileges		
Evidence of payment of taxes and duties due on vehicle (if sold to a non-privileged buyer)		BIR		
Copy of valid Protocol ID Card of seller and buyer (if privileged individuals)		DFA-OP Immunities and Privileges - Accreditation Desk		
Copy of buyer’s valid ID (if non-privileged individual)		SSS, GSIS, LTO, COMELEC, PRC, DFA, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	1. The Action Desk Officer logs the request and reviews the submitted requirements.  1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.	None	7 days	<ul style="list-style-type: none"><li>Director for Immunities and Privileges</li><li>Action Desk Officer</li></ul>
	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	3. The Division Director reviews the documents and approves of the request.  3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email			



	that the request has been denied.			
	4. The Action Desk Officer prepares the Indorsement and transmits it to the requesting Mission via email, copy furnishing LTO-Diliman District Office, the Department of Finance, and Bureau of Customs.			
2. The requesting Mission prints a copy of the DFA Indorsement and transmits it directly to LTO-Diliman District and the Department of Finance for their appropriate action.				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

## 12. Endorsement of the Report of Sale of Official and Personal Tax-Paid Motor Vehicles

The Diplomatic and Consular Missions, International Organizations, and its qualified personnel seek the Department's approval for the report of sale of official and personal tax-paid motor vehicles to be submitted to the Land Transportation Office for the cancellation of diplomatic registration.

Office or Division:	Immunities and Privileges		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Accredited Diplomatic, Consular, and International Organizations Officials and their Qualified Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
DFA-PROT-D3-20A Report of Sale of a Tax-Paid, Locally Purchased Motor Vehicle to a Privileged Buyer - LTO		2023 Handbook on Entitlements and Ceremonies <i>(can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a>)</i>	
DFA-PROT-D3-20A Report of Sale of a Tax-Paid, Locally Purchased Motor Vehicle to a Non-Privileged Buyer - LTO			
Copy of Notarized Deed of Sale		Notary Public	
Copy of registration papers		LTO	



Copy of license plate/s acknowledgement receipt		DFA-OP Immunities and Privileges		
Copy of valid Protocol ID Card of seller and buyer (if privileged individuals)		DFA-OP Immunities and Privileges - Accreditation Desk		
Copy of buyer's valid ID (if non-privileged individual)		SSS, GSIS, LTO, COMELEC, PRC, DFA, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	<p>1. The Action Desk Officer logs the request and reviews the submitted requirements.</p> <p>1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.</p>	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	<p>3. The Division Director reviews the documents and approves of the request.</p> <p>3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.</p>			
	4. The Action Desk Officer prepares the Indorsement and transmits it to the requesting Mission via email, copy furnishing LTO-Diliman District Office			
2. The requesting Mission prints a copy of the DFA				



Indorsement and transmits it directly to LTO-Diliman District Office for its appropriate action.				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

### 13. Endorsement of the Report of Shipment/Re-Exportation of Official and Personal Motor Vehicles

The Diplomatic and Consular Missions, International Organizations, and its qualified personnel seek the Department's approval for the report of shipment/re-exportation of official and personal tax-paid motor vehicles to be submitted to the Land Transportation Office for cancellation of diplomatic registration.

<b>Office or Division:</b>	Immunities and Privileges			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Accredited Diplomatic, Consular, and International Organizations Officials and their Qualified Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DFA-PROT-D3-17 Report of Shipment/Re-Exportation of Motor Vehicle		2023 Handbook on Entitlements and Ceremonies <i>(can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a>)</i>		
Copy of DFA authorization to re-export		Notary Public		
Copy of registration papers		LTO		
Copy of Bill of Lading		Shipping Line		
Copy of Valid Protocol ID Card		DFA-OP Immunities and Privileges - Accreditation Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Mission submits the requirements to the Office of Protocol via email.	1. The Action Desk Officer logs the request and reviews the submitted requirements.	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> </ul>



	1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.			<ul style="list-style-type: none"> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	3. The Division Director reviews the documents and approves of the request.  3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.			
	4. The Action Desk Officer informs the Plates Desk Officer of the MV registration cancellation and prepares the Indorsement and transmits it to the requesting Mission via email, copy furnishing LTO-Diliman District Office			
2. The requesting Mission prints a copy of the DFA Indorsement and transmits it directly to LTO-Diliman District Office for its appropriate action.				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

#### 14. Endorsement of the Report of Donation of Official and Personal Motor Vehicles

The Diplomatic and Consular Missions, International Organizations, and its qualified personnel seek the Department's approval for the report of shipment/re-exportation of official and personal tax-exempt motor vehicles to be submitted to the Land Transportation Office, Bureau of Customs,



and/or Bureau of Internal Revenue, for the cancellation of diplomatic registration and verification of authenticity of proof of payment of taxes due on the motor vehicle.

<b>Office or Division:</b>	Immunities and Privileges
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Accredited Diplomatic, Consular, and International Organizations Officials and their Qualified Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DFA-PROT-D3-22A Report of Donation of Tax-Exempt, Locally Purchased Motor Vehicle - LTO	2023 Handbook on Entitlements and Ceremonies <i>(can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a>)</i>
DFA-PROT-D3-22B Report of Donation of Tax-Exempt, Locally Purchased Motor Vehicle - DOF	
DFA-PROT-D3-23A Report of Donation of Tax-Exempt, Imported Motor Vehicle - LTO	
DFA-PROT-D3-23B Report of Donation of Tax-Exempt, Imported Motor Vehicle - DOF	
Copy of Deed of Donation	Notary Public
Copy of Notarized Deed of Acceptance	Notary Public
Copy of BIR Ruling	BIR
Evidence of payment of taxes and duties due on vehicle	BIR
Copy of License Plate/s Acknowledgement Receipt	DFA-OP Immunities and Privileges Division
Copy of registration papers	LTO
Copy of Donee's TIN	Shipping Line
Copy of Valid Protocol ID Card	DFA-OP Immunities and Privileges Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	1. The Action Desk Officer logs the request and reviews the submitted requirements.	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> </ul>





	1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.			<ul style="list-style-type: none"> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	3. The Division Director reviews the documents and approves of the request.  3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.			
	4. The Action Desk Officer informs the Plates Desk Officer of the MV registration cancellation and prepares the Indorsement and transmits it to the requesting Mission via email, copy furnishing LTO-Diliman District Office			
2. The requesting Mission prints a copy of the DFA Indorsement and transmits it directly to LTO-Diliman District Office for its appropriate action.				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

#### 15. Endorsement of Requests for Tax-Free Importation of Goods for the Official Use of the Mission and the Personal Use of their Accredited Personnel

The Diplomatic and Consular Missions, International Organizations, and its qualified personnel seek the Department's approval for the duty-free entry of diplomatic goods, used household goods and



personal effects consigned to the personnel, to be submitted to the Department of Finance and Bureau of Customs.

<b>Office or Division:</b>	Immunities and Privileges
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Accredited Diplomatic, Consular, and International Organizations Officials and their Qualified Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DFA-PROT-D3-02 Request for Free Entry of Official Shipment	2023 Handbook on Entitlements and Ceremonies <i>(can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a>)</i>
DFA-PROT-D3-03 Request for Free Entry of Used Household Goods and Personal Effects	
Copy of Airway Bill/Bill of Lading	Shipping Line
Copy of Commercial Invoice/ Official Packing List	Shipping Line
Copy of Valid Protocol ID Card	DFA-OP Immunities and Privileges Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	1. The Action Desk Officer logs the request and reviews the submitted requirements.  1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	3. The Division Director reviews the documents and approves of the request.  3.1 In case the Division Director denies the request,			



	the Action Desk Officer informs the Mission via email that the request has been denied.			
	4. The Action Desk Officer prepares the Indorsement and transmits it to the requesting Mission via email, copy furnishing the Department of Finance and the Bureau of Customs.			
2. The requesting Mission prints a copy of the DFA Indorsement and transmits it directly to the Department of Finance for its appropriate action.				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

## 16. Endorsement of Requests for Tax-Free Importation of Motor Vehicles for the Official Use of the Mission and the Personal Use of their Accredited Personnel

The Diplomatic and Consular Missions, International Organizations, and its qualified personnel seek the Department's approval for the duty-free entry of official and/or personal motor vehicles to be submitted to the Department of Finance and Bureau of Customs.

Office or Division:	Immunities and Privileges		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Accredited Diplomatic, Consular, and International Organizations Officials and their Qualified Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
DFA-PROT-D3-03 Request for Free Entry of Motor Vehicle		2023 Handbook on Entitlements and Ceremonies <i>(can be accessed through the DFA Website: dfa.gov.ph)</i>	
Copy of DFA Authorization to Import		DFA-OP Immunities and Privileges Division	
Copy of /Bill of Lading		Shipping Line	



Copy of Valid Protocol ID Card		DFA-OP Immunities and Privileges Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	<p>1. The Action Desk Officer logs the request and reviews the submitted requirements.</p> <p>1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.</p>	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	<p>3. The Division Director reviews the documents and approves of the request.</p> <p>3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.</p>			
	4. The Action Desk Officer prepares the Indorsement and transmits it to the requesting Mission via email, copy furnishing the Department of Finance and the Bureau of Customs.			
2. The requesting Mission prints a copy of the DFA Indorsement and transmits it directly to the Department of Finance for its appropriate action.				
<b>SUBTOTAL</b>				



<b>TOTAL</b>	None	7 days	
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## 17. Endorsement of Requests for Exit Clearance of Personal Effects of Accredited Personnel of Diplomatic Missions and International Organizations

The Diplomatic and Consular Missions, International Organizations, and its qualified personnel seek the Department's approval for the exit clearance of diplomatic goods, used household goods and personal effects consigned to the personnel, to be submitted to the Department of Finance and Bureau of Customs.

Office or Division:	Immunities and Privileges			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Accredited Diplomatic, Consular, and International Organizations Officials and their Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DFA-PROT-D3-04 Exit Clearance of Used Household Goods and Personal Effects		2023 Handbook on Entitlements and Ceremonies <i>(can be accessed through the DFA Website: dfa.gov.ph)</i>		
DFA-PROT-D3-04A Exit Clearance of Official Shipment				
Copy of Official Packing List		Shipping Line		
Copy of Official Invoice		Shipping Line		
Copy of Valid Protocol ID Card		DFA-OP Immunities and Privileges Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	1. The Action Desk Officer logs the request and reviews the submitted requirements.  1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.	None	7 days	<ul style="list-style-type: none"><li>Director for Immunities and Privileges</li><li>Action Desk Officer</li></ul>



	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	3. The Division Director reviews the documents and approves of the request.  3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.			
	4. The Action Desk Officer prepares the Indorsement and transmits it to the requesting Mission via email, copy furnishing the Department of Finance and the Bureau of Customs.			
2. The requesting Mission prints a copy of the DFA Indorsement and transmits it directly to the Department of Finance for its appropriate action.				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

#### 18. Endorsement of Requests for Exit Clearance of Motor Vehicles of Accredited Personnel of Diplomatic Missions and International Organizations

The Diplomatic and Consular Missions, International Organizations, and its qualified personnel seek the Department's approval for the exit clearance of official and/or personal motor vehicles to be submitted to the Department of Finance and Bureau of Customs.

<b>Office or Division:</b>	Immunities and Privileges
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	Accredited Diplomatic, Consular, and International Organizations Officials and their Personnel



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DFA-PROT-D3-16 Request for Exit Clearance of Motor Vehicle		2023 Handbook on Entitlements and Ceremonies <i>(can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a>)</i>		
Copy of DFA Authorization to Import		DFA-OP Immunities and Privileges Division		
Copy of DFA Authorization to Re-export		DFA-OP Immunities and Privileges Division		
Copy of Registration Papers		LTO		
Copy of License Plate/s Acknowledgement Receipt		DFA-OP Immunities and Privileges Division		
Copy of Valid Protocol ID Card		DFA-OP Immunities and Privileges Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	1. The Action Desk Officer logs the request and reviews the submitted requirements.  1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	3. The Division Director reviews the documents and approves of the request.  3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.			
	4. The Action Desk Officer prepares the Indorsement and transmits it to the			



	requesting Mission via email, copy furnishing the Department of Finance and the Bureau of Customs.			
2. The requesting Mission prints a copy of the DFA Indorsement and transmits it directly to the Department of Finance for its appropriate action.				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	3 working days	

## 19. Endorsement of Requests for Issuance and Renewal of Driver's License of Personnel of Foreign Missions and International Organizations and their Qualified Dependents

The accredited Diplomatic, Consular, and International Organizations Officials, Personnel, and their qualified dependents seek the Department's approval for the issuance and renewal of Philippine driver's license to be submitted to the Land Transportation Office.

<b>Office or Division:</b>	Immunities and Privileges
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Accredited Diplomatic, Consular, and International Organizations Officials, Personnel, and their qualified dependents
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>ISSUANCE OF DRIVER'S LICENSE</b>	
DFA-PROT-D3-26 Request for Issuance for Philippine Driver's License	2023 Handbook on Entitlements and Ceremonies ( <i>can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a></i> )
Copy of duly accomplished LTO driver's license application form	LTO
Copy of valid foreign driver's license (must be accompanied by an English translation if written in a foreign language)	Diplomatic and Consular Missions and International Organizations
Copy of Valid Protocol ID Card	DFA-OP Immunities and Privileges Division
<b>RENEWAL OF DRIVER'S LICENSE</b>	





DFA-PROT-D3-27 Request for Renewal for Philippine Driver's License		2023 Handbook on Entitlements and Ceremonies (can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a> )		
Copy of duly accomplished LTO driver's license application form		LTO		
Copy of previous LTO-issued PH driver's license		LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	1. The Action Desk Officer logs the request and reviews the submitted requirements.  1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	3. The Division Director reviews the documents and approves of the request.  3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.			
	4. The Action Desk Officer prepares the Indorsement and transmits it to the requesting Mission via email, copy furnishing LTO-Diliman District Office.			
2. The requesting Mission prints a copy of the DFA Indorsement and transmits it directly to LTO-Diliman				



District Office for its appropriate action				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

## 20. Endorsement of Request for Issuance and Renewal of VAT Certificates (VCs) in favor of the Mission, their Accredited Personnel and/or their Qualified Dependents.

The qualified Diplomatic and Consular missions, officials, personnel, and their dependents seek the Department's approval for the issuance and renewal VAT Certificate to be endorsed to the Bureau of Internal Revenue.

Office or Division:	Immunities and Privileges			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Qualified Diplomatic and Consular Missions, and International Organizations, its Officials, Personnel and their Dependents.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ISSUANCE OF VAT CERTIFICATE				
DFA-PROT-D3-33A Request for Issuance of Value-Added Tax (VAT) Certificate		DFA Circular No. 24-3710 dated 10 October 2024		
Copy of Valid Protocol ID Card		DFA-OP Immunities and Privileges Division		
RENEWAL OF VAT CERTIFICATE				
DFA-PROT-D3-33B Request for Renewal of Value-Added Tax (VAT) Certificate		DFA Circular No. 24-3710 dated 10 October 2024		
Copy of expired VAT Certificate		BIR		
Copy of Valid Protocol ID Card		DFA-OP Immunities and Privileges Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	1. The Action Desk Officer logs the request and reviews the submitted requirements.	None	20 days	<ul style="list-style-type: none"><li>Director for Immunities and Privileges</li></ul>



	1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.			<ul style="list-style-type: none"> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	3. The Division Director reviews the documents and approves of the request.  3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.			
	4. The Action Desk Officer prepares the Indorsement and transmits it to the Bureau of Internal Revenue – International Tax Affairs Division for its appropriate action.			
2. The requesting Mission is notified that its request has been transmitted to the Bureau of Internal Revenue – International Tax Affairs Division.				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	20 days	

## 21. Endorsement of Request for VAT Refund Applications of the Mission, Their Accredited Personnel and/or their Qualified Dependents

The Diplomatic and Consular missions, officials, qualified personnel and their dependents seek the Department's approval for VAT refund application to be submitted to the Bureau of Internal Revenue.



<b>Office or Division:</b>	Immunities and Privileges
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Diplomatic and Consular Missions, Qualified Officials, Personnel and their Dependents.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DFA-PROT-D3-34B Request for Value-Added Tax (VAT) Refund	DFA Circular No. 24-3710 dated 10 October 2024
Copy of Duly accomplished BIR Form No. 1914	BIR
Summary of Claims	DFA-OP Immunities and Privileges Division
Copy of official receipts/sales invoice	Merchants
Notarized sworn certification from claimant attesting to the completeness and veracity of documents and that no tax refund involving the same tax has been previously claimed or received	Notary Public/Diplomatic and Consular Missions
Copy of BIR Ruling / VAT Certificate	BIR
Copy of Valid Protocol ID Card	DFA-OP Immunities and Privileges Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	1. The Action Desk Officer logs the request and reviews the submitted requirements.  1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.	None	20 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	3. The Division Director reviews the documents and approves of the request.			



	3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.			
	4. The Action Desk Officer prepares the Indorsement and transmits it to the Bureau of Internal Revenue – International Tax Affairs Division for its appropriate action.			
2. The requesting Mission is notified that its request has been transmitted to the Bureau of Internal Revenue – International Tax Affairs Division.				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	20 days	

## 22. Endorsement of the Request for Issuance of BIR Ruling for the VAT Exemption on the Local Purchase of Goods, Services, Lease of Office Space, Documentary Stamp, etc. in favor of the Mission and/or their Accredited Personnel

The Diplomatic and Consular missions, officials, qualified personnel and their dependents seek the Department's approval for the issuance of BIR Ruling to be submitted to the Bureau of Internal Revenue.

<b>Office or Division:</b>	Immunities and Privileges
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Qualified Diplomatic and Consular Missions, its Officials, Personnel and their Dependents
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
DFA-PROT-D3-34A Request for Issuance/Amendment of Bureau of Internal Revenue (BIR) Ruling	DFA Circular No. 24-3710 dated 10 October 2024



Copy of previously-issued BIR Ruling (if amendment)		BIR		
Copy of Valid Protocol ID Card		DFA-OP Immunities and Privileges Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	<p>1. The Action Desk Officer logs the request and reviews the submitted requirements.</p> <p>1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.</p>	None	20 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	<p>3. The Division Director reviews the documents and approves of the request.</p> <p>3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.</p>			
	4. The Action Desk Officer prepares the Indorsement and transmits it to the Bureau of Internal Revenue – International Tax Affairs Division for its appropriate action.			
2. The requesting Mission is notified that its request has been transmitted to the Bureau of Internal Revenue – International Tax Affairs Division.				



<b>SUBTOTAL</b>			
<b>TOTAL</b>	None	20 days	

### 23. Endorsement of the Request for Issuance of BIR Ruling for the VAT Exemption on the Local Purchase of Motor Vehicles for Official and Personal Use of the Mission and Their Qualified Personnel

The Diplomatic and Consular missions, officials, qualified personnel and their dependents seek the Department's approval for the issuance of BIR Ruling for the VAT exemption on the local purchase of motor vehicles to be submitted to the Bureau of Internal Revenue.

<b>Office or Division:</b>	Immunities and Privileges			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Qualified Diplomatic and Consular Missions, International Organizations, its Officials, Personnel and their Dependents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DFA-PROT-D3-08 Request for Indorsement to DOF and BIR for Exemption from Payment of VAT and Ad Valorem Tax on Locally Purchased Motor Vehicle		2023 Handbook on Entitlements and Ceremonies ( <i>can be accessed through the DFA Website: <a href="http://dfa.gov.ph">dfa.gov.ph</a></i> )		
Copy of DFA Authorization to Locally Purchase		DFA-OP Immunities and Privileges Division		
Copy of Quotation or Pro-Forma Invoice from Car Dealer		Car Dealer		
Copy of Valid Protocol ID Card		DFA-OP Immunities and Privileges Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Mission submits the requirements to the Office of Protocol via email.	1. The Action Desk Officer logs the request and reviews the submitted requirements.  1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Action Desk Officer</li> </ul>



	2. The Action Desk Officer submits the request to the I&P Director for his/her approval.			
	3. The Division Director reviews the documents and approves of the request.  3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.			
	4. The Action Desk Officer prepares the Indorsement and transmits it to the Bureau of Internal Revenue – International Tax Affairs Division for its appropriate action.			
2. The requesting Mission is notified that its request has been transmitted to the Bureau of Internal Revenue – International Tax Affairs Division				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

## 24. Issuance of Certificate of No Resident Embassy in the Philippines

Filipino Citizens who plan to marry a foreign national may apply for a Certificate of No Resident Embassy in the Philippines if the foreign national's country does not have a resident embassy in the Philippines.

<b>Office or Division:</b>	Immunities and Privileges
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Filipino Citizens
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	





Letter addressed to the Chief of Protocol requesting the issuance of Certificate of No Resident Embassy in the Philippines with indicated purpose of the certification		Applicant		
Copy of pertinent pages of the applicant's passport (if the applicant is a foreign national) or valid government ID (if the applicant is a Filipino national)		DFA, SSS, GSIS, LTO, COMELEC, PRC, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Mission submits the requirements to the Office of Protocol via email.	<p>1. The Action Desk Officer logs the request, reviews the submitted requirements and checks the latest version of the Office's Diplomatic and Consular List to verify the existence of a resident Embassy.</p> <p>1.1 In case the submitted requirements are incomplete, the Action Desk Officer informs the Mission of the missing or erroneous requirements via email.</p>	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer prepares the draft Certificate and submits the draft to the Division's principals for their approval.			
	<p>3. The Director approves the draft Certification.</p> <p>3.1 In case the Division Director denies the request, the Action Desk Officer informs the Mission via email that the request has been denied.</p>			
	4. The Action Desk Officer finalizes the Certification and transmits it to the requesting party via email.			



<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

## 25. Issuance of Certificate of Identity and/or Immunity

The Certificate of Identity or Immunity is issued to the foreign diplomatic mission or its accredited personnel upon their invocation of immunity duly accorded under the Vienna Convention on Diplomatic Relations and the Vienna Convention on Consular Relations.

<b>Office or Division:</b>	Immunities and Privileges			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Qualified Diplomatic and Consular Missions, International Organizations, its Officials, Personnel and their Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter addressed to the Chief of Protocol requesting the issuance of Certificate of No Resident Embassy in the Philippines with indicated purpose of the certification		Applicant		
Copy of pertinent pages of the applicant's passport (if the applicant is a foreign national) or valid government ID (if the applicant is a Filipino national)		DFA, SSS, GSIS, LTO, COMELEC, PRC, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Office of Protocol receives a Court Summon or request for certificate of identity.	None	7 days	<ul style="list-style-type: none"> <li>Director for Immunities and Privileges</li> <li>Action Desk Officer</li> </ul>
	2. The Action Desk Officer logs the document and prepares a Note Verbale addressed to the concerned			



	Mission informing them of the summon and seeking their advice if the concerned Mission/Personnel will be invoking their immunity.			
1. The Mission/ Personnel invokes immunity via official Note.	3. The Action Desk Officer drafts the Certificate of Identity/ Immunity			
	3. The Director approves the draft Certification.			
	4. The Action Desk Officer finalizes the certification and transmits it to the concerned Court.			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	

## 26. Turnover of License Plates Surrendered by Diplomatic and Consular Missions and International Organizations and their Personnel

The Diplomatic and Consular Missions, and International Organizations, and their personnel surrender the diplomatic plates after the disposal of the motor vehicle. DFA-OP processes the turnover of diplomatic plates over to the Land Transportation Office.

<b>Office or Division:</b>	Immunities and Privileges
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	Qualified Diplomatic and Consular Missions, International Organizations, its Officials, Personnel and their Dependents
<b>CHECKLIST OF REQUIREMENTS</b>	
License Plate/s Acknowledgement Receipt	Applicant
Copy of pertinent pages of the applicant's passport (if the applicant is a foreign national) or valid government ID (if the applicant is a Filipino national)	DFA, SSS, GSIS, LTO, COMELEC, PRC, PSA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Turnover of License Plates Surrendered by Diplomatic and Consular Missions and International Organizations and their Personnel	None	20 days	<ul style="list-style-type: none"> <li>• Director for Immunities and Privileges</li> <li>• Desk Officer</li> </ul>
	2. The License Plates Desk Officer receives the physical license plates along with the appropriate duly accomplished DFA-OP form and photocopies of the license plates on the set schedule.			
	3. The License Plates Desk Officer prepares the manifest and transmittal letter for the received license plates for turnover to the LTO-Diliman Plates Section and submits it to the I&P Director for his/her approval.			
	4. The Division Director approves of the draft manifest and letter.			
	5. The Plates Desk Officer finalizes the Manifest and transmittal letter and sets an appointment to come to the LTO-Diliman Plates Section to turnover the week's batch of surrendered special license plates			
	6. The Plates Desk Officer proceeds to LTO on the appointment schedule and turns over the license plates to LTO-Diliman. The Plates Desk Officer keeps a receiving copy of the Manifest & Transmittal Letter.			



<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	20 days	



# **Office of Protocol**

## **Internal Services**



## 1. Assistance on Protocol Matters during Official Events

DFA-OP provides assistance in the proper arrangement and conduct of Courtesy/Farewell Calls on the Secretary of Foreign Affairs, Undersecretaries and Assistant Secretaries by AEPs/Heads of Foreign Missions and other officials. DFA-OP also assists in other ceremonies, meetings, and events hosted by the SFA and the Department of Foreign Affairs.

<b>Office or Division:</b>	Ceremonials			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DFA Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>• Date and time of event</li> <li>• Venue</li> <li>• Program</li> <li>• Guest / Delegation list</li> <li>• List of protocol items needed; i. e.: flags, name plates, signing pens, etc.</li> </ul>		The requesting office shall provide all the requirements.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify DFA-OP regarding its intention to hold the event via phone call, email, or letter	1. The Division Director shall assign a project officer who will oversee the protocol preparations for the event.	None	7 days  DFA-OP shall comply with the timeline set by the lead office but requests notice at least 2 weeks prior the event.	<ul style="list-style-type: none"> <li>• Director for Ceremonials</li> <li>• Protocol Officer</li> </ul>
2. Send the requirements to DFA-OP	2. DFA-OP shall assist in event implementation.			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	7 days	



**Office of the Undersecretary for Migration  
Affairs (OUMA)  
Assistance-to-Nationals (ATN) Operations Division  
  
External Services**





# Assistance-to-Nationals (ATN) Operations Division

## **General ATN Services**

*Whereabouts / Ascertaining Condition*  
*Family Financial Support*  
*Repatriation*  
*Medical Repatriation*  
*Provision of medical assistance*  
*Shipment of Remains / Cremated Remains*  
*Shipment of Personal Belongings of deceased OFs*  
*Employment-related Concerns (where there are no MWOs)*  
*Jail Visitation*  
*Compassionate Visit of the Next-of-Kin (NOK)*  
*Request for Report of Death (ROD) and other Civil Registry*  
*Documents Recommendation for Blacklisting*  
*Monetary Claims / Inheritance Claims*



## 1. WHEREABOUTS / ASCERTAINING CONDITION

*Assistance on ascertaining the location and condition of missing overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation.*

Office or Division:	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"><li>● ATN Form<ul style="list-style-type: none"><li>○ The person requesting must be a family member of the OF or authorized representative;</li><li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li><li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li><li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li><li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address); and</li></ul></li></ul>		<ul style="list-style-type: none"><li>● Through walk-in: OUMA ATN reception; or</li><li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li><li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li><li>● In case outside NCR, nearest Consular Office.</li></ul>	



<ul style="list-style-type: none"> <li>Other information of the OF in distress.</li> </ul>				
<ul style="list-style-type: none"> <li>Birth certificate</li> </ul>		Philippine Statistics Authority (PSA)		
<ul style="list-style-type: none"> <li>Other relevant documents**</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	<p>Accommodate the ATN client/s and preliminarily assess their submitted documents.</p> <p>1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.</p> <p>For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p>	None	20 minutes	<p>Receptionist</p> <p>Case Officer</p> <p>Communications Officer</p> <p>Social Media Team</p>



	<p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for</p>	None	10-30 minutes depending on the nature of the case.	Case Officer Supervising officer



	additional guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted <u>within three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>
4.1 Coordinate with case officer (follow-up) on the feedback / report on the case.	Upon receiving feedback / report from concerned FSP and/or other agencies***, the	None	For urgent cases, the case officer shall inform the client	<p>Case officer</p> <p>Communications officer</p>



	<p>case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>		<p><u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no further assistance	None	<p>Immediate</p> <p>Continuous monitoring until the</p>	Case officer



	is required by the client.		case is closed.	
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	6 days, 50 minutes~, continuous monitoring until the case is closed.	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the foreign government, agency, and employer, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p>				

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



## 2. FAMILY FINANCIAL SUPPORT

*Assistance on coordinating with an overseas Filipino on family financial support matters, including those services incidental thereto, e.g., referral, coordination, consultation*

Office or Division:	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"><li>● ATN Form<ul style="list-style-type: none"><li>○ The person requesting must be a family member of the OF or authorized representative;</li><li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li><li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li><li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li><li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address); and</li></ul></li></ul>		<ul style="list-style-type: none"><li>● Through walk-in: OUMA ATN reception; or</li><li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li><li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li><li>● In case outside NCR, nearest Consular Office.</li></ul>	





<ul style="list-style-type: none"> <li>○ Other information of the OF in distress.</li> </ul>				
<ul style="list-style-type: none"> <li>● Other relevant documents**</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	<p>Accommodate the ATN client/s and preliminarily assess their submitted documents.</p> <p>1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.</p> <p>For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p>	None	20 minutes	<p>Receptionist</p> <p>Case Officer</p> <p>Communications Officer</p> <p>Social Media Team</p>



	<p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for</p>	None	10-30 minutes depending on the nature of the case.	Case Officer Supervising officer



	additional guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted within <u>three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>
4.1 Coordinate with case officer (follow-up) on the	Upon receiving feedback / report from concerned FSP and/or other	None	For urgent cases, the case officer shall inform	<p>Case officer</p> <p>Communications officer</p>



feedback / report on the case.	<p>agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>		<p>the client <u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no	None	<p>Immediate</p> <p>Continuous monitoring</p>	Case officer



	further assistance is required by the client.		until the case is closed.	
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	6 days, 50 minutes~, continuous monitoring until the case is closed.	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the foreign government, agency, and employer, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p>				

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



### 3. REPATRIATION

*Assistance on repatriating overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation.*

<b>Office or Division:</b>	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>● ATN Form <ul style="list-style-type: none"> <li>○ The person requesting must be a family member of the OF or authorized representative;</li> <li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li> <li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address); and</li> <li>○ Other information of the OF in distress.</li> </ul> </li> </ul>	
WHERE TO SECURE	
<ul style="list-style-type: none"> <li>● Through walk-in: OUMA ATN reception; or</li> <li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li> <li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li> <li>● In case outside NCR, nearest Consular Office.</li> </ul>	



● Other relevant documents**				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	<p>Accommodate the ATN client/s and preliminarily assess their submitted documents.</p> <p>1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.</p> <p>For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p> <p>1.b For new clients, the</p>	None	20 minutes	<p>Receptionist</p> <p>Case Officer</p> <p>Communications Officer</p> <p>Social Media Team</p>



	<p>receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for additional</p>	None	10-30 minutes depending on the nature of the case.	<p>Case Officer</p> <p>Supervising officer</p>





	guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted <u>within three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>
4.1 Coordinate with case officer (follow-up) on the	Upon receiving feedback / report from concerned	None	For urgent cases, the case officer	<p>Case officer</p> <p>Communications officer</p>



feedback / report on the case.	<p>FSP and/or other agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>		<p>shall inform the client <u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client <u>within three</u> working days, only upon receipt of the feedback/re port.</p>	
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
4.2.a	In case funding is needed the concerned FSP will request ATN	None	For urgent cases, the case officer shall initiate	FSP Case Officer



	<p>funding to cover the cost of the repatriation of the OF and the case officer shall process approval of the funding.****</p> <p>The concerned FSP shall facilitate the appropriate fund utilization process.</p>		<p>the processing for the approval of the funding <u>within the day</u>, upon receipt of the request.</p> <p>For other cases, the case officer shall initiate the processing for the approval of the funding <u>within three working days</u>, upon receipt of the request.</p>	<p>Supervisors</p> <p>Budget Division</p> <p>Finance Officer</p> <p>Approving Authorities</p>
4.2.b	<p>Upon receipt of the flight details of the arrival of the OF, the case officer shall endorse the arrival to the concerned government agency/ies, for appropriate airport assistance.</p> <p>In some cases, OUMA may also extend airport assistance upon arrival of the OF in distress.</p>	None		
4.2.c	<p>In some meritorious</p>	None	Approximat ely, within	Case Officer



<p>cases, OUMA may extend financial assistance, subject for approval, to the repatriate upon arrival in the Philippines.</p> <p>The case officer shall process approval of the funding for the financial assistance of the repatriate.</p> <p>The case officer shall provide a detailed explanation of the additional or necessary steps the client must take.</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>			<p>two (2) weeks after the arrival of the repatriate.** *</p>	<p>Supervisors</p> <p>Budget Division</p> <p>Finance Officer</p> <p>Approving Authorities</p>
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no further assistance is required by the client.	None	<p>Immediate</p> <p>Continuous monitoring until the case is closed.</p>	Case officer
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	11 days, 50 minutes~,	-



		continuous monitoring until the case is closed.	
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the foreign government, agency, and employer, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p> <p><i>****Subject to the usual budgeting and accounting rules and regulations.</i></p>			

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



#### 4. MEDICAL REPATRIATION

*Assistance on repatriating overseas Filipinos suffering from a severe medical / health condition, including those services incidental thereto, e.g., referral, coordination, consultation.*

<b>Office or Division:</b>	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>● ATN Form <ul style="list-style-type: none"> <li>○ The person requesting must be a family member of the OF or authorized representative;</li> <li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li> <li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address);</li> <li>○ Other information of the OF in distress, such as:</li> </ul> </li> </ul>	
WHERE TO SECURE	
<ul style="list-style-type: none"> <li>● Through walk-in: OUMA ATN reception; or</li> <li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li> <li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li> <li>● In case outside NCR, nearest Consular Office.</li> </ul>	



Medical condition, work abroad (Employer, Principal Agency), local manning agency, and medical abstract; ○ Flight details of the repatriation, if available; and ○ Receiving hospital, if available.				
• Unified Medical Repatriation Assistance Form (UMRAF)		• To be accomplished by concerned FSP, government agencies, and hospitals, if necessary. Additional information may be requested from the client.		
• Other relevant documents**				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	Accommodate the ATN client/s and preliminarily assess their submitted documents.  1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.  For remote clients, concerned personnel shall acknowledge	None	20 minutes	Receptionist  Case Officer  Communications Officer  Social Media Team



	<p>ge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p> <p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
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2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for additional guidance on complex cases.</p>	None	10-30 minutes depending on the nature of the case.	<p>Case Officer</p> <p>Supervising officer</p>
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted within <u>three</u></p>	<p>Case Officer</p> <p>Supervising officer</p>



	referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.		<u>working days.</u>	
4.1 Coordinate with case officer (follow-up) on the feedback / report on the case.	<p>Upon receiving feedback / report from concerned FSP and/or other agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>	None	<p>For urgent cases, the case officer shall inform the client <u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	<p>Case officer</p> <p>Communications officer</p>
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).	None	Immediate	Case officer



	The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).			
4.2.a	<p>In case funding is needed the concerned FSP will request ATN funding to cover the cost of the repatriation of the OF and the case officer shall process approval of the funding. ****</p> <p>The concerned FSP shall facilitate the appropriate fund utilization process.</p>	None	<p>For urgent cases, the case officer shall initiate the processing for the approval of the funding <u>within the day</u>, upon receipt of the request.</p> <p>For other cases, the case officer shall initiate the processing for the approval of the funding <u>within three working days</u>, upon receipt of the request.</p>	<p>FSP</p> <p>Case Officer</p> <p>Supervisors</p> <p>Budget Division</p> <p>Finance Officer</p> <p>Approving Authorities</p>
4.2.b	Upon receipt of the flight details of the arrival of the OF, the case officer shall endorse the arrival to the concerned government	None		



	<p>agenc/ies, for appropriate airport assistance.</p> <p>In some cases, OUMA may also extend airport assistance upon arrival of the OF in distress.</p>			
4.2.c	<p>In some meritorious cases, OUMA may extend financial assistance to the repatriate upon arrival in the Philippines. The case officer shall process approval of the funding for the financial assistance of the repatriate.****</p> <p>The case officer shall provide a detailed explanation of the additional or necessary steps the client must take.</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Approximately, within two (2) weeks after the arrival of the repatriate.** *	<p>Case Officer</p> <p>Supervisors</p> <p>Budget Division</p> <p>Finance Officer</p> <p>Approving Authorities</p>
5. The case shall be closed once	The case officer shall actively	None	Immediate	Case officer



the assistance requested has been provided.	monitor the case until its resolution and when no further assistance is required by the client.		Continuous monitoring until the case is closed.	
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	12 days, 50 minutes~, continuous monitoring until the case is closed.	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the foreign government, agency, and employer, and other external factors that are beyond the control and jurisdiction of OUMA..</i></p> <p><i>****Subject to the usual budgeting and accounting rules and regulations.</i></p>				

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



## 5. PROVISION OF MEDICAL ASSISTANCE

*Assistance in medical care, especially emergency care, payment of medical fees, medicines for overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation.*

<b>Office or Division:</b>	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>● ATN Form <ul style="list-style-type: none"> <li>○ The person requesting must be a family member of the OF or authorized representative;</li> <li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li> <li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone</li> </ul> </li> </ul>	
WHERE TO SECURE	
<ul style="list-style-type: none"> <li>● Through walk-in: OUMA ATN reception; or</li> <li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li> <li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li> <li>● In case outside NCR, nearest Consular Office.</li> </ul>	



number, email address); and ○ Other information of the OF in distress, such as: Medical condition, work abroad (Employer, Principal Agency), local manning agency, and medical abstract.				
• Other relevant documents**				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	Accommodate the ATN client/s and preliminarily assess their submitted documents.  1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.  For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the	None	20 minutes	Receptionist  Case Officer  Communications Officer  Social Media Team



	<p>appropriate case officer to proceed with the next step.*</p> <p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	Conduct an initial interview to generally assess the requested assistance and the sufficiency of	None	10-30 minutes depending on the nature of the case.	Case Officer Supervising officer





	<p>the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for additional guidance on complex cases.</p>			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted within <u>three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>



	government agencies, such as DMW and OWWA.			
4.1 Coordinate with case officer (follow-up) on the feedback / report on the case.	<p>Upon receiving feedback / report from concerned FSP and/or other agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>	None	<p>For urgent cases, the case officer shall inform the client <u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	<p>Case officer</p> <p>Communications officer</p>
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP</p>	None	Immediate	Case officer



	and/or other agencies (Step 3).			
4.2.a	<p>In case funding is needed the concerned FSP will request ATN funding to cover the cost of the medical expenses of the OF and the case officer shall process approval of the funding. ****</p> <p>The concerned FSP shall facilitate the appropriate fund utilization process.</p>	None	<p>For urgent cases, the case officer shall initiate the processing for the approval of the funding <u>within the day</u>, upon receipt of the request.</p> <p>For other cases, the case officer shall initiate the processing for the approval of the funding <u>within three working days</u>, upon receipt of the request.</p>	<p>FSP</p> <p>Case Officer</p> <p>Supervisors</p> <p>Budget Division</p> <p>Finance Officer</p> <p>Approving Authorities</p>
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no further assistance is required by the client.	None	<p>Immediate</p> <p>Continuous monitoring until the case is closed.</p>	Case officer
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	12 days, 50 minutes~, continuous monitoring until the	-



		case is closed.	
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the foreign government, agency, and employer, and other external factors that are beyond the control and jurisdiction of OUMA..</i></p> <p><i>****Subject to the usual budgeting and accounting rules and regulations.</i></p>			

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



## 6. SHIPMENT OF REMAINS / CREMAINS

*Assistance on repatriating the human remains / cremains of deceased overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation*

<b>Office or Division:</b>	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>● ATN Form <ul style="list-style-type: none"> <li>○ The person requesting must be a family member of the OF or authorized representative;</li> <li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li> <li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address); and</li> </ul> </li> </ul>	
WHERE TO SECURE	
<ul style="list-style-type: none"> <li>● Through walk-in: OUMA ATN reception; or</li> <li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li> <li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li> <li>● In case outside NCR, nearest Consular Office.</li> </ul>	



<ul style="list-style-type: none"> <li>○ Other information of the OF in distress.</li> </ul>	
<ul style="list-style-type: none"> <li>● Shipment of Remains / Cremains (SOR) Form and letter of acceptance (LOA)</li> </ul>	<ul style="list-style-type: none"> <li>● Through walk-in: OUMA ATN reception.</li> </ul>
<p>&gt; If the deceased OF is <b>MARRIED</b>:</p> <ul style="list-style-type: none"> <li>● PSA CENOMAR/ Advisory on Marriages of the deceased OFW</li> <li>● PSA Marriage Certificate of the deceased OF</li> <li>● Valid ID of the legal spouse</li> <li>● Letter of Acceptance of the legal spouse</li> </ul>	Philippine Statistics Authority
<p>In the absence of the spouse of OF, the LOA may be executed by the nearest NOK in the following <u>order of precedence</u>:</p> <ol style="list-style-type: none"> <li>1. Son or daughter of legal age of the OF shall provide: <ul style="list-style-type: none"> <li>● PSA CENOMAR/Advisory on Marriages of the deceased OF</li> <li>● PSA Marriage Certificate of the deceased OF</li> <li>● Authorization Letter executed by the legal spouse (if living) and valid ID</li> <li>● PSA Death Certificate of the legal spouse (if deceased)</li> <li>● PSA Birth Certificate of the son or daughter of OF</li> <li>● Valid ID of son or daughter of OF</li> </ul> </li> <li>2. Parent (either mother or father of OF) shall provide: <ul style="list-style-type: none"> <li>● PSA CENOMAR/Advisory on Marriages of the deceased OF</li> </ul> </li> </ol>	Philippine Statistics Authority



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| <ul style="list-style-type: none"><li>• PSA Marriage Certificate of the deceased OF</li><li>• Authorization Letter executed by the legal spouse (if living) and valid ID</li><li>• PSA Death Certificate of the legal spouse (if deceased)</li><li>• PSA Birth Certificate of the OF</li><li>• Valid ID of one of the parents</li></ul> <p>3. Sibling (brother or sister of OF) shall provide:</p> <ul style="list-style-type: none"><li>• PSA CENOMAR/Advisory on Marriages of the deceased OF</li><li>• PSA Marriage Certificate of the deceased OF</li><li>• Authorization Letter executed by the legal spouse (if living) and valid ID</li><li>• PSA Death Certificate of the legal spouse (if deceased)</li><li>• Valid ID of the brother or sister</li><li>• PSA Birth Certificate of the deceased OF</li><li>• PSA Birth Certificate of the brother or sister</li></ul> <p>4. Other relatives shall provide:</p> <ul style="list-style-type: none"><li>• PSA CENOMAR/Advisory on Marriages of the deceased OF</li><li>• PSA Marriage Certificate of the deceased OF</li><li>• Special Power of Attorney executed by</li></ul> |  |
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<p>the legal spouse (if living) and valid ID</p> <ul style="list-style-type: none"> <li>• Special Power of Attorney executed by the nearest NOK (following the order of precedence) and valid ID</li> <li>• PSA Death Certificate of the legal spouse (if deceased)</li> <li>• Valid ID of the relative</li> </ul>	
<p>&gt; If the deceased OF has <b><u>MULTIPLE SPOUSES</u></b>:</p> <p>Spouse with the earliest recorded marriage in the PSA Advisory of Marriages has the authority to execute the Letter of Acceptance and provide the following:</p> <ul style="list-style-type: none"> <li>• PSA CENOMAR/Advisory on Marriages of the deceased OF</li> <li>• PSA Marriage Certificate of the first marriage between the deceased OFW and the legal spouse</li> <li>• Valid ID of the legal spouse</li> </ul>	Philippine Statistics Authority
<p>&gt; If the deceased OF is <b><u>SINGLE</u></b>:</p> <p>Son or daughter of OF of legal age shall provide:</p> <ul style="list-style-type: none"> <li>• PSA CENOMAR of the deceased OF</li> <li>• PSA Birth Certificate of the deceased OF</li> <li>• PSA Birth Certificate of the son or daughter of OF</li> <li>• Valid ID of son or daughter of OF</li> </ul>	Philippine Statistics Authority
<p>In the absence of the son or daughter, the LOA may be executed by the nearest NOK following the order of precedence and the corresponding requirements</p> <p>1. Parent (either mother or father of OF) shall provide:</p>	Philippine Statistics Authority





<ul style="list-style-type: none"> <li>• PSA CENOMAR of the deceased OF</li> <li>• PSA Birth Certificate of the deceased OF</li> <li>• Valid ID of one of the parents</li> </ul> <p>2. Sibling (Brother or Sister of OFW) shall provide:</p> <ul style="list-style-type: none"> <li>• PSA CENOMAR of the deceased OF</li> <li>• PSA Birth Certificate of the deceased OF</li> <li>• PSA Birth Certificate of the brother or sister of the deceased OF</li> <li>• Valid ID of the brother or sister of the deceased OFW</li> </ul> <p>3. Other relative shall provide:</p> <ul style="list-style-type: none"> <li>• PSA CENOMAR of the deceased OF</li> <li>• PSA Birth Certificate of the deceased OF</li> <li>• Special Power of Attorney executed by the nearest NOK (following the order of precedence) and valid ID</li> <li>• Valid ID of the relative</li> </ul> <ul style="list-style-type: none"> <li>• Other relevant documents**</li> </ul>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the	Accommodate the ATN client/s and preliminarily assess their submitted documents.  1.a For walk-in clients, register	None	20 minutes	Receptionist  Case Officer  Communications Officer  Social Media Team



<p>nearest Consular Office.</p>	<p>the client's personal information in the ATN Walk-in-Client Monitoring Sheet.</p> <p>For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p> <p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the</p>			
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	<p>client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for additional guidance on complex cases.</p>	None	10-30 minutes depending on the nature of the case.	<p>Case Officer</p> <p>Supervising officer</p>
3. Receive guidance from the case officer on the review and referral process of the case.	Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the	None	Immediate	<p>Case Officer</p> <p>Supervising officer</p>



	<p>Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>		<p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted <u>within three working days</u>.</p>	
4.1 Coordinate with case officer (follow-up) on the feedback / report on the case.	<p>Upon receiving feedback / report from concerned FSP and/or other agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>	None	<p>For urgent cases, the case officer shall inform the client <u>immediately</u> upon receipt of the feedback/report.</p> <p>For other cases, the case officer shall inform the client <u>within three working days</u>, only upon receipt of the</p>	Case officer  Communications officer



			feedback/re port.	
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
4.2.a	<p>In case funding is needed the concerned FSP will request ATN funding to cover the cost of the shipment of the remains/cremains of the deceased OF and the case officer shall process approval of the funding.****</p> <p>The concerned FSP shall facilitate the appropriate fund utilization process.</p>	None	<p>For urgent cases, the case officer shall initiate the processing for the approval of the funding <u>within the day</u>, upon receipt of the request.</p> <p>For other cases, the case officer shall initiate the processing for the approval of</p>	<p>FSP</p> <p>Case Officer</p> <p>Supervisors</p> <p>Budget Division</p> <p>Finance Officer</p> <p>Approving Authorities</p>



		the funding <u>within three working days</u> , upon receipt of the request.	
<p>4.2.b Upon receipt of the flight details of the arrival of the deceased OF, the case officer shall endorse the arrival to the concerned government agency/ies, for appropriate airport assistance.</p> <p>In some cases, OUMA may also extend airport assistance upon arrival of the deceased OF.</p>	None		
<p>4.2.c In some meritorious cases, OUMA may extend financial assistance to the family of the deceased OF upon arrival in the Philippines. The case officer shall process approval of the funding for the financial assistance of the repatriate.****</p> <p>The case officer shall provide a detailed</p>	None	Approximately, within two (2) weeks after the arrival of the shipment of human remains/cremains.***	<p>Case Officer</p> <p>Supervisors</p> <p>Budget Division</p> <p>Finance Officer</p> <p>Approving Authorities</p>



	<p>explanation of the additional or necessary steps the client must take.</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>			
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no further assistance is required by the client.	None	<p>Immediate</p> <p>Continuous monitoring until the case is closed.</p>	Case officer
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	2 weeks, 13 days, and 50 minutes~, continuous monitoring until the case is closed.	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the foreign government, agency, and employer, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p> <p><i>****Subject to the usual budgeting and accounting rules and regulations.</i></p>				

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



## 7. SHIPMENT OF PERSONAL BELONGINGS OF DECEASED OFS

*Assistance on repatriating the personal belongings of deceased overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation.*

<b>Office or Division:</b>	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>● ATN Form <ul style="list-style-type: none"> <li>○ The person requesting must be a family member of the OF or authorized representative;</li> <li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li> <li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address); and</li> </ul> </li> </ul>	
WHERE TO SECURE	
<ul style="list-style-type: none"> <li>● Through walk-in: OUMA ATN reception; or</li> <li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li> <li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li> <li>● In case outside NCR, nearest Consular Office.</li> </ul>	





<ul style="list-style-type: none"> <li>Other information of the OF in distress.</li> </ul>				
<ul style="list-style-type: none"> <li>Other relevant documents**</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	<p>Accommodate the ATN client/s and preliminarily assess their submitted documents.</p> <p>1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.</p> <p>For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p>	None	20 minutes	<p>Receptionist</p> <p>Case Officer</p> <p>Communications Officer</p> <p>Social Media Team</p>



	<p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for</p>	None	10-30 minutes depending on the nature of the case.	Case Officer Supervising officer



	additional guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted within <u>three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>
4.1 Coordinate with case officer (follow-up) on the	Upon receiving feedback / report from concerned FSP and/or other	None	For urgent cases, the case officer shall inform	<p>Case officer</p> <p>Communications officer</p>



feedback / report on the case.	<p>agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>		<p>the client <u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
4.2.a	In case funding is needed, the concerned FSP will request ATN funding to cover	None	For urgent cases, the case officer shall initiate the	<p>FSP</p> <p>Case Officer</p> <p>Supervisors</p>



<p>the cost of the shipment of the personal belongings of a deceased OF and the case officer shall process approval of the funding.****</p> <p>The concerned FSP shall facilitate the appropriate fund utilization process.</p>			<p>processing for the approval of the funding <u>within the day</u>, upon receipt of the request.</p> <p>For other cases, the case officer shall initiate the processing for the approval of the funding <u>within three working days</u>, upon receipt of the request.</p>	<p>Budget Division</p> <p>Finance Officer</p> <p>Approving Authorities</p>
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no further assistance is required by the client.	None	<p>Immediate</p> <p>Continuous monitoring until the case is closed.</p>	Case officer
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	13 days, 50 minutes~, continuous monitoring until the case is closed.	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the foreign government, agency, and employer, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p> <p><i>****Subject to the usual budgeting and accounting rules and regulations.</i></p>				



Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



## 8. EMPLOYMENT-RELATED CONCERNS (WHERE THERE ARE NO MWOS)

*Assistance on employment-related concerns of overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation, in countries/region without MWOs.*

Office or Division:	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"><li>● ATN Form<ul style="list-style-type: none"><li>○ The person requesting must be a family member of the OF or authorized representative;</li><li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li><li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li><li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li><li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address); and</li></ul></li></ul>		<ul style="list-style-type: none"><li>● Through walk-in: OUMA ATN reception; or</li><li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li><li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li><li>● In case outside NCR, nearest Consular Office.</li></ul>	



<ul style="list-style-type: none"> <li>Other information of the OF in distress.</li> </ul>				
<ul style="list-style-type: none"> <li>Other relevant documents**</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	<p>Accommodate the ATN client/s and preliminarily assess their submitted documents.</p> <p>1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.</p> <p>For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p>	None	20 minutes	<p>Receptionist</p> <p>Case Officer</p> <p>Communications Officer</p> <p>Social Media Team</p>





	<p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for</p>	None	10-30 minutes depending on the nature of the case.	Case Officer Supervising officer



	additional guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted within <u>three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>
4.1 Coordinate with case officer (follow-up) on the	Upon receiving feedback / report from concerned FSP and/or other	None	For urgent cases, the case officer shall inform	<p>Case officer</p> <p>Communications officer</p>



feedback / report on the case.	<p>agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>		<p>the client <u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no	None	<p>Immediate</p> <p>Continuous monitoring</p>	Case officer



	further assistance is required by the client.		until the case is closed.	
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	8 days, 50 minutes~, continuous monitoring until the case is closed.	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the foreign government, agency, and employer, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p> <p><i>****Subject to the usual budgeting and accounting rules and regulations.</i></p>				

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



## 9. JAIL VISITATION

*Assistance on conducting jail visitation for detained overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation.*

<b>Office or Division:</b>	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>● ATN Form <ul style="list-style-type: none"> <li>○ The person requesting must be a family member of the OF or authorized representative;</li> <li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li> <li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address); and</li> </ul> </li> </ul>	
WHERE TO SECURE	
<ul style="list-style-type: none"> <li>● Through walk-in: OUMA ATN reception; or</li> <li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li> <li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li> <li>● In case outside NCR, nearest Consular Office.</li> </ul>	



<ul style="list-style-type: none"> <li>Other information of the OF in distress.</li> </ul>				
<ul style="list-style-type: none"> <li>Other relevant documents**</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	<p>Accommodate the ATN client/s and preliminarily assess their submitted documents.</p> <p>1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.</p> <p>For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p> <p>1.b For new clients, the</p>	None	20 minutes	<p>Receptionist</p> <p>Case Officer</p> <p>Communications Officer</p> <p>Social Media Team</p>



	<p>receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for additional</p>	None	10-30 minutes depending on the nature of the case.	<p>Case Officer</p> <p>Supervising officer</p>



	guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted <u>within three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>
4.1 Coordinate with case officer (follow-up) on the feedback / report on the case.	Upon receiving feedback / report from concerned FSP and/or other agencies***, the case officer shall	None	For urgent cases, the case officer shall inform the client <u>immediately</u>	<p>Case officer</p> <p>Communications officer</p>





	<p>contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>		<p>upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no further assistance	None	<p>Immediate</p> <p>Continuous monitoring until the</p>	Case officer



	is required by the client.		case is closed.	
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	8 days, 50 minutes~, continuous monitoring until the case is closed.	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the foreign government, agency, and employer, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p> <p><i>****Subject to the usual budgeting and accounting rules and regulations.</i></p>				

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



## 10. COMPASSIONATE VISIT OF THE NEXT-OF-KIN (NOK)

*Assistance on conducting compassionate visit for overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation.*

Office or Division:	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"><li>● ATN Form<ul style="list-style-type: none"><li>○ The person requesting must be a family member of the OF or authorized representative;</li><li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li><li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li><li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li><li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address); and</li><li>○ Other information of the OF in distress.</li></ul></li></ul>		<ul style="list-style-type: none"><li>● Through walk-in: OUMA ATN reception; or</li><li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li><li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li><li>● In case outside NCR, nearest Consular Office.</li></ul>	



● Other relevant documents**				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	<p>Accommodate the ATN client/s and preliminarily assess their submitted documents.</p> <p>1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.</p> <p>For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p> <p>1.b For new clients, the</p>	None	20 minutes	<p>Receptionist</p> <p>Case Officer</p> <p>Communications Officer</p> <p>Social Media Team</p>



	<p>receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for additional</p>	None	10-30 minutes depending on the nature of the case.	Case Officer Supervising officer



	guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted <u>within three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>
4.1 Coordinate with case officer (follow-up) on the feedback / report on the case.	Upon receiving feedback / report from concerned FSP and/or other agencies***, the	None	For urgent cases, the case officer shall inform the client	<p>Case officer</p> <p>Communications officer</p>



	<p>case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>		<p><u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
4.2.a	<p>In some meritorious cases***, OUMA will provide assistance on endorsing visa</p>	None	For urgent cases, the case officer shall initiate the processing	<p>Case Officer</p> <p>Supervisors</p> <p>Approving Authorities</p>



	<p>and passport issuance, if needed.</p> <p>For visa endorsement, the case officer shall draft a note to the respective foreign Embassy requesting consideration for the approval of the Visa application.</p> <p>Case officer may endorse the case to the DFA Geographic Office requesting to make representation with the foreign Embassy for the approval of the Visa.</p> <p>For the passport issuance, the case officer shall draft an endorsement memo to OCA-Passport Division to accommodate the NOK in the Passport Courtesy Lane.</p>		<p>for the approval of the funding <u>within the day</u>, upon receipt of the request.</p> <p>For other cases, the case officer shall initiate the processing for the approval of the funding <u>within three working days</u>, upon receipt of the request.</p>	
4.2.b	In case funding is needed the case officer shall process approval of the ATN	None	For urgent cases, the case officer shall initiate the	<p>FSP</p> <p>Case Officer</p> <p>Supervisors</p>





<p>funding to cover the cost of a roundtrip transportation expenses of the client****.</p> <p>The concerned case officer shall facilitate the appropriate fund utilization process.</p>			<p>processing for the approval of the funding <u>within the day</u>, upon receipt of the request.</p> <p>For other cases, the case officer shall initiate the processing for the approval of the funding <u>within three working days</u>, upon receipt of the request.</p>	<p>Budget Division</p> <p>Finance Officer</p> <p>Approving Authorities</p>
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no further assistance is required by the client.	None	<p>Immediate</p> <p>Continuous monitoring until the case is closed.</p>	Case officer
<b>TOTAL</b>		None	<p>10 days, 240 minutes~, continuous monitoring until the case is closed.</p>	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the foreign government, agency, and employer, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p> <p><i>****Subject to the usual budgeting and accounting rules and regulations.</i></p>				



Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



## 11. REQUEST FOR REPORT OF DEATH (ROD) AND OTHER CIVIL REGISTRY DOCUMENTS

*Assistance on facilitating request for civil registry documents for overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation.*

<b>Office or Division:</b>	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>• ATN Form <ul style="list-style-type: none"> <li>○ The person requesting must be a family member of the OF or authorized representative;</li> <li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li> <li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Through walk-in: OUMA ATN reception; or</li> <li>• Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li> <li>• Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li> <li>• In case outside NCR, nearest Consular Office.</li> </ul>



number, email address); and ○ Other information of the OF in distress.				
● Other relevant documents**				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	Accommodate the ATN client/s and preliminarily assess their submitted documents.  1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.  For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed	None	20 minutes	Receptionist  Case Officer  Communications Officer  Social Media Team



	<p>with the next step.*</p> <p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer</p>	None	10-30 minutes depending on the nature of the case.	<p>Case Officer</p> <p>Supervising officer</p>



	may consult with the supervising officer/s for additional guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted <u>within three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>



4.1 Coordinate with case officer (follow-up) on the feedback / report on the case.	<p>Upon receiving feedback / report from concerned FSP and/or other agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>	None	<p>For urgent cases, the case officer shall inform the client <u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	<p>Case officer</p> <p>Communications officer</p>
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer



5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no further assistance is required by the client.	None	Immediate  Continuous monitoring until the case is closed.	Case officer
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	7 days, 50 minutes~, continuous monitoring until the case is closed.	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the approving authority, employer, foreign government, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p> <p><i>****Subject to the usual budgeting and accounting rules and regulations.</i></p>				

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.





## 12. RECOMMENDATION FOR BLACKLISTING

*Assistance on facilitating the blacklisting of former foreign employers of overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation.*

<b>Office or Division:</b>	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>● ATN Form <ul style="list-style-type: none"> <li>○ The person requesting must be a family member of the OF or authorized representative;</li> <li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li> <li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address); and</li> </ul> </li> </ul>	
WHERE TO SECURE	
<ul style="list-style-type: none"> <li>● Through walk-in: OUMA ATN reception; or</li> <li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li> <li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li> <li>● In case outside NCR, nearest Consular Office.</li> </ul>	



<ul style="list-style-type: none"> <li>Other information of the OF in distress.</li> </ul>				
<ul style="list-style-type: none"> <li>Other relevant documents**</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	<p>Accommodate the ATN client/s and preliminarily assess their submitted documents.</p> <p>1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.</p> <p>For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p>	None	20 minutes	<p>Receptionist</p> <p>Case Officer</p> <p>Communications Officer</p> <p>Social Media Team</p>



	<p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for</p>	None	10-30 minutes depending on the nature of the case.	Case Officer Supervising officer



	additional guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted <u>within three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>
4.1 Coordinate with case officer (follow-up) on the	Upon receiving feedback / report from concerned FSP and/or other	None	For urgent cases, the case officer shall inform	<p>Case officer</p> <p>Communications officer</p>



feedback / report on the case.	<p>agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>		<p>the client <u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no	None	<p>Immediate</p> <p>Continuous monitoring</p>	Case officer



	further assistance is required by the client.		until the case is closed.	
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	7 days, 50 minutes~, continuous monitoring until the case is closed.	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the approving authority, employer, foreign government, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p> <p><i>****Subject to the usual budgeting and accounting rules and regulations.</i></p>				

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



### 13. MONETARY CLAIMS / INHERITANCE CLAIMS

*Assistance on facilitating the monetary claims of overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation, blood money, end-of-service benefits (ESB), etc.*

Office or Division:	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"><li>● ATN Form<ul style="list-style-type: none"><li>○ The person requesting must be a family member of the OF or authorized representative;</li><li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li><li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li><li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li><li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address); and</li></ul></li></ul>		<ul style="list-style-type: none"><li>● Through walk-in: OUMA ATN reception; or</li><li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li><li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or for ESB claims only: <a href="mailto:esb.oumwa@gmail.com">esb.oumwa@gmail.com</a>; or</li><li>● In case outside NCR, nearest Consular Office.</li></ul>	



<ul style="list-style-type: none"> <li>Other information of the OF in distress.</li> </ul>	
<ul style="list-style-type: none"> <li>Proof of kinship, (i.e. birth certificate, CENOMAR, marriage certificate)</li> </ul>	Philippine Statistics Authority.
<ul style="list-style-type: none"> <li>Other relevant documents (i.e., SPA, affidavit, application forms, letter requests)**</li> </ul>	
<b>For ESB Claims:</b>	
<u>If OFW is Single:</u> <ul style="list-style-type: none"> <li>Birth Certificate of OFW</li> <li>CENOMAR of the deceased OFW</li> <li>Marriage Contract of parents</li> <li>Death Certificate of deceased parents</li> <li>Two (2) valid and government issued IDs of each parent</li> <li>Birth Certificate of illegitimate child/children <ul style="list-style-type: none"> <li>If both parents are deceased, Birth Certificate of all siblings</li> </ul> </li> </ul>	Philippine Statistics Authority (PSA)
<u>If OFW is Married:</u> <ul style="list-style-type: none"> <li>Certificate of Advisory of Marriage</li> <li>Marriage Certificate</li> <li>Birth Certificate of all children (legitimate and illegitimate)</li> <li>Marriage Contract for female children</li> <li>Two (2) valid and government issued IDs of wife;</li> <li>Two (2) valid and government issued IDs of all children</li> </ul>	PSA
<u>If requesting for bank transfer of benefits:</u> <ul style="list-style-type: none"> <li>Photocopy with signature of Bank Passbook</li> <li>Documents containing readable account number, bank branch, account name and signature of claimant</li> <li>Duly Notarized Sworn Affidavit of Undertaking executed by all adult heirs</li> </ul>	client





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.</p> <ul style="list-style-type: none"> <li>• Coordination for <u>ESB claims</u> is solely done through: esb.oumwa@gmail.com</li> </ul>	<p>Accommodate the ATN client/s and preliminarily assess their submitted documents.</p> <p>1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.</p> <p>For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p> <p>1.b For new clients, the receptionist shall provide the</p>	None	20 minutes	<p>Receptionist</p> <p>Case Officer</p> <p>Communications Officer</p> <p>Social Media Team</p>



	<p>client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for additional guidance on complex cases.</p>	None	10-30 minutes depending on the nature of the case.	Case Officer Supervising officer
3. Receive guidance from the	Based on the available	None	Immediate	Case Officer



case officer on the review and referral process of the case.	<p>information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>		<p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted within <u>three working days</u>.</p>	Supervising officer
4.1 Coordinate with case officer (follow-up) on the feedback / report on the case.	Upon receiving feedback / report from concerned FSP and/or other agencies***, the case officer shall contact and inform the client on the updates of the case.	None	For urgent cases, the case officer shall inform the client <u>immediately</u> upon receipt of the feedback/report.	Case officer Communications officer



	The case officer shall continuously monitor the case until the resolution of the case (Step 5).		For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/report.	
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
4.2.a	<p>For bank transfer:</p> <ul style="list-style-type: none"> <li>The case officer shall submit all documentary requirements to the Supervisor and to the Undersecr</li> </ul>		<p>Endorsement to the bank – within a week</p> <p>Bank transfer:</p> <p>For bank accounts in</p>	



	<p>etary for approval and signature.</p> <ul style="list-style-type: none"> <li>• Upon approval of the Undersecretary, the case officer shall make a letter to the bank to process the transfer of the money to the account of the NOK.</li> <li>• The case officer shall inform the NOK on the date of transmittal and probable date within which the amount transmitted may be claimed.</li> </ul>		<p>Metro Manila – within 7 to 10 working days</p> <p>For rural bank accounts in the provinces – within a month</p> <p>Pick-Up through Personal Appearance - same day release from the Bank</p>	
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no further assistance is required by the client.	None	<p>Immediate</p> <p>Continuous monitoring until the case is closed.</p>	Case officer
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	7 days, 50 minutes~,	-



		continuous monitoring until the case is closed.	
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the approving authority, employer, foreign government, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p> <p><i>****Subject to the usual budgeting and accounting rules and regulations.</i></p>			

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



#### 14. ASSISTANCE TO DETAINED OFs AND THOSE SERVING PRISON TERMS

*Assistance to detained overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation.*

<b>Office or Division:</b>	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>● ATN Form <ul style="list-style-type: none"> <li>○ The person requesting must be a family member of the OF or authorized representative;</li> <li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li> <li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address); and</li> </ul> </li> </ul>	
WHERE TO SECURE	
<ul style="list-style-type: none"> <li>● Through walk-in: OUMA ATN reception; or</li> <li>● Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li> <li>● Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li> <li>● In case outside NCR, nearest Consular Office.</li> </ul>	



<ul style="list-style-type: none"> <li>Other information of the OF in distress.</li> </ul>				
<ul style="list-style-type: none"> <li>Other relevant documents**</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	<p>Accommodate the ATN client/s and preliminarily assess their submitted documents.</p> <p>1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.</p> <p>For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p>	None	20 minutes	<p>Receptionist</p> <p>Case Officer</p> <p>Communications Officer</p> <p>Social Media Team</p>





	<p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for</p>	None	10-30 minutes depending on the nature of the case.	Case Officer Supervising officer



	additional guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted within <u>three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>
4.1 Coordinate with case officer (follow-up) on the	Upon receiving feedback / report from concerned FSP and/or other	None	For urgent cases, the case officer shall inform	<p>Case officer</p> <p>Communications officer</p>



feedback / report on the case.	<p>agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>		<p>the client <u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no	None	<p>Immediate</p> <p>Continuous monitoring</p>	Case officer



	further assistance is required by the client.		until the case is closed.	
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	7 days, 50 minutes~, continuous monitoring until the case is closed.	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the approving authority, employer, foreign government, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p>				

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



# Assistance-to-Nationals (ATN) Operations Division

## **II. Legal Assistance**

Assistance to Detained OFWs and those Serving Prison Terms

Provision of Services of Lawyers

Provision of other legal assistance



## 15. PROVISION OF SERVICES OF LAWYERS

*Assistance on facilitating available legal remedies to overseas Filipinos, including those services incidental thereto, e.g., referral, coordination, consultation*

<b>Office or Division:</b>	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>• ATN Form <ul style="list-style-type: none"> <li>○ The person requesting must be a family member of the OF or authorized representative;</li> <li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li> <li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone</li> </ul> </li> </ul>	
WHERE TO SECURE	
<ul style="list-style-type: none"> <li>• Through walk-in: OUMA ATN reception; or</li> <li>• Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li> <li>• Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li> <li>• In case outside NCR, nearest Consular Office.</li> </ul>	



number, email address); and ○ Other information of the OF in distress.				
● Other relevant documents**				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	Accommodate the ATN client/s and preliminarily assess their submitted documents.  1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.  For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*	None	20 minutes	Receptionist  Case Officer  Communications Officer  Social Media Team



	<p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for</p>	None	10-30 minutes depending on the nature of the case.	Case Officer Supervising officer





	additional guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted <u>within three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>
4.1 Coordinate with case officer (follow-up) on the	Upon receiving feedback / report from concerned	None	For urgent cases, the case officer	<p>Case officer</p> <p>Communications officer</p>



feedback / report on the case.	<p>FSP and/or other agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>		<p>shall inform the client <u>immediately</u> upon receipt of the feedback/report.</p> <p>For other cases, the case officer shall inform the client <u>within three</u> working days, only upon receipt of the feedback/report.</p>	
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
4.2.a	In case funding is needed the concerned FSP will request legal	None	For urgent cases, the case officer shall initiate	FSP Case Officer



<p>assistance funding to cover the cost of the hiring of lawyers for an OF in distress and the case officer shall process approval of the funding.****</p> <p>The concerned FSP shall facilitate the appropriate fund utilization process.</p>			<p>the processing for the approval of the funding <u>within the day</u>, upon receipt of the request.</p> <p>For other cases, the case officer shall initiate the processing for the approval of the funding <u>within three working days</u>, upon receipt of the request.</p>	<p>Supervisors</p> <p>Budget Division</p> <p>Finance Officer</p> <p>Approving Authorities</p>
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no further assistance is required by the client.	None	<p>Immediate</p> <p>Continuous monitoring until the case is closed.</p>	Case officer
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	7 days, 50 minutes~, continuous monitoring until the case is closed.	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the approving authority, employer, foreign government, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p>				



\*\*\*\**Subject to the usual budgeting and accounting rules and regulations.*

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



## 16. PROVISION OF OTHER LEGAL ASSISTANCE FOR OF IN DISTRESS

*May include assistance in paying court fees, fees for collection of medico-legal evidence, fees for translation of documents, attestation of documents, etc.*

<b>Office or Division:</b>	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>• ATN Form <ul style="list-style-type: none"> <li>○ The person requesting must be a family member of the OF or authorized representative;</li> <li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li> <li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the company, if available (company name, address, mobile/telephone number, email address); and</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Through walk-in: OUMA ATN reception; or</li> <li>• Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li> <li>• Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li> <li>• In case outside NCR, nearest Consular Office.</li> </ul>



<ul style="list-style-type: none"> <li>Other information of the OF in distress.</li> </ul>				
<ul style="list-style-type: none"> <li>Other relevant documents**</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	<p>Accommodate the ATN client/s and preliminarily assess their submitted documents.</p> <p>1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.</p> <p>For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate case officer to proceed with the next step.*</p>	None	20 minutes	<p>Receptionist</p> <p>Case Officer</p> <p>Communications Officer</p> <p>Social Media Team</p>



	<p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	<p>Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**</p> <p>Only if necessary, the case officer may consult with the supervising officer/s for</p>	None	10-30 minutes depending on the nature of the case.	Case Officer Supervising officer



	additional guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such as DMW and OWWA.</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted within <u>three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>
4.1 Coordinate with case officer	Upon receiving feedback / report	None	For urgent cases, the	Case officer





(follow-up) on the feedback / report on the case.	<p>from concerned FSP and/or other agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>		<p>case officer shall inform the client <u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	Communications officer
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP and/or other agencies (Step 3).</p>	None	Immediate	Case officer
4.2.a	In case funding is needed the concerned FSP	None	For urgent cases, the case officer	FSP Case Officer



<p>will request legal assistance funding to cover the cost of the hiring of lawyers for an OF in distress and the case officer shall process approval of the funding. ****</p> <p>The concerned FSP shall facilitate the appropriate fund utilization process.</p>			<p>shall initiate the processing for the approval of the funding <u>within the day</u>, upon receipt of the request.</p> <p>For other cases, the case officer shall initiate the processing for the approval of the funding <u>within three working days</u>, upon receipt of the request.</p>	<p>Supervisors</p> <p>Budget Division</p> <p>Finance Officer</p> <p>Approving Authorities</p>
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no further assistance is required by the client.	None	<p>Immediate</p> <p>Continuous monitoring until the case is closed.</p>	Case officer
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	7 days, 50 minutes~, continuous monitoring until the case is closed.	-
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p>				



*\*\*\*Highly dependent on the discretion of the approving authority, employer, foreign government, and other external factors that are beyond the control and jurisdiction of OUMA.*

*\*\*\*\*Subject to the usual budgeting and accounting rules and regulations.*

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



# Assistance-to-Nationals (ATN) Operations Division

## **III. Special ATN Services**

*Monitoring of Death Penalty Cases*

*Piracy*

*Maritime Issues*

*Transnational Crime (i.e., Trafficking in Persons, Illegal Recruitment, Human  
Smuggling)*

*Child Custody / Parental Child Abduction Cases*

*Assistance to Kidnapping and Hostage Victims*



**17. PROVISION OF SPECIAL ATN ASSISTANCE FOR OF IN DISTRESS WHO ARE VICTIMS OF TRANSNATIONAL CRIME, PIRACY, MARITIME ISSUES, AND OTHER SIMILAR CONCERNS.**

*Special ATN services includes assistance to overseas Filipinos who got involved in transnational crimes, (i.e., trafficking in persons, illegal recruitment, human smuggling) and death penalty cases, victims of kidnapping and abduction, child custody and parental child abduction, piracy, maritime issues, and other similar concerns, including those services incidental thereto, e.g., referral, coordination, consultation.*

<b>Office or Division:</b>	Office for Migration Affairs - Assistance-to-Nationals (ATN) Operations Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Distressed overseas Filipinos Next-of-Kin of distressed overseas Filipinos or their authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>• ATN Form <ul style="list-style-type: none"> <li>○ The person requesting must be a family member of the OF or authorized representative;</li> <li>○ Contact details of the NOK in the Philippines (address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of the NOK in the host country (name, address, mobile/telephone number, email address);</li> <li>○ Contact details of the OF (last known address, mobile/telephone number, email address);</li> <li>○ Contact details/Information of</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Through walk-in: OUMA ATN reception; or</li> <li>• Through Facebook*: Overseas Filipino Help (<a href="https://web.facebook.com/OverseasFilipinoHelp/">https://web.facebook.com/OverseasFilipinoHelp/</a>); or</li> <li>• Through Email: <a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> or <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>; or</li> <li>• In case outside NCR, nearest Consular Office.</li> </ul>



the company, if available (company name, address, mobile/telephone number, email address); and ○ Other information of the OF in distress.				
● Other relevant documents**				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms and supporting documents via walk-in reception of OUMA, or any other channels, such as Facebook page, email or the nearest Consular Office.	Accommodate the ATN client/s and preliminarily assess their submitted documents.  1.a For walk-in clients, register the client's personal information in the ATN Walk-in-Client Monitoring Sheet.  For remote clients, concerned personnel shall acknowledge the receipt of the request and refer to the appropriate	None	20 minutes	Receptionist  Case Officer  Communications Officer  Social Media Team



	<p>e case officer to proceed with the next step.*</p> <p>1.b For new clients, the receptionist shall provide the client an ATN Form and a Client Feedback Form.</p> <p>For returning clients, the receptionist shall provide the client a follow-up slip and a Client Feedback Form.</p> <p>Upon completion of the Forms, the concerned personnel shall refer the client to the appropriate case officer.</p>			
2. Interview / Consult with the case officer	Conduct an initial interview to generally assess the requested assistance and the sufficiency of the submitted documents.**	None	10-30 minutes depending on the nature of the case.	Case Officer Supervising officer



	Only if necessary, the case officer may consult with the supervising officer/s for additional guidance on complex cases.			
3. Receive guidance from the case officer on the review and referral process of the case.	<p>Based on the available information and/or documents presented by the client, the case officer shall explain to the ATN client the general actions to be taken and describe the usual procedures of the Department, which are subject to changes depending on specific circumstance and nature of the requested assistance.</p> <p>The case officer shall draft an official communication referring the case to the concerned Foreign Service Post (FSP), Consular Office (CO) and/or other government agencies, such</p>	None	<p>Immediate</p> <p>For urgent cases, communications shall be drafted <u>within the day</u>.</p> <p>For other cases, communications shall be drafted <u>within three working days</u>.</p>	<p>Case Officer</p> <p>Supervising officer</p>





	as DMW and OWWA.			
4.1 Coordinate with case officer (follow-up) on the feedback / report on the case.	<p>Upon receiving feedback / report from concerned FSP and/or other agencies***, the case officer shall contact and inform the client on the updates of the case.</p> <p>The case officer shall continuously monitor the case until the resolution of the case (Step 5).</p>	None	<p>For urgent cases, the case officer shall inform the client <u>immediately</u> upon receipt of the feedback/re port.</p> <p>For other cases, the case officer shall inform the client within <u>three</u> working days, only upon receipt of the feedback/re port.</p>	<p>Case officer</p> <p>Communications officer</p>
4.2 If necessary, comply with any additional requirements/actions needed for the resolution of the case.	<p>In certain cases***, the case officer shall provide a detailed explanation of the additional or necessary steps the client must take, based on the report / feedback received (Step 4.1).</p> <p>The case officer shall continue to coordinate with the client and the concerned FSP</p>	None	Immediate	Case officer



	and/or other agencies (Step 3).			
4.2.a	<p>In case funding is needed the concerned FSP will request legal assistance funding to cover the cost of the hiring of lawyers for an OF in distress and the case officer shall process approval of the funding.****</p> <p>The concerned FSP shall facilitate the appropriate fund utilization process.</p>	None	<p>For urgent cases, the case officer shall initiate the processing for the approval of the funding <u>within the day</u>, upon receipt of the request.</p> <p>For other cases, the case officer shall initiate the processing for the approval of the funding <u>within three working days</u>, upon receipt of the request.</p>	<p>FSP</p> <p>Case Officer</p> <p>Supervisors</p> <p>Budget Division</p> <p>Finance Officer</p> <p>Approving Authorities</p>
5. The case shall be closed once the assistance requested has been provided.	The case officer shall actively monitor the case until its resolution and when no further assistance is required by the client.	None	<p>Immediate</p> <p>Continuous monitoring until the case is closed.</p>	Case officer
<b>SUBTOTAL</b>		None	-	-
<b>TOTAL</b>		None	7 days, 50 minutes~, continuous monitoring until the	-



		case is closed.	
<p><i>*Clients received through the official Facebook page or hotlines serve to inform the clients of the proper procedures and requirements to appropriately provide assistance.</i></p> <p><i>**Additional documents may be requested as deemed necessary which may vary on a case-by-case basis depending on the specific circumstance and nature of the requested assistance.</i></p> <p><i>***Highly dependent on the discretion of the approving authority, employer, foreign government, and other external factors that are beyond the control and jurisdiction of OUMA.</i></p> <p><i>****Subject to the usual budgeting and accounting rules and regulations.</i></p>			

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.



## **Office of Consular Affairs (ASEANA)**

### **External Services**



## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

Office/Division:	Office of Consular Affairs – Authentication Division				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Applicants who intend to use a Philippine public document abroad				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Please refer to <a href="#">Annex B</a> for the complete list of requirements for Authentication / Apostille and <a href="#">Annex A</a> for the list of accepted government-issued IDs.					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Scheduling of Appointment					
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant's email address	None	2 minutes	Client	
Filing of documents for Authentication / Apostille					
1. Get an application form at the Authentication Information desk. Fill out the application form		None	2 Minutes	Client	
2. Present printed appointment confirmation and application form at Application Validation Window, and wait for the queue number issued by the validation assistant to be called at the Processing Section	1. Validate appointment presented by applicant		2 minutes	Application Validation Assistant OCA – Authentication Division	



3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID, and other applicable requirements for applications through a representative (authorization letter) to the Processor for evaluation.	2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the document/s  3. Print and issue Authentication Slip with the date and time of release.		15 minutes	<b>Processing Officer</b>  OCA – Authentication Division
4. Present Authentication Slip and pay the appropriate authentication fee to the Cashier	4. Collect the appropriate authentication fee as indicated on the Authentication Slip	Regular: PHP 100 per document  Expedite: PHP 200 per document	2 minutes	<b>Cashier</b>
<b>Verification of Document</b>				
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	5 - 20 working days*  *depends on the issuing agency	<b>Verification Assistant</b> OCA – Authentication Division
<b>Releasing of Authenticated/Apostilled Document/s</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/ Apostille document/s.  1.1 Call applicant/ representative through the public address system and give instructions on the requirements to be presented	None	5 minutes	<b>Releasing Personnel</b>  OCA – Authentication Division



2. Present government-issued ID  For <i>Representatives</i> , submit an authorization letter to claim the authenticated / Apostille document/s	2. Check presented original government-issued ID and requirements.  2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.		2 minutes	<i>Releasing Personnel</i>  OCA – Authentication Division
3. Check accuracy and completeness of authenticated document/s received.  3.1 Claim the authenticated / Apostille documents and sign the form.	3. Release authenticated/ Apostille document/s		5 minutes	<i>Releasing Personnel</i>  OCA – Authentication Division
<b>TOTAL</b>		Processing and Releasing	30 minutes	
		Regular: PHP100 per document	5 Working Days	
		Expedite: PHP200 per document	2 Working Days	
		Special cases for further verification:	20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)  *depends on the issuing agency	
<b>Releasing of Pending and Correction documents*</b>				



*\* applicable only to returning applicants with pending documents*

Reason for Pending and Correction	<ul style="list-style-type: none"><li>• No specimen signature of authorized signatory</li><li>• Inconsistency between the signature in the document as compared in the system</li><li>• Documents that require further verification (e.g., authenticity of annotation, designation of the authorized signatory is not indicated in the document, etc.)</li><li>• Incomplete requirements</li><li>• Incorrect/Inconsistent entry of information in the document/apostille</li><li>• Non-compliance with current policies</li><li>• (subjecting documents to pending status is at the discretion of signing or verification personnel)</li><li>• Underpaid/ Overpaid application</li></ul>			
1. Get a queuing number for the Pending and Correction window and wait for the number to be called at the Pending and Correction area.  1.2. Submit document/s for evaluation.	1. Interview applicant/ representative and review the document/s presented for correction or compliance.  1.2. Advise the applicant to wait at the designated waiting area while the document is being processed.	None	30 minutes	<i>Pending and Correction Assistant</i>  OCA – Authentication Division







<p>3. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</p>	<p>3. Call applicant/ representative through the public address system and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		5 minutes	<p><i>Pending and Correction Assistant</i></p> <p>OCA - <i>Authentication Division</i></p>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Client</i>
<b>TOTAL:</b>			2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.



## 2. Issuance of Certification

DFA issues a Certification for the following documents only, and provided further that these documents will be submitted to local authorities in the Philippines:

- a) Documents issued by or was executed in a Philippine Foreign Service Post; and
- b) Documents issued by a Foreign Mission located in the Philippines

Office/Division:	Office of Consular Affairs – Authentication Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Applicants who intend to submit documents issued by or executed in a Philippine Foreign Service Post or documents issued by a Foreign Mission in the Philippines to local authorities in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original or photocopy of Certificate of Authentication, Certificate of Acknowledgment, Jurat, and other documents issued by Philippine Embassies/Consulates		Philippine Embassy or Consulate		
Original or photocopy of documents issued by Foreign Embassies / Consulates in the Philippines.		Foreign Embassies / Consulates in the Philippines		
Applicant				
Government-issued Identification (ID) Card (1 Original and 1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.  Please see <a href="#">Annex A</a> for the list of accepted government-issued IDs.		
Authentication Application Form		DFA Website - ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> ), Authentication Information Counter		
Representative				
Authorization Letter		Document Owner		
Notarized Special Power of Attorney (for minors)		Notary Public		
Government-issued ID of Applicant (1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.		
Government-issued ID of Representative (1 Original, 1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.  Please see <a href="#">Annex A</a> for the list of accepted government-issued IDs.		
Authentication Application Form		DFA Website ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> ), Authentication Information Counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing of documents for Certification				



1. Get application form at Authentication Information. Fill out application form and wait for turn to be called at the Processing area.		None	2 minutes	
2. Submit accomplished application form, document/s for authentication, government-issued ID, and other applicable requirements for applications through a representative (authorization letter) to the Processor for evaluation.	<p>1. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the document/s.</p> <p>1.1 Print and issue Authentication Slip with the date and time of release.</p>		15 minutes	<p><i>Processor</i></p> <p><i>OCA – Authentication Division</i></p>
3. Present Authentication Slip and pay the appropriate authentication fee to the Cashier.	2. Collect the appropriate authentication fee as indicated on the Authentication Slip.	PHP100 per document	2 minutes	<p><i>Cashier</i></p> <p><i>OCA – Authentication Division</i></p>
	<p>3. Authenticate the signature on the document.</p> <p>3.1 If for verification, coordinate with the issuing government agency to verify the document.</p> <p>3.2 Upon confirmation, issue Certification</p>	None	<p>minimum of 5 working days, maximum 20 working days*</p> <p>*depends on the issuing agency</p>	<p><i>Verification Assistant</i></p> <p><i>OCA – Authentication Division</i></p>
<b>Releasing of Certifications</b>				
1. On the date of the release of the certificate, proceed to the Pending and Correction and present Official Receipt, government-issued ID.	1. Collect OR, check ID presented and locate the applicant's document/s.	None	5 minutes	<p><i>Pending and Correction Assistant</i></p> <p><i>OCA – Authentication</i></p>



For <i>Representatives</i> , submit an authorization letter to claim the Certification				ion Division
2. Check accuracy and completeness of Certification received.	2. Release Certification		5 minutes	<i>Client</i>
3. Claim the Certification and sign the form.	3. Instruct the applicant to sign the releasing portion of the Authentication Application Form.			
<b>TOTAL</b>		PHP100 per document	30 minutes	
			5 Working Days 20 Working Days* for special cases needing further verification by agency outside the DFA	

\*Certification needs Verification requiring multi-stage processing



### 3. e-Apostille

DFA issues an e-Apostille for Philippine Statistics Authority e-Certificates (except death certificate) only, and provided further that these documents will be submitted to end-users that accept electronic Apostille.

<b>Office/Division:</b>		Office of Consular Affairs – Authentication Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Citizen		
<b>Who may avail:</b>		Applicants who intend to use a Philippine public document in the Apostille Convention Contracting Parties accepting electronic Apostille		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Applicant</b>				
Government-issued Identification (ID) Card		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.  Please see <a href="#">Annex A</a> for the list of accepted government-issued IDs.		
PSA e-Certificate		DFA e-Apostille Ordering Page		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Application of documents for e-Apostille</b>				
1. Order PSA e-Certificate through the PSA Helpline e-Apostille Ordering Page ( <a href="https://psahelpline.ph/dfa-oca">https://psahelpline.ph/dfa-oca</a> ) by filling out all the necessary information and uploading a photo of the valid ID and payment of the PSA e-Certificate		PHP300 per document	5 minutes	<i>Philippine Statistics Authority</i>
2. Pay the corresponding DFA e-Apostille fee after receiving the confirmatory email from PSA that the document has been scanned and forwarded to DFA		PHP200 per document	5 minutes	<i>Bank</i>
3. Wait for the e-Apostille to be sent via email	2.1 Upload payment reports on system  2.2 Evaluate uploaded ID vis-a-vis released	None	2 working days	<i>e-Apostille Processing Officer and Scanning Assistant/Officer</i>



	e-Certificate 2.3 Scan, and upload apostilles to be released			<b>OCA – Authentication Division</b>
<b>TOTAL:</b>		PHP 200	10 minutes 2 Working Days	



#### 4. Apostille Receiving Centers (ARCs)

The Apostille Receiving Centers (ARCs) will process the applications submitted by applicants and send these applications to the nearest HUB (Authentication Consular Office) through the partner courier.

Office/Division:	Office of Consular Affairs – Authentication Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Applicants who intend to use a Philippine public document in the Apostille Convention Contracting Parties accepting electronic Apostille			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant				
Government-issued identification (ID) card (1 Original and 1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.  Please see <a href="#">Annex A</a> for the list of accepted government-issued IDs.		
Authentication Application Form		DFA Website - ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> ) Authentication Counter		
Representative				
Authorization Letter		Document Owner		
Notarized Special Power of Attorney (if document owner is a minor)		Notary Public		
Government-issued ID of Applicant (1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.		
Government-issued ID of Representative (1 Original, 1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.		
Authentication Application Form		DFA Website- ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> ), Authentication Counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing of documents for Authentication / Apostille				
1. Get an application form at the Processing Window. Fill out the application form.		None	2 minutes	Client
1.1 Wait to be called by the Authentication				





Processor				
<p>2. Submit accomplished application form, document/s* for authentication, government-issued ID, and other applicable requirements for applications through a representative (authorization letter) to the Processor for evaluation.</p> <p>* limited to PSA, NBI, LTO, PRC, CHED, DEPED, TESDA, STATE UNIVERSITY, Passport Certifications (issued by Aseana and COs), CAAP (CAV and Certifications), Police Clearance, DSWD Clearance and Foreign Documents</p>	<p>1. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the document/s.</p> <p>2.1. Issue an Official Receipt and instruct the applicant to pay at the Cashier</p>	<p>PHP200 per document</p>	<p>15 minutes</p>	<p><i>Processor</i></p> <p><i>OCA – Authentication Division</i></p>
<p>3. Present Authentication Slip and pay the appropriate authentication fee to the Cashier.</p>	<p>2. Collect the appropriate authentication fee as indicated on the Authentication Slip.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Cashier</i></p>
<p>4. Present validated OR to the courier kiosk and pay the appropriate courier fee.</p>	<p>3. Collect the appropriate courier fee.</p>	<p>PHP300 per pouch</p> <p>*maximum of 5 documents per pouch</p>	<p>5 minutes</p>	<p><i>Courier</i></p>
	<p>4. If the document is for verification, coordinate with the issuing government agency to verify the document.</p>	<p>None</p>	<p>minimum of 7 working days, maximum 20 working days*</p> <p>*depends</p>	<p><i>Verification Assistant</i></p> <p><i>OCA – Authentication Division</i></p>



			on the issuing agency	
<b>TOTAL</b>		PHP200 per document plus PHP300 per pouch	20 minutes  20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)  *depends on the issuing agency	
<b>Releasing of Authenticated documents</b>				
1. On the date of the release of the apostilled document, the courier representative presents the Official Receipts (OR), for claiming of documents.	1. Collect OR and locate the authenticated/ Apostille document/s.  1.1 Call the courier representative and give instructions on the requirements to be presented.	None	30 minutes	<i>Releasing Personnel</i>  OCA – Authenticatio n Division



2. Once released, the courier representative will prepare the documents for delivery to the applicant's chosen address.	2. Show the authenticated / Apostille document/s for review.  2.1 Check presented original government-issued ID and requirements.		5 minutes	<i>Releasing Personnel</i>  OCA – Authentication Division
	3. Release authenticated/ Apostille document/s		5 minutes	<i>Releasing Personnel</i>  OCA – Authentication Division
<b>TOTAL:</b>		PHP200 per document plus PHP300 per pouch	40 minutes Documents are released after 7 Working Days  20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)  *depends on the issuing agency	



## 5. Paper Apostille for PSA Documents

DFA issues an Apostille for Philippine Statistics Authority Certificates only (except Death Certificate), and provided further that these documents will be submitted to end-users that accept Apostille.

<b>Office/Division:</b>		Office of Consular Affairs – Authentication Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government G2C – Government to Citizen		
<b>Who may avail:</b>		Applicants who intend to use a Philippine public document in the Apostille Convention Contracting Parties accepting Apostille		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Applicant</b>				
Government-issued Identification (ID) Card		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.  Please see <a href="#">Annex A</a> for the list of accepted government-issued IDs.		
PSA e-Certificate		DFA Apostille Ordering Page		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Application of documents for Apostille</b>				
1. Order PSA Certificate through the PSA Helpline Paper Apostille Ordering Page ( <a href="https://psahelpline.ph/dfa-paper-apostille">https://psahelpline.ph/dfa-paper-apostille</a> ) by filling out all the necessary information and uploading a photo of the valid ID and payment of the PSA Certificate		PHP300 per document	5 minutes	<i>Philippine Statistics Authority</i>
2. Pay the corresponding DFA Apostille fee after receiving the confirmatory email from PSA that the document has been delivered to DFA		PHP200 per document	5 minutes	<i>Bank</i>
3. Wait for the email confirmation for the release of the Apostille	2.1 Upload payment reports on system  2.2 Evaluate uploaded ID vis-a-vis	None	2 working days	<i>Apostille Processing Officer and Scanning Assistant/Officer</i>  OCA –



	released Certificate			<b>Authentication Division</b>
	2.3 Scan Apostilles to be released			
<b>Releasing of Authenticated documents</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/ Apostille document/s.  1.1 Call applicant/ representative through the public address system and give instructions on the requirements to be presented	None	5 minutes	<b>Releasing Personnel</b>  OCA - Authentication Division
2. Present government-issued ID  For <i>Representatives</i> , submit an authorization letter to claim the authenticated / Apostille document/s	2. Check presented original government-issued ID and requirements.  2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.		2 minutes	<b>Releasing Personnel</b>  OCA - Authentication Division
3. Check accuracy and completeness of authenticated document/s received.  3.1 Claim the authenticated / Apostille documents and sign the form.	3. Release authenticated/ Apostille document/s		5 minutes	<b>Client</b>
<b>TOTAL:</b>		Processing and Releasing	30 minutes 2 working days	



## 6. Apostille for German Embassy Legalization

In collaboration with the German Embassy in Manila, DFA issues Apostilles for PSA documents intended for German Embassy legalization. PSA documents are directly requested from PSA, and the delivery, legalization and authentication procedures are carried out without public intervention.

<b>Office/Division:</b>		Office of Consular Affairs – Authentication Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Applicants who intend to submit PSA documents to the German Embassy in Manila for legalization.		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Applicant</b>				
Government-issued Identification (ID) Card			SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.  Please see <a href="#">Annex A</a> for the list of accepted government-issued IDs.	
PSA Certificate			DFA Apostille Ordering Page	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Application of documents for Apostille</b>				
1. Order PSA Certificate through the PSA Helpline Apostillization Ordering Page ( <a href="https://psahelpline.ph/dfa-apostille">https://psahelpline.ph/dfa-apostille</a> ) by filling out all the necessary information and uploading a photo of the valid ID and payment of the PSA Certificate		PHP300 per document for Birth Certificate, Marriage Certificate, and Death Certificate  PHP 360 per document for CENOMAR, Advisory on Marriages, and Negative Records	5 minutes	<i>Philippine Statistics Authority</i>



2. Pay the corresponding DFA Apostille fee after receiving the confirmatory email that the document has been delivered to DFA		PHP200 per document	5 minutes	<i>Bank</i>
3. Proceed to the DFA ASEANA Authentication Division-DFAMPC Counter to pay the courier and legalization fees	<p>3.1 Receive documentary requirements like valid ID and courier and legalization payments</p> <p>3.2 Evaluate submitted documentary requirement vis-à-vis PSA documents</p> <p>2.3 Scan Apostilles to be released to DFAMPC Counter for delivery to the German Embassy</p>	<p>PHP 350 for Courier</p> <p>PHP 1,800 for legalization fee for each document</p>	<p>3 working days</p> <p>Note: All received documentary requirements will be forwarded by the DFAMPC Officer to the Processing Officer the following morning. The Apostille issuance procedure will take 2 working days.</p>	<p><i>DFAMPC</i></p> <p><i>Apostille Processing Officer and Scanning Assistant/ Officer</i></p> <p><i>OCA – Authentication Division</i></p>
<b>Releasing of Authenticated documents</b>				
1.Wait for the legalized and authenticated PSA documents to be delivered to the registered mailing address		None		<i>DFAMPC</i>
<b>TOTAL:</b>		Processing and Releasing	30 minutes 2 working days	



## Civil Registration Services – Reports of Birth, Marriage or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso for Tokyo PE and Nagoya PCG	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 7. Report of Birth

Office/Division:	Office of Consular Affairs - Civil Registry Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-evaluation and setting of appointment				
1. Scan the notarized duly accomplished Report of Birth form as well as requirements and send via email to the following geographic desks:  • oca.crd-aspace@dfa.gov.ph	1. Acknowledge and evaluate the submitted requirements	None	2 days  (evaluation of submitted additional requirements depends on	Civil Registration Section





(Asia Pacific countries) • oca.crd-mea@dfa.gov.ph (Middle East and Africa countries) • oca.crd-eu@dfa.gov.ph (Europe countries) • oca.crd-us@dfa.gov.ph (Americas) • oca.crd-concerns@dfa.gov.ph			applicant's compliance)	
2. Submit the additional requirement/s via email	2. If documents are in order, send appointment link and confirm the selected appointment schedule  2.1 If documents are incomplete, inform the applicant of the additional requirements to be submitted.	None		Civil Registration Section
<b>Submission of physical documentary requirements at OCA-Aseana</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to CRD Window 11.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minute	Civil Registry Processor– Window 11
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	Civil Registry Processor– Window 11



<p>3. Pay the required consular fees at the 2nd floor Cashier</p>	<p>3. Accept the payment based on the required consular fee</p> <p>3.1. Provide the validated official receipt to the applicant</p>	<p>USD25.00</p> <p>(To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>10 minutes</p>	<p><i>Cashier (Office of Fiscal Management Services)</i></p>
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor-Window 11</i></p>



	<p>Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a></p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country</p>			
<b>Releasing of applicant's copy of the registered report</b>				
<p>1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>. Once the status of their application reflects "DFA Process Completed...", applicants may then email the following geographic desks:</p> <ul style="list-style-type: none"> <li>• oca.crd-aspac@dfa.gov.ph (Asia Pacific countries)</li> <li>• oca.crd-mea@dfa.gov.ph (Middle East and Africa countries)</li> <li>• oca.crd-eu@dfa.gov.ph (Europe countries)</li> <li>• oca.crd-us@dfa.gov.ph (Americas)</li> </ul> <p>to request for an appointment to claim their personal copy.</p>	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window 11, for eventual release. Releasing Officer/Civil Registry Processor at Window 11 will</p>	None	5 minutes	Civil Registry Processor-Window 11



	enter the name of the document owner and/ or the authorized representative in the log book and have them sign that the personal copy was received			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days pre-evaluation of application through email (evaluation of submitted additional requirements depends on applicant's compliance). Once applicant's documents are deemed ready for submission, the link to schedule an appointment will be provided for the submission of the requirements</p> <p>40 minutes submission of requirements and releasing of personal copy at DFA-OCA Aseana</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	



## 8. Report of Marriage

Office/Division:	Office of Consular Affairs - Civil Registry Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<b>Pre-evaluation and setting of appointment</b>				
1. Scan the notarized duly accomplished Report of Marriage form as well as requirements and send via email to the following geographic desks:  <ul style="list-style-type: none"> <li>• oca.crd-aspac@dfa.gov.ph (Asia Pacific countries)</li> <li>• oca.crd-mea@dfa.gov.ph (Middle East and Africa countries)</li> <li>• oca.crd-eu@dfa.gov.ph (Europe countries)</li> <li>• oca.crd-us@dfa.gov.ph (Americas)</li> </ul>	1. Acknowledge and evaluate the submitted requirements	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Unit
2. Submit the additional requirement/s via email	2. If documents are in order, send appointment link and confirm the selected appointment schedule  2.1 If documents are incomplete, inform the applicant of the additional requirements to be submitted.	None		Civil Registration Unit
<b>Submission of physical requirements at OCA-Aseana</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window 11.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minute	Civil Registry Processor– Window 11
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry	None	10 minutes	Civil Registry Processor– Window 11



	Request Form			
	2.1 Inform the applicant to settle the appropriate fee			
3. Pay the required consular fees at the 2nd floor Cashier	<p>3. Accept the payment based on the required consular fee</p> <p>3.1. Provide the validated official receipt to the applicant</p>	<p>USD25.00 (To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p>** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	10 minutes	<i>Cashier (Office of Fiscal Management Services)</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form	None	10 minutes	<i>Civil Registry Processor- Window 11</i>



	<p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a></p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country</p>			
<b>Releasing of applicant's copy of the registered report</b>				
<p>1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>. Once the status of their application reflects "DFA Process Completed...", applicants may email the following geographic desks:</p> <ul style="list-style-type: none"> <li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li> <li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li> <li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li> </ul>	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window 11, for eventual release. Releasing</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-</i></p>





<ul style="list-style-type: none"> <li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li> </ul> <p>to request for an appointment to claim their personal copy.</p>	<p>Officer/Civil Registry Processor at Window 11 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.</p>			<p><i>Window 11</i></p>
<p><b>TOTAL:</b></p>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days pre-evaluation of application through email (evaluation of submitted additional requirements depends on applicant's compliance). Once applicant's documents are deemed ready for submission, the link to schedule an appointment will be provided for the submission of the requirements</p> <p>40 minutes submission of requirements and releasing of personal copy at DFA-OCA Aseana</p> <p>2 to 4 months processing for the registration of Report of</p>	



			Marriage	
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## 9. Report of Death

Office/Division:	Office of Consular Affairs - Civil Registry Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-evaluation and setting of appointment				



1. Scan the notarized duly accomplished Report of Death form as well as requirements and send via email to:	1. Acknowledge and evaluate the submitted requirements	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<ul style="list-style-type: none"> <li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li> <li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li> <li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li> <li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li> <li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li> </ul>				
2. Submit the additional requirement/s via email	2. If documents are in order, send appointment link and confirm the selected appointment schedule  2.1 If documents are incomplete, inform the applicant of the additional requirements to be submitted.	None		Civil Registration Section
<b>Submission of physical requirements at OCA-Aseana</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to CRD Window 11.	1. Check the appointment and receive the Report of Death forms and other requirements	None	5 minute	Civil Registry Processor– Window 11
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry	None	10 minutes	Civil Registry Processor– Window 11



	Request Form			
	2.1 Inform the applicant to settle the appropriate fee			
3. Pay the required consular fees at the 2nd floor Cashier	<p>3. Accept the payment based on the required consular fee</p> <p>3.1. Provide the validated official receipt to the applicant</p>	<p>USD25.00 (To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	10 minutes	<i>Cashier (Office of Fiscal Management Services)</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form	None	10 minutes	<i>Civil Registry Processor- Window 11</i>



	<p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a></p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country</p>			
<b>Releasing of applicant's copy of the registered report</b>				
<p>5. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>. Once the status of their application reflects "DFA Process Completed...", applicants may then email the following geographic desks:</p> <ul style="list-style-type: none"> <li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li> <li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li> <li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li> </ul>	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Window 11, for eventual release. Releasing Officer/Civil</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Window 11</i></p>



<ul style="list-style-type: none"> <li>• <a href="mailto:oca_crd-us@dfa.gov.ph">oca_crd-us@dfa.gov.ph</a> (Americas)</li> </ul> <p>to request for an appointment to claim their personal copy.</p>	<p>Registry Processor at Window 11 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.</p>			
<p><b>TOTAL:</b></p>		<p>25 USD (to be paid in Philippine Peso)</p>	<p>2 days pre-evaluation of application through email (evaluation of submitted additional requirements depends on applicant's compliance). Once applicant's documents are deemed ready for submission, the link to schedule an appointment will be provided for the submission of the requirements</p> <p>40 minutes submission of requirements and releasing of personal copy at DFA-OCA Aseana</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



## 10. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Office of Consular Affairs - Civil Registry Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for Certificate of Filing</p> <p>Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:oca.crd@dfa.gov.ph">oca.crd@dfa.gov.ph</a> with attached issued Civil Registry Request Form</p> <p><i>Provincial COs are also deputized/authorized to issue Certificate of Filing</i></p>	<p>1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate requested</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Civil Registry Processor– Window 11</i></p>
			<p>1 day</p>	<p><i>CRD Assistant</i></p>
<p>2. Pay the consular fee at the 2nd floor Cashier</p>	<p>2. Accept payment based on the order request</p>	<p>PHP 100.00 per certificate</p>	<p>5 minutes</p>	<p><i>Cashier (Office of Fiscal Management Services)</i></p>
<p>3. Return to CRD Window and present validated receipt</p>	<p>3. Receive duplicate copy of receipt</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Civil Registry Processor– Window 11</i></p>
<p>4. Return on the indicated date of release of certificate and present the original receipt</p>	<p>4. Receive the original receipt</p>	<p>None</p>	<p>5 minutes</p> <p>Certificate is released within 3 working days</p>	<p><i>Civil Registry Processor– Window 11</i></p>
<p>4.1 Receive the certificate</p>	<p>4.1 Locate and Release the certificate</p>			
<p><b>TOTAL:</b></p>		<p>PHP 100.00 per</p>	<p>3 Working Days</p> <p>17 minutes</p>	





		certificate	processing of the request and releasing of certificate	
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## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 11. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Office of Consular Affairs - Passport Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<b>Step 1. Setting-up a Passport Appointment</b>				
<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. Send confirmation email with the attached Application Packet for confirmed passport application appointments.</p> <p>NOTE: This applies for passport application appointments that have settled the e-Payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>



<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p> <p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p> <p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>the appropriate fees during the application process</p> <p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative/ <i>Consular Officer</i></p>



<p>Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements</p> <p>2. Secure a queueing number and wait to be called.</p>	<p>eligibility of the applicant and issues a queueing number.</p> <p>None</p>	<p>None</p>		<p><i>Verifier</i></p>
<p><b>Step 3. Processing of Passport Application</b></p>				
<p>Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.</p>				
<p>1. Proceed to the Passport Processing area and wait for your number to be called.</p> <p>1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.</p>	<p>1. The passport processor calls on the next number in the queue.</p> <p>1.1 Check completeness of applicant's documentary requirements for passport application.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p>	<p><i>Passport Processor</i></p>



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.</p> <p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications</p> <p>*Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200.00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>



		Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application		
<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called:	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or passport slip.	3. Return the DFA e-Receipt or DFA Passport Slip to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	10 mins	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				
1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.	1. Check receipt and locate passport.	None	15 minutes	<i>Releasing Officer</i>
1.1 Collection via courier service: The new passport will be delivered	1.1 The DFA releases the passport to the courier, if needed.	None	*Delivery date depends on	<i>Courier Service Provider</i>



through courier on the estimated date of release.			the delivery commitment schedule of the courier service provider.	
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None		
TOTAL		Php 950.00 for regular applications  or  Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all Applications applied via the Online Appointment	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	





	<p>System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and</p>	
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		Mindanao Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 12. Passport Certification Requirements and Process

Office or Division:	Office of Consular Affairs - Passport Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p>	<p><i>Consular Officer</i></p>
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<b>TOTAL</b>	Php 100.00	3 days and 1 hour	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



### 13. Issuance and Renewal of Diplomatic and Official Philippine Passports

The Diplomatic and Official Passports Section of the Office of Consular Affairs is the office responsible for the issuance and renewal of diplomatic and official Philippine passports issued to entitled government officials and employees under Republic Act No. 11983 or the New Philippine Passport Act and the Department of Foreign Affairs Department Order 20-99. The application for the issuance and renewal of diplomatic and official passports are only processed if the applicant meets all the prescribed documentary requirements of the Department.

<b>Office/Division:</b>	Office of Consular Affairs - Diplomatic and Official Passports Section (DOPS)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	All permanent and co-terminus Government employees, Presidential appointees and elected Government officials of the Legislative and Executive branches

**NOTE: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order.**

**Any discrepancies in documentary requirements will result in a longer processing time.**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Please refer to [Annex D](#) for the complete list of requirements for issuance and renewal of diplomatic and official Philippine Passports, [Annex D](#) for requirements for releasing, and [Annex A](#) for the list of accepted government-issued IDs.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Request for Appointment</b>				
1. Email request to <a href="mailto:dops.app@dfa.gov.ph">dops.app@dfa.gov.ph</a> with attached scanned copies of the requirements	1. Evaluate the request and provide applicant with an appointment	None	1 day  Note: Requests for appointment are responded to within the day upon receipt of the request	<i>Communications Assistant</i>  <i>DOPS</i>
<b>On the appointment date</b>				
1. Proceed to DOPS Processing Window and obtain a queueing number.	1. Call the number and check the completeness of the documentary requirements submitted. Evaluate	None	30 minutes	<i>Processor</i>  <i>DOPS</i>



1.1 Wait for the number to be called and submit all requirements for passport issuance/renewal	and process the submitted documents for the issuance of diplomatic/official e-passport.  1.1 If documents are in order, Processor shall issue passport slip for payment			
2. Proceed to the Cashier to settle the passport processing fee	2. Validate the payment received from the applicant and provide receipt.	Express Processing P1,200.00  Regular Processing P950.00	10 minutes  Express Processing: 5 working days  Regular Processing: 7 working days	<i>Cashier</i>
3. Return to DOPS and return the validated passport slip to the Processor.	3. Attach claim stub to the original passport slip and return the same to the applicant.  3.1 Advice applicant to proceed to the encoding area.	None	3 minutes	<i>Processor</i>  <i>DOPS</i>
4. Proceed to the DOPS Encoding Area for biometrics capturing  4.1 Ensure the accuracy of personal information	4. Encode the applicant's personal information in the passport enrollment set and request applicant to review and confirm the accuracy of information encoded.	None	10 minutes	<i>Encoder</i>  <i>DOPS</i>
<b>Releasing of Diplomatic and Official Passport</b>				
1. Proceed to the designated DOPS window	1. Locate e-passport and application	None	10 minutes	<i>Releasing Officer</i>



and present the claim stub and receipt to the releasing officer.	form being claimed by applicant.			<b>DOPS</b>
1.1 Receive the Diplomatic/Official Passport	1.1 Release the passport and request applicant / representative's signature.			
<b>TOTAL:</b>		Express Processing P1,200.00	1 day, 1 hour and 3 minutes	
		Regular Processing P950.00 7 working days	Releasing of Passports: <i>Express Processing:</i> 5 working days  <i>Regular Processing:</i> 7 working days	





#### 14. Revalidation of Diplomatic and Official Philippine Passports

All diplomatic and official passports must be submitted to the Diplomatic and Official Passports Section of the Office of Consular Affairs for revalidation before each departure of the bearer from the Philippines for any official business or mission abroad. Processing time for the revalidation of diplomatic and official passport is two (2) working days.

Office/Division:	Office of Consular Affairs - Diplomatic and Official Passports Section (DOPS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All permanent and co-terminus Government employees, Presidential appointees and elected Government officials of the Legislative and Executive branches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for revalidation of diplomatic and official Philippine Passports, <a href="#">Annex D</a> for requirements for releasing, and <a href="#">Annex A</a> for the list of accepted government-issued IDs..				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Appointment				
1. Email request to <a href="mailto:dops.app@dfa.gov.ph">dops.app@dfa.gov.ph</a> with attached scanned copies of the requirements	1. Evaluate the request and provide applicant with an appointment	None	1 day  Note: Requests for appointment are responded to within the day upon receipt of the request	Communications Officer / Assistant DOPS Head
On the appointment date				
1. Proceed to DOPS Processing Window and obtain a queueing number.  1.1 Wait for the number to be called and submit all requirements for passport revalidation	1. Call the number and check the completeness of the documentary requirements submitted.	None	30 minutes	Processor  DOPS
	2. Evaluate and process the submitted documents for the	None	5 minutes	Processor  DOPS



	revalidation of diplomatic / official ePassport.		Revalidated passports are released after 2 working days	
<b>Releasing of Diplomatic and Official Passport</b>				
1. Return on the release date indicated on the claim stub. Proceed to the designated window and present the claim stub to the releasing officer.	1. Locate the diplomatic/official passport being claimed by the applicant.	None	10 minutes	<i>Releasing Officer</i>  <i>DOPS</i>
2. Receive the revalidated passport	2. Release the revalidated passport and request the applicant /representative to affix his signature on the application form			
<b>TOTAL:</b>		None	3 working days and 45 minutes	



## 15. Issuance of Notes Verbale and Letter Visa Endorsements to Holders of Diplomatic and Official Philippine Passports

Holders of diplomatic and official passports are issued notes verbale and letter visa endorsements if they will be traveling on official business, to countries where visa is required. The notes verbale and letter visa endorsements are addressed only to countries that have representation in the Philippines. Processing time for the issuance of notes verbale and letter visa endorsements for holders of diplomatic and official passports is two (2) working days.

Office/Division:	Office of Consular Affairs - Diplomatic and Official Passports Section (DOPS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All permanent and co-terminus Government employees, Presidential appointees and elected Government officials of the Legislative and Executive branches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Issuance of notes verbales and letter visa to holders of diplomatic and official Philippine Passports, <a href="#">Annex D</a> for requirements for releasing, and <a href="#">Annex A</a> for the list of Accepted Government-issued IDs.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to DOPS Processing Window and obtain a queueing number.  1.1 Wait for the number to be called and submit all requirements for passport revalidation	1. Call the number and check the completeness of the documentary requirements submitted.	None	25 minutes	Processor - DOPS
	2. Process the submitted documents for the issuance of note verbale / letter visa endorsement	None	5 minutes  Notes Verbales / Letter Visa Endorsements are released after	Processor DOPS



			2 working days	
<b>Releasing of Note Verbale / Letter Visa Endorsement</b>				
1. Return on the release date indicated on the claim stub. Proceed to the designated window and present the claim stub to the releasing officer.	1. Locate the Note verbale/Letter Visa being claimed by the applicant.		10 minutes	<i>Releasing Officer DOPS</i>
1.1 Receive the requested Note Verbale/Letter Visa	1.1 Release the note verbale / letter visa endorsement. Applicant/authorized representative acknowledges receipt by affixing his signature on the request form			
<b>TOTAL:</b>		None	40 minutes Notes Verbales / Letter Visa Endorsements are released after 2 working days	



## Visa Services

The Visa Division provides the Foreign Service Posts (FSPs) instructions, assistance, and guidance in the issuance of appropriate visas to foreign nationals who wish to enter the country.

### 16. Renewal of 9(e) Visa of Foreign Government Officials & Staff and Representatives of Accredited International Organizations, their Dependents, Household Member/s & Newborn Child

Office or Division		Visa Division		
Classification		Complex		
Type of Transaction		G2G – Government to Government		
Who may Avail		Foreign Government Officials & Staff/ Representatives of Accredited International Organizations and their Dependents currently posted in the Philippines with valid 9(e) visa  <b>For Newborn Child of Diplomats:</b> Dependent child of Foreign Government Officials/ Representatives of Accredited International Organizations born in the Philippines		
Checklist of Requirements		Where to Secure		
Duly-accomplished and signed 9(e) Application form		DFA Office of Consular (OCA) - Visa Division ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )		
Photocopy of latest valid 9(e) visa		Issued by the Philippine Foreign Service Post / OCA-Visa Division		
Note Verbale from the requesting Embassy or International Organization accredited in the Philippines		From the requesting Embassy or International Organization accredited in the Philippines		
Original Passport of the applicant				
Two (2) pieces Passport size photos				
Photocopy of latest 9(e) arrival stamp in the Philippines				
Photocopy of Principals visa and passport (for dependents & household member/s, and private staff)				
Additional supporting documents (with duly verified English translation as applicable) to establish kinship and family ties, proof of marital union, parentage, etc.)				
Photocopy of Birth Certificate (newborn)		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<b>Submission of 9(e) Visa Application</b>				
1. Document owners/Liaison Officers of Diplomatic and Consular Missions and UN Agencies and International Organizations proceed directly to OCA-Visa Division following the schedule of submission as indicated in Note No. 24-0179 dated 10 January 2024.	1. Reviews the submitted physical requirements and process the issuance of renewal of 9(e) visa.  1.1 Receive the requirements	None	5 minutes	<i>Visa Assistant</i>
	2. Encode the details of the applicant to the visa sticker  2.1 Print and transmit to the Visa Director or the Principal Assistant the visa affixed to the passport together with the submitted requirements, for evaluation and approval.	None	20 minutes  Renewed 9(e) visas are released after 7 working days upon receipt of the applications	<i>Visa Assistant</i>
<b><i>For newborn applicants,</i></b>				
	1. Transmit an endorsement letter addressed to the Bureau of Immigration-Immigration Regulation Division (BI-IRD).	None	5 working days	<i>Visa Assistant</i>
1. Submit the new-born's passport with the 9(e) arrival stamp issued by the Bureau of Immigration	2. Process the 9(e) Visa of the new born following the Submission of 9(e) Visa Application process	None	Renewed 9(e) visas are released after 7 working days upon receipt of the applications	<i>Visa Assistant</i>
<b>Releasing of renewed 9(e) Visas</b>				
1. On the date of the	1. Retrieve the	None	3 minutes	<i>Visa Assistant</i>



scheduled release of the passport with renewed 9(e) visa, present the received 9(e) application form	passport with the affixed 9(e) visa			
2. Check the accuracy of the details in the 9(e) visa	2. Release the passport	None	2 minutes	<i>Visa Assistant</i>
<b>TOTAL:</b>			7 working days for regular 9(e) visa extension  12 working days for new-born applicants	



## 17. Approval and Issuance of APEC Business Travel Card (ABTC) Application

<b>Office or Division</b>	Visa Division
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government-to-Citizens
<b>Who may Avail</b>	Business persons duly endorsed by Certifying Business Organizations (CBO), Direct Applications (Entrepreneurs, MSMEs, Expatriates, and Senior Government Officials)
<b>Checklist of Requirements</b>	<b>Where to Secure</b>
ABTC Application Form	DFA Office of Consular (OCA) - Visa Division ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )
Photocopy of applicant's passport	Issued by the Philippine Foreign Service Post / OCA-Visa Division
Current photo of the applicant	
Resume/Curriculum Vitae	
Name/Address/Contact Numbers of Business Partners in APEC	
Annual Volume of past and current transaction with business partners in APEC	
Past and current activities in APEC	
Statement of how the company will benefit from ABTC scheme	
Employment Certificate	Employer / Requesting party
Company Profile	
Organizational Chart	
Latest audited balance sheet of income statement	
Certified True Copy of Company's Securities & Exchange Commission registration	Securities and Exchange Commission
Bureau of Immigration and National Bureau of Investigation Certification	Bureau of Immigration (BI) and National Bureau of Investigation (NBI)
<b>For Renewal</b>	
ABTC Application Form	DFA Office of Consular (OCA) - Visa Division ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )
Photocopy of applicant's passport	Applicant
Certificate of Membership with the CBO	CBO
Resume/Curriculum Vitae	Applicant
Previously issued ABTC	APEC
Past and Current Activities in APEC	Applicant
Employment Certificate	Employer





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Submission of New and For Renewal ABTC Application</b>				
1. Submit the application either directly or endorsed by a Certifying Business Organization (CBO)	1. Evaluate the submitted requirements  1.1 If in order, receive the documents. Otherwise, inform the liaison officer of the requirements to be submitted.	None	30 minutes	<i>Visa Assistant</i>
	2. Encode the necessary information to the ABTC local system and print the ABTC-PH application.  2.1 Scan and upload the requirements and upload the requirements to the ABTC System	None	30 days	<i>Visa Assistant</i>
<b>Results of the ABTC Application</b>				
1. Await the APEC-Australia notification for the ABTC Access.  The ABTC system will notify the applicants of the status of their applications through an automated email notification process.			30 Days	<i>Visa Assistant</i>
2. Await the pre-clearance approval of other economies				
<b>TOTAL:</b>			60 Days	



# 18. Authority to Issue Visas at Post – Of 9(f) Visa Endorsed by PH Schools and Universities

Office/Division:	Office of Consular Affairs - Visa Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Accredited PH Schools and Universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of endorsement for the college/university		From the requesting PH Schools and Universities		
Notice of Acceptance from the college/university				
Personal History Statement (5 copies)				
Transcript of records duly authenticated by the Philippine Embassy or Consulate				
Notarized Affidavit of Support with proof of adequate financial support from the student's sponsor				
Photocopy of applicant's passport				
Certified true copy of Certificate of Eligibility from Commission on Higher Education (for medical students only)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsement letter and other documents from the requesting PH schools and universities to OCA	1. Upon receipt of the request, the Visa Assistant evaluates the application.  1.1 If in order, requests records check with the National Intelligence Coordinating Agency (NICA) and the Bureau of Immigration (BI)	None	1 hour	Visa Assistant
	2. Inform the concerned Foreign Service Post of the results of the derogatory check.  If there are no derogatory records, draft authorization for FSP to issue the visa	None	*Fax authority is transmitted to the concerned FSP within 21 working days upon receipt of the request	Visa Assistant



	If with derogatory records, draft instruction for FSP on the appropriate course of action.			
	3. Post receives fax authority to issue appropriate visa in favor of the visa applicant. *Issuing FSP to coordinate with the applicant to obtain the actual visa.	None		<i>Consular Assistant at Post</i>
<b>TOTAL:</b>		None	21 working days	



### 19. Authority to Issue Visas at Post – Of 9(g) Visa by Virtue of Bureau of Immigration Endorsement

<b>Office/Division:</b>		Office of Consular Affairs - Visa Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		Foreign Nationals endorsed by the Bureau of Immigration		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter from the Bureau of Immigration inclusive of the documentary requirements as prescribed by the Bureau of Immigration.		Bureau of Immigration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsement letter including all other documentary requirements to OCA	1. Upon receipt of the application, the Visa Assistant evaluates the application.  1.1 If in order, request records check with the National Intelligence Coordinating Agency (NICA)	None	1 hour	Visa Assistant
	2. Inform the concerned Foreign Service Post of the results of the derogatory check.  If there are no derogatory records, draft authorization for FSP to issue the visa  If with derogatory records, draft instruction for FSP on the appropriate course of action.	None	*Fax authority is transmitted to the concerned FSP within 7 working days upon receipt of the request	Visa Assistant
	3. Post receives fax authority to issue appropriate visa in favor of the	None		Consular Assistant at Post



	visa applicant. *Issuing FSP to coordinate with the applicant to obtain the actual visa.			
<b>TOTAL:</b>		None	7 working days	



## 20. Authority to Issue Visas at Post – Of 9(a) Visa by Virtue of Philippine Retirement Authority (PRA)

<b>Office/Division:</b>		Office of Consular Affairs - Visa Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		Foreign Nationals endorsed by the Bureau of Immigration		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement letter from the PRA inclusive of the documentary requirements as prescribed by the PRA		PRA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the endorsement letter including all other documentary requirements to OCA	1. Upon receipt of the application, the Visa Assistant evaluates the application.  1.1 If in order, request records check with the National Intelligence Coordinating Agency (NICA) and the Bureau of Immigration (BI)	None	1 hour	<i>Visa Assistant</i>
	2. Inform the concerned Foreign Service Post of the results of the derogatory check.  If there are no derogatory records, draft authorization for FSP to issue the visa  If with derogatory records, draft instruction for FSP on the appropriate	None	*Fax authority is transmitted to the concerned FSP within 21 working days upon receipt of the request	<i>Visa Assistant</i>



	course of action.			
	3. Post receives fax authority to issue appropriate visa in favor of the visa applicant. *Issuing FSP to coordinate with the applicant to obtain the actual visa.	None		<i>Consular Assistant at Post</i>
<b>TOTAL:</b>		None	21 working days	



## 21. Authority to Issue Visas at Post – Of 47(a)(2) Visa by Virtue of Department of Justice and PNVSCA Endorsement

<b>Office/Division:</b>		Office of Consular Affairs - Visa Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		Foreign Nationals endorsed by the Bureau of Immigration		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement Letter or Note Verbale from Foreign Embassies and International Organization accredited in the Philippines		Concerned/requesting Foreign Embassies and International Organizations in the Philippines, DOJ/PNVSCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the endorsement letter including all other documentary requirements to OCA	1. Upon receipt of the application, the Visa Assistant evaluates the application.  1.1 If in order, request records check with the National Intelligence Coordinating Agency (NICA)	None	1 hour	<i>Visa Assistant</i>
	2. Inform the concerned Foreign Service Post of the results of the derogatory check.  If there are no derogatory records, draft authorization for FSP to issue the visa  If with derogatory records, draft instruction for FSP on the appropriate course of action.	None	*Fax authority is transmitted to the concerned FSP within 7 working days upon receipt of the request	<i>Visa Assistant</i>





	3. Post receives fax authority to issue appropriate visa in favor of the visa applicant. *Issuing FSP to coordinate with the applicant to obtain the actual visa.	None		
<b>TOTAL:</b>		None	7 Working Days	



## 22. Authority to Issue Visas at Post – Of 9(a) Visa by Virtue of Philippine-People's Republic of China Tour Groups

<b>Office/Division:</b>		Office of Consular Affairs - Visa Division			
<b>Classification:</b>		Highly Technical			
<b>Type of Transaction:</b>		G2B - Government to Business			
<b>Who may avail:</b>		Accredited Tour Groups by the Department of Tourism			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
<b>For New Accreditation:</b>		From the newly-accredited Tour Group			
Cover letter from the Tour Group addressed to the Assistant Secretary of the DFA-OCA					
Letter of Guarantee and Affidavit of Guarantee					
Original Letter of Endorsement from the Department of Tourism					
Certified True Copy of Certificate of Accreditation from the Department of Tourism					
Authenticated Cooperation Agreement of Philippines and People's Republic of China's Tour Group					
Seven (7) photocopies of all documents					
<b>For Renewal:</b>		From the renewed accredited Tour Group			
<i>Valid Cooperation Agreement:</i> <ul style="list-style-type: none"><li>- Original LOE from the DOT</li><li>- 1 photocopy of LOE from the DOT</li><li>- CTC of COA from the DOT (if expired)</li></ul>					
<i>Expired Cooperation Agreement:</i> <ul style="list-style-type: none"><li>- Treat as new accreditation</li></ul>					
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For New Accreditation/Renewal:</b>					
1. Submit the documents of the newly accredited tour group through its liaison officer to the Visa Division		1. Upon receipt of the application, Visa Assistant evaluates if all information stated on the said documents are legitimate and complete.  1.1 If in order, Visa Assistant drafts an official communication	None	10 working days	Visa Assistant



	transmitting all the documents to the concerned China FSP and copy furnishes the other China FSPs.			
	2. Once official communication is approved and signed, Visa Assistant transmits all documentary requirements to all China FSPs via diplomatic pouch	None	1 hour	<i>Visa Assistant</i>
	3. Post receives official communication from the home office to issue appropriate visa in favor of the visa applicant. *Issuing FSP to coordinate with the applicant to obtain the actual visa.	None	10 working days	
<b>TOTAL:</b>		None	20 Working Days	



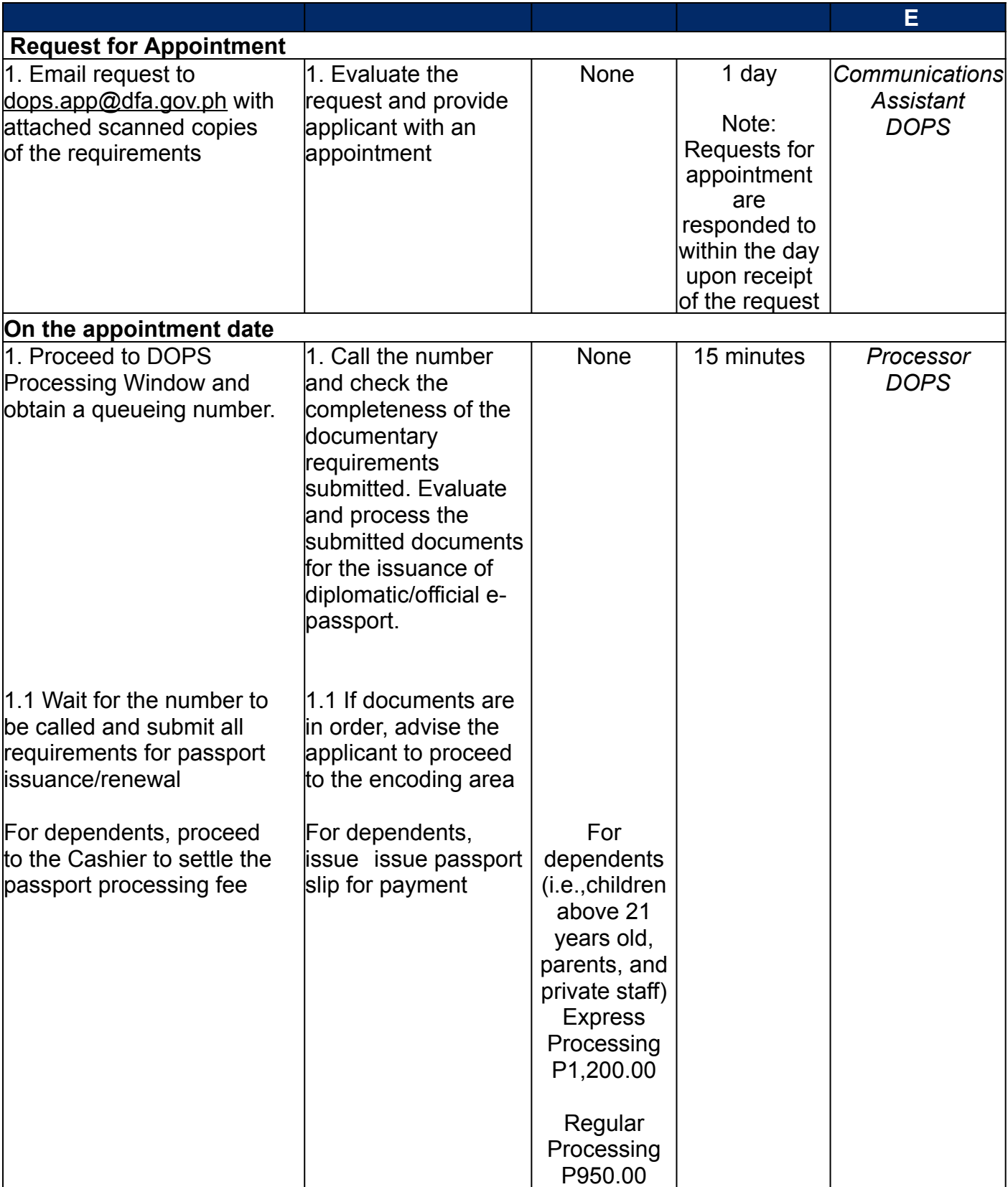
## **Office of Consular Affairs (ASEANA)**

### **Internal Services**



### 23. Issuance and Renewal of Diplomatic and Official Philippine Passports

<b>Office/Division:</b>	Office of Consular Affairs - Diplomatic and Official Passports Section (DOPS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	DFA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Appearance	Applicant			
Accomplished DOPS Application Form	Downloadable from the DFA - Office of Consular Affairs Website ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )			
Copy of Memorandum of Endorsement	Human Resources Management Office (HRMO)			
Certified True Copy of Assignment Order	Human Resources Management Office (HRMO) / Office of Asset Management and Support Service (OAMSS)			
Personnel Information Sheet	Human Resources Management Office (HRMO)			
<b>Additional Requirements:</b>				
<b>For First-time Assignee:</b>				
Original and one (1) photocopy of PSA-issued Birth Certificate*	Philippine Statistics Authority (PSA)			
Original and (1) photocopy of government-issued valid ID*	Please refer to <a href="#">Annex A</a>			
Original and (1) photocopy of PSA-issued Marriage Certificate (for married personnel)	Philippine Statistics Authority (PSA)			
<b>For Personnel who have been assigned before:</b>				
Original and one (1) photocopy of old diplomatic/official passport	Applicant			
<b>For eligible dependents of personnel:</b>				
Original and one (1) photocopy of PSA-issued Birth Certificate*	Philippine Statistics Authority (PSA)			
Original and (1) photocopy of government-issued valid ID*	Please refer to <a href="#">Annex A</a>			
*Note: The requirements will no longer be required if the applicant has an existing regular passport whose details will be the basis for the issuance of the diplomatic/official passport. <b>Please bring the passport and prepare one (1) photocopy of the passport.</b>				
Please refer to <a href="#">Annex D</a> for releasing requirements.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





2. Proceed to the DOPS Encoding Area for biometrics capturing  2.1 Ensure the accuracy of personal information	2. Encode the applicant's personal information in the passport enrollment set and request applicant to review and confirm the accuracy of information encoded.	None	10 minutes	<i>Encoder</i>  <i>DOPS</i>
<b>Releasing of Diplomatic and Official Passport</b>				
1. Proceed to the designated DOPS window and present the claim stub and receipt to the releasing officer.  1.1 Receive the Diplomatic/Official Passport	1. Locate e-passport and application form being claimed by applicant.  1.1 Release the passport and request applicant / representative's signature.	None	10 minutes	<i>Releasing Officer</i>  <i>DOPS</i>
<b>TOTAL:</b>		For dependents (i.e., children above 21 years old, parents, and private staff):  <i>Express Processing</i> P1,200.00  <i>Regular Processing</i> P950.00	1 day 50 minutes  Releasing of Passports: Express Processing 5 working days  Regular 7 working days	



## 24. Revalidation of Diplomatic and Official Philippine Passports

<b>Office/Division:</b>	Office of Consular Affairs - Diplomatic and Official Passports Section (DOPS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	DFA personnel based in the Home Office who are traveling on official mission
CHECKLIST OF REQUIREMENTS	
Personal Appearance	Applicant
Diplomatic/official passport and one (1) photocopy of the biodata page	Applicant
Accomplished DOPS Revalidation Form	Downloadable from the DFA - Office of Consular Affairs Website ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )
Copy of Memorandum of Endorsement	Human Resources Management Office





		(HRMO)		
Original Travel Authority		Office of the Undersecretary for Administration		
If to be filed by an authorized representative:				
Authorization letter with attached one (1) photocopy of applicant's valid ID		Applicant		
Original and one (1) photocopy of valid ID of the authorized representative		Authorized Representative  Please refer to <a href="#">Annex A</a> for the list of accepted government-issued IDs.		
Please refer to <a href="#">Annex D</a> for releasing requirements.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Appointment				
1. Email request to <a href="mailto:dops.app@dfa.gov.ph">dops.app@dfa.gov.ph</a> with attached scanned copies of the requirements	1. Evaluate the request and provide applicant with an appointment	None	1 day  Note: Requests for appointment are responded to within the day upon receipt of the request	Communications Officer / Assistant DOPS Head
On the appointment date				
1. Proceed to DOPS Processing Window and obtain a queueing number.  1.1 Wait for the number to be called and submit all requirements for passport revalidation	1. Call the number and check the completeness of the documentary requirements submitted.	None	30 minutes	Processor DOPS
	2. Evaluate and process the submitted documents for the revalidation of diplomatic / official ePassport.	None	5 minutes  Revalidated passports are released after 2 working days	Processor DOPS
Releasing of Diplomatic and Official Passport				



1. Return on the release date indicated on the claim stub. Proceed to the designated window and present the claim stub to the releasing officer.  1.1 Receive the revalidated passport	1. Locate the diplomatic/official passport being claimed by the applicant.  1.1 Release the revalidated passport and request the applicant /representative to affix his signature on the application form	None	10 minutes	<b>Releasing Officer DOPS</b>
<b>TOTAL:</b>		None	1 day and 45 minutes  Revalidated passports are released after 2 working days	

## 25. Issuance of Notes Verbale and Letter Visa Endorsements to Holders of Diplomatic and Official Philippine Passports

<b>Office/Division:</b>	Office of Consular Affairs - Diplomatic and Official Passports Section (DOPS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	DFA personnel based in the Home Office who are traveling on official mission
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Personal Appearance	Applicant



Accomplished DOPS Request for Note Verbale Form	Downloadable from the DFA - Office of Consular Affairs Website ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )
Revalidated diplomatic/official passport and one (1) photocopy of the biodata page	Applicant
Copy of Memorandum of Endorsement	Human Resources Management Office (HRMO)
Original Travel Authority	Office of the Undersecretary for Administration (OUA)
One (1) photocopy of flight itinerary if transiting through another country	Applicant / Organizer / Sponsor

**If to be filed by an authorized representative:**

Authorization letter with attached one (1) photocopy of applicant's valid ID	Applicant
Original and one (1) photocopy of valid ID of the authorized representative	Authorized Representative  Please refer to <a href="#">Annex A</a> for the list of accepted government-issued IDs.

Please refer to [Annex D](#) for releasing requirements.

**ADDITIONAL REQUIREMENTS (FOR TRAVEL / TRANSIT IN THE UNITED STATES OF AMERICA)**

Brief Job Description	Human Resources Management Office (HRMO)
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to DOPS Processing Window and obtain a queueing number.  1.1 Wait for the number to be called and submit all requirements for passport revalidation	1. Call the number and check the completeness of the documentary requirements submitted.	None	25 minutes	Processor DOPS
	2. Process the submitted documents for the issuance of note verbale / letter visa endorsement	None	5 minutes  Notes Verbales / Letter Visa Endorsements are released	Processor DOPS



			after 2 working days	
<b>Releasing of Note Verbale / Letter Visa Endorsement</b>				
1. Return on the release date indicated on the claim stub. Proceed to the designated window and present the claim stub to the releasing officer.	1. Locate the Note verbale/Letter Visa being claimed by the applicant.		10 minutes	<i>Releasing Officer DOPS</i>
1.1 Receive the requested Note Verbale/Letter Visa	1.1 Release the note verbale / letter visa endorsement. Applicant/authorized representative acknowledges receipt by affixing his signature on the request form			
<b>TOTAL:</b>		None	40 minutes Notes Verbales / Letter Visa Endorsements are released after 2 working days	

## 26. Authority to Issue Visas at Post – Of Multiple-entry 9(a) and Single-Entry 9(a) visa for Category A Restricted Nationals

<b>Office/Division:</b>	Office of Consular Affairs - Visa Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Any Foreign National through Foreign Service Post
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Fax communication from concerned Foreign Service Post requesting authority to issue visa with attached visa requirements	From the requesting Foreign Service Post



Copy of applicant's passport				
Copy of applicant's application form				
For a complete list of basic requirements per 9(a) visa type, kindly visit the following web link for reference: ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon evaluation of the applicant's visa application, the Foreign Service Post transmits its request for authority to issue visa alongside the documentary requirements via fax.	1. Upon receipt of the request, the Visa Assistant evaluates the application.  1.1 If in order, requests records check with the National Intelligence Coordinating Agency (NICA) and the Bureau of Immigration (BI)	None	1 hour	Visa Assistant
	2. Inform the concerned Foreign Service Post of the results of the derogatory check.  If there are no derogatory records, draft authorization for FSP to issue the visa  If with derogatory records, draft instruction for FSP on the appropriate course of action.	None	*Fax authority is transmitted to the concerned FSP within 21 working days upon receipt of the request	Visa Assistant
2. Post receives fax authority to issue appropriate visa in favor of the visa applicant. *Issuing FSP to coordinate with the applicant to obtain the actual visa.				Consular Assistant at Post



<b>TOTAL:</b>		None	21 working days	
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**27. Authority to Issue Visas at Post – Of 9(a) Visa Convertible to 47a(2) by Virtue of Philippine Economic Zone Authority (PEZA)**

<b>Office/Division:</b>	Office of Consular Affairs - Visa Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Any Foreign National through Foreign Service Post
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Fax communication from concerned Foreign Service Post requesting for authority to issue visa with attached visa requirements	From the concerned/requesting Foreign Service Post



Copy of applicant's passport				
Copy of applicant's application form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon evaluation of the applicant's visa application, the Foreign Service Post transmits its request for authority to issue visa alongside the documentary requirements via fax	1. Upon receipt of the application, the Visa Assistant evaluates the application.  1.1 If in order, request records check with the National Intelligence Coordinating Agency (NICA) and the Bureau of Immigration (BI)	None	1 hour	Visa Assistant
	2. Inform the concerned Foreign Service Post of the results of the derogatory check.  If there are no derogatory records, draft authorization for FSP to issue the visa  If with derogatory records, draft instruction for FSP on the appropriate course of action.  *For 47(a)(2) applications: The Visa Assistant will request verification from the Philippine Economic Zone Authority (PEZA)	None	*Fax authority is transmitted to the concerned FSP within 21 working days upon receipt of the request	Visa Assistant



	whether a pending application has been made or not.  Upon receipt of the results of the application check from PEZA, draft fax authority to issue 9(a) visa convertible to 47(a)(2) visa			
2. Post receives fax authority to issue appropriate visa in favor of the visa applicant. *Issuing FSP to coordinate with the applicant to obtain the actual visa.				<i>Consular Assistant at Post</i>
<b>TOTAL:</b>		None	21 working days	

## 28. Authority to Issue Visas at Post – Of 9(e) Visa for Incoming Foreign Government Officials and International Organizations

<b>Office/Division:</b>	Office of Consular Affairs - Visa Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Foreign Nationals endorsed by the Bureau of Immigration
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Note Verbale/Letter of Endorsement from the requesting Foreign	Philippine Foreign Service Post





Embassy/Consulate/International Organization accredited in the Philippines and or fax communication from Foreign Service Post requesting for authority				
Copy of applicant's passport				
Copy of principal's visa and passport (for dependents and household members)				
Proof of filiation (e.g. marriage certificate for dependent spouse, birth certificate for dependent children) or old Philippine visas declaring relationship to the principal				
Copy of previously issued visa (for renewal)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements through the dedicated Google Form	1. Upon receipt of the application, the Visa Assistant evaluates the application.  1.1 If in order, request records check with the National Intelligence Coordinating Agency (NICA)	None	1 hour	Visa Assistant
	2. Inform the concerned Foreign Service Post of the results of the derogatory check.  If there are no derogatory records, draft authorization for FSP to issue the visa. If with derogatory records, draft instruction for FSP on the appropriate course of action.	None	*Fax authority is transmitted to the concerned FSP within 10 working days upon receipt of the request	Visa Assistant



2. Post receives fax authority to issue appropriate visa in favor of the visa applicant. *Issuing FSP to coordinate with the applicant to obtain the actual visa.		None		<i>Consular Assistant at Post</i>
<b>TOTAL:</b>		None	10 Working Days	



# **Consular Office (CO) Angeles**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Angeles			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:angeles.coclientconcerns@dfa.gov.ph">angeles.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to the Information Section.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– [Information Section]</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fees.	None	10 minutes	<i>Civil Registry Processor– [Information Section]</i>
3. Pay the required consular fees at the Cashier (Window 6).	3. Accept the payment based on the required consular fees.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		<p>Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	None	10 minutes	<p><i>Civil Registry Processor-[Information Section]</i></p>



	<p>e for verification and registration.</p> <p>This may take 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Processor</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:angeles.coclientconcerns@dfa.gov.ph">angeles.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to the Information Section, for eventual release. The Releasing Officer/Civil Registry Processor at Information Section will enter the name of the document owner and/ or the</p>	None	5 minutes	<p><i>Civil Registry Processor</i></p> <p><i>Civil Registry Processor/Releasing Officer - [Information Section]</i></p>



	authorized representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	





## 2. Report of Marriage

Office/Division:	Consular Office in Angeles			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:angeles.coclientconcerns@dfa.gov.ph">angeles.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to the Information Section.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– [Information Section]
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– [Information Section]



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fees.			
3. Pay the required consular fees at the Cashier (Window 6).	3. Accept the payment based on the required consular fees.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- [Information Section]</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Processor</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:angeles.coclientconcerns@dfa.gov.ph">angeles.coclientconcerns@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to the</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor/Releasing Officer - [Information</i></p>



	<p>Information Section, for eventual release.</p> <p>The Releasing Officer/Civil Registry Processor at Information Section will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that the personal copy was received.</p>			<i>Section]</i>
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	



### 3. Report of Death

Office/Division:	Consular Office in Angeles			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:angeles.coclientconcerns@dfa.gov.ph">angeles.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to the Information Section.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– [Information Section]
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	Civil Registry Processor– [Information Section]



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fees.			
3. Pay the required consular fees at the Cashier (Window 6).	3. Accept the payment based on the required consular fees.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- [Information Section]</i>



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Processor</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:angeles.coclientconcerns@dfa.gov.ph">angeles.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to the Information</p>	None	5 minutes	<p><i>Civil Registry Processor</i></p> <p><i>Civil Registry Processor/Releasing Officer - [Information Section]</i></p>



	Section, for eventual release. The Releasing Officer/Civil Registry Processor at Information Section will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	





#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Angeles		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA CO Angeles	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:angeles.coclientconcerns@dfa.gov.ph">angeles.coclientconcerns@dfa.gov.ph</a> with the attached issued Civil Registry Request Form.	1. Issue receipt and instruct the applicant to pay the fees depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– (Information Section)</i>
			1 day	<i>Civil Registry Processor/ Communications Officer</i>
2. Pay the consular fees at the Cashier (Window 6)	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to the Civil Registry Processor and present the validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor–Information Section</i>
4. Return on the indicated date of release of certificate and present the original receipt.  4.1 Receive the certificate.	4. Receive the original receipt  4.1 Locate and release the certificate.	None	5 minutes  Certificate is released within 3 working days	<i>Civil Registry Processor–Information Section</i>
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport

Office or Division:	Consular Office in Angeles			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>20 minutes</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		<p><i>Consular Officer</i></p>
<p><b>Step 2. Verification of Passport Application</b></p>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>CAPAC Representative/</i></p> <p><i>Consular Officer</i></p>



2. Secure a queueing number and/or wait to be called.	None	None		Verifier
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	20 minutes	Passport Processor
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		
	1.3 Instruct the applicant to proceed to the next step.	None		



NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.			
2. Proceed to the Cashier. For Walk-in applicants and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Accept the approved application, inputs in the daily master list.  Collect the payment.  Note: Issuance of Machine Validated Receipt.	None for applicants with prepaid online appointments.  Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports  or  Php 1200. 00 for expedite applications  Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application	10 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				



1. Proceed to the Passport Enrollment Center/Encoding Section with the processed documents and wait for your number to be called	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	20 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				





<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>30 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications or Php 1200. 00 for expedite applications  Additional Php 50 - convenience fee applies for all Applications applied via the Online Appointment	Appointment, Processing and Releasing Steps: 1 hour and 45 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Angeles			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	Consular Officer
2. Submit the accomplished form and requirements to CO Angeles – Information Section.	2. Evaluate the submitted documents for certification.	None	20 minutes	Consular Officer
3. Pay the corresponding fees for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	Collecting Officer



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• An authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• An authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Antipolo**

## **External Services**





## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Antipolo			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:releasing.coantipolo@gmail.com">releasing.coantipolo@gmail.com</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Releasing Window 18.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Releasing Window 18</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Releasing Window 18</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine	10 minutes	<i>Cashier</i>



		<p>Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor–Releasing Window 18</i></p>



	and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:releasing.coantipolo@gmail.com">releasing.coantipolo@gmail.com</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to Releasing Window 18, for eventual release. Releasing Officer/Civil Registry Processor at Releasing Window 18 will enter the name of the document owner and/ or the authorized representative in	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor– Releasing Window 18</i>



	the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

Office/Division:	Consular Office in Antipolo			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:releasing.coantipolo@gmail.com">releasing.coantipolo@gmail.com</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Releasing Window 18.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor–Releasing Window 18
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor–Releasing Window 18



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor– Releasing Window 18</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:releasing.coantipolo@gmail.com">releasing.coantipolo@gmail.com</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor–Releasing</p>





personal copy.	and bring it to Releasing Window 18, for eventual release.  Releasing Officer/Civil Registry Processor at Releasing Window 18 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			Window 18
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	



### 3. Report of Death

Office/Division:	Consular Office in Antipolo			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:releasing.coantipolo@gmail.com">releasing.coantipolo@gmail.com</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Releasing Window 18.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Releasing Window 18
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Releasing Window 18



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor– Releasing Window 18</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:releasing.coantipolo@gmail.com">releasing.coantipolo@gmail.com</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Releasing Window 18, for eventual</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor– Releasing Window 18</i></p>



	release. Releasing Officer/Civil Registry Processor at Releasing Window 18 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		25 USD (to be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Death	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Antipolo		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:releasing.coantipolo@gmail.com">releasing.coantipolo@gmail.com</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor–Releasing Window 18</i>
			1 day	<i>Civil Registry Processor</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor–Releasing Window 18</i>
4. Return on the indicated date of release of certificate and present the original receipt.  4.1 Receive the certificate.	4. Receive the original receipt  4.1 Locate and release the certificate.	None	5 minutes  Note: For certifications filed in CO but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from CO to OCA Aseana.	<i>Civil Registry Processor–Releasing Window 18</i>
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Antipolo			
High	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				





<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative/ <i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Antipolo			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## **Consular Office (CO) Antique**

### **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

<b>Office/Division:</b>	Consular Office in Antique			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:antique.clientconcerns@dfa.gov.ph">antique.clientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to the Civil Registry Officer in the Information Desk.  <i>*Due to limited space, the CO interim office at Robinsons Mall operates in an open area without designated divisions or sections. The Civil Registry Officer handles all CRD transactions from the Information desk.</i>	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	Civil Registry Processor– Information Desk
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	Civil Registry Processor– Information Desk
3. Pay the required consular fees at the Counter 3.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the	USD25.00 (To be paid in Philippine Peso)  *Additional	10 minutes	Cashier



	applicant.	<p>USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p>	None	10 minutes	<i>Civil Registry Processor-Information Desk</i>





	<p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:antique.clientconcerns@dfa.gov.ph">antique.clientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to the Information Desk, for eventual release. Releasing Officer/Civil</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Information Desk</i></p>



	Registry Processor at Information Desk will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office in Antique			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:antique.clientconcerns@dfa.gov.ph">antique.clientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to the Civil Registry Officer in the Information Desk.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Information Desk</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	<i>Civil Registry Processor– Information Desk</i>



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Counter 3.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.	None	10 minutes	<i>Civil Registry Processor- Information Desk</i>



	<p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:antique.clientconcerns@dfa.gov.ph">antique.clientconcerns@dfa.gov.ph</a> to request for an	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-</p>



appointment to claim their personal copy.	the personal copy and bring it to Window 11, for eventual release.  Releasing Officer/Civil Registry Processor at Window 11 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			Information Desk
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	



### 3. Report of Death

<b>Office/Division:</b>		Consular Office in Antique		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Next-of-kins of Filipino citizens who died abroad		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:antique.clientconcerns@dfa.gov.ph">antique.clientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to the Civil Registry Officer in the Information Desk.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Information Desk
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Information Desk



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Counter 3.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor- Information Desk</i>





	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:antique.clientconcerns@dfa.gov.ph">antique.clientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to the Information Desk, for eventual</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Information Desk</i></p>



	release. Releasing Officer/Civil Registry Processor at Information Desk will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		25 USD (to be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Death	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Antique		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at CO		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:antique.clientconcerns@dfa.gov.ph">antique.clientconcerns@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Information Desk</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Counter 3.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Information Desk</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Information Desk</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Antique			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative/ <i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		





<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Antique			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	





		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Bacolod**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Bacolod			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:cobacolod.crd@dfa.gov.ph">cobacolod.crd@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to CRD Desk.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– CRD Desk</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– CRD Desk</i>
3. Pay the required consular fees at the Cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine	10 minutes	<i>Cashier</i>



		<p>Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor- CRD Desk</i></p>



	and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:cobacolod.crd@dfa.gov.ph">cobacolod.crd@dfa.gov.ph</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to CRD Desk, for eventual release. Releasing Officer/Civil Registry Processor at CRD Desk will enter the name of the document owner and/ or the authorized representative in the log book and have them sign	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor- CRD Desk</i>



	that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

Office/Division:	Consular Office in Bacolod			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:cobacolod.crd@dfa.gov.ph">cobacolod.crd@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Desk.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– CRD Desk
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– CRD Desk





	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- CRD Desk</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:cobacolod.crd@dfa.gov.ph">cobacolod.crd@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-CRD Desk</i></p>



	<p>and bring it to CRD Desk, for eventual release.</p> <p>Releasing Officer/Civil Registry Processor at CRD Desk will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.</p>			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	



### 3. Report of Death

<b>Office/Division:</b>	Consular Office in Bacolod
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

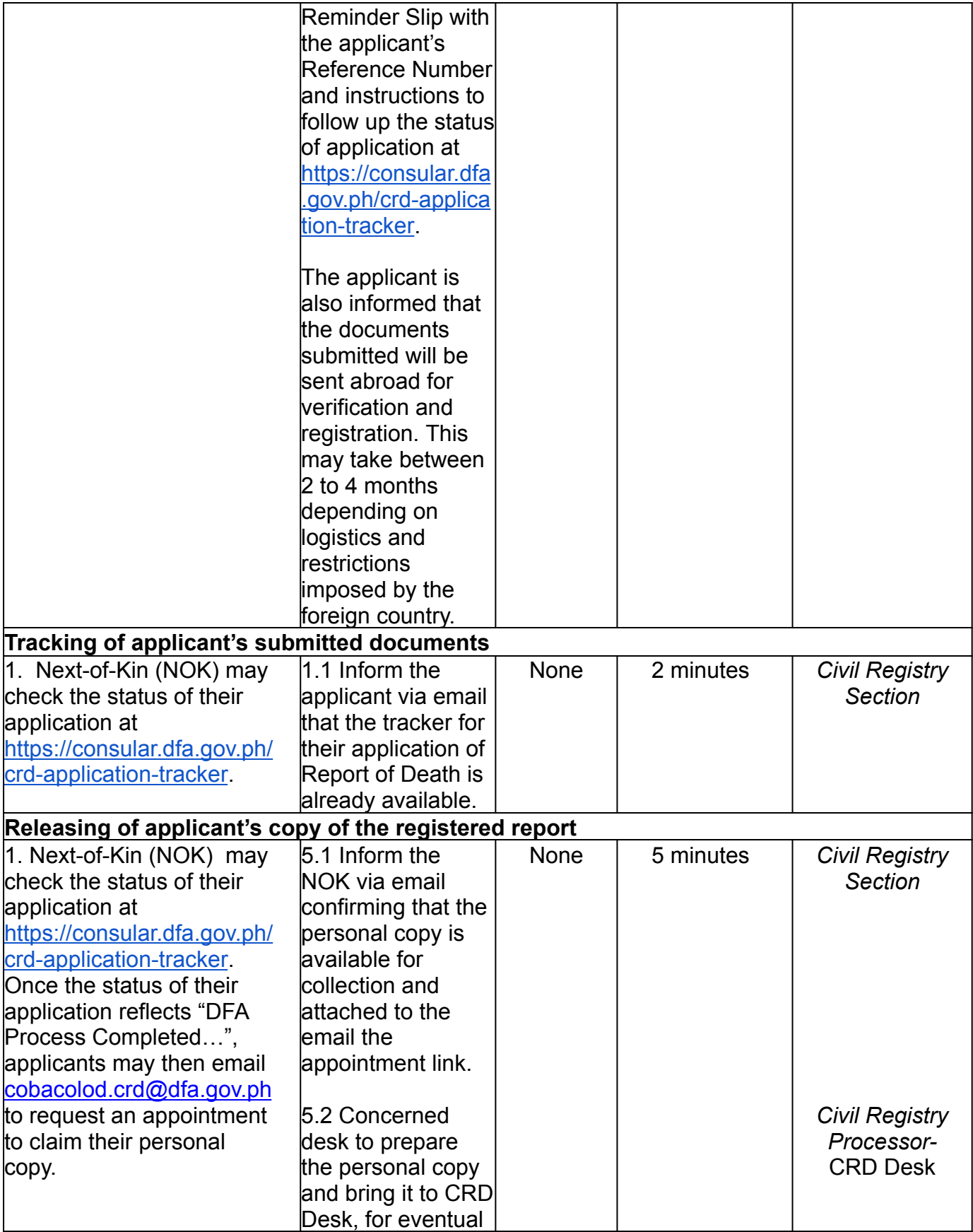
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:cobacolod.crd@dfa.gov.ph">cobacolod.crd@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
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#### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to CRD Desk.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	<i>Civil Registry Processor– CRD Desk</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	<i>Civil Registry Processor– CRD Desk</i>



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- CRD Desk</i>





	release. Releasing Officer/Civil Registry Processor at CRD Desk will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		25 USD (to be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Death	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>	Consular Office in Bacolod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
Passport-sized photos of Applicants		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:cobacolod.crd@dfa.gov.ph">cobacolod.crd@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– CRD Desk</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>





3. Return to CRD Desk and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– CRD Desk</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– CRD Desk</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Bacolod			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>			
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative/</i></p> <p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Bacolod			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Baguio**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Baguio City			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				





Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:baguio.coclientconcerns@dfa.gov.ph">baguio.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Processing Window 4	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 4</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 4</i>
3. Pay the required consular fees at the Cashier (Window 5)	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine	10 minutes	<i>Cashier</i>



		<p>Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification</p>	None	10 minutes	<i>Civil Registry Processor- Window 4</i>



	and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:baguio.coclientconcerns@dfa.gov.ph">baguio.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to Window 4, for eventual release. Releasing Officer/Civil Registry Processor at Window 4 will enter the name of the document owner and/ or the authorized representative in the log book and	None	5 minutes	Civil Registry Section  Civil Registry Processor-Window 4



	have them sign that the personal copy was received.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	



## 2. Report of Marriage

Office/Division:	Consular Office in Baguio City			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:baguio.coclientconcerns@dfa.gov.ph">baguio.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to Processing Window 4	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minutes	Civil Registry Processor– Window 4
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 4



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier (Window 5)	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- Window 4</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:baguio.coclientconcerns@dfa.gov.ph">baguio.coclientconcerns@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor- Window 4</p>



	and bring it to Window 4, for eventual release.  Releasing Officer/Civil Registry Processor at Window 4 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	





### 3. Report of Death

<b>Office/Division:</b>	Consular Office in Baguio City
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:baguio.coclientconcerns@dfa.gov.ph">baguio.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
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#### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Processing Window 4	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 4
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	Civil Registry Processor– Window 4



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier (Window 5)	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- Window 4</i>



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:baguio.coclientconcerns@dfa.gov.ph">baguio.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Window 4. for</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor- Window 4</p>



	eventual release. Releasing Officer/Civil Registry Processor at Window 4 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>	Consular Office in Baguio City			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
Passport-sized photos of Applicants		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:baguio.coclientconcerns@dfa.gov.ph">baguio.coclientconcerns@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 4</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier (Window 5) .	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 4</i>
4. Return on the indicated date of release of certificate and present the original receipt.  4.1 Receive the certificate.	4. Receive the original receipt  4.1 Locate and release the certificate.	None	5 minutes  Certificate is released within 3 working days	<i>Civil Registry Processor– Window 4</i>
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Baguio City			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>			
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative/</i></p> <p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	1.3 Instruct the applicant to proceed to the next step.  NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.	None		
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None		<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications or Php 1200. 00 for expedite applications Php 950.00 for MRCTD applications Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services) Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Baguio City			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Balanga**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Balanga			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <b>balanga.co@dfa.gov.ph</b> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to CRD <i>Window 1</i> .	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 1</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 1</i>
3. Pay the required consular fees at the cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		<p>Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor- Window 1</i></p>



	<p>e for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <b>balanga.co@dfa.gov.ph</b> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to <i>Window 1</i>, for eventual release. Releasing Officer/Civil Registry Processor at <i>Window 1</i> will enter the name of the document owner and/ or the authorized representative in</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 1</i></p>





	the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

Office/Division:	Consular Office in Balanga			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:balanga.co@dfa.gov.ph">balanga.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window 1	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– Window 1
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 1



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- Window 1</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <b>balanga.co@dfa.gov.ph</b> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor- Window 1</p>



	and bring it to <i>Window 1</i> , for eventual release.  Releasing Officer/Civil Registry Processor at <i>Window 1</i> will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	



### 3. Report of Death

<b>Office/Division:</b>	Consular Office in Balanga
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <b>balanga.co@dfa.gov.ph</b> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registry Section
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#### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to <i>Window 1</i>	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Window 1</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	<i>Civil Registry Processor– Window 1</i>



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- Window 1</i>



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email Balanga.co@dfa.gov.ph to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to <i>Window 1</i>, for</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 1</i></p>





	eventual release. Releasing Officer/Civil Registry Processor at <i>Window 1</i> will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>	Consular Office in Balanga			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
Passport-sized photos of Applicants		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <b>balanga.co@dfa.gov.ph</b> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 1</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the at cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 1</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Window 1</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Balanga			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p> <p>Information Officer</p>
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1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.  NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.	1.1 The DFA accommodates Eligible Applicants for Courtesy Lane			
<b>Step 2. Verification of Passport Application</b>				
On the day of the scheduled appointment: 1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.  Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements	1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.  1.1 For Courtesy Lane applicants, Verifier checks the proof of eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.	None  None	5 minutes	<i>CAPAC Representative/  Consular Officer</i>
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				



Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.

1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		
	1.3 Instruct the applicant to proceed to the next step.	None		
NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.			



2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None		





			30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				
1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.	1. Check receipt and locate passport.  Verify the passport applicant's	None	15 minutes	<i>Releasing Officer</i>



<p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered through courier on the estimated date of release.</p>	<p>signature in the authorization letter or notarized SPA and the presented government-issued IDs</p> <p>1.1 The DFA releases the passport to the courier, if needed.</p>	<p>None</p>	<p>*Delivery date depends on the delivery commitment schedule of the courier service provider.</p>	<p><i>Courier Service Provider</i></p>
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2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.	None	10 minutes	<i>Releasing Officer</i>
	3. Cancel the previously issued passport.	None		
TOTAL		<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)</p> <p>Releasing of passports: *For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and</p>	



	Additional Php 150.00 fee applies for those who will avail a courier online.	<p>NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Regular Processing:</i> 12 working days</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Services – Regular Passport Services – Passport Certification Requirements and Process

Office or Division:	Consular Office in Balanga			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act



# **Consular Office (CO) Butuan**

## **External Services**





## 1. Apostille Receiving Centers (ARCs)

The Apostille Receiving Centers (ARCs) will process the applications submitted by applicants and send these applications to the nearest HUB (Authentication Consular Office) through the partner courier.

<b>Office/Division:</b>		Consular Office in Butuan		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Citizen		
<b>Who may avail:</b>		Applicants who intend to use a Philippine public document in the Apostille Convention Contracting Parties accepting electronic Apostille		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Applicant</b>				
Government-issued identification (ID) card (1 Original and 1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.  Please see <a href="#">Annex A</a> for the list of accepted government-issued IDs.		
Authentication Application Form		DFA Website - ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> ) Authentication Counter		
<b>Representative</b>				
Authorization Letter		Document Owner		
Notarized Special Power of Attorney (if the document owner is a minor)		Notary Public		
Government-issued ID of Applicant (1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.		
Government-issued ID of Representative (1 Original, 1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.		
Authentication Application Form		DFA Website- ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> ), Authentication Counter		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Filing of documents for Authentication / Apostille</b>				
1. Get an application form at the Processing Window. Fill out the application form.		None	2 minutes	<i>Client</i>
1.1 Wait to be called by the Authentication Processor				



2. Submit accomplished application form, document/s* for authentication, government-issued ID, and other applicable requirements for applications through a representative (authorization letter) to the Processor for evaluation.  * limited to PSA, NBI, POLICE, LTO, PRC, CHED, DepEd, TESDA, State University, DSWD, CAAP, Passport Certification.	1. Evaluate if the presented document/s and requirements are complete and in order. Verify the signature of the official who signed the document/s.  2. Issue an Authentication Slip and instruct the applicant to pay at the Cashier.	PHP200 per document	15 minutes	Processor
3. Present the Authentication Slip and pay the appropriate authentication fee to the Cashier.	3. Collect the appropriate authentication fee as indicated on the Authentication Slip and issue and official receipt..	None	2 minutes	Cashier
4. Present the validated OR to the courier kiosk and pay the appropriate courier fee.	4. Collect the appropriate courier fee.	PHP300 per pouch  *maximum of 5 documents per pouch	5 minutes	Courier
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	minimum of 7 working days, maximum 20 working days*  *depends on the issuing agency	Verification Assistant  OCA – Authentication Division
<b>Releasing of Authenticated documents</b>				
ALL documents accepted by an ARC for authentication/apostille will be delivered directly to the address provided by the applicant through the partner courier.				



TOTAL:		PHP200 per document plus PHP300 per pouch	25 minutes Documents are released after 10 Working Days	
			20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)  *depends on the issuing agency	

### Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts.



All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine Peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine Peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fees will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo and the Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in Butuan			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to the OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and African countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (European countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order, OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				



1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements, to <a href="mailto:butuan.rco@dfa.gov.ph">butuan.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to the CRD Incharge (at the processing Window 3)	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 03</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 03</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in	10 minutes	<i>Cashier</i>



		<p>Tokyo and Philippine Consular General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p>	None	10 minutes	<i>Civil Registry Processor– Window 03</i>



	This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:butuan.rco@dfa.gov.ph">butuan.rco@dfa.gov.ph</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attach to the email the appointment link.  1.2 The concerned desk will prepare the personal copy and bring it to Window 03 for release. Releasing Officer/Civil Registry Processor at Window 03 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that the personal	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor– Window 03</i>



	copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	

### 3. Report of Marriage





<b>Office/Division:</b>	Consular Office in Butuan
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to the OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and African countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (European countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order, OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements, to <a href="mailto:butuan.rco@dfa.gov.ph">butuan.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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#### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window 03.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Window 03</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.	None	10 minutes	<i>Civil Registry Processor– Window 03</i>



	2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the cashier	<p>3. Accept the payment based on the required consular fee.</p> <p>3.1. Provide the validated official receipt to the applicant.</p>	<p>USD25.00 (To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with</p>	None	10 minutes	<i>Civil Registry Processor– Window 03</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take 2 to 4 months, depending on the logistics and restrictions the foreign country imposes.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application for the Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:butuan.rco@dfa.gov.ph">butuan.rco@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attach the appointment link to the email.</p> <p>1.2 The concerned desk will prepare the personal copy and bring it to Window 03 for eventual release.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor– Window 03</i></p>



	Releasing Officer/Civil Registry Processor at Window 03 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	

#### 4. Report of Death



<b>Office/Division:</b>	Consular Office in Butuan
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and African countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (European countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order, OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements, to <a href="mailto:butuan.rco@dfa.gov.ph">butuan.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
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### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to CRD Window 03.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 03
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry	None	10 minutes	Civil Registry Processor– Window 03



	Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with the applicant's	None	10 minutes	<i>Civil Registry Processor– Window 03</i>



	<p>Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months, depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application for a Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:butuan.rco@dfa.gov.ph">butuan.rco@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email, confirming that the personal copy is available for collection and attaching the appointment link to the email.</p> <p>5.2 The concerned desk to prepare the personal copy and bring it to Window 03 for eventual release.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor– Window 03</i></p>



	The releasing Officer/Civil Registry Processor at Window 03 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that they received the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	

## 5. Certificate of Filing





Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Butuan		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage, or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for an appointment at <a href="mailto:butuan.rco@dfa.gov.ph">butuan.rco@dfa.gov.ph</a> with the attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 03</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>
3. Return to the CRD Window and present the validated receipt.	3. Receive a duplicate copy of the receipt.	None	2 minutes	<i>Civil Registry Processor– Window 03</i>



4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Window 03</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		The certificate is released within three working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days 17 minutes processing of the request and releasing of the certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Butuan			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during online appointments.</p> <p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may</p>	<p>1. A system-generated confirmation email with the attached application packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>An additional penalty fee of Php 350.00 for a lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>An additional Php 150.00 fee applies for those who will avail of a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process.</p>	<p>1 hour</p>	<p><i>Third-Party Service Provider</i></p>
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<p>proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p> <p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City, on their scheduled date of appointment.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p> <p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 1200.00 for expedited applications</p> <p>Php 950.00 for regular applications (PWD and Senior Citizens)</p>		<p>Special Concerns Case Staff</p> <p><i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and a valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements, issue a queueing number, or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, the Verifier checks the proof of eligibility of the applicant and</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>CAPAC Representative/</i></p> <p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the following number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check the completeness of the applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: The above-mentioned client steps shall be applied for walk-in applicants to use the Courtesy Lane Facility.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, the above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports, proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>An additional penalty fee of Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				
<p>1. Proceed to the Passport Enrollment Center with the</p>	<p>1. Capture the applicant's biometrics and photo and scan the</p>	<p>None</p>		



processed documents and wait for your number to be called.	processed documents of the applicant.		30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-receipt or Official Receipt.	3. Return the DFA e-receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				





<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- The DFA-issued receipt or online appointment e-receipt;</li> <li>- (For the immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs.</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier if needed.		*The delivery date depends on the courier service provider's commitment schedule.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.	None	10 minutes	<i>Releasing Officer</i>
	3. Cancel the previously issued passport.	None		
TOTAL		Php 950.00 for regular applications or Php 1200. 00 for expedite applications Php 950.00 for MRCTD applications Additional Php 50 - convenience fee applies for all	Appointment, Processing, and Releasing Steps: 2 hours and 25 minutes (Additional 10 minutes for those who will avail of courier services) Releasing of passports: *For DFA Aseana and	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee of Php 350.00 for lost or damaged/mutilated passport application</p> <p>An additional Php 150.00 fee applies for those who will avail of a courier online.</p>	<p>NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices</p>	
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		<i>Regular Processing: 12 working days</i>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in Butuan			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of the OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• An authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Cagayan de Oro**

## **External Services**





## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

Office/Division:	Consular Office in Cagayan de Oro			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants who intend to use a Philippine public document abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex B</a> for the complete list of requirements for Authentication / Apostille and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Scheduling of Appointment				
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant's email address	None	2 minutes	Client
Filing of documents for Authentication / Apostille				
1. Get an application form at the Authentication Information desk. Fill out the application form		None	2 Minutes	Client
2. Present printed appointment confirmation and application form at Application Validation Window, and wait for the queue number issued by the validation assistant to be called at the Processing Section	1. Validate appointment presented by applicant		2 minutes	Application Validation Assistant
3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID, and other applicable requirements for	2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the		15 minutes	Processor



applications through a representative (authorization letter) to the Processor for evaluation.	document/s 3. Print and issue an Official Receipt with the date and time of release.			
4. Present the Official Receipt and pay the appropriate authentication fee to the Cashier  5. Wait for the number to be called at the cashier and pay corresponding fees.	4. Collect the appropriate authentication fee as indicated on the Official Receipt.	Regular: PHP 100 per document  Expedite: PHP 200 per document	2 minutes	Cashier
<b>Verification of Document</b>				
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	5 - 20 working days*  *depends on the issuing agency	Verification Assistant  OCA – Authentication Division
<b>Releasing of Authenticated/Apostilled Document/s</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/ Apostille document/s.  1.1 Call applicant/ representative through the public address system and give instructions on the requirements to be presented	None	5 minutes	Releasing Personnel
2. Present government-issued	2. Check		2 minutes	Releasing



<p>ID</p> <p>For <i>Representatives</i>, submit an authorization letter to claim the authenticated / Apostille document/s</p>	<p>presented original government-issued ID and requirements.</p> <p>2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>			<p><i>Personnel</i></p>
<p>3. Check accuracy and completeness of authenticated document/s received.</p> <p>3.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>3. Release authenticated/ Apostille document/s</p>		<p>5 minutes</p>	<p><i>Releasing Personnel</i></p>
<p><b>TOTAL:</b></p>		<p>Processing and Releasing</p>	<p>30 minutes</p>	
		<p>Regular: PHP100 per document</p>	<p>5 Working Days</p>	
		<p>Expedite: PHP200 per document</p>	<p>2 Working Days</p>	
		<p>Special cases for further verification:</p>	<p>20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)</p> <p>*depends on the issuing</p>	



			agency	
<b>Releasing of Pending and Correction documents*</b> <i>* applicable only to returning applicants with pending documents</i>				
<b>Reason for Pending and Correction</b>	<ul style="list-style-type: none"> <li>• No specimen signature of authorized signatory</li> <li>• Inconsistency between the signature in the document as compared in the system</li> <li>• Documents that require further verification (e.g., authenticity of annotation, designation of the authorized signatory is not indicated in the document, etc.)</li> <li>• Incomplete requirements</li> <li>• Incorrect/Inconsistent entry of information in the document/apostille</li> <li>• Non-compliance with current policies</li> <li>• (subjecting documents to pending status is at the discretion of signing or verification personnel)</li> <li>• Underpaid/ Overpaid application</li> </ul>			
1. Get a queuing number for the Pending and Correction window and wait for the number to be called at the Pending and Correction area.  1.2. Submit document/s for evaluation.	1. Interview applicant/ representative and review the document/s presented for correction or compliance.  1.2. Advise the applicant to wait at the designated waiting area while the document is being processed.	None	30 minutes	<i>Pending and Correction Assistant</i>



<p>2. Wait for name to be called at the Releasing area.</p>	<p>2. Encode the pertinent details to the APIS.</p> <p>2.1. Check encoded entries in the APIS vis-à-vis the actual document. Check also the documentary requirements. If in order, return the document to the Pending Encoder for printing.</p> <p>2.2. Sort and assemble the Apostille set</p> <p>2.3. Conduct final evaluation of the document by checking the completeness of requirements and accuracy of the entries. Afterwards, forward the authenticated documents to Pending and Correction Window for releasing.</p>		<p>2 hours</p>	<p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p> <p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p>
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<p>3. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</p>	<p>3. Call applicant/ representative through the public address system and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		5 minutes	<i>Pending and Correction Assistant</i>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Client</i>
<b>TOTAL:</b>			2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in Cagayan de Oro			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				
Once the documents are in order OCA-CRD will endorse the application to the applicant's				



preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:cdo.coclientconcerns@dfa.gov.ph">cdo.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Window 5.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 5</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 5</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in	10 minutes	<i>Cashier</i>





		<p>Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p>	None	10 minutes	<i>Civil Registry Processor- Window 5</i>



	This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:cdo.coclientconcerns@dfa.gov.ph">cdo.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to Window 5, for eventual release. Releasing Officer/Civil Registry Processor at Window 5 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor- Window 5</i>



	that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



### 3. Report of Marriage

<b>Office/Division:</b>	Consular Office in Cagayan de Oro			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:cdo.coclientconcerns@dfa.gov.ph">cdo.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window 5.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– Window 5
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 5



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- Window 5</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:cdo.coclientconcerns@dfa.gov.ph">cdo.coclientconcerns@dfa.gov.ph</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-Window 5</p>



personal copy.	and bring it to Window 5, for eventual release.  Releasing Officer/Civil Registry Processor at Window 5 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	



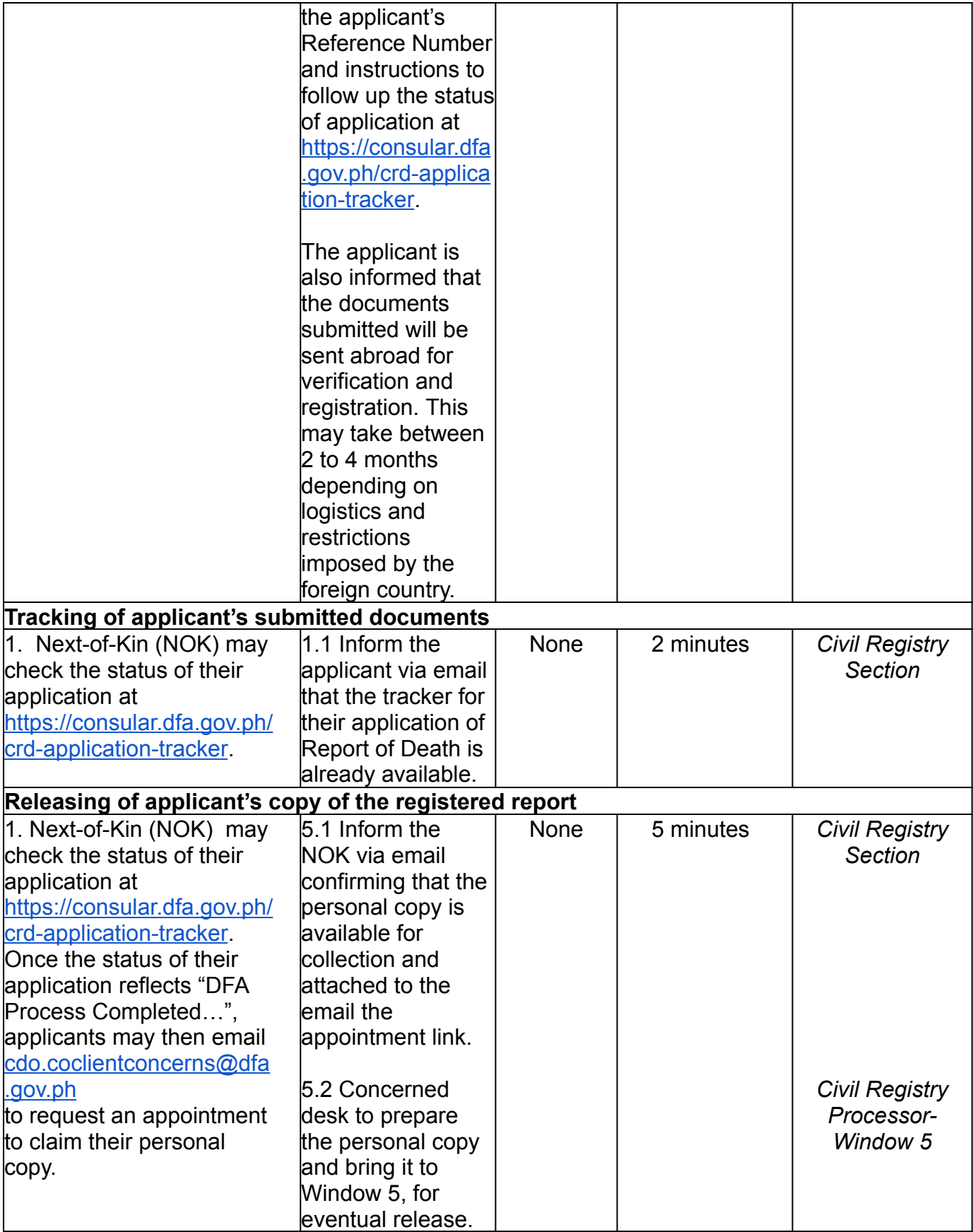
#### 4. Report of Death

Office/Division:	Consular Office in Cagayan de Oro			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:cdo.coclientconcerns@dfa.gov.ph">cdo.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Window 5.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 5
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 5





	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor- Window 5</i>





	Releasing Officer/Civil Registry Processor at Window 5 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



## 5. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Cagayan de Oro		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:cdo.coclientconcerns@dfa.gov.ph">cdo.coclientconcerns@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 5</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 5</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Window 5</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Cagayan de Oro			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative/</i></p> <p><i>Consular Officer</i></p>





Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in Cagayan de Oro			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>





<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Calasiao**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Calasiao, Pangasinan			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to calasiao.rco@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Window 6.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Signing Officer– Window 6</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Signing Officer– Window 6</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine	10 minutes	<i>Cashier</i>



		<p>Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Signing Officer– Window 6</i></p>



	and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:calasiao.rco@dfa.gov.ph">calasiao.rco@dfa.gov.ph</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to Window 6, for eventual release. Releasing Officer/Civil Registry Processor at Window 6 will enter the name of the document owner and/ or the authorized representative in the log book and	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Signing Officer– Window 6</i>



	have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	





## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office in Calasiao, Pangasinan			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:calasiao.rco@dfa.gov.ph">calasiao.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window 6.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Signing Officer– Window 6</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Signing Officer– Window 6</i>



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Signing Officer- Window 6</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:calasiao.rco@dfa.gov.ph">calasiao.rco@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Signing Officer- Window 6</p>



	and bring it to Window 6, for eventual release.  Releasing Officer/Civil Registry Processor at Window 6 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	



### 3. Report of Death

Office/Division:	Consular Office in Calasiao, Pangasinan			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:calasiao.rco@dfa.gov.ph">calasiao.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Window 6.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Signing Officer– Window 6
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Signing Officer– Window 6



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Signing Officer- Window 6</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:calasiao.rco@dfa.gov.ph">calasiao.rco@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Window 6, for eventual release.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Signing Officer- Window 6</i></p>



	Releasing Officer/Civil Registry Processor at Window 6 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	





#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Calasiao, Pangasinan		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:calasiao.rco@dfa.gov.ph">calasiao.rco@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Signing Officer– Window 6</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Signing Officer– Window 6</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Signing Officer– Window 6</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Calasiao, Pangasinan			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative/  Consular Officer</p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	1.3 Instruct the applicant to proceed to the next step.  NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.	None		
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>





<b>Step 5. Releasing of Passport</b>				
<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	None	15 minutes	<i>Releasing Officer</i>



through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.	None	*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.	None	10 minutes	<i>Releasing Officer</i>
	3. Cancel the previously issued passport.	None		
TOTAL		Php 950.00 for regular applications or Php 1200. 00 for expedite applications Php 950.00 for MRCTD applications Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services) Releasing of passports: *For DFA Aseana and NCR Consular Offices	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p><i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Regular Processing:</i> 12 working days</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Calasiao, Pangasinan			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## **Consular Office (CO) Candon**

### **External Service**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Candon			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Setting of appointment				





Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:candon.co@dfa.gov.ph">candon.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO Candon**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Processing Section Window 1.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 1</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 1</i>



<p>3. Pay the required consular fees at the Cashier.</p>	<p>3. Accept the payment based on the required consular fee.</p> <p>3.1. Provide the validated official receipt to the applicant.</p>	<p>USD25.00</p> <p>(To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>10 minutes</p>	<p><i>Cashier</i></p>
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor-Window 1</i></p>



	<p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.	None	5 minutes	<i>Civil Registry Section</i>



email candon.co@dfa.gov.ph to request an appointment to claim their personal copy.	1.2 Concerned desk to prepare the personal copy and bring it to Window 1, for eventual release. Releasing Officer/Civil Registry Processor at Window 1 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that the personal copy was received.			<i>Civil Registry Processor- Window 1</i>
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for application s to be transmitte d to Tokyo PE and Nagoya PCG  USD 75.00 for application s to be transmitte d to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

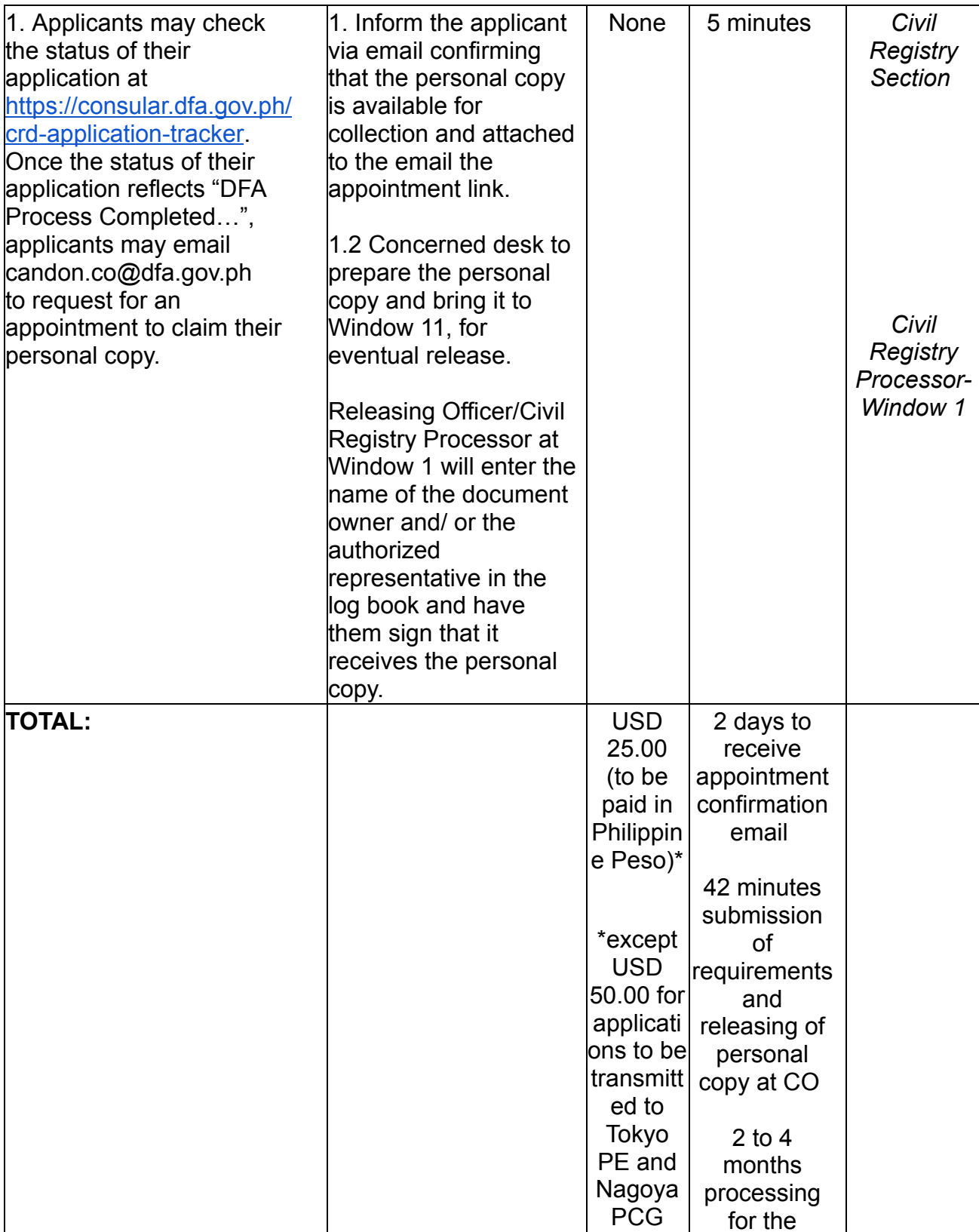
Office/Division:	Consular Office in Candon			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:candon.co@dfa.gov.ph">candon.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window 1.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– Window 1



2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.	None	10 minutes	<i>Civil Registry Processor– Window 1</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		Philippine Consulate General in Osaka		
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>	None	10 minutes	<i>Civil Registry Processor-Window 1</i>
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				







		USD 75.00 for applicati ons to be transmitt ed to Osaka PCG	registration of Report of Marriage	
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### 3. Report of Death

<b>Office/Division:</b>	Consular Office in Candon
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizens
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:candon.co@dfa.gov.ph">candon.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
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#### Submission of physical requirements at CO



1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to [CRD Window 1].	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Window 1</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.	None	10 minutes	<i>Civil Registry Processor– Window 1</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for	10 minutes	<i>Cashier</i>



		those under the jurisdiction of the Philippine Consulate General in Osaka		
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>	None	10 minutes	<i>Civil Registry Processor-Window 1</i>
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				





		**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	of Report of Death	
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#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Candon		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:candon.co@dfa.gov.ph">candon.co@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 1</i>
			1 day	<i>CRD Assistant</i>



2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>
3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 11</i>
4. Return on the indicated date of release of certificate and present the original receipt.  4.1 Receive the certificate.	4. Receive the original receipt  4.1 Locate and release the certificate.	None	5 minutes  Certificate is released within 3 working days	<i>Civil Registry Processor– Window 1</i>
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	





## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Candon City			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		



<p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p> <p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<p><b>Step 2. Verification of Passport Application</b></p>				
<p>On the day of the scheduled appointment: 1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative/</i></p> <p><i>Consular Officer</i></p>



<p>Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements</p> <p>2. Secure a queueing number and/or wait to be called.</p>	<p>checks the proof of eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.</p> <p>None</p>	<p>None</p>		<p><i>Verifier</i></p>
<p><b>Step 3. Processing of Passport Application</b></p>				
<p>Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.</p>				
<p>1. Proceed to the Passport Processing area and wait for your number or turn to be called</p> <p>1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.</p>	<p>1. The passport processor calls on the next number or applicant in the queue.</p> <p>1.1 Check completeness of applicant's documentary requirements for passport application.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p>	<p><i>Passport Processor</i></p>



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.</p> <p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>



		<p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>		
<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		



3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				
1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.  Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:	1. Check receipt and locate passport.  Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs	None	15 minutes	<i>Releasing Officer</i>



<ul style="list-style-type: none"><li>• DFA-issued receipt or online appointment e-Receipt;</li><li>• (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li><li>• (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li><li>• Original and photocopy of the representative's valid government-issued ID</li></ul>	1.1 The DFA releases the passport to the courier, if needed.	None	*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
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1.1 Collection via courier service: The new passport will be delivered through courier on the estimated date of release.				
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Candon			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• An authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
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passport or valid government ID. • An authorized representative shall also be required to present his/her passport or valid government ID.				
<b>TOTAL</b>		Php 100.00	3 days and 1 hour  Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	

Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Cebu**

## **External Services**



## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

Office/Division:	Consular Office in Cebu			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants who intend to use a Philippine public document abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex B</a> for the complete list of requirements for Authentication / Apostille and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Scheduling of Appointment				
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant’s email address	None	2 minutes	Client
Filing of documents for Authentication / Apostille				
1. Get an application form at the Authentication Information desk. Fill out the application form		None	2 Minutes	Client
2. Present printed appointment confirmation and application form at Application Validation Window. After validation, wait for your turn to be called at the Processing Counter for document assessment.	1. Validate appointment presented by applicant		2 minutes	Application Validation Assistant
3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID, and other applicable requirements for	2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the		15 minutes	Processor





applications through a representative (authorization letter) to the Processor for evaluation.	document/s 3. Print and issue Authentication Slip with the date and time of release.			
4. Present Authentication Slip and pay the appropriate authentication fee to the Cashier	4. Collect the appropriate authentication fee as indicated on the Authentication Slip	Regular: PHP 100 per document Expedite: PHP 200 per document	2 minutes	Cashier
<b>Verification of Document</b>				
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	5 - 20 working days*  *depends on the issuing agency	Verification Assistant  OCA – Authentication Division
<b>Releasing of Authenticated/Apostilled Document/s</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/Apostille document/s.  1.1 Call applicant/representative through the public address system and give instructions on the requirements to be presented	None	5 minutes	Releasing Personnel
2. Present government-issued ID	2. Check presented		2 minutes	Releasing Personnel



For <i>Representatives</i> , submit an authorization letter to claim the authenticated / Apostille document/s	original government-issued ID and requirements.  2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.			
3. Check accuracy and completeness of authenticated document/s received.  3.1 Claim the authenticated / Apostille documents and sign the form.	3. Release authenticated/ Apostille document/s		5 minutes	<i>Releasing Personnel</i>
<b>TOTAL:</b>		Processing and Releasing	30 minutes	
		Regular: PHP100 per document	5 Working Days	
		Expedite: PHP200 per document	2 Working Days	
		Special cases for further verification:	20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)  *depends on the issuing agency	



<b>Releasing of Pending and Correction documents*</b> <i>* applicable only to returning applicants with pending documents</i>				
<b>Reason for Pending and Correction</b>		<ul style="list-style-type: none"> <li>• No specimen signature of authorized signatory</li> <li>• Inconsistency between the signature in the document as compared in the system</li> <li>• Documents that require further verification (e.g., authenticity of annotation, designation of the authorized signatory is not indicated in the document, etc.)</li> <li>• Incomplete requirements</li> <li>• Incorrect/Inconsistent entry of information in the document/apostille</li> <li>• Non-compliance with current policies</li> <li>• (subjecting documents to pending status is at the discretion of signing or verification personnel)</li> <li>• Underpaid/ Overpaid application</li> </ul>		
1. Present the pending/documents for correction at the Information Counter and wait for the applicant's name to be called for assessment.  1.2. Submit document/s for evaluation.	1. Interview applicant/ representative and review the document/s presented for correction or compliance.	None	30 minutes	<i>Pending and Correction Assistant</i>
	1.2. Advise the applicant to wait at the designated waiting area while the document is being processed.			



<p>2. Wait for name to be called at the Releasing area.</p>	<p>2. Encode the pertinent details to the APIS.</p> <p>2.1. Check encoded entries in the APIS vis-à-vis the actual document. Check also the documentary requirements. If in order, return the document to the Pending Encoder for printing.</p> <p>2.2. Sort and assemble the Apostille set</p> <p>2.3. Conduct final evaluation of the document by checking the completeness of requirements and accuracy of the entries. Afterwards, forward the authenticated documents to Pending and Correction Window for releasing.</p>		<p>2 hours</p>	<p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p> <p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p>
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<p>3. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</p>	<p>3. Call applicant/ representative through the public address system and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		5 minutes	<i>Pending and Correction Assistant</i>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Client</i>
<b>TOTAL:</b>			2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in Cebu			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:cebu.coclientconcerns@dfa.gov.ph">cebu.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Processing Window 10.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 10</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 10</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		<p>Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt photocopied into five (5) pcs. and the Civil Registry Request Form once.</p>	<p>4. Attach the five (5) photocopies of the official receipt to the 5 sets of documents submitted by the applicant.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p> <p>This may take between 2 to 4 months from the time the documents are received by the Civil Registry Division in Manila,</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor- Window 10</i></p>





	depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection.</p> <p>1.2 Civil Registry Officer to prepare the personal copy and bring it to Processing Window 10, for eventual release. Releasing Officer/Civil Registry Processor at Window 10 to photocopy approved Report of Birth form and have the applicant/representative sign that the personal copy was received.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 10</i></p>



<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	
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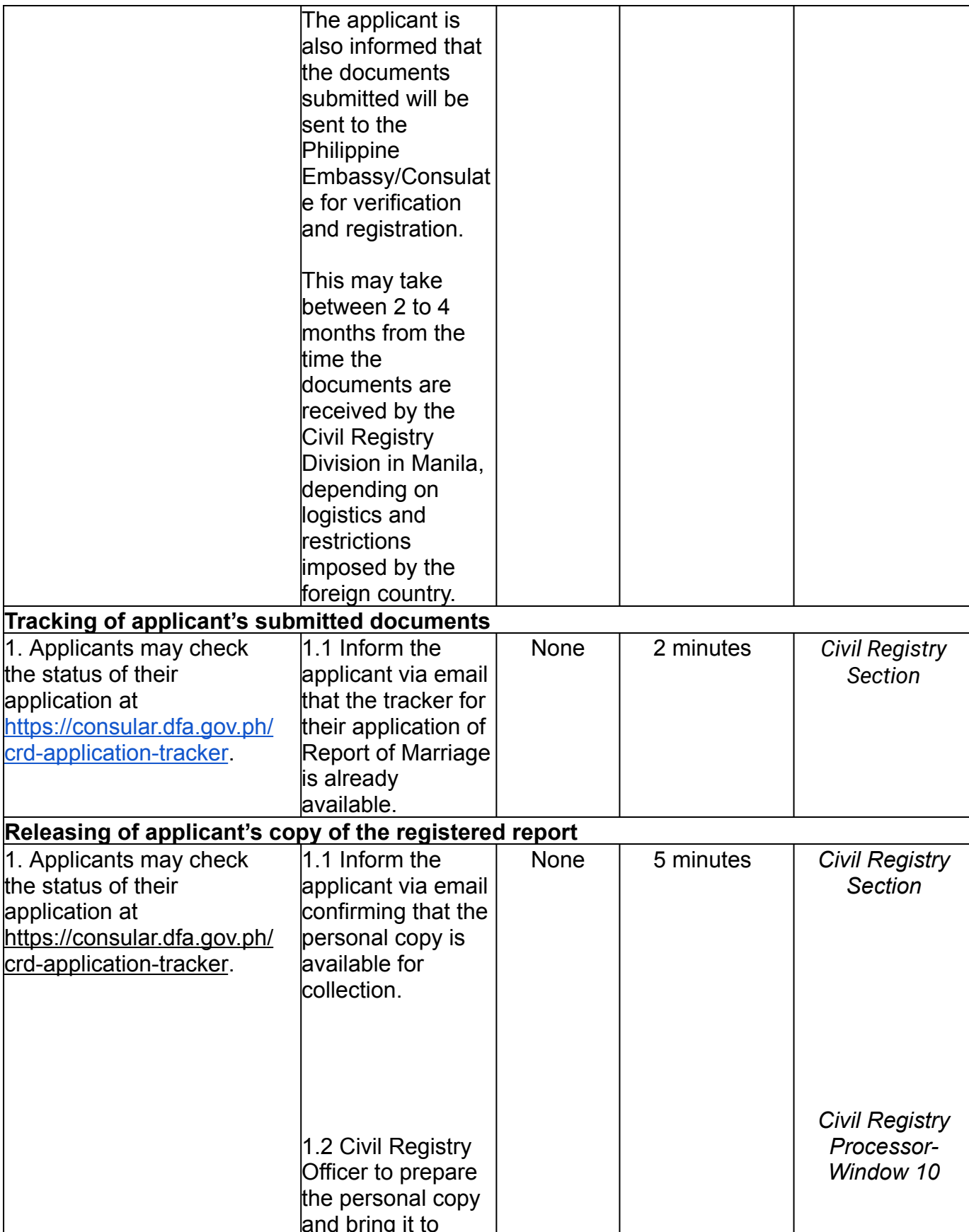


### 3. Report of Marriage

<b>Office/Division:</b>	Consular Office in Cebu			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:cebu.coclientconcerns@dfa.gov.ph">cebu.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to Processing Window 10.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– Window 10
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 10



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt photocopied into five (5) pcs. and the Civil Registry Request Form once.	4. Attach the five (5) photocopies of the official receipt to the 5 sets of documents submitted by the applicant.	None	10 minutes	<i>Civil Registry Processor- Window 10</i>





	Processing Window 10, for eventual release. Releasing Officer/Civil Registry Processor at Window 10 to photocopy approved Report of Marriage form and have the applicant/representative sign that the personal copy was received.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	



#### 4. Report of Death

Office/Division:	Consular Office in Cebu			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:cebu.coclientconcerns@dfa.gov.ph">cebu.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Processing Window 10.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 10
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 10



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt photocopied into five (5) pcs. and the Civil Registry Request Form once.	4. Attach the five (5) photocopies of the official receipt to the 5 sets of documents submitted by the applicant.  The applicant is	None	10 minutes	<i>Civil Registry Processor- Window 10</i>





	<p>also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p> <p>This may take between 2 to 4 months from the time the documents are received by the Civil Registry Division in Manila, depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	<p>1.1 Inform the NOK via email confirming that the personal copy is available for collection.</p> <p>1.2 Civil Registry Officer to prepare the personal copy and bring it to Processing Window 10, for eventual release. Releasing Officer/Civil Registry Processor</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 10</i></p>



	at Window 10 to photocopy approved Report of Death form and have the applicant/representative sign that the personal copy was received.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



## 5. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>	Consular Office in Cebu			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
Passport-sized photos of Applicants		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:cebu.coclientconcerns@dfa.gov.ph">cebu.coclientconcerns@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 10</i>
			1 day	<i>Civil Registry Processor</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 10</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Window 10</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Cebu			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>			
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Information Desk to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and direct the applicant to the appropriate seat for queuing and processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>Information Verifier</i></p> <p><i>Information Verifier</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and directs the applicant to the appropriate seat for processing.			
2. Proceed to queueing and wait to be called.	None	None		
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		

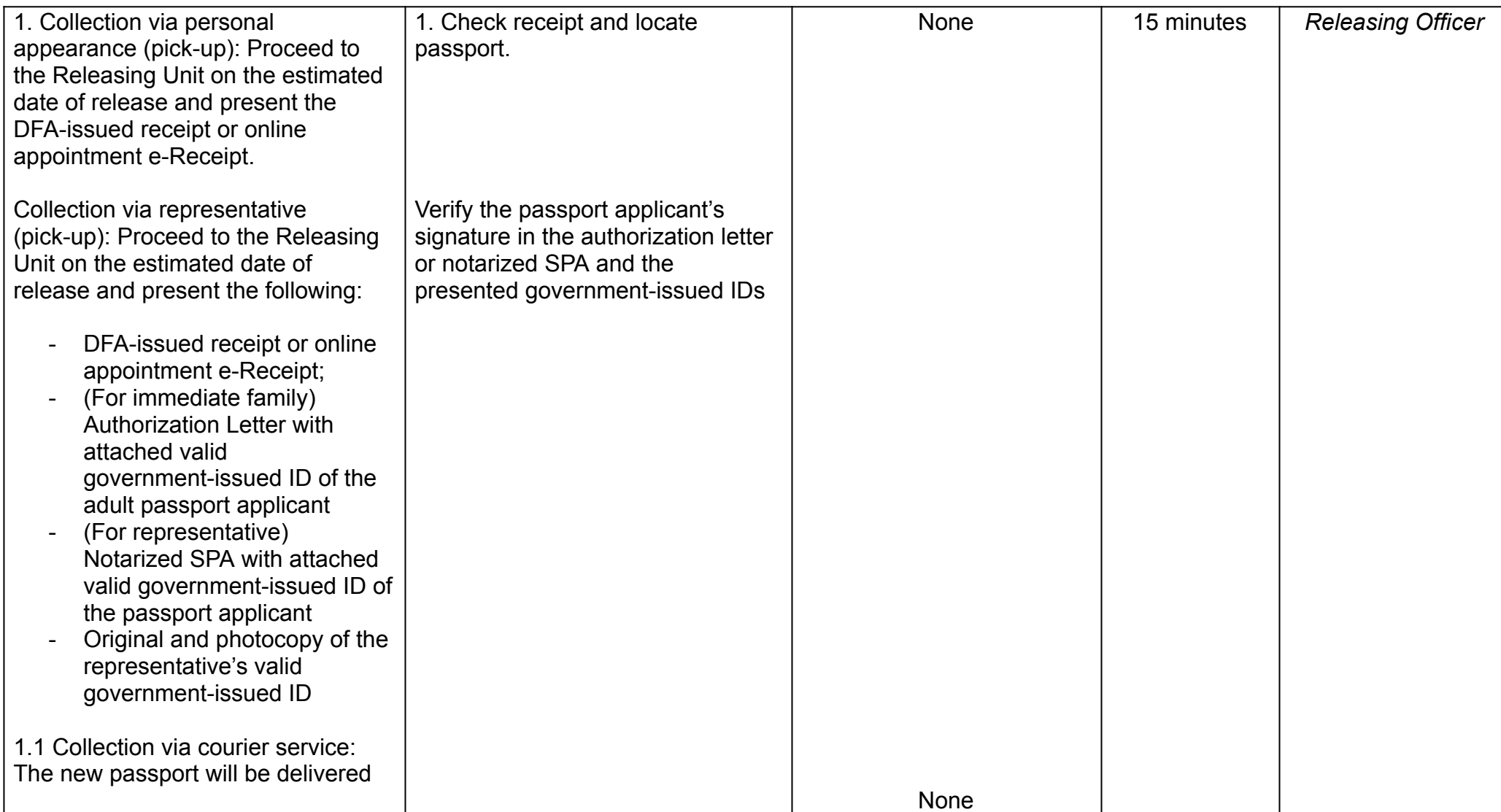




NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	1.3 Instruct the applicant to proceed to the next step.  NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.	None		
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				



1. Proceed to the Passport Encoding Area with the processed documents and wait for your turn to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				





through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in Cebu			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	





		<p>Note: For Certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Clarin**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Clarin			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to dfaclarin.civilregistry@gmail.com and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to CRD Desk.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor–CRD Desk</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor–CRD Desk</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine	10 minutes	<i>Cashier</i>



		<p>Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor-CRD Desk</i></p>



	and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:dfaclarin.civilregistry@gmail.com">dfaclarin.civilregistry@gmail.com</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to CRD Desk, for eventual release. Releasing Officer/Civil Registry Processor at CRD Desk will enter the name of the document owner and/ or the authorized representative in the log book and have them sign	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor- CRD Desk</i>



	that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office in Clarin			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:dfaclarin.civilregistry@gmail.com">dfaclarin.civilregistry@gmail.com</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Desk	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor–CRD Desk</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Processor–CRD Desk</i>





	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- CRD Desk</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:dfaclarin.civilregistry@gmail.com">dfaclarin.civilregistry@gmail.com</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-CRD Desk</p>



	and bring it to CRD Desk, for eventual release.  Releasing Officer/Civil Registry Processor at CRD Desk will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	

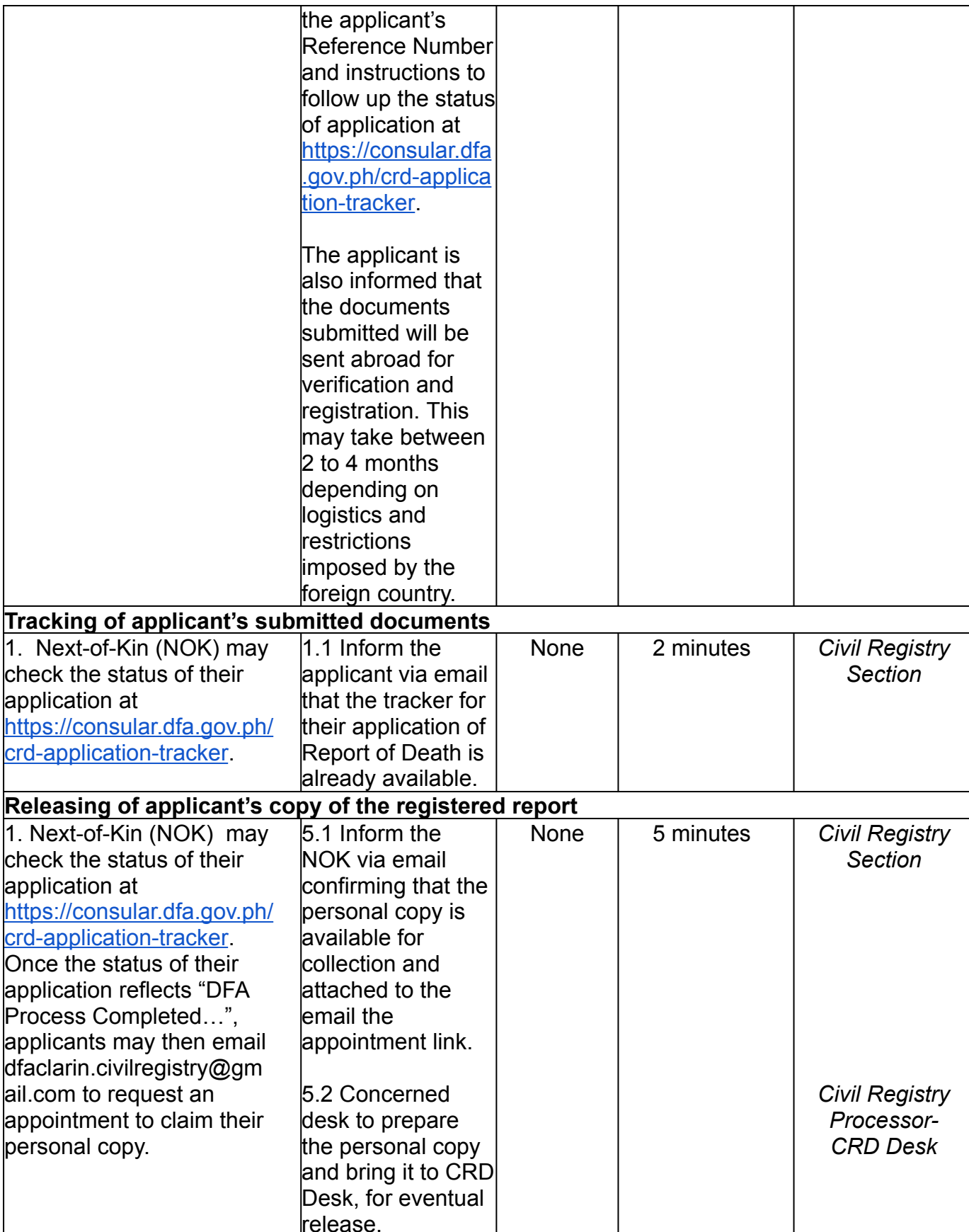


### 3. Report of Death

Office/Division:	Consular Office in Clarin			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:dfaclarin.civilregistry@gmail.com">dfaclarin.civilregistry@gmail.com</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to CRD Desk.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor–CRD Desk
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor–CRD Desk



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor-CRD Desk</i>





	Releasing Officer/Civil Registry Processor at CRD Desk will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>	Consular Office in Clarin			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
Passport-sized photos of Applicants		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:dfaclarin.civilregistry@gmail.com">dfaclarin.civilregistry@gmail.com</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor–CRD Desk</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>





3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor–CRD Desk</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor–CRD Desk</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Clarin			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>			
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>CAPAC Representative/</i></p> <p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Encoding Section and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Clarin			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Dasmariñas**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Dasmariñas			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				





Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to dasmarinas.coclientconcerns@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to CRD Window 3.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 3</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 3</i>
3. Pay the required consular fees at the Cashier located in the Passport Services Section.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		<p>Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	None	10 minutes	<i>Civil Registry Processor-Window 3</i>



	<p>e for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:dasmarinas.coclientconcerns@dfa.gov.ph">dasmarinas.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window 3, for eventual release. Releasing Officer/Civil Registry Processor at Window 3 will enter the name of the document owner and/ or the authorized representative in</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 3</i></p>



	the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

Office/Division:	Consular Office in Dasmariñas			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:dasmarinas.coclientconcerns@dfa.gov.ph">dasmarinas.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window 3.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– Window 3
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 3



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier located in the Passport Services Section.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- Window 3</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:dasmarinas.coclientconcerns@dfa.gov.ph">dasmarinas.coclientconcerns@dfa.gov.ph</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-Window 3</p>



personal copy.	and bring it to Window 3, for eventual release.  Releasing Officer/Civil Registry Processor at Window 3 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	





### 3. Report of Death

<b>Office/Division:</b>	Consular Office in Dasmariñas
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:dasmarinas.coclientconcerns@dfa.gov.ph">dasmarinas.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
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#### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to CRD Window 3.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 3
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 3



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier located in the Passport Services Section.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor- Window 3</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:dasmarinas.coclientconcerns@dfa.gov.ph">dasmarinas.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Window 3, for eventual release.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 3</i></p>



	Releasing Officer/Civil Registry Processor at Window 3 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Dasmariñas		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:dasmarinas.coclientconcerns@dfa.gov.ph">dasmarinas.coclientconcerns@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 3</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier located in the Passport Services Section.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 3</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Window 3</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Dasmariñas			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative/ <i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Dasmariñas			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Davao**

## **External Services**



## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

Office/Division:	Consular Office in Davao			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants who intend to use a Philippine public document abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex B</a> for the complete list of requirements for Authentication / Apostille and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Scheduling of Appointment				
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant's email address	None	2 minutes	Client
Filing of documents for Authentication / Apostille				
1. Get an application form at the Authentication Information desk. Fill out the application form		None	2 Minutes	Client
2. Present printed appointment confirmation and application form at Application Validation Window, and wait for the queue number issued by the validation assistant to be called at the Processing Section	1. Validate appointment presented by applicant		2 minutes	Application Validation Assistant
3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID, and other applicable requirements for	2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the		15 minutes	Processor



applications through a representative (authorization letter) to the Processor for evaluation.	document/s 3. Print and issue Authentication Slip with the date and time of release.			
4. Present Authentication Slip and pay the appropriate authentication fee to the Cashier	4. Collect the appropriate authentication fee as indicated on the Authentication Slip	Regular: PHP 100 per document Expedite: PHP 200 per document	2 minutes	Cashier
<b>Verification of Document</b>				
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	5 - 20 working days*  *depends on the issuing agency	Verification Assistant  OCA – Authentication Division
<b>Releasing of Authenticated/Apostilled Document/s</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/Apostille document/s.  1.1 Call applicant/representative through the public address system and give instructions on the requirements to be presented	None	5 minutes	Releasing Personnel
2. Present government-issued ID	2. Check presented		2 minutes	Releasing Personnel



For <i>Representatives</i> , submit an authorization letter to claim the authenticated / Apostille document/s	original government-issued ID and requirements.  2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.			
3. Check accuracy and completeness of authenticated document/s received.  3.1 Claim the authenticated / Apostille documents and sign the form.	3. Release authenticated/ Apostille document/s		5 minutes	<i>Releasing Personnel</i>
<b>TOTAL:</b>		Processing and Releasing	30 minutes	
		Regular: PHP100 per document	5 Working Days	
		Expedite: PHP200 per document	2 Working Days	
		Special cases for further verification:	20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)  *depends on the issuing agency	



<b>Releasing of Pending and Correction documents*</b> <i>* applicable only to returning applicants with pending documents</i>				
<b>Reason for Pending and Correction</b>		<ul style="list-style-type: none"> <li>• No specimen signature of authorized signatory</li> <li>• Inconsistency between the signature in the document as compared in the system</li> <li>• Documents that require further verification (e.g., authenticity of annotation, designation of the authorized signatory is not indicated in the document, etc.)</li> <li>• Incomplete requirements</li> <li>• Incorrect/Inconsistent entry of information in the document/apostille</li> <li>• Non-compliance with current policies</li> <li>• (subjecting documents to pending status is at the discretion of signing or verification personnel)</li> <li>• Underpaid/ Overpaid application</li> </ul>		
1. Get a queuing number for the Pending and Correction window and wait for the number to be called at the Pending and Correction area.  1.2. Submit document/s for evaluation.	1. Interview applicant/ representative and review the document/s presented for correction or compliance.  1.2. Advise the applicant to wait at the designated waiting area while the document is being processed.	None	30 minutes	<i>Pending and Correction Assistant</i>





<p>2. Wait for name to be called at the Releasing area.</p>	<p>2. Encode the pertinent details to the APIS.</p> <p>2.1. Check encoded entries in the APIS vis-à-vis the actual document. Check also the documentary requirements. If in order, return the document to the Pending Encoder for printing.</p> <p>2.2. Sort and assemble the Apostille set</p> <p>2.3. Conduct final evaluation of the document by checking the completeness of requirements and accuracy of the entries. Afterwards, forward the authenticated documents to Pending and Correction Window for releasing.</p>		<p>2 hours</p>	<p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p> <p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p>
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<p>3. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</p>	<p>3. Call applicant/ representative through the public address system and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		5 minutes	<i>Pending and Correction Assistant</i>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Client</i>
<b>TOTAL:</b>			2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.

## Civil Registration Services – Reports of Birth, Marriage, or Death



The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

<b>Office/Division:</b>	Consular Office in Davao
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

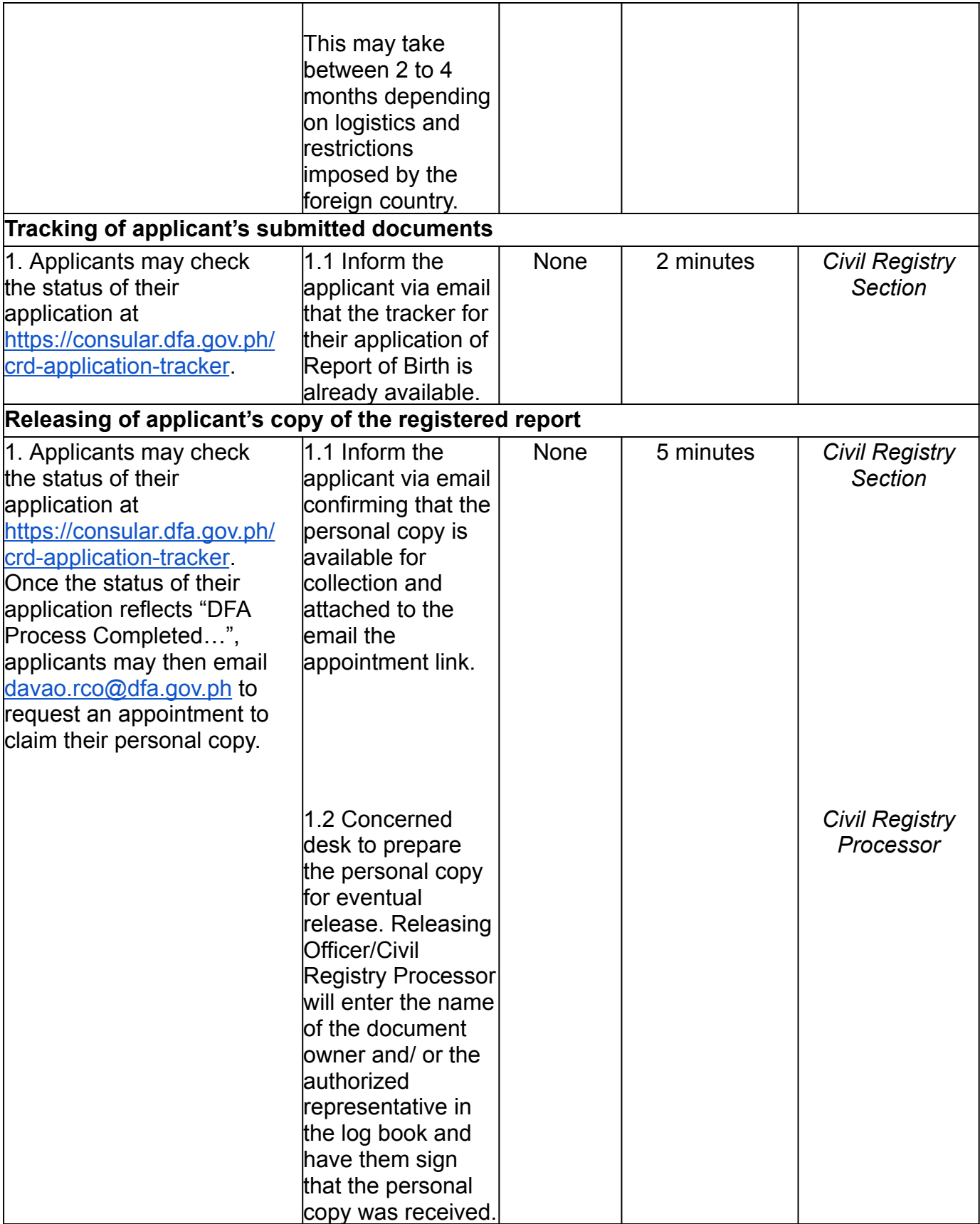
Once the documents are in order OCA-CRD will endorse the application to the applicant's



preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:davao.rco@dfa.gov.ph">davao.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in	10 minutes	<i>Cashier</i>



		<p>Tokyo and Philippine Consulate General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p>	None	10 minutes	<i>Civil Registry Processor</i>





TOTAL:		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	
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### 3. Report of Marriage



<b>Office/Division:</b>	Consular Office in Davao
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:davao.rco@dfa.gov.ph">davao.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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#### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.	None	10 minutes	<i>Civil Registry Processor</i>





	2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	<p>3. Accept the payment based on the required consular fee.</p> <p>3.1. Provide the validated official receipt to the applicant.</p>	<p>USD25.00</p> <p>(To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with</p>	None	10 minutes	<i>Civil Registry Processor</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:davao.rco@dfa.gov.ph">davao.rco@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy, for eventual release.</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor</p>



	Releasing Officer/Civil Registry Processor will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	

#### 4. Report of Death



<b>Office/Division:</b>	Consular Office in Davao
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:davao.rco@dfa.gov.ph">davao.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
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#### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	<i>Civil Registry Processor</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry	None	10 minutes	<i>Civil Registry Processor</i>



	Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with the applicant's	None	10 minutes	<i>Civil Registry Processor</i>



	<p>Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:davao.rco@dfa.gov.ph">davao.rco@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy, for eventual release. Releasing Officer/Civil</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor</i></p>



	Registry Processor will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	

## 5. Certificate of Filing



Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Davao		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:davao.rco@dfa.gov.ph">davao.rco@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>
3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor</i>





4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days 17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Davao			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative/ <i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in Davao			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Dumaguete**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Dumaguete			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's				





preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements <a href="mailto:dumaguete.coclientconcerns@dfa.gov.ph">dumaguete.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Window 8.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 8</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 8</i>
3. Pay the required consular fees at the Window 4.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in	10 minutes	<i>Cashier</i>



		<p>Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p>	None	10 minutes	<i>Civil Registry Processor- Window 8</i>



	This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:dumaguete.coclientconcerns@dfa.gov.ph">dumaguete.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to Window 8, for eventual release. Releasing Officer/Civil Registry Processor at Window 8 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that the personal	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor- Window 8</i>



	copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office in Dumaguete			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:dumaguete.coclientconcerns@dfa.gov.ph">dumaguete.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window 8.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Window 8</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Processor– Window 8</i>



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Window 4.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- Window 8</i>



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:dumaguete.coclientconcerns@dfa.gov.ph">dumaguete.coclientconcerns@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor- Window 8</p>



	Window 8, for eventual release.  Releasing Officer/Civil Registry Processor at Window 8 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	



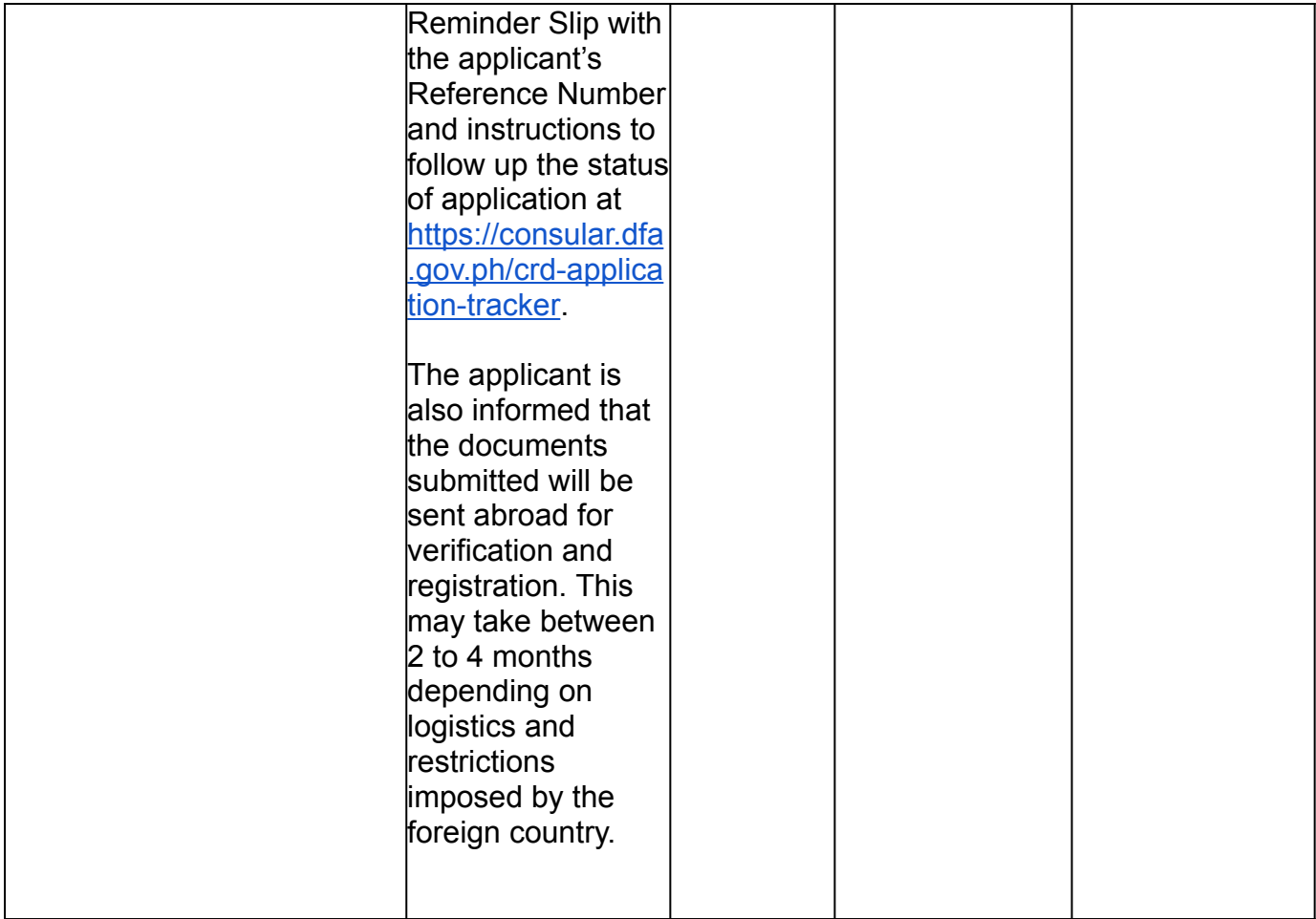


### 3. Report of Death

Office/Division:	Consular Office in Dumaguete			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements <a href="mailto:dumaguete.coclientconcerns@dfa.gov.ph">dumaguete.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Window 8.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 8
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	Civil Registry Processor– Window 8



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Window 4.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- Window 8</i>



1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
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<p>1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>. Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:dumaguete.coclientconcerns@dfa.gov.ph">dumaguete.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal</p>	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Window 8</i></p>
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copy.	and bring it to Window 8, for eventual release. Releasing Officer/Civil Registry Processor at Window 8 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Dumaguete		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing. Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:dumaguete.coclientconcerns@dfa.gov.ph">dumaguete.coclientconcerns@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 8</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Window 4.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 8</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Window 8</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Dumaguete			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p> <p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p> <p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.				
2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.	2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.	Php 950.00 for regular applications		Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i>
<b>Step 2. Verification of Passport Application</b>				
On the day of the scheduled appointment: 1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.  Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements	1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.  1.1 For Courtesy Lane applicants, Verifier checks the proof of eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.	None  None	5 minutes	<i>CAPAC Representative/  Consular Officer</i>



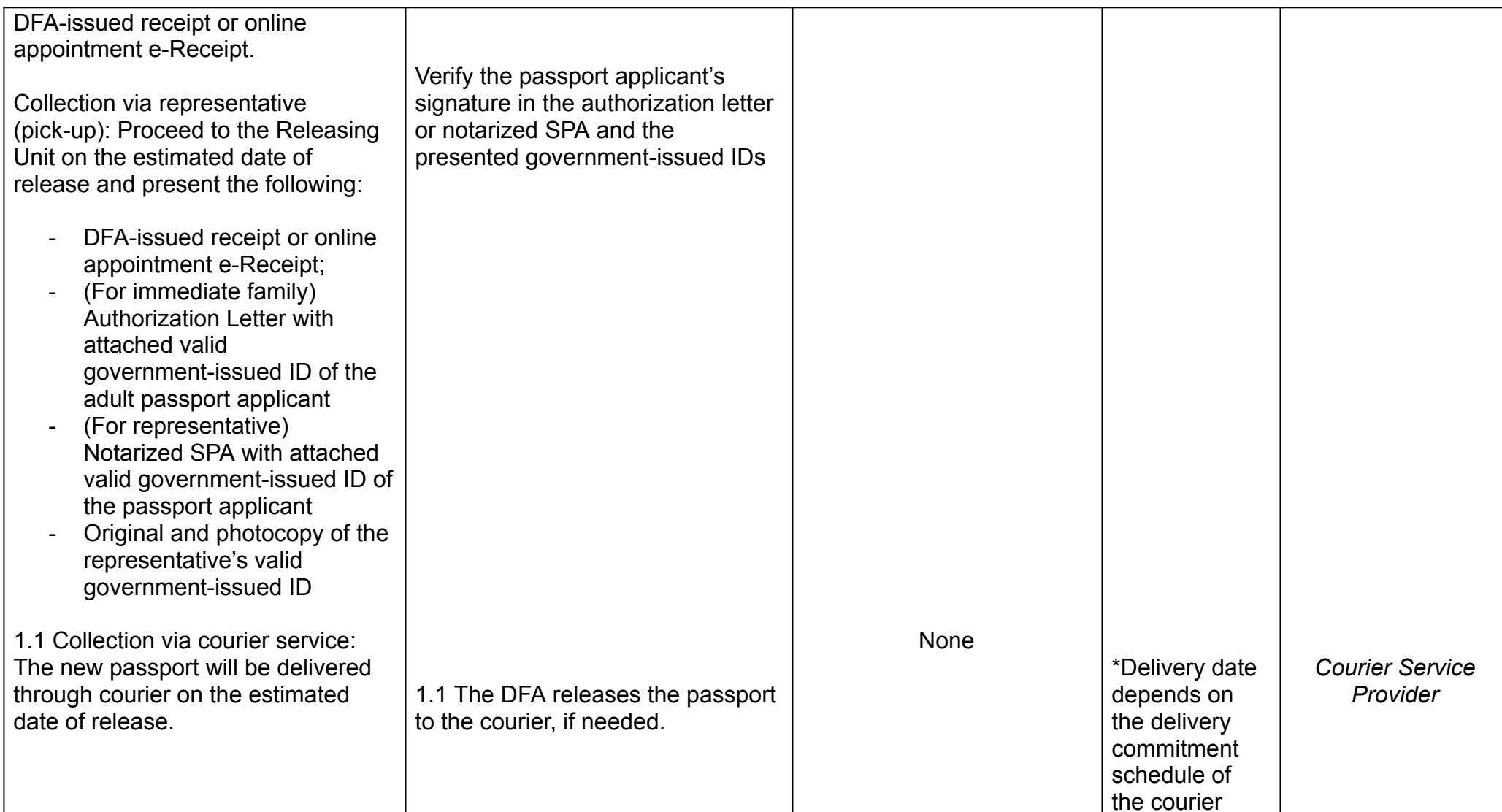
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		
	1.3 Instruct the applicant to proceed to the next step.	None		



NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.			
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None		



			30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				
1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the	1. Check receipt and locate passport.	None	15 minutes	<i>Releasing Officer</i>





			service provider.	
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications or Php 1200. 00 for expedite applications Php 950.00 for MRCTD applications Additional Php 50 - convenience fee applies for all Applications applied via the Online Appointment System Additional penalty fee Php 350.00 for lost or	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services) Releasing of passports: *For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days	



	<p>damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Regular Processing:</i> 12 working days</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Dumaguete			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>





<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act



# **Consular Office (CO) General Santos City**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in General Santos			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:gensan.rco@dfa.gov.ph">gensan.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Step 1-Window 5.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor</i>  Step 2-Window 5
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor</i>  Step 2-Window 5
3. Pay the required consular fees at the Step 3-Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		<p>Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor</i></p> <p>Step 2-Window 5</p>



	<p>e for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:gensan.rco@dfa.gov.ph">gensan.rco@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Step 1-Window 5, for eventual release. Releasing Officer/Civil Registry Processor at Step 1-Window 5 will enter the name of the document owner and/ or the authorized</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor</i></p> <p>Step 2-Window 5</p>



	representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	





## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office in General Santos			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:gensan.rco@dfa.gov.ph">gensan.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to Step 1-Window 5.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Step 2-Window 5</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Processor– Step 2-Window 5</i>



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Step 3-Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- Step 2-Window 5</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:gensan.rco@dfa.gov.ph">gensan.rco@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor- Step 2 Window 5</p>



	and bring it to Window 5, for eventual release.  Releasing Officer/Civil Registry Processor at Window 5 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	



### 3. Report of Death

Office/Division:	Consular Office in General Santos			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:gensan.rco@dfa.gov.ph">gensan.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Step 2-Window 5.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Step 2-Window 5
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Step 2-Window 5



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Step 3 - Cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor- Step 2-Window 5</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:gensan.rco@dfa.gov.ph">gensan.rco@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Step 2-Window 5, for eventual release.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Step 2-Window 5</i></p>



	Releasing Officer/Civil Registry Processor at Step 2-Window 5 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	





#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in General Santos		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:gensan.rco@dfa.gov.ph">gensan.rco@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Step 2-Window 5</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Step 3 - cashier	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Step 2-Window 5</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Step 2-Window 5</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in General Santos			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative/ <i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	1.3 Instruct the applicant to proceed to the next step.  NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.	None		
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				





<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in General Santos			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## **Consular Office (CO) Iloilo**

### **External Services**





## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

<b>Office/Division:</b>	Consular Office in Iloilo
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Applicants who intend to use a Philippine public document abroad

### CHECKLIST OF REQUIREMENTS

### WHERE TO SECURE

Please refer to [Annex B](#) for the complete list of requirements for Authentication / Apostille and [Annex A](#) for the list of accepted government-issued IDs.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Scheduling of Appointment</b>				
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant's email address	None	2 minutes	<i>Client</i>
<b>Filing of documents for Authentication / Apostille</b>				
1. Get an application form at the Information desk. Fill out the application form		None	2 Minutes	<i>Client</i>
2. Present printed appointment confirmation and application form at Application Validation Window, and wait for the queue number issued by the validation assistant to be called at the Processing Section	1. Validate appointment presented by applicant		2 minutes	<i>Application Validation Assistant</i>
3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID, and other applicable requirements for applications through a	2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the document/s		15 minutes	<i>Processor</i>



representative (authorization letter) to the Processor for evaluation.	3. Print and issue Authentication Slip with the date and time of release.			
4. Present Authentication Slip and pay the appropriate authentication fee to the Cashier	4. Collect the appropriate authentication fee as indicated on the Authentication Slip  5. Issue Official Receipt	Regular: PHP 100 per document  Expedite: PHP 200 per document	2 minutes	Cashier
<b>Verification of Document</b>				
	6. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	5 - 20 working days*  *depends on the issuing agency	Verification Assistant  OCA – Authentication Division
<b>Releasing of Authenticated/Apostilled Document/s</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/Apostille document/s.  1.1 Call applicant/representative through the public address system and give instructions on the requirements to be presented	None	5 minutes	Releasing Personnel
2. Present government-issued	2. Check		2 minutes	Releasing



<p>ID</p> <p><i>For Representatives, submit an authorization letter to claim the authenticated / Apostille document/s</i></p>	<p>presented original government-issued ID and requirements.</p> <p>2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>			<p><i>Personnel</i></p>
<p>3. Check accuracy and completeness of authenticated document/s received.</p> <p>3.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>3. Release authenticated/ Apostille document/s</p>		<p>5 minutes</p>	<p><i>Releasing Personnel</i></p>
<p><b>TOTAL:</b></p>		<p>Processing and Releasing</p>	<p>30 minutes</p>	
		<p>Regular: PHP100 per document</p>	<p>5 Working Days</p>	
		<p>Expedite: PHP200 per document</p>	<p>2 Working Days</p>	
		<p>Special cases for further verification:</p>	<p>20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)</p> <p>*depends on the issuing</p>	



			agency	
<b>Releasing of Pending and Correction documents*</b> <i>* applicable only to returning applicants with pending documents</i>				
<b>Reason for Pending and Correction</b>	<ul style="list-style-type: none"> <li>• No specimen signature of authorized signatory</li> <li>• Inconsistency between the signature in the document as compared in the system</li> <li>• Documents that require further verification (e.g., authenticity of annotation, designation of the authorized signatory is not indicated in the document, etc.)</li> <li>• Incomplete requirements</li> <li>• Incorrect/Inconsistent entry of information in the document/apostille</li> <li>• Non-compliance with current policies</li> <li>• (subjecting documents to pending status is at the discretion of signing or verification personnel)</li> <li>• Underpaid/ Overpaid application</li> </ul>			
<p>1. Get a queuing number for the Pending and Correction window and wait for the number to be called at the Pending and Correction area.</p> <p>1.2. Submit document/s for evaluation.</p>	<p>1. Interview applicant/ representative and review the document/s presented for correction or compliance.</p> <p>1.2. Advise the applicant to wait at the designated waiting area while the document is being processed.</p>	None	30 minutes	<i>Pending and Correction Assistant</i>



<p>2. Wait for name to be called at the Releasing area.</p>	<p>2. Encode the pertinent details to the APIS.</p> <p>2.1. Check encoded entries in the APIS vis-à-vis the actual document. Check also the documentary requirements. If in order, return the document to the Pending Encoder for printing.</p> <p>2.2. Sort and assemble the Apostille set</p> <p>2.3. Conduct final evaluation of the document by checking the completeness of requirements and accuracy of the entries. Afterwards, forward the authenticated documents to Pending and Correction Window for releasing.</p>		<p>2 hours</p>	<p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p> <p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p>
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<p>3. Present government-issued ID</p> <p><i>For Representatives, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</i></p>	<p>3. Call applicant/ representative through the public address system and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		5 minutes	<i>Pending and Correction Assistant</i>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Client</i>
<b>TOTAL:</b>			2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.





## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

<b>Office/Division:</b>	Consular Office in Iloilo
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth

### CHECKLIST OF REQUIREMENTS

### WHERE TO SECURE

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:iloilo.coclientconcerns@dfa.gov.ph">iloilo.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Civil Registration Section of CO	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Civil Registration Section</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Civil Registration Section</i>
3. Pay the required consular fees at the Cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction	10 minutes	<i>Cashier</i>





		<p>of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p>***</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine</p>	None	10 minutes	<p><i>Civil Registry Processor- Civil Registration Section</i></p>



	Embassy/Consulate for verification and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:iloilo.coclientconcerns@dfa.gov.ph">iloilo.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to the Civil Registration Section, for eventual release. Releasing Officer/Civil Registry Processor at Civil Registration Section will enter the name of the	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor- Civil Registration Section</i>



	document owner and/ or the authorized representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



### 3. Report of Marriage

<b>Office/Division:</b>	Consular Office in Iloilo			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:iloilo.coclientconcerns@dfa.gov.ph">iloilo.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Civil Registration Section	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Civil Registration Section</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Processor– Civil Registration Section</i>



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	Cashier
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	Civil Registry Processor- Civil Registration Section



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:iloilo.coclientconcerns@dfa.gov.ph">iloilo.coclientconcerns@dfa.gov.ph</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor - Civil Registration</p>





personal copy.	and bring it to the Civil Registration Section, for eventual release.  Releasing Officer/Civil Registry Processor at the Civil Registration Section will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			Section
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	



#### 4. Report of Death

<b>Office/Division:</b>		Consular Office in Iloilo		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Next-of-kins of Filipino citizens who died abroad		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:iloilo.coclientconcerns@dfa.gov.ph">iloilo.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to the Civil Registration Section	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor – Civil Registration Section
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor – Civil Registration Section





	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor - Civil Registration Section</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:iloilo.coclientconcerns@dfa.gov.ph">iloilo.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to the Civil Registration Section, for</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Civil Registration Section</i></p>



	eventual release. Releasing Officer/Civil Registry Processor at the Civil Registration Section will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



## 5. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Iloilo		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:iloilo.coclientcconcerns@dfa.gov.ph">iloilo.coclientcconcerns@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Civil Registration Section</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor – Civil Registration Section</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor – Civil Registration Section</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Iloilo			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative/</i></p> <p><i>Consular Officer</i></p>





Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	1.3 Instruct the applicant to proceed to the next step.  NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.	None		
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in Iloilo			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>





<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Kidapawan**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Kidapawan
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"> <li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li> <li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li> <li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li> <li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li> <li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li> </ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:kidapawan.co@dfa.gov.ph">kidapawan.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Window X.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 2</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.	None	10 minutes	<i>Civil Registry Processor– Window 2</i>



	2.1 Inform the applicant to settle the appropriate fee			
3. Pay the required consular fees at Window 9.	<p>3. Accept the payment based on the required consular fee.</p> <p>3.1. Provide the validated official receipt to the applicant.</p>	<p>USD25.00</p> <p>(To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	10 minutes	<i>Cashier - Window 9</i>



<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor– Window 2</i></p>
<p><b>Tracking of applicant's submitted documents</b></p>				
<p>1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p>	<p>1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Civil Registry Section</i></p>
<p><b>Releasing of applicant's copy of the registered report</b></p>				



<p>1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-applicati-on-tracker">https://consular.dfa.gov.ph/crd-applicati-on-tracker</a>. Once the status of their application reflects “DFA Process Completed...”, applicants may then email <a href="mailto:kidapawan.co@dfa.gov.ph">kidapawan.co@dfa.gov.ph</a> to request an appointment to claim their personal copy.</p>	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window X, for eventual release. Releasing Officer/Civil Registry Processor at Window 2 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that the personal copy was received.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Window 2</i></p>
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<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applicatio ns to be transmitt ed to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applicatio ns to be transmitt ed to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	
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## 2. Report of Marriage

Office/Division:		Consular Office in Kidapawan		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Filipino citizens who were married abroad and Filipinos at the time of marriage		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:kidapawan.co@dfa.gov.ph">kidapawan.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– Window 2



requirements to Window 2.				
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.	None	10 minutes	<i>Civil Registry Processor– Window 2</i>



<p>3. Pay the required consular fees at Window 9.</p>	<p>3. Accept the payment based on the required consular fee.</p> <p>3.1. Provide the validated official receipt to the applicant.</p>	<p>USD25.00</p> <p>(To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>10 minutes</p>	<p><i>Cashier - Window 9</i></p>
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4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>	None	10 minutes	<i>Civil Registry Processor-Window 2</i>
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				



<p>1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>. Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:kidapawan.co@dfa.gov.ph">kidapawan.co@dfa.gov.ph</a> to request for an appointment to claim their personal copy.</p>	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window 2, for eventual release.</p> <p>Releasing Officer/Civil Registry Processor at Window 2 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Window 2</i></p>
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<b>TOTAL:</b>		<p>USD25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	
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### 3. Report of Death

<b>Office/Division:</b>	Consular Office in Kidapawan			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"> <li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li> <li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li> <li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li> <li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li> <li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li> </ul> <p>Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.</p>				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:kidapawan.co@dfa.gov.ph">kidapawan.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 2





requirements to Window 2.				
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form. 2.1 Inform the applicant to settle the appropriate fee.	None	10 minutes	<i>Civil Registry Processor– Window 2</i>



3. Pay the required consular fees at Window 9.	<p>3. Accept the payment based on the required consular fee.</p> <p>3.1. Provide the validated official receipt to the applicant.</p>	<p>USD25.00 (To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	10 minutes	Cashier
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4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>	None	10 minutes	<i>Civil Registry Processor-Window 2</i>
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>



### Releasing of applicant's copy of the registered report

<p>1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>. Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:kidapawan.co@dfa.gov.ph">kidapawan.co@dfa.gov.ph</a> to request an appointment to claim their personal copy.</p>	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Window 2, for eventual release. Releasing Officer/Civil Registry Processor at Window 2 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Window 2</i></p>
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<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	
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#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Kidapawan		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:kidapawan.co@dfa.gov.ph">kidapawan.co@dfa.gov.ph</a> with attached issued	1. Issue receipt and instruct the applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 2</i>
			1 day	<i>Processor</i>



Civil Registry Request Form.				
2. Pay the consular fee at Window 9.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>
3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 2</i>
4. Return on the indicated date of release of certificate and present the original receipt.  4.1 Receive the certificate.	4. Receive the original receipt  4.1 Locate and release the certificate.	None	5 minutes  Certificate is released within 3 working days	<i>Civil Registry Processor– Window 2</i>
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Kidapawan			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				





<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50.00 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<p><b>Step 2. Verification of Passport Application</b></p>				



<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements</p> <p>2. Wait for your turn to be called.</p>	<p>1. Verify the applicant's appointment and requirements and direct the applicant to the appropriate seat for processing.</p>	None	5 minutes	<i>CAPAC Representative/</i>
	<p>1.1 For Courtesy Lane applicants, Verifier checks the proof of eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.</p>	None		<i>Consular Officer</i>
	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
<p>Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.</p>				
<p>1. Proceed to the Passport Processing area and wait for your number or turn to be called</p>	<p>1. The passport processor calls on the applicant in the queue.</p>	None	5-8 minutes (depending on the complexity of the case)	<i>Passport Processor</i>



<p>1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.1 Check completeness of applicant's documentary requirements for passport application.</p> <p>1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.</p> <p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p> <p>None</p> <p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200.00 for expedite applications</p>	<p>5-8 minutes</p>	<p><i>Collecting Officer</i></p>



		<p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>		
<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Passport Encoding Section with the processed documents and wait for your name to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	5-8 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	3 minutes	<i>Courier Service Provider</i>



<b>Step 5. Releasing of Passport</b>				
<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>(depends on the documents presented)</p>	<p><i>Releasing Officer</i></p>



through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	3-5 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 1 hour and 28-39 minutes (additional 3 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Regular Processing:</i> 12 working days</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Kidapawan			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular Office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window of the Consular Office.	2. Evaluate the submitted documents for certification.	None	15 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) La Union**

## **External Services**



## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

<b>Office/Division:</b>		Consular Office in La Union			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C – Government to Citizen			
<b>Who may avail:</b>		Applicants who intend to use a Philippine public document abroad			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex B</a> for the complete list of requirements for Authentication / Apostille and <a href="#">Annex A</a> for the list of accepted government-issued IDs.					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>		<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Scheduling of Appointment</b>					
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant's email address		None	2 minutes	<i>Client</i>
<b>Filing of documents for Authentication / Apostille</b>					
1. Queue in the designated line according to appointment timeslot			None	2 Minutes	<i>Client</i>
2. The authentication verifier will call applicants in queue order and according to their scheduled appointment time slots on a first-come, first-served basis. The applicant will have to present the printed appointment confirmation, document/s for authentication, government-issued	1. Validate appointment presented by applicant  2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed			2-10 minutes	<i>Authentication Verifier</i>



<p>ID, and other applicable requirements for applications through a representative (authorization letter or SPA for minor document owners) to the verifier for evaluation. The verifier will give the Authentication Application Form to the applicant and will instruct the applicant to photocopy the document/s and other requirements.</p>	<p>the document/s</p>				
<p>3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID, and other applicable requirements for applications through a representative (authorization letter) to the Processor for reevaluation.</p>	<p>2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the document/s</p> <p>The processor will enter the applicant's documents into the Apostille Processing Issuance System (APIS).</p> <p>The processor will enter the applicant's documents into the Apostille Processing Issuance System (APIS).</p>			<p>5-15 minutes</p>	<p><i>Processor</i></p>



4. The Processor will forward the accomplished Authentication Application Form with the applicant's documents to the Cashier for the payment.	4. Collect the appropriate authentication fee as indicated by the number of documents and transaction type on the Authentication Application Form.		Regular: PHP 100 per document  Expedite: PHP 200 per document	2 minutes	Cashier
<b>Verification of Document</b>					
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.		None	5 - 20 working days*  *depends on the issuing agency	Verification Assistant  OCA – Authentication Division
<b>Releasing of Authenticated/Apostilled Document/s</b>					
1. On the scheduled release date of the apostilled document, applicants will submit the official receipt (OR) to the designated personnel.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/Apostille document/s.  1.1 Call applicant/representative through the public address system and give instructions on the requirements to be presented		None	5 minutes	Releasing Personnel
2. Present government-issued ID	2. Check presented			2 minutes	Releasing Personnel



For Representatives, submit an authorization letter to claim the authenticated / Apostilled document/s. If the document owner is minor, present a Special Power of Attorney (SPA).	original government-issued ID and requirements.  2.1 Show the authenticated / Apostille document/s for review and ask for signature over printed name on the releasing portion of the Authentication Application Form.				
3. Check accuracy and completeness of authenticated document/s received.  3.1 Claim the authenticated / Apostille documents and sign the form.	3. Release authenticated / Apostille document/s			5 minutes	<i>Releasing Personnel</i>
<b>TOTAL:</b>			Processing and Releasing	30 minutes	
			Regular: PHP100 per document	5 Working Days	
			Expedite: PHP200 per document	2 Working Days	
			Special cases for further verification:	20 Working Days* (for special cases needing further verification by issuing PH agency outside the	





				DFA)	
				*depends on the issuing agency	
<b>Releasing of Pending and Correction documents*</b>					
<i>* applicable only to returning applicants with pending documents</i>					
<b>Reason for Pending and Correction</b>	<ul style="list-style-type: none"> <li>• No specimen signature of authorized signatory</li> <li>• Inconsistency between the signature in the document as compared in the system</li> <li>• Documents that require further verification (e.g., authenticity of annotation, designation of the authorized signatory is not indicated in the document, etc.)</li> <li>• Incomplete requirements</li> <li>• Incorrect/Inconsistent entry of information in the document/apostille</li> <li>• Non-compliance with current policies</li> <li>• (subjecting documents to pending status is at the discretion of signing or verification personnel)</li> <li>• Underpaid/ Overpaid application</li> </ul>				
1. Queue on the designated line on the Apostille Releasing Section  1.2. Submit document/s for evaluation.	1. Interview applicant/ representative and review the document/s presented for correction or compliance.  1.2. Advise the applicant to wait at the designated waiting area while the document is being processed.		None	30 minutes	<i>Pending and Correction Assistant</i>



<p>2. Wait for name to be called at the Releasing area.</p>	<p>2. Encode the pertinent details to the APIS.</p> <p>2.1. Check encoded entries in the APIS vis-à-vis the actual document. Check also the documentary requirements . If in order, return the document to the Pending Encoder for printing.</p> <p>2.2. Sort and assemble the Apostille set</p> <p>2.3. Conduct final evaluation of the document by checking the completeness of requirements and accuracy of the entries. Afterwards, forward the authenticated documents to Pending and Correction Window for releasing.</p>			<p>2 hours</p>	<p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p> <p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p>
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<p>3. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</p>	<p>3. Call applicant/ representative through the public address system and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>			5 minutes	<i>Pending and Correction Assistant</i>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated / Apostille document/s</p>			5 minutes	<i>Client</i>
<b>TOTAL:</b>				2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in La Union			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to launion.coclientconcerns@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Window 3.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 3</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 3</i>
3. Pay the required consular fees at the Cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		<p>Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor-Window 3</i></p>



	<p>e for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email launion.coclientconcerns@dfa.gov.ph to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window 3, for eventual release. Releasing Officer/Civil Registry Processor at Window 3 will enter the name of the document owner and/ or the authorized representative in</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 3</i></p>



	the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	





### 3. Report of Marriage

Office/Division:	Consular Office in La Union			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to launion.coclientconcerns@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window 3.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– Window 3
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 3



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- Window 3</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:launion.coclientconcerns@dfa.gov.ph">launion.coclientconcerns@dfa.gov.ph</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	3	<p>Civil Registry Section</p> <p>Civil Registry Processor-Window 3</p>



personal copy.	and bring it to Window 3 , for eventual release.  Releasing Officer/Civil Registry Processor at Window 3 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	



#### 4. Report of Death

Office/Division:	Consular Office in La Union			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to launion.coclientconcerns@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Window 3.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 3
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 3



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor- Window 3</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email launion.coclientconcerns@dfa.gov.ph to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Window 3, for eventual release.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 3</i></p>



	Releasing Officer/Civil Registry Processor at Window 3 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	





## 5. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in La Union		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:launion.coclientconcerns@dfa.gov.ph">launion.coclientconcerns@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 3</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 3</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Window 3</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>			
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative/</i></p> <p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				





<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit- Window 6 on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt with stamp of tentative date of release.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit- Window 6 on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt with stamp of tentative date of release; <i>(For representative who is an immediate family of the adult passport applicant)</i></li> <li>- Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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<p><i>(For representative who is not an immediate family member of the passport applicant)</i></p> <ul style="list-style-type: none"> <li>- Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered within 3 to 4 days after the estimated date of release through courier.</p>	<p>1.1 The DFA releases the passport to the courier, if needed.</p>		<p>*Delivery date depends on the delivery commitment schedule of the courier service provider.</p>	<p><i>Courier Service Provider (LBC)</i></p>
<p>2. Receive the new passport and check if details are correct. Sign the page 3 of the passport booklet, if applicable. Sign the Log Sheet.</p>	<p>2. Record and release the passport to the applicant.</p> <p>3. Cancel the previously issued passport.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p>	<p><i>Releasing Officer</i></p>
<p>TOTAL</p>		<p>Php 950.00 for regular applications</p> <p>or</p>	<p>Appointment, Processing and Releasing Steps: 2 hours and</p>	



	<p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>25 minutes (additional 10 minutes for those who will avail of courier services)</p> <p>Releasing of passports: *For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		<p>Consular Offices <i>Express</i> <i>Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in La Union			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to the Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window of the Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>



3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification and advise the applicant on the date and time of release of the Passport Certification.	Php 100.00	3 minutes	<i>Collecting Officer</i>
4. Receive the Official Receipt.	4. Release the Official receipt to the applicant, write the Official Receipt number on the Passport Record Certification Request form, and submit the accomplished form and requirements to the Releasing Section.	None	2 minutes	<i>Collecting Officer</i>
5. None	5. Accomplished the CO's Google Sheet Passport Certification Template. Print the Passport Record Certification with correct details of the passport holder, affix signature on the Certification, put dry seal, and submit the Passport Certification to the Head of Consular Office for review and signing.	None	30 minutes	<i>Releasing Officer</i>



6. None	6. Review the Passport Certification and affix signature if all the details are correct.	None	10 minutes	<i>Head of Consular Office</i>
<p>7. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> </ul>	7. Release the Passport Certificate to the applicant/s or authorized representative.	None	<p>30 minutes</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<i>Releasing Officer</i>



<ul style="list-style-type: none"><li>An authorized representative shall also be required to present his/her passport or valid government ID.</li></ul>				
	<b>TOTAL</b>	Php 100.00	1 hour 30 mins  Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	

Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





# **Consular Office (CO) Legazpi**

## **External Services**



## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

<b>Office/Division:</b>	Consular Office in Legazpi
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Applicants who intend to use a Philippine public document abroad

### CHECKLIST OF REQUIREMENTS

### WHERE TO SECURE

Please refer to [Annex B](#) for the complete list of requirements for Authentication / Apostille and [Annex A](#) for the list of accepted government-issued IDs.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Scheduling of Appointment</b>				
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant's email address	None	2 minutes	<i>Client</i>
<b>Filing of documents for Authentication / Apostille</b>				
1. Get an application form at the Authentication Information desk. Fill out the application form		None	2 Minutes	<i>Client</i>
2. Present printed appointment confirmation and application form at Application Validation Window, and wait for the queue number issued by the validation assistant to be called at the Processing Section	1. Validate appointment presented by applicant		2 minutes	<i>Application Validation Assistant</i>
3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID, and other applicable requirements for	2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the		15 minutes	<i>Processor</i>



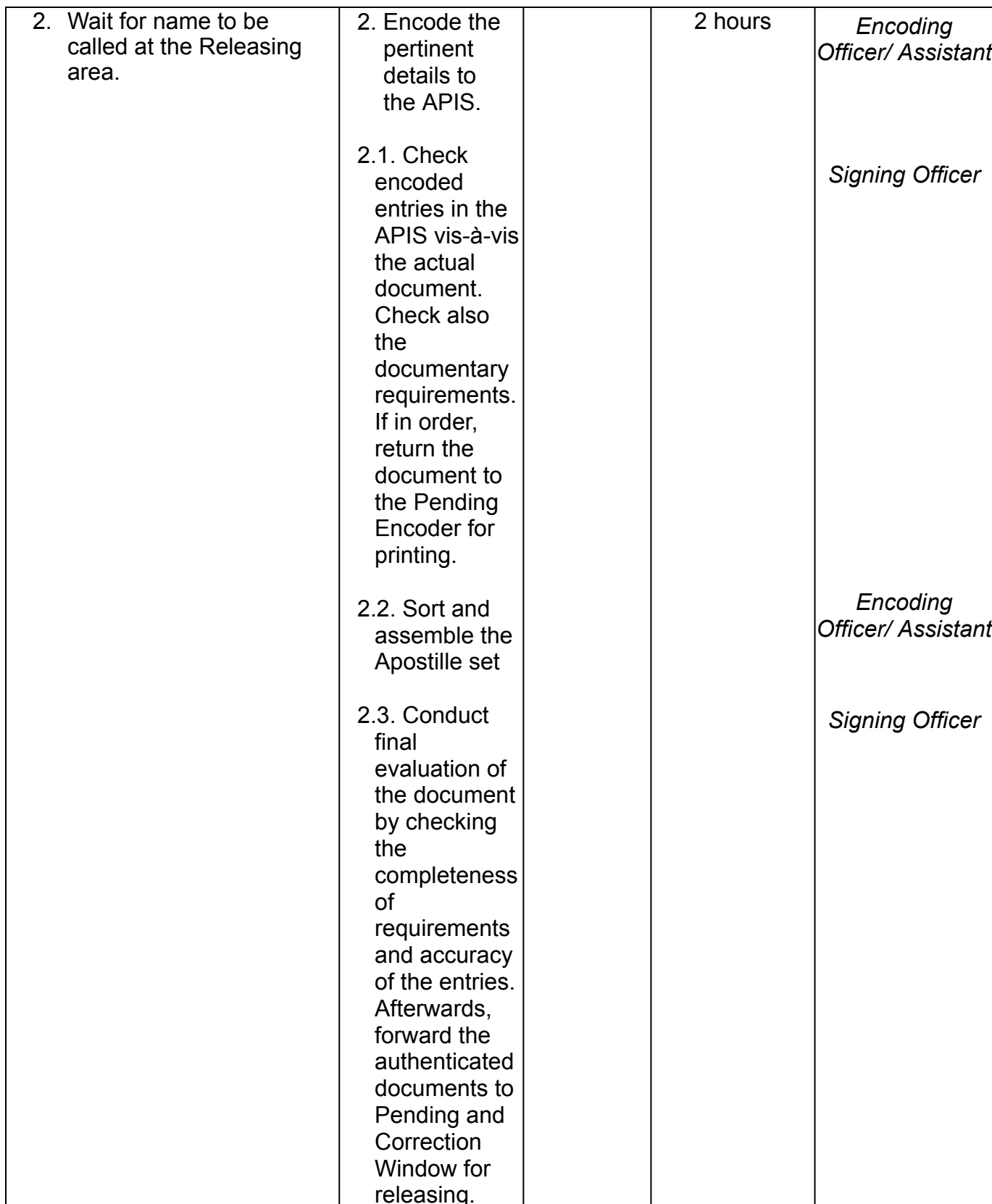
applications through a representative (authorization letter) to the Processor for evaluation.	document/s 3. Print and issue Authentication Slip with the date and time of release.			
4. Present Authentication Slip and pay the appropriate authentication fee to the Cashier	4. Collect the appropriate authentication fee as indicated on the Authentication Slip	Regular: PHP 100 per document Expedite: PHP 200 per document	2 minutes	Cashier
<b>Verification of Document</b>				
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	5 - 20 working days*  *depends on the issuing agency	Verification Assistant  OCA – Authentication Division
<b>Releasing of Authenticated/Apostilled Document/s</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/ Apostille document/s.  1.1 Call applicant/ representative through the public address system and give instructions on the requirements to be presented	None	5 minutes	Releasing Personnel
2. Present government-issued ID	2. Check presented		2 minutes	Releasing Personnel



For <i>Representatives</i> , submit an authorization letter to claim the authenticated / Apostille document/s	original government-issued ID and requirements.  2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.			
3. Check accuracy and completeness of authenticated document/s received.  3.1 Claim the authenticated / Apostille documents and sign the form.	3. Release authenticated/ Apostille document/s		5 minutes	<i>Releasing Personnel</i>
<b>TOTAL:</b>		Processing and Releasing	30 minutes	
		Regular: PHP100 per document	5 Working Days	
		Expedite: PHP200 per document	2 Working Days	
		Special cases for further verification:	20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)  *depends on the issuing	



			agency	
<b>Releasing of Pending and Correction documents*</b> <i>* applicable only to returning applicants with pending documents</i>				
<b>Reason for Pending and Correction</b>	<ul style="list-style-type: none"> <li>• No specimen signature of authorized signatory</li> <li>• Inconsistency between the signature in the document as compared in the system</li> <li>• Documents that require further verification (e.g., authenticity of annotation, designation of the authorized signatory is not indicated in the document, etc.)</li> <li>• Incomplete requirements</li> <li>• Incorrect/Inconsistent entry of information in the document/apostille</li> <li>• Non-compliance with current policies</li> <li>• (subjecting documents to pending status is at the discretion of signing or verification personnel)</li> <li>• Underpaid/ Overpaid application</li> </ul>			
<p>1. Get a queuing number for the Pending and Correction window and wait for the number to be called at the Pending and Correction area.</p> <p>1.2. Submit document/s for evaluation.</p>	<p>1. Interview applicant/ representative and review the document/s presented for correction or compliance.</p> <p>1.2. Advise the applicant to wait at the designated waiting area while the document is being processed.</p>	None	30 minutes	<i>Pending and Correction Assistant</i>





<p>3. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</p>	<p>3. Call applicant/ representative through the public address system and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		5 minutes	<i>Pending and Correction Assistant</i>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Client</i>
<b>TOTAL:</b>			2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in Legazpi			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				





Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to legazpi.coclientconcerns@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Window 1.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 1</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 1</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		<p>Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	None	10 minutes	<i>Civil Registry Processor- Window 1</i>



	<p>e for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:legazpi.coclientconcerns@dfa.gov.ph">legazpi.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window 1, for eventual release. Releasing Officer/Civil Registry Processor at Window 1 will enter the name of the document owner and/ or the authorized representative in</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 1</i></p>



	the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



### 3. Report of Marriage

<b>Office/Division:</b>	Consular Office in Legazpi			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:legazpi.coclientconcerns@dfa.gov.ph">legazpi.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CO Window 1.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Window 1</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Processor– Window 1</i>



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- Window 1</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:legazpi.coclientconcerns@dfa.gov.ph">legazpi.coclientconcerns@dfa.gov.ph</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Window 1</i></p>



personal copy.	and bring it to Window 1, for eventual release.  Releasing Officer/Civil Registry Processor at Window 1 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	





#### 4. Report of Death

<b>Office/Division:</b>	Consular Office in Legazpi
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:legazpi.coclientconcerns@dfa.gov.ph">legazpi.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registry Section
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#### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Window 1.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Window 1</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	<i>Civil Registry Processor– Window 1</i>



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- Window 11</i>



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:legazpi.coclientconcerns@dfa.gov.ph">legazpi.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Window 1, for</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor- Window 1</p>



	eventual release. Releasing Officer/Civil Registry Processor at Window 1 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



## 5. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Legazpi		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:legazpi.coclientconcerns@dfa.gov.ph">legazpi.coclientconcerns@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 1</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>
3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 1</i>



4. Return on the indicated date of release of certificate and present the original receipt. 4.1 Receive the certificate.	4. Receive the original receipt 4.1 Locate and release the certificate.	None	5 minutes  Certificate is released within 3 working days	<i>Civil Registry Processor– Window 1</i>
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days 17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Legazpi			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative/ <i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in Legazpi			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Lipa**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Lipa			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:lipa.rco@dfa.gov.ph">lipa.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to CO Lipa Civil Registry Processor.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction	10 minutes	<i>Cashier</i>



		<p>of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine</p>	None	10 minutes	<i>Civil Registry Processor</i>



	Embassy/Consulate for verification and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:lipa.rco@dfa.gov.ph">lipa.rco@dfa.gov.ph</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to CO Lipa for eventual release. Civil Registry Processor will enter the name of the document owner and/ or the authorized representative in the log book and have them sign	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor</i>





	that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

Office/Division:	Consular Office in Lipa			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:lipa.rco@dfa.gov.ph">lipa.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to the Civil Registry Processor.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:lipa.rco@dfa.gov.ph">lipa.rco@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor</p>



	<p>and bring it to CO Lipa for eventual release.</p> <p>The Civil Registry Processor will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.</p>			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	

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### 3. Report of Death

Office/Division:	Consular Office in Lipa			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:lipa.rco@dfa.gov.ph">lipa.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to the Civil Registry Processor.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to CO Lipa, for eventual release.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor</i></p>





	Civil Registry Processor will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Lipa		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:lipa.rco@dfa.gov.ph">lipa.rco@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct the applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine and Machine-Readable Convention Travel Document

Office or Division:	Consular Office in Lipa			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p> <p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p> <p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p> <p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>CAPAC Representative/</i></p>



Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements	1.1 For Courtesy Lane applicants, Verifier checks the proof of eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			<i>Consular Officer</i>
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>lack of travel restriction and assess the authenticity of the documents presented by the applicant.</p> <p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>





<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>



<b>Step 5. Releasing of Passport</b>				
<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	None	15 minutes	<i>Releasing Officer</i>



through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.	None	*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Lipa			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





# **Consular Office (CO) Lucena**

## **External Services**



## 1. Apostille Receiving Centers (ARCs)

The Apostille Receiving Centers (ARCs) will process the applications submitted by applicants and send these applications to DFA ASEANA (Authentication Division) through the partner courier.

<b>Office/Division:</b>		Consular Office in Lucena		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Citizen		
<b>Who may avail:</b>		Applicants who intend to use a Philippine public document in the Apostille Convention Contracting Parties accepting electronic Apostille		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Applicant</b>				
Government-issued identification (ID) card (1 Original and 1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.  Please see <a href="#">Annex A</a> for the list of accepted government-issued IDs.		
Authentication Application Form		DFA Website - ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> ) Authentication Counter		
<b>Representative</b>				
Authorization Letter		Document Owner		
Notarized Special Power of Attorney (if document owner is a minor)		Notary Public		
Government-issued ID of Applicant (1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.		
Government-issued ID of Representative (1 Original, 1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.		
Authentication Application Form		DFA Website- ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> ), Authentication Counter		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Filing of documents for Authentication / Apostille</b>				
1. Get an application form at the Processing Window. Fill out the application form.		None	2 minutes	<i>Client</i>
1.1 Wait to be called by the Authentication Processor				



2. Submit accomplished application form, document/s* for authentication, government-issued ID, and other applicable requirements for applications through a representative (authorization letter) to the Processor for evaluation.  * limited to PSA, NBI, LTO, PRC, CHED, DEPED, TESDA, State University, and Foreign Documents	1. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the document/s.  2. Issue an Official Receipt and instruct the applicant to pay at the Cashier	PHP200 per document	15 minutes	Processor
3. Present Authentication Slip and pay the appropriate authentication fee to the Cashier.	3. Collect the appropriate authentication fee as indicated on the Authentication Slip.	None	2 minutes	Cashier
4. Present the validated OR to the courier kiosk and pay the appropriate courier fee.	4. Collect the appropriate courier fee.	PHP300 per pouch  *maximum of 5 documents per pouch	5 minutes	Courier
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	minimum of 7 working days, maximum 20 working days*  *depends on the issuing agency	Verification Assistant  OCA – Authentication Division
<b>Releasing of Authenticated documents</b>				
ALL documents accepted by an ARC for authentication / apostille will be delivered directly to the address provided by the applicant through the partner courier.				
<b>TOTAL:</b>		PHP200 per document plus PHP300 per pouch	25 minutes  Documents are released after 10 Working Days	



			<p>20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)</p> <p>*depends on the issuing agency</p>	
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## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in Lucena			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:lucena.rco@dfa.gov.ph">lucena.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Verification/Civil Registry Window	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Verification/Civil Registry Window</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Verification/Civil Registry Window</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction	10 minutes	<i>Cashier</i>



		<p>of the Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine</p>	None	10 minutes	<p><i>Civil Registry Processor- Verification/Civil Registry Window</i></p>



	Embassy/Consulate for verification and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:lucena.rco@dfa.gov.ph">lucena.rco@dfa.gov.ph</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to Verification/Civil Registry Window, for eventual release. Releasing Officer/Civil Registry Processor at Verification/Civil Registry Window will enter the name of the document	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor-Verification/Civil Registry Window</i>





	owner and/ or the authorized representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	



### 3. Report of Marriage

Office/Division:	Consular Office in Lucena			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> (p. 17) for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:lucena.rco@dfa.gov.ph">lucena.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to Verification/Civil Registry Window.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minutes	Civil Registry Processor– Verification/Civil Registry Window
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	Civil Registry Processor– Verification/Civil Registry Window



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.	None	10 minutes	<i>Civil Registry Processor-Verification/Civil Registry Window</i>



	<p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:lucena.rco@dfa.gov.ph">lucena.rco@dfa.gov.ph</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-</p>



personal copy.	the personal copy and bring it to Verification/Civil Registry Window, for eventual release.  Releasing Officer/Civil Registry Processor at Verification/Civil Registry Window will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			<i>Verification/Civil Registry Window</i>
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	



#### 4. Report of Death

Office/Division:	Consular Office in Lucena			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> (p. 22) for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:lucnea.rco@dfa.gov.ph">lucnea.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Verification/Civil Registry Window.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minutes	Civil Registry Processor– Verification/Civil Registry Window
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	Civil Registry Processor Verification/Civil Registry Window



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor-Verification/Civil Registry Window</i>



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:lucena.rco@dfa.gov.ph">lucena.rco@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to the Verification/Civil</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Verification/Civil Registry Window</i></p>





	Registry Window, for eventual release. Releasing Officer/Civil Registry Processor at Verification/Civil Registry Window will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



## 5. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Lucena		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-CO Lucena	
Official Receipt			DFA-CO Lucena	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:lucena.rco@dfa.gov.ph">lucena.rco@dfa.gov.ph</a> with the attached issued Civil Registry Request Form.	1. Issue receipt and instruct the applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Verification/Civil Registry Window</i>
			1 day	<i>Civil Registry Processor</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to the Verification/Civil Registry Window and present a valid receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor Verification/Civil Registry Window</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Verification/Civil Registry Window</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Lucena			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> (p.40) for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>			
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form, electronic receipt and valid ID.</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative/</i></p> <p><i>Consular Officer</i></p>



<p>Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements</p> <p>2. Secure a queueing number and/or wait to be called.</p>	<p>eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.</p> <p>None</p>	<p>None</p>		<p><i>Verifier</i></p>
<p><b>Step 3. Processing of Passport Application</b></p>				
<p>Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.</p>				
<p>1. Proceed to the Passport Processing area and wait for your number or turn to be called</p> <p>1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.</p>	<p>1. The passport processor calls on the next number or applicant in the queue.</p> <p>1.1 Check completeness of applicant's documentary requirements for passport application.</p> <p>1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p>	<p><i>Passport Processor</i></p>



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>the authenticity of the documents presented by the applicant.</p> <p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>





<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>



<b>Step 5. Releasing of Passport</b>				
<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>



through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.	None	*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None		<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in Lucena			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	

Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Malolos**

## **External Services**





## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Malolos			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order, OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements malolos.crd@gmail.com and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Releasing Section Window 1.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 1</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 1</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction	10 minutes	<i>Cashier</i>



		<p>of the Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p>★★</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine</p>	None	10 minutes	<i>Civil Registry Processor-Window 1</i>



	Embassy/Consulate for verification and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email malolos.crd@gmail.com to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to Window 1, for eventual release. Releasing Officer/Civil Registry Processor at Window 1 will enter the name of the document owner and/ or the authorized	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor- Window 1</i>



	representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	





## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office in Malolos			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order, OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to malolos.crd@gmail.com and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window 1.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– Window 1
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 1



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- Window 1</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email malolos.crd@gmail.com to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-Window 1</p>





	and bring it to Window 1, for eventual release.  Releasing Officer/Civil Registry Processor at Window 1 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	



### 3. Report of Death

<b>Office/Division:</b>	Consular Office in Malolos
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:malolos.crd@gmail.com">malolos.crd@gmail.com</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
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#### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Releasing Section Window 1.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 1
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	Civil Registry Processor– Window 1



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- Window 1</i>



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:malolos.crd@gmail.com">malolos.crd@gmail.com</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Window 1, for</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Window 1</i></p>



	eventual release. Releasing Officer/Civil Registry Processor at Window 1 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Malolos		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:malolos.crd@gmail.com">malolos.crd@gmail.com</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 1</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>





3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 1</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Window 1</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days 17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Malolos			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				





<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative/</i></p> <p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	1.3 Instruct the applicant to proceed to the next step.  NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.	None		
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your turn to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	





	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Malolos			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) NCR-Central**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office NCR-Central			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to ncr.central.clientconcerns@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to CRD Window.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		<p>Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	None	10 minutes	<i>Civil Registry Processor</i>





	<p>e for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email ncr central.clientconcerns@dfa.gov.ph to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window, for eventual release. Releasing Officer/Civil Registry Processor at Window will enter the name of the document owner and/ or the authorized representative in</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor</i></p>



	the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	

## 2. Report of Marriage

Office/Division:	Consular Office NCR-Central			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil				



Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:ncr.central.clientconcerns@dfa.gov.ph">ncr.central.clientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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#### **Submission of physical requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.	None	10 minutes	<i>Civil Registry Processor</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official	USD25.00  (To be paid in Philippine Peso)	10 minutes	<i>Cashier</i>



	receipt to the applicant.	<p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents</p>	None	10 minutes	<i>Civil Registry Processor</i>



	submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email ncr.central.clientconcerns@dfa.gov.ph to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to CRD Window, for eventual release.</p> <p>Releasing Officer/Civil Registry Processor at CRD Window will enter the name of the document owner and/ or the authorized representative in the log book and</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor</i></p>



	have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	

### 3. Report of Death

Office/Division:	Consular Office NCR-Central			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li></ul>				



- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to ncr central.clientconcerns@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
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#### **Submission of physical requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to CRD Window.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	<i>Civil Registry Processor</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.	None	10 minutes	<i>Civil Registry Processor</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for	10 minutes	<i>Cashier</i>



		those under the jurisdiction of the Philippine Embassy in Tokyo		
		**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka		
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months</p>	None	10 minutes	<i>Civil Registry Processor</i>





	depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email ncr central.clientconcerns@dfa.gov.ph to request an appointment to claim their personal copy.	5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.  5.2 Concerned desk to prepare the personal copy and bring it to CRD Window, for eventual release. Releasing Officer/Civil Registry Processor at CRD Window will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor</i>
<b>TOTAL:</b>		25 USD (to be paid in Philippine Peso)	2 days to receive appointment confirmation email	



		*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Death	
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#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office NCR-Central		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.</p> <p>Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at ncr central.clientconcerns@dfa.gov.ph with attached issued Civil Registry Request Form.</p>	<p>1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Civil Registry Processor</i></p>
			<p>1 day</p>	<p><i>CRD Assistant</i></p>
<p>2. Pay the consular fee at the Cashier.</p>	<p>2. Accept payment based on the order request.</p>	<p>PHP 100.00 per certificate</p>	<p>5 minutes</p>	<p><i>Cashier</i></p>
<p>3. Return to CRD Window and present validated receipt.</p>	<p>3. Receive duplicate copy of receipt.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Civil Registry Processor</i></p>
<p>4. Return on the indicated date of release of certificate and present the original receipt.</p> <p>4.1 Receive the certificate.</p>	<p>4. Receive the original receipt</p> <p>4.1 Locate and release the certificate.</p>	<p>None</p>	<p>5 minutes</p> <p>Certificate is released within 3 working days</p>	<p><i>Civil Registry Processor</i></p>
<p><b>TOTAL:</b></p>		<p>PHP 100.00 per certificate</p>	<p>3 Working Days</p> <p>17 minutes processing of the request and releasing of certificate</p>	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office NCR-Central			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form.</p> <p>Note: Walk-in applicants must</p>	<p>1. Verify the applicant's appointment and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative</p> <p>CAPAC</p>



present proof of eligibility for the Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			<i>Representative</i>
2. Secure a queueing number and/or wait to be called.	None	None		<i>CAPAC Representative</i>
3. Proceed to Verification Counter	3. Verify if applicant is in the Watchlist Database and update Calendar of Appointments	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.</p> <p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p> <p>None</p>		
<p>2. For Walk-in applicants and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Additional penalty fee Php 350.00 for lost or</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>





		damaged/mutilated passport application		
<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		



3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				
<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> </ul>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	None	15 minutes	<i>Releasing Officer</i>



<ul style="list-style-type: none"> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered through courier on the estimated date of release.</p>	1.1 The DFA releases the passport to the courier, if needed.	None	*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.	None	10 minutes	<i>Releasing Officer</i>
	3. Cancel the previously issued passport.	None		
TOTAL		Php 950.00 for regular applications or Php 1200. 00 for expedite applications Php 950.00 for MRCTD applications Additional Php 50 - convenience	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)	



	<p>fee applies for all Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>Releasing of passports: *For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and</p>	
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		Mindanao Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office NCR-Central			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>



3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>
<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	4. Release the Passport Certificate to the applicant/s or authorized representative.	None	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<i>Consular Officer</i>



<b>TOTAL</b>	Php 100.00	3 days and 1 hour  Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





# **Consular Office (CO) NCR East**

## **External Services**



## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

Office/Division:	Consular Office in NCR East			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants who intend to use a Philippine public document abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex B</a> for the complete list of requirements for Authentication / Apostille and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Scheduling of Appointment				
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant's email address	None	2 minutes	Client
Filing of documents for Authentication / Apostille				
1. Get an application form at the Authentication Information desk. Fill out the application form		None	2 Minutes	Client
2. Present printed appointment confirmation and application form at Application Validation Window, and wait for the queue number issued by the validation assistant to be called at the Processing Section	1. Validate appointment presented by applicant		2 minutes	Application Validation Assistant
3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID,	2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who		15 minutes	Processor



and other applicable requirements for applications through a representative (authorization letter) to the Processor for evaluation.	signed the document/s  3. Print and issue Authentication Slip with the date and time of release.			
4. Present Authentication Slip and pay the appropriate authentication fee to the Cashier	4. Collect the appropriate authentication fee as indicated on the Authentication Slip	Regular: PHP 100 per document  Expedite: PHP 200 per document	2 minutes	<i>Cashier</i>
<b>Verification of Document</b>				
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	5 - 20 working days*  *depends on the issuing agency	<i>Verification Assistant</i>  <i>OCA – Authentication Division</i>
<b>Releasing of Authenticated/Apostilled Document/s</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/ Apostille document/s.  1.1 Call applicant/ representative through the public address system and give instructions on the requirements to be presented	None	5 minutes	<i>Releasing Personnel</i>



<p>2. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter to claim the authenticated / Apostille document/s</p>	<p>2. Check presented original government-issued ID and requirements.</p> <p>2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		2 minutes	<i>Releasing Personnel</i>
<p>3. Check accuracy and completeness of authenticated document/s received.</p> <p>3.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>3. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Releasing Personnel</i>
<p><b>TOTAL:</b></p>		Processing and Releasing	30 minutes	
		Regular: PHP100 per document	5 Working Days	
		Expedite: PHP200 per document	2 Working Days	
		Special cases for further verification:	<p>20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)</p> <p>*depends on</p>	



			the issuing agency	
<b>Releasing of Pending and Correction documents*</b> <i>* applicable only to returning applicants with pending documents</i>				
<b>Reason for Pending and Correction</b>	<ul style="list-style-type: none"> <li>• No specimen signature of authorized signatory</li> <li>• Inconsistency between the signature in the document as compared in the system</li> <li>• Documents that require further verification (e.g., authenticity of annotation, designation of the authorized signatory is not indicated in the document, etc.)</li> <li>• Incomplete requirements</li> <li>• Incorrect/Inconsistent entry of information in the document/apostille</li> <li>• Non-compliance with current policies</li> <li>• (subjecting documents to pending status is at the discretion of signing or verification personnel)</li> <li>• Underpaid/ Overpaid application</li> </ul>			
1. Get a queuing number for the Pending and Correction window and wait for the number to be called at the Pending and Correction area.  1.2. Submit document/s for evaluation.	1. Interview applicant/ representative and review the document/s presented for correction or compliance.  1.2. Advise the applicant to wait at the designated waiting area while the document is being processed.	None	30 minutes	<i>Pending and Correction Assistant</i>



<p>2. Wait for name to be called at the Releasing area.</p>	<p>2. Encode the pertinent details to the APIS.</p> <p>2.1. Check encoded entries in the APIS vis-à-vis the actual document. Check also the documentary requirements. If in order, return the document to the Pending Encoder for printing.</p> <p>2.2. Sort and assemble the Apostille set</p> <p>2.3. Conduct final evaluation of the document by checking the completeness of requirements and accuracy of the entries. Afterwards, forward the authenticated documents to Pending and Correction Window for releasing.</p>		<p>2 hours</p>	<p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p> <p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p>
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<p>3. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</p>	<p>3. Call applicant/ representative through the public address system and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		5 minutes	<i>Pending and Correction Assistant</i>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Client</i>
<b>TOTAL:</b>			2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in NCR East			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				





Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:ncreast.authentication@dfa.gov.ph">ncreast.authentication@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Window 3.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 3</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 3</i>
3. Pay the required consular fees at the Door 1 Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		<p>Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	None	10 minutes	<i>Civil Registry Processor- Window 3</i>



	<p>e for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:ncreast.authentication@dfa.gov.ph">ncreast.authentication@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to <i>Window 3</i>, for eventual release. Releasing Officer/Civil Registry Processor at <i>Window 3</i> will enter the name of the document owner and/ or the authorized representative in</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 3</i></p>



	the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



### 3. Report of Marriage

<b>Office/Division:</b>	Consular Office in NCR East			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:ncreast.authentication@dfa.gov.ph">ncreast.authentication@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window 3.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– Window 3
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 3



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Door 1 Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- Window 3</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:ncreast.authentication@dfa.gov.ph">ncreast.authentication@dfa.gov.ph</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-Window 3</p>



personal copy.	and bring it to <i>Window 3</i> , for eventual release.  Releasing Officer/Civil Registry Processor at <i>Window 3</i> will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	





#### 4. Report of Death

<b>Office/Division:</b>	Consular Office in NCR East
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:ncreast.authentication@dfa.gov.ph">ncreast.authentication@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
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#### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Window 3.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 3
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 3



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Door 1 Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor- Window 3</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:ncreast.authentication@dfa.gov.ph">ncreast.authentication@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Window 3, for eventual release.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 3</i></p>



	Releasing Officer/Civil Registry Processor at Window 3 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



## 5. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in NCR East		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:ncreast.authentication@dfa.gov.ph">ncreast.authentication@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 3</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Door 1 Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>
3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 3</i>



4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt  4.1 Locate and release the certificate.	None	5 minutes  Certificate is released within 3 working days	<i>Civil Registry Processor– Window 3</i>
4.1 Receive the certificate.				
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days 17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in NCR East			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative/ <i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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1.1 Collection via courier service: The new passport will be delivered through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.	None	*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.	None	10 minutes	<i>Releasing Officer</i>
	3. Cancel the previously issued passport.	None		
TOTAL		Php 950.00 for regular applications or Php 1200. 00 for expedite applications Php 950.00 for MRCTD applications Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services) Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in NCR East			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) NCR-North**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office NCR-North			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to the email address [select from the mentioned above depending on where the vital event occurred] and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section (OCA-Aseana)</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements at the information Desk.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Information Officer</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Information Officer</i>
3. Pay the required consular fees at the Cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the	10 minutes	<i>Cashier</i>



		<p>jurisdiction of the Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Information Officer</i></p>



	Philippine Embassy/Consulate for verification and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section (OCA-Aseana)</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to Window 11, for eventual release. Releasing Officer/Civil Registry Processor at Window 11 will enter the name of the document owner and/ or the	None	5 minutes	<i>Civil Registry Section (OCA-Aseana)</i>  <i>Civil Registry Processor- [Window 11] (OCA-Aseana)</i>





	authorized representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office NCR-North			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to the email address [select from the mentioned above depending on where the vital event occurred] and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section (OCA-Aseana)
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements at the Information Desk.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Information Officer



2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.	None	10 minutes	<i>Information Officer</i>
3. Pay the required consular fees at the Cashier/Payment	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>



4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>	None	10 minutes	Information Officer
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section (OCA-Aseana)
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1. Inform the applicant via email confirming that the personal copy is available for	None	5 minutes	Civil Registry Section (OCA-Aseana)



Once the status of their application reflects "DFA Process Completed...", applicants may email to request for an appointment to claim their personal copy.	<p>collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window 11, for eventual release.</p> <p>Releasing Officer/Civil Registry Processor at Window 11 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.</p>			<i>Civil Registry Processor- [Window 11] (OCA-Aseana)</i>
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	



		transmitted to Osaka PCG		
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### 3. Report of Death

<b>Office/Division:</b>	Consular Office NCR-North
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to the email address [select from the mentioned above depending on where the vital event occurred] and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section (OCA-Aseana)
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#### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements at the Information Desk.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Information Officer
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted	None	10 minutes	Information Officer



	requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Information Officer</i>





	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section (OCA-Aseana)</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to</p>	None	5 minutes	<p><i>Civil Registry Section (OCA-Aseana)</i></p> <p><i>Civil Registry Processor- [Window 11]</i></p>



	Window 11, for eventual release. Releasing Officer/Civil Registry Processor at Window 11 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			(OCA-Aseana)
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>	Consular Office NCR-North			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
Passport-sized photos of Applicants		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment with the attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– [Window 11] (OCA-Aseana)</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the [2nd floor Cashier].	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– [Window 11] (OCA-Aseana)</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– [Window 11] (OCA-Aseana)</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office NCR-North			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p> <p>Php 950.00 for regular applications</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>			<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter (Window 8) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			<i>Verifier</i>
2. Secure a queueing number and/or wait to be called.	None	None		
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		





<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer/ Financial Analyst</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Encoding Area with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Area on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Area on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.

## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office NCR-North			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer/ Financial Analyst</i>
<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p>	4. Release the Passport Certificate to the applicant/s or authorized representative.	None	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<i>Consular Officer</i>



<ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>				
<b>TOTAL</b>		Php 100.00	3 days and 1 hour	<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>

Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





# **Consular Office (CO) NCR-Northeast**

## **External Services**



## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

<b>Office/Division:</b>	Consular Office in NCR Northeast
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Applicants who intend to use a Philippine public document abroad
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Please refer to <a href="#">Annex B</a> for the complete list of requirements for Authentication / Apostille and <a href="#">Annex A</a> for the list of accepted government-issued IDs.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Scheduling of Appointment</b>				
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant's email address	None	2 minutes	<i>Client</i>
<b>Filing of documents for Authentication / Apostille</b>				
1. Get an application form at the Authentication Information desk. Fill out the application form		None	2 Minutes	<i>Client</i>
2. Present printed appointment confirmation and application form at Application Validation Window, and wait to be called at the Processing Section	1. Validate appointment presented by applicant		2 minutes	<i>Application Validation Assistant</i>
3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID, and other applicable requirements for applications through a representative	2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the document/s 3. Issue Order of		15 minutes	<i>Processor</i>



(authorization letter) to the Processor for evaluation.	Payment Slip.			
4. Present Order of Payment Slip and pay the appropriate authentication fee to the Cashier.	4. Collect the appropriate authentication fee as indicated on the Order of Payment Slip.	Regular: PHP 100 per document Expedite: PHP 200 per document	2 minutes	Cashier
5. Return Order of Payment Slip and Official Receipt (OR) to Processor	5. Collect Order of Payment Slip and write the date and time of Release on the OR.	None	2 minutes	Processor
<b>Verification of Document</b>				
	6. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	5 - 20 working days*  *depends on the issuing agency	Verification Assistant  OCA – Authentication Division
<b>Releasing of Authenticated/Apostilled Document/s</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/ Apostille document/s.  1.1 Call applicant/ representative and give instructions on the requirements to be presented.	None	5 minutes	Releasing Personnel
2. Present	2. Check		2 minutes	Releasing



government-issued ID  For <i>Representatives</i> , submit an authorization letter to claim the authenticated / Apostille document/s	presented original government-issued ID and requirements.  2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.			<i>Personnel</i>
3. Check accuracy and completeness of authenticated document/s received.  3.1 Claim the authenticated / Apostille documents and sign the form.	3. Release authenticated/ Apostille document/s		5 minutes	<i>Releasing Personnel</i>
<b>TOTAL:</b>		Processing and Releasing	32 minutes	
		Regular: PHP100 per document	5 Working Days	
		Expedite: PHP200 per document	2 Working Days	
		Special cases for further verification:	20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)  *depends on	

			the issuing agency	
<b>Releasing of Pending and Correction documents*</b>				
<i>* applicable only to returning applicants with pending documents</i>				
<b>Reason for Pending and Correction</b>	<ul style="list-style-type: none"> <li>No specimen signature of authorized signatory</li> <li>Inconsistency between the signature in the document as compared in the system</li> <li>Documents that require further verification (e.g., authenticity of annotation, designation of the authorized signatory is not indicated in the document, etc.)</li> <li>Incomplete requirements</li> <li>Incorrect/Inconsistent entry of information in the document/apostille</li> <li>Non-compliance with current policies</li> <li>(subjecting documents to pending status is at the discretion of signing or verification personnel)</li> <li>Underpaid/ Overpaid application</li> </ul>			
<p>1. Proceed to the Processing Area and wait to be called.</p>       <p>1.2. Submit document/s for evaluation.</p>	<p>1. Interview applicant/ representative and review the document/s presented for correction or compliance.</p>       <p>1.2. Advise the applicant to wait at the designated waiting area while the document is being processed.</p>	None	30 minutes	Pending and Correction Assistant



<p>2. Wait for name to be called at the Releasing area.</p>	<p>2. Encode the pertinent details to the APIS.</p> <p>2.1. Check encoded entries in the APIS vis-à-vis the actual document. Check also the documentary requirements. If in order, return the document to the Pending Encoder for printing.</p> <p>2.2. Sort and assemble the Apostille set</p> <p>2.3. Conduct final evaluation of the document by checking the completeness of requirements and accuracy of the entries. Afterwards, forward the authenticated documents to Pending and Correction Window for releasing.</p>		<p>2 hours</p>	<p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p> <p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p>
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<p>3. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</p>	<p>3. Call applicant/ representative and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		5 minutes	<i>Pending and Correction Assistant</i>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Client</i>
<b>TOTAL:</b>			2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in NCR Northeast			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li></ul>				





- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:ncrne.releasing@dfa.gov.ph">ncrne.releasing@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO NCR Northeast</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Window 1.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 1.</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 1.</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official	USD25.00 (To be paid in Philippine Peso)  *Additional	10 minutes	<i>Cashier</i>



	<p>receipt to the applicant.</p>	<p>USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p>** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor-Window 1</i></p>



	<p>submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:ncrne.releasing@dfa.gov.ph">ncrne.releasing@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window 1, for eventual release. Releasing Officer/Civil Registry Processor at Window 1 will enter the name of the document</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Window 1 .</i></p>



	owner and/ or the authorized representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	



### 3. Report of Marriage

<b>Office/Division:</b>		Consular Office in NCR Northeast		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Filipino citizens who were married abroad and Filipinos at the time of marriage		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:ncrne.releasing@dfa.gov.ph">ncrne.releasing@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO NCR Northeast</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window 1.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Window 1.</i>



2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.	None	10 minutes	<i>Civil Registry Processor– Window 1.</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>



4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>	None	10 minutes	<i>Civil Registry Processor-Window 1</i>
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may	1. Inform the	None	5 minutes	



<p>check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>. Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:ncrne.releasing@dfa.gov.ph">ncrne.releasing@dfa.gov.ph</a> to request for an appointment to claim their personal copy.</p>	<p>applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window 1, for eventual release.</p> <p>Releasing Officer/Civil Registry Processor at Window 1 .will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.</p>			<p><i>Civil Registry Processor- Window 1</i></p>
<p><b>TOTAL:</b></p>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	





		for applications to be transmitted to Osaka PCG		
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#### 4. Report of Death

Office/Division:		Consular Office in NCR Northeast		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Next-of-kins of Filipino citizens who died abroad		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:ncrne.releasing@dfa.gov.ph">ncrne.releasing@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registry Section
Submission of physical requirements at CO NCR Northeast				



1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Window 1.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Window 1</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.	None	10 minutes	<i>Civil Registry Processor– Window 1</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate	10 minutes	<i>Cashier</i>



		General in Osaka		
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>	None	10 minutes	<i>Civil Registry Processor-Window 1.</i>
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status	1.1 Inform the applicant via email that the	None	2 minutes	<i>Civil Registry Section</i>



of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	tracker for their application of Report of Death is already available.			
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:ncrne.releasing@dfa.gov.ph">ncrne.releasing@dfa.gov.ph</a> to request an appointment to claim their personal copy.	5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.  5.2 Concerned desk to prepare the personal copy and bring it to Window 1, for eventual release. Releasing Officer/Civil Registry Processor at Window 1 .will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor- Window 1.</i>
<b>TOTAL:</b>		25 USD (to be paid in Philippine Peso)	2 days to receive appointment	



		<p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	
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## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in NCR Northeast			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>			
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>CAPAC Verifier</i></p>





Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Section and wait for your name to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.

## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in NCR Northeast			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>
4. Collection of Passport Certification/s.  If the certification is being claimed by an immediate family member: <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	4. Release the Passport Certificate to the applicant/s or authorized representative.	None	30 minutes  Three (3) working days for processing of Certification  Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	<i>Consular Officer</i>





<p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>				
<b>TOTAL</b>		Php 100.00	3 days and 1 hour	<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>

Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) NCR South**

## **External Services**



## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

Office/Division:	Consular Office in NCR South			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants who intend to use a Philippine public document abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex B</a> for the complete list of requirements for Authentication / Apostille and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Scheduling of Appointment				
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant's email address	None	2 minutes	Client
Filing of documents for Authentication / Apostille				
1. Get an application form at the Authentication Information desk. Fill out the application form		None	2 Minutes	Client
2. Present printed appointment confirmation and application form at Application Validation Window, and wait for the queue number issued by the validation assistant to be called at the Processing Section	1. Validate appointment presented by applicant		2 minutes	Application Validation Assistant
3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID, and other applicable	2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who		15 minutes	Processor



requirements for applications through a representative (authorization letter) to the Processor for evaluation.	signed the document/s  3. Print and issue Authentication Slip with the date and time of release.			
4. Present Authentication Slip and pay the appropriate authentication fee to the Cashier	4. Collect the appropriate authentication fee as indicated on the Authentication Slip	Regular: PHP 100 per document  Expedite: PHP 200 per document	2 minutes	Cashier
<b>Verification of Document</b>				
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	5 - 20 working days*  *depends on the issuing agency	Verification Assistant  OCA – Authentication Division
<b>Releasing of Authenticated/Apostilled Document/s</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/ Apostille document/s.  1.1 Call applicant/ representative through the public address system and give instructions on the requirements to be presented	None	5 minutes	Releasing Personnel
2. Present government-issued	2. Check		2 minutes	Releasing



<p>ID</p> <p>For <i>Representatives</i>, submit an authorization letter to claim the authenticated / Apostille document/s</p>	<p>presented original government-issued ID and requirements.</p> <p>2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>			<p><i>Personnel</i></p>
<p>3. Check accuracy and completeness of authenticated document/s received.</p> <p>3.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>3. Release authenticated/ Apostille document/s</p>		<p>5 minutes</p>	<p><i>Releasing Personnel</i></p>
<p><b>TOTAL:</b></p>		<p>Processing and Releasing</p>	<p>30 minutes</p>	
		<p>Regular: PHP100 per document</p>	<p>5 Working Days</p>	
		<p>Expedite: PHP200 per document</p>	<p>2 Working Days</p>	
		<p>Special cases for further verification:</p>	<p>20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)</p> <p>*depends on</p>	



			the issuing agency	
<b>Releasing of Pending and Correction documents*</b> <i>* applicable only to returning applicants with pending documents</i>				
<b>Reason for Pending and Correction</b>	<ul style="list-style-type: none"> <li>• No specimen signature of authorized signatory</li> <li>• Inconsistency between the signature in the document as compared in the system</li> <li>• Documents that require further verification (e.g., authenticity of annotation, designation of the authorized signatory is not indicated in the document, etc.)</li> <li>• Incomplete requirements</li> <li>• Incorrect/Inconsistent entry of information in the document/apostille</li> <li>• Non-compliance with current policies</li> <li>• (subjecting documents to pending status is at the discretion of signing or verification personnel)</li> <li>• Underpaid/ Overpaid application</li> </ul>			
1. Get a queuing number for the Pending and Correction window and wait for the number to be called at the Pending and Correction area.  1.2. Submit document/s for evaluation.	1. Interview applicant/ representative and review the document/s presented for correction or compliance.  1.2. Advise the applicant to wait at the designated waiting area while the document is being processed.	None	30 minutes	<i>Pending and Correction Assistant</i>



<p>2. Wait for name to be called at the Releasing area.</p>	<p>2. Encode the pertinent details to the APIS.</p> <p>2.1. Check encoded entries in the APIS vis-à-vis the actual document. Check also the documentary requirements. If in order, return the document to the Pending Encoder for printing.</p> <p>2.2. Sort and assemble the Apostille set</p> <p>2.3. Conduct final evaluation of the document by checking the completeness of requirements and accuracy of the entries. Afterwards, forward the authenticated documents to Pending and Correction Window for releasing.</p>		<p>2 hours</p>	<p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p> <p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p>
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<p>3. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</p>	<p>3. Call applicant/ representative through the public address system and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		5 minutes	<i>Pending and Correction Assistant</i>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Client</i>
<b>TOTAL:</b>			2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.





## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in NCR South			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to ncrsouth.so@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Civil Registry Processor.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction	10 minutes	<i>Cashier</i>



		<p>of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine</p>	None	10 minutes	<i>Civil Registry Processor</i>



	Embassy/Consulate for verification and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:ncrsouth.so@dfa.gov.ph">ncrsouth.so@dfa.gov.ph</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to the Civil Registry Processor, for eventual release. Releasing Officer/Civil Registry Processor will enter the name of the document owner and/ or the authorized	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor</i>



	representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	



### 3. Report of Marriage

Office/Division:	Consular Office in NCR South			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:ncrsouth.so@dfa.gov.ph">ncrsouth.so@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to the Civil Registry Processor.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:ncrsouth.so@dfa.gov.ph">ncrsouth.so@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor</i></p>





	and bring it to the Civil Registry Processor, for eventual release.  Releasing Officer/Civil Registry Processor will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	

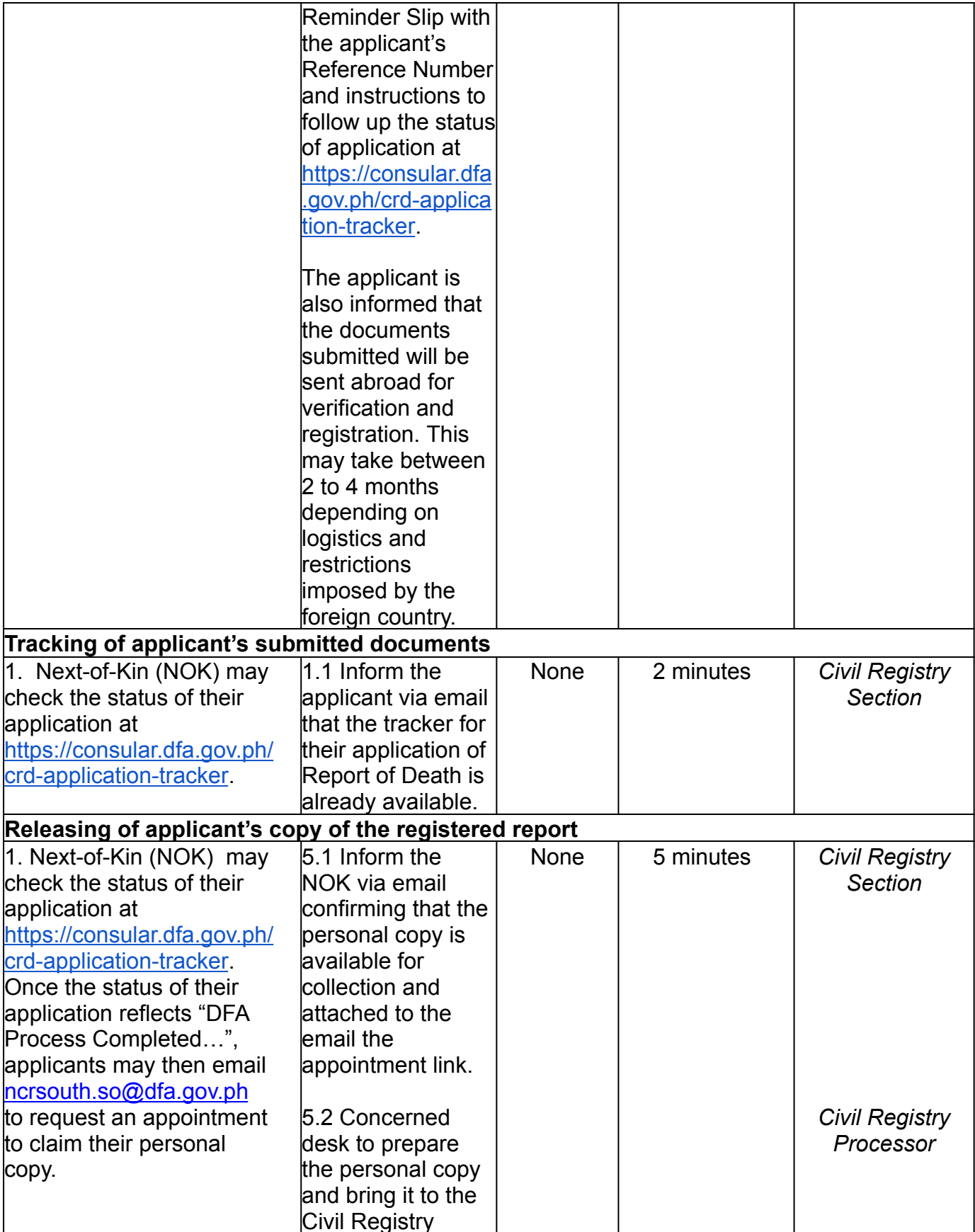


#### 4. Report of Death

Office/Division:	Consular Office in NCR South			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:ncrsouth.so@dfa.gov.ph">ncrsouth.so@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to the Civil Registry Processor.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	Civil Registry Processor



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor</i>





	Processor, for eventual release. Releasing Officer/Civil Registry Processor will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



## 5. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>	Consular Office in NCR South			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
Passport-sized photos of Applicants		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor</i>
Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:ncrsouth.so@dfa.gov.ph">ncrsouth.so@dfa.gov.ph</a> with attached issued Civil Registry Request Form.			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 30 working days from date of application	
<b>TOTAL:</b>		PHP 100.00 per certificate	30 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in NCR South			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				





<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>			
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative/</i></p> <p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	1.3 Instruct the applicant to proceed to the next step.  NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.	None		
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in NCR South			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) NCR West**

## **External Service**



## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

<b>Office/Division:</b>	Consular Office in NCR West
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Applicants who intend to use a Philippine public document abroad

### CHECKLIST OF REQUIREMENTS

### WHERE TO SECURE

Please refer to [Annex B](#) for the complete list of requirements for Authentication / Apostille and [Annex A](#) for the list of accepted government-issued IDs.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Scheduling of Appointment</b>				
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant's email address	None	2 minutes	<i>Client</i>
<b>Filing of documents for Authentication / Apostille</b>				
1. Get an application form at the Authentication Information desk. Fill out the application form		None	2 Minutes	<i>Client</i>
2. Present printed appointment confirmation and application form at Application Validation Window, and fall in line at the Processing Section	1. Validate appointment presented by applicant		2 minutes	<i>Application Validation Assistant</i>
3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID, and other applicable requirements for applications through a representative (authorization letter) to	2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the document/s 3. Issue		15 minutes	<i>Processor</i>



the Processor for evaluation.	Authentication Slip with the date and time of release.			
4. Present Authentication Slip and pay the appropriate authentication fee to the Cashier	4. Collect the appropriate authentication fee as indicated on the Authentication Slip and issue Official Receipt	Regular: PHP 100 per document  Expedite: PHP 200 per document	2 minutes	<i>Cashier</i>
<b>Verification of Document</b>				
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	5 - 20 working days*  *depends on the issuing agency	<i>Verification Assistant</i>  <i>OCA – Authentication Division</i>
<b>Releasing of Authenticated/Apostilled Document/s</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/ Apostille document/s.  1.1 Call applicant/ representative through the public address system and give instructions on the requirements to be presented	None	5 minutes	<i>Releasing Personnel</i>
2. Present government-issued ID  <i>For Representatives,</i>	2. Check presented original government-is		2 minutes	<i>Releasing Personnel</i>



submit an authorization letter to claim the authenticated / Apostille document/s	sued ID and requirements.  2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.			
3. Check accuracy and completeness of authenticated document/s received.  3.1 Claim the authenticated / Apostille documents and sign the form.	3. Release authenticated/ Apostille document/s		5 minutes	Releasing Personnel
TOTAL:		Processing and Releasing	30 minutes	
		Regular: PHP100 per document	5 Working Days	
		Expedite: PHP200 per document	2 Working Days	
		Special cases for further verification:	20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)  *depends on the issuing agency	
Releasing of Pending and Correction documents*				





* applicable only to returning applicants with pending documents				
Reason for Pending and Correction	<ul style="list-style-type: none"> <li>• No specimen signature of authorized signatory</li> <li>• Inconsistency between the signature in the document as compared in the system</li> <li>• Documents that require further verification (e.g., authenticity of annotation, designation of the authorized signatory is not indicated in the document, etc.)</li> <li>• Incomplete requirements</li> <li>• Incorrect/Inconsistent entry of information in the document/apostille</li> <li>• Non-compliance with current policies</li> <li>• (subjecting documents to pending status is at the discretion of signing or verification personnel)</li> <li>• Underpaid/ Overpaid application</li> </ul>			
1. Submit document/s for evaluation to the Pending and Correction Officer at the Releasing Window.	<p>1. Interview applicant/ representative and review the document/s presented for correction or compliance.</p> <p>1.2. Advise the applicant to wait at the designated waiting area while the document is being processed.</p>	None	30 minutes	<i>Pending and Correction Assistant</i>



<p>2. Wait for name to be called at the Releasing area.</p>	<p>2. Encode the pertinent details to the APIS.</p> <p>2.1. Check encoded entries in the APIS vis-à-vis the actual document. Check also the documentary requirements. If in order, return the document to the Pending Encoder for printing.</p> <p>2.2. Sort and assemble the Apostille set</p> <p>2.3. Conduct final evaluation of the document by checking the completeness of requirements and accuracy of the entries. Afterwards, forward the authenticated documents to Pending and Correction Window for releasing.</p>		<p>2 hours</p>	<p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p> <p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p>
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<p>3. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</p>	<p>3. Call applicant/ representative through the public address system and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		5 minutes	<i>Pending and Correction Assistant</i>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Client</i>
<b>TOTAL:</b>			2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in NCR West			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:ncrwest.so@dfa.gov.ph">ncrwest.so@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Authentication Window 1.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 1</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 1</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction	10 minutes	<i>Cashier</i>



		<p>of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine</p>	None	10 minutes	<i>Civil Registry Processor-Window 1</i>



	Embassy/Consulate for verification and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:ncrwest.so@dfa.gov.ph">ncrwest.so@dfa.gov.ph</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to Window 1, for eventual release. Releasing Officer/Civil Registry Processor at Window 1 will enter the name of the document owner and/ or the authorized	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor- Window 1</i>



	representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	





### 3. Report of Marriage

<b>Office/Division:</b>	Consular Office in NCR West			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:ncrwest.so@dfa.gov.ph">ncrwest.so@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to Authentication Window 1.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Window 1</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Processor– Window 1</i>



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- Window 1</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:ncrwest.so@dfa.gov.ph">ncrwest.so@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-Window 1</p>



	and bring it to Window 1, for eventual release.  Releasing Officer/Civil Registry Processor at Window 1 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	

#### 4. Report of Death

<b>Office/Division:</b>	Consular Office in NCR West
<b>Classification:</b>	Highly Technical



<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Next-of-kins of Filipino citizens who died abroad		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:ncrwest.so@dfa.gov.ph">ncrwest.so@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Authentication Window 1.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 1
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.	None	10 minutes	Civil Registry Processor– Window 1



	2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	<p>3. Accept the payment based on the required consular fee.</p> <p>3.1. Provide the validated official receipt to the applicant.</p>	<p>USD25.00</p> <p>(To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to</p>	None	10 minutes	<i>Civil Registry Processor- Window 1</i>



	<p>follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:ncrwest.so@dfa.gov.ph">ncrwest.so@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Window 1, for eventual release. Releasing Officer/Civil Registry Processor</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 1</i></p>



	at Window 1 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		25 USD (to be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Death	

## 5. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>	Consular Office in NCR West
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens





<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:ncrwest.so@dfa.gov.ph">ncrwest.so@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 1</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>
3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 1</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes  Certificate is released within 3 working days	<i>Civil Registry Processor– Window 1</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.			
<b>TOTAL:</b>		PHP 100.00 per	3 Working Days 17 minutes processing of	



		certificate	the request and releasing of certificate	
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## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

## 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in NCR West			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				
1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and	1. System generated confirmation email with the attached Application	Php 950.00 for regular applications	1 hour	Third Party Service Provider



<p>pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>		
<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay</p>		



<p>proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p> <p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>the appropriate fees during the application process</p> <p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of eligibility of the applicant and issues a queueing number or</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>CAPAC Representative/</i></p> <p><i>Consular Officer</i></p>



2. Fall in line at the Processing Area	directs the applicant to the appropriate seat for processing.  None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		
	1.3 Instruct the applicant to proceed to the next step.	None		



NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.			
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Passport Enrollment Center with the processed documents and wait for your turn in line.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None		



			30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				
1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated	1. Check receipt and locate passport.	None	15 minutes	<i>Releasing Officer</i>





<p>date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered through courier on the estimated date of release.</p>	<p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p> <p>1.1 The DFA releases the passport to the courier, if needed.</p>	<p>None</p>	<p>*Delivery date depends on the delivery commitment</p>	<p><i>Courier Service Provider</i></p>
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			schedule of the courier service provider.	
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.	None	10 minutes	<i>Releasing Officer</i>
	3. Cancel the previously issued passport.	None		
TOTAL		Php 950.00 for regular applications or Php 1200. 00 for expedite applications Php 950.00 for MRCTD applications Additional Php 50 - convenience fee applies for all Applications applied via the Online Appointment System	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services) Releasing of passports: *For DFA Aseana and NCR Consular Offices	



	<p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p><i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Regular Processing:</i></p>	
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		12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.

## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>



2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>
<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> </ul>	4. Release the Passport Certificate to the applicant/s or authorized representative.	None	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<i>Consular Officer</i>



<ul style="list-style-type: none"> <li>Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>				
	<b>TOTAL</b>	Php 100.00	3 days and 1 hour  Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	

Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Olongapo**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Olongapo			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				





Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:olongapo.coclientconcerns@gmail.com">olongapo.coclientconcerns@gmail.com</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to CO's Information Section.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Information Officer</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Consular Records Officer (Interview Room)</i>
3. Pay the required consular fees at the Cashier [Window 8]	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the	10 minutes	<i>Cashier</i>



		<p>jurisdiction of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor-Consular Records Officer</i></p>



	Philippine Embassy/Consulate for verification and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:olongapo.coclientconcerns@gmail.com">olongapo.coclientconcerns@gmail.com</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to Consular Records Officer, for eventual release. Releasing Officer/Civil Registry Processor will enter the name of the document owner and/ or the authorized	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor-Consular Records Officer (Releasing Section)</i>



	representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	



## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office in Olongapo			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:olongapo.coclientconcerns@gmail.com">olongapo.coclientconcerns@gmail.com</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to <i>Information Section</i>	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minutes	<i>Civil Registry Processor–Information Section</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Processor–Consular Records Officer (Interview Room)</i>



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor-Consular Records Officer (Interview Room)</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:olongapo.coclientconcerns@gmail.com">olongapo.coclientconcerns@gmail.com</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Consular</i></p>



personal copy.	for eventual release.  Releasing Officer/Civil Registry Processor will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			<b>Records Officer (Releasing Section)</b>
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	





### 3. Report of Death

Office/Division:	Consular Office in Olongapo			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:olongapo.coclientconcerns@gmail.com">olongapo.coclientconcerns@gmail.com</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to CO's Information Section	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Information Section
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	Civil Registry Processor– Civil Registry Officer (Interview Room)



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier (Window 8)	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- Civil Registry Officer (Interview Room)</i>



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:olongapo.coclientconcerns@gmail.com">olongapo.coclientconcerns@gmail.com</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy for eventual release.</p>	None	5 minutes	<i>Civil Registry Section</i>          <i>Civil Registry Processor-Civil Registry Officer (Releasing</i>



	Releasing Officer/Civil Registry Processor will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			Section)
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Olongapo		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a <a href="mailto:olongapo.coclientconcerns@gmail.com">olongapo.coclientconcerns@gmail.com</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Information Section</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier (Window 8)	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>
3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Civil Registry Officer</i>



4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt  4.1 Locate and release the certificate.	None	5 minutes  Certificate is released within 3 working days	<i>Civil Registry Processor– Civil Registry Officer</i>
4.1 Receive the certificate.				
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Olongapo			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative/ <i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Olongapo			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Pagadian**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Pagadian			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to pagadian.co@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to CRS and ATN: Window 12.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– CRS and ATN: Window 12</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– CRS and ATN: Window 12</i>
3. Pay the required consular fees at the Cashier – Window 5	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the	10 minutes	<i>Cashier</i>



		<p>jurisdiction of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that</p>	None	10 minutes	<p><i>Civil Registry Processor- CRS and ATN: Window 12.</i></p>



	<p>the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email pagadian.co@dfa.gov.ph to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window 12, for eventual release. Releasing Officer/Civil Registry Processor at</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- CRS and ATN: Window 12.</i></p>





	Window 12 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

Office/Division:	Consular Office in Pagadian			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:pagadian.co@dfa.gov.ph">pagadian.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRS and ATN: Window 12.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minutes	Civil Registry Processor– CRS and ATN: Window 12
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– CRS and ATN: Window 12



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the CRS and ATN: Window 12	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) copies each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- CRS and ATN: Window 12</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:pagadian.co@dfa.gov.ph">pagadian.co@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- CRS and ATN:</i></p>



	and bring it to Window 12, for eventual release.  Releasing Officer/Civil Registry Processor at Window 12 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			Window 12
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	



### 3. Report of Death

Office/Division:	Consular Office in Pagadian			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to pagadian.co@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to CRS and ATN: Window 12	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minutes	Civil Registry Processor– CRS and ATN: Window 12
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	Civil Registry Processor– CRS and ATN: Window 12



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Window 5.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) copies each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- CRS and ATN: Window 12</i>



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email Pagadian.co@dfa.gov.ph to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Window 12, for</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- CRS and ATN: Window 12</i></p>





	eventual release. Releasing Officer/Civil Registry Processor at Window 12 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Pagadian		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:pagadian.co@dfa.gov.ph">pagadian.co@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– CRS and ATN: Window 12</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at Window 5.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– CRS and ATN: Window 12</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– CRS and ATN: Window 12</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Pagadian			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50.00 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		



<p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p> <p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<p><b>Step 2. Verification of Passport Application</b></p>				
<p>On the day of the scheduled appointment: 1. Proceed to the Public Assistance and Complaints Desk (PACD) and present the printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.</p> <p>None</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>PACD Officer</i></p>



2. Secure a queueing number and wait to be called.				
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number to be called.	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		
	1.3 Instruct the applicant to proceed to the next step.	None		
NOTE: For walk-in applicants to use the Courtesy Lane Facility,	NOTE: For walk-in applicants to use the Courtesy Lane Facility,			



above-mentioned client steps shall be applied.	above-mentioned agency actions shall be applied.			
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes  (additional 10 minutes)	<i>Passport Encoder</i>





2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		Courier Service Provider
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service		
Step 5. Releasing of Passport				
1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.  Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:  - DFA-issued receipt or online appointment e-Receipt; - (For immediate family) Authorization Letter with attached valid	1. Check receipt and locate passport.  Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs	None	15 minutes	Releasing Officer



<p>government-issued ID of the adult passport applicant</p> <ul style="list-style-type: none"> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered through courier on the estimated date of release.</p>	<p>1.1 The DFA releases the passport to the courier, if needed.</p>	<p>None</p>	<p>*Delivery date depends on the delivery commitment schedule of the courier service provider.</p>	<p><i>Courier Service Provider</i></p>
<p>2. Receive the new passport and check if details are correct. Sign the Log Sheet.</p>	<p>2. Record and release the passport to the applicant.</p> <p>3. Cancel the previously issued passport.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p>	<p><i>Releasing Officer</i></p>
<p>TOTAL</p>		<p>Php 950.00 for regular applications</p> <p>or</p>	<p>Appointment, Processing and Releasing Steps:</p>	



	<p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)</p> <p>Releasing of passports: *For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		<p>Consular Offices <i>Express</i> <i>Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Pagadian			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Public Assistance and Complaints Desk Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Passport Releasing Officer</i>



3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>
<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	4. Release the Passport Certificate to the applicant/s or authorized representative.	None	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<i>Passport Releasing Officer</i>



<b>TOTAL</b>	Php 100.00	3 days and 1 hour  Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Pampanga**

## **External Services**





## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

<b>Office/Division:</b>	Consular Office in Pampanga
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Applicants who intend to use a Philippine public document abroad

### CHECKLIST OF REQUIREMENTS

### WHERE TO SECURE

Please refer to [Annex B](#) for the complete list of requirements for Authentication / Apostille and [Annex A](#) for the list of accepted government-issued IDs.

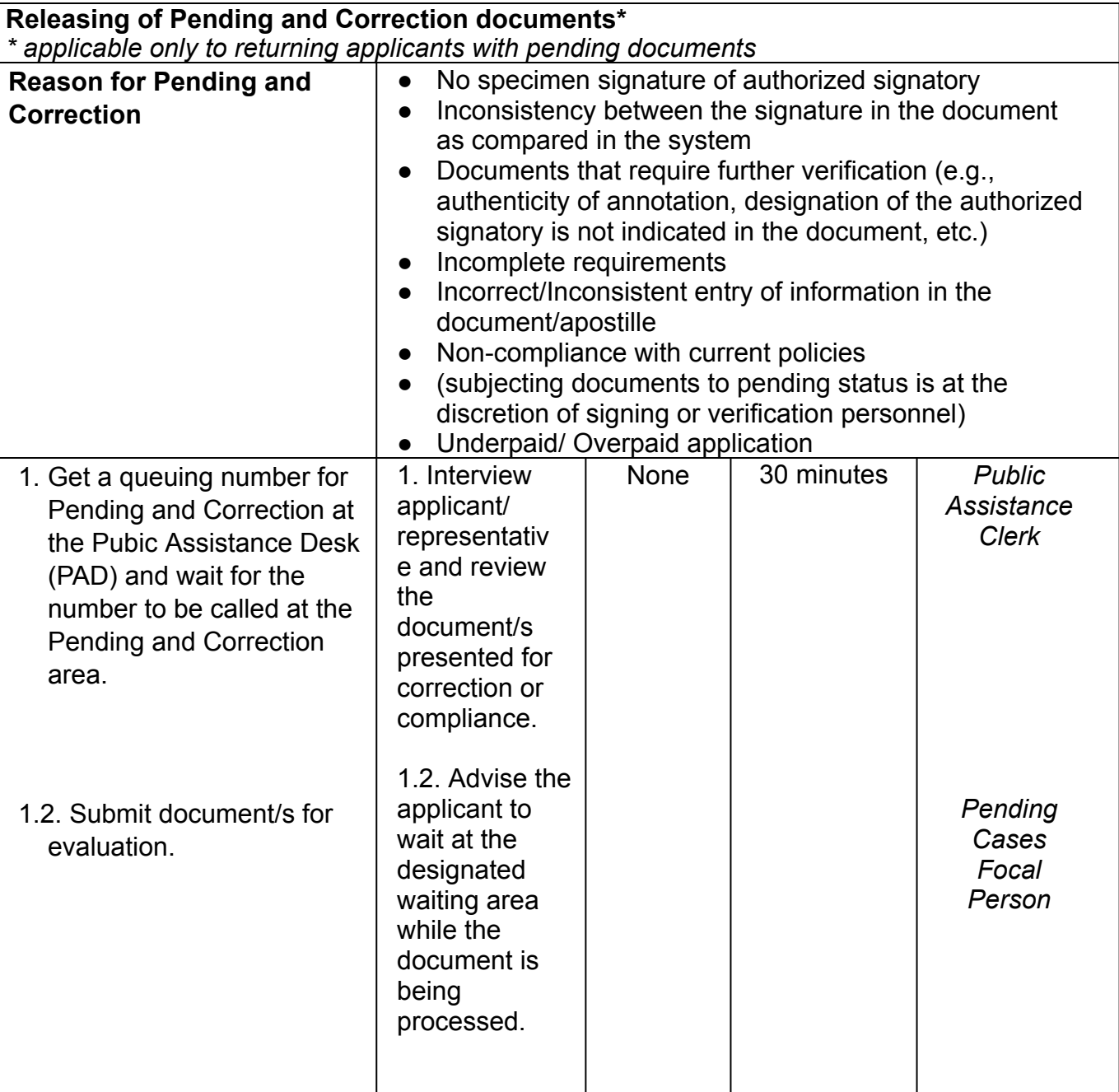
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Scheduling of Appointment</b>				
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant's email address	None	3 minutes	<i>Client</i>
<b>Filing of documents for Authentication / Apostille</b>				
1. Get an application form at the Authentication Public Assistance Desk (PAD). Fill out the application form.		None	3 Minutes	<i>Client</i>
2. Present printed appointment confirmation and application form at the Authentication Public Assistance Desk (PAD), and wait for the client's name to be called at the Processing Section	1. Validate appointment presented by applicant		10 minutes	<i>Public Assistance Desk Clerk</i>
3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID, and other applicable requirements for	2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the		15 minutes	<i>Authentication Processor</i>

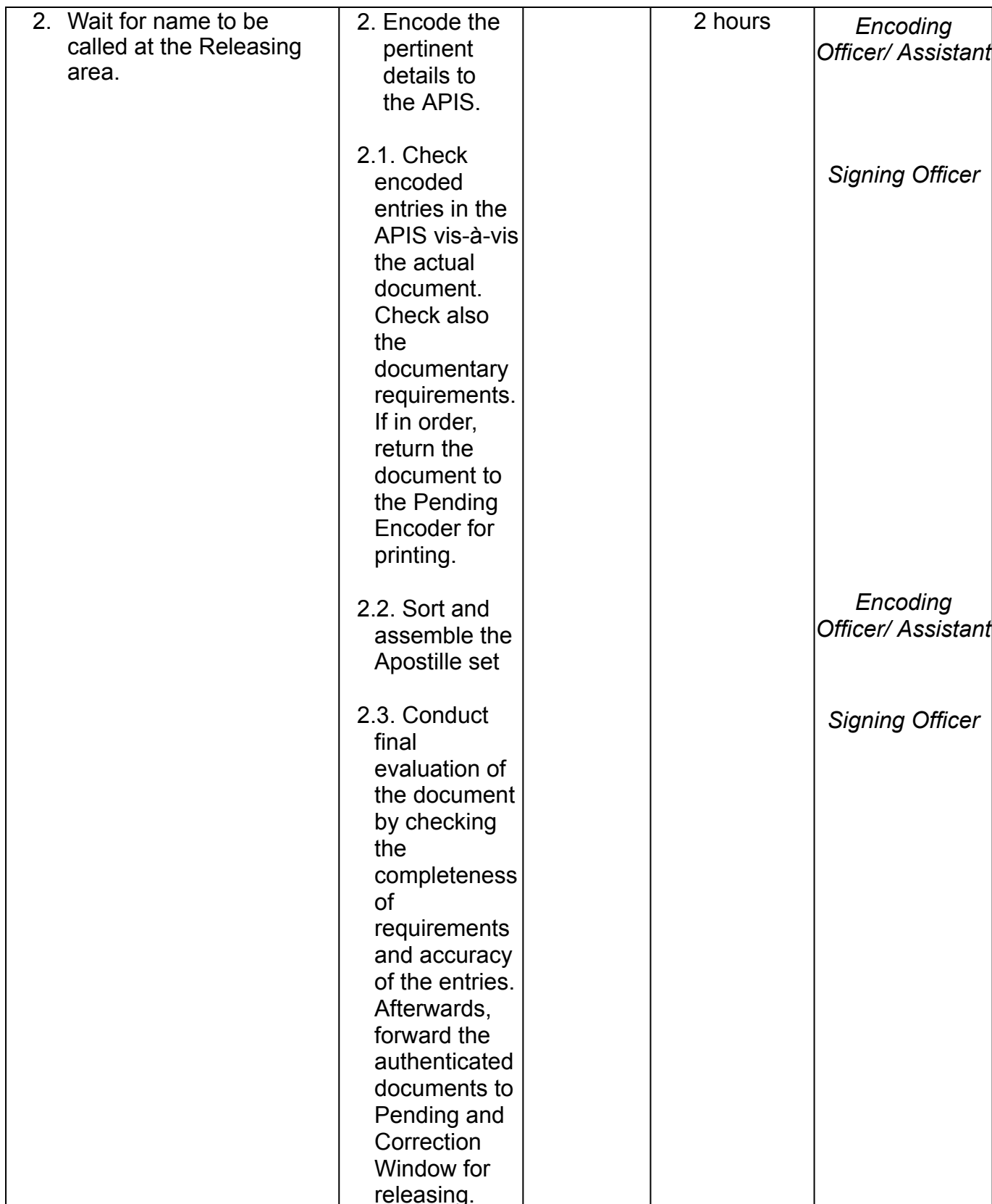


applications through a representative (authorization letter) to the Processor for evaluation.	document/s 3. Print and issue Authentication Slip with the date and time of release.			
4. Present Authentication Slip and pay the appropriate authentication fee to the Cashier	4. Collect the appropriate authentication fee as indicated on the Authentication Slip	Regular: PHP 100 per document Expedite: PHP 200 per document	2 minutes	<i>Collecting Officer</i>
<b>Verification of Document</b>				
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	5 - 20 working days*  <i>*depends on the issuing agency</i>	<i>Verification Assistant</i>
<b>Releasing of Authenticated/Apostilled Document/s</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/Apostille document/s.  1.1 Call applicant/representative through the public address system and give instructions on the requirements to be presented	None	10 minutes	<i>Releasing Personnel</i>
2. Present government-issued ID	2. Check presented		2 minutes	<i>Releasing Personnel</i>



For <i>Representatives</i> , submit an authorization letter to claim the authenticated / Apostille document/s	original government-issued ID and requirements.  2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.			
3. Check accuracy and completeness of authenticated document/s received.  3.1 Claim the authenticated / Apostille documents and sign the form.	3. Release authenticated/ Apostille document/s		5 minutes	<i>Releasing Personnel</i>
<b>TOTAL:</b>		Processing and Releasing	50 minutes	
		Regular: PHP100 per document	5 Working Days	
		Expedite: PHP200 per document	2 Working Days	
		Special cases for further verification:	20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)  *depends on the issuing agency	







<p>3. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</p>	<p>3. Call applicant/ representative through the public address system and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		5 minutes	<i>Pending Cases Focal Person</i>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Client</i>
<b>TOTAL:</b>			2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.

#### Civil Registration Services – Reports of Birth, Marriage, or Death



The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in Pampanga			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				
Once the documents are in order OCA-CRD will endorse the application to the applicant's				



preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to Region-Specific CRD email and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Door # 3 - Counter 1.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in	10 minutes	<i>Cashier</i>





		<p>Tokyo and Philippine Consulate General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p>	None	10 minutes	<p><i>Civil Registry Processor</i></p>



	This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Processor</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email Region-Specific CRD email address to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to <i>Door 3 - Counter 1</i> , for eventual release. Releasing Officer/Civil Registry Processor at <i>Door 3 - Counter 1</i> will enter the name of the document owner and/ or the authorized representative in the log book and	None	5 minutes	<i>Civil Registry Section</i>



	have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	

### 3. Report of Marriage



<b>Office/Division:</b>	Consular Office in Pampanga
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to Region-Specific CRD email and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD <i>Door 3 - Counter 1</i> .	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.	None	10 minutes	<i>Civil Registry Processor</i>



	2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	<p>3. Accept the payment based on the required consular fee.</p> <p>3.1. Provide the validated official receipt to the applicant.</p>	<p>USD25.00 (To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with</p>	None	10 minutes	<i>Civil Registry Processor</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email the Region-Specific CRD email address to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Door 3 - Counter 1, for</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor</p>



	<p>eventual release.</p> <p>Releasing Officer/Civil Registry Processor at Door 3 - Counter 1 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.</p>			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	

#### 4. Report of Death



<b>Office/Division:</b>	Consular Office in Pampanga
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

Please refer to [Annex C](#) for the complete list of requirements for Civil Registration Services.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#### Setting of appointment

Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:

- [oca.crd-aspac@dfa.gov.ph](mailto:oca.crd-aspac@dfa.gov.ph) (Asia Pacific countries)
- [oca.crd-mea@dfa.gov.ph](mailto:oca.crd-mea@dfa.gov.ph) (Middle East and Africa countries)
- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to the Region-Specific CRD email and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
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#### Submission of physical requirements at CO

1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Door 3 - Counter 1.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.	None	10 minutes	Civil Registry Processor





	2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	<p>3. Accept the payment based on the required consular fee.</p> <p>3.1. Provide the validated official receipt to the applicant.</p>	<p>USD25.00 (To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number</p>	None	10 minutes	<i>Civil Registry Processor</i>

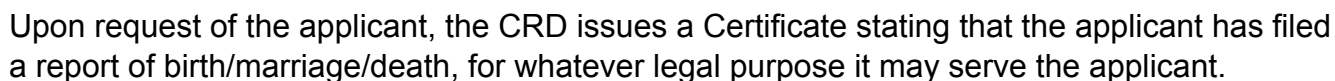


	<p>and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email the Region-Specific CRD email to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Door 3 - Counter 1, for eventual release. Releasing Officer/Civil</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor</i></p>



	Registry Processor at Door 3 - Counter 1 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	

## 5. Certificate of Filing



1534



4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days 17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Pampanga			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Office Information Desk to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>Information &amp; Verification Officer</i></p> <p><i>Consular Officer</i></p>





Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Section on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.

## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in Pampanga			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Passport Certification Focal Person</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>
<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p>	4. Release the Passport Certificate to the applicant/s or authorized representative.	None	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to</p>	<i>Consular Officer</i>





<ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>			COs.	
<b>TOTAL</b>		Php 100.00	3 days and 1 hour  Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	

Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Paniqui**

## **External Service**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Paniqui, Tarlac			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to paniqui.coclientconcerns and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Signing Officer</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to the CO's Information Counter.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Signing Officer</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Signing Officer</i>
3. Pay the required consular fees at the Cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction	10 minutes	<i>Cashier</i>



		<p>of the Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine</p>	None	10 minutes	<p><i>Civil Registry Processor- Signing Officer</i></p>



	Embassy/Consulate for verification and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Signing Officer</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email paniqui.coclientconcerns@dfa.gov.ph to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to the Releasing Area, for eventual release. Signing Officer at the Releasing Area will enter the name of the document owner and/ or the authorized representative in the log book and	None	5 minutes	<i>Signing Officer</i>  <i>Civil Registry Processor-Signing Officer Releasing Area</i>



	have them sign that the personal copy was received.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	



## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office in Paniqui, Tarlac			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to paniqui.coclientconcerns@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Signing Officer
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to the CO's Information Counter	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– Signing Officer
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Information Officer





	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor-Signing Officer</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Signing Officer</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:paniqui.coclientconcerns@dfa.gov.ph">paniqui.coclientconcerns@dfa.gov.ph</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p><i>Signing Officer</i></p> <p><i>Civil Registry Processor-Signing Officer</i></p>



personal copy.	and bring it to Releasing Area, for eventual release.  Signing Officer at the Releasing Area will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	



### 3. Report of Death

Office/Division:	Consular Office in Paniqui, Tarlac			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements topaniqui.coclientconcerns@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Signing Officer
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to the CO's Information Counter	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Information Officer
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Signing Officer



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor-Signing Officer</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Signing Officer</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:paniqui.coclientconcerns@dfa.gov.ph">paniqui.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to the Releasing Area, for eventual release.</p>	None	5 minutes	<p><i>Signing Officer</i></p> <p><i>Civil Registry Processor-Signing Officer</i></p>



	Signing Officer at the Releasing Area will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Paniqui, Tarlac		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by CO Paniqui	
Official Receipt			CO Paniqui	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Information Officer</i>
Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at paniqui.coclientconcerns@dfa.gov.ph with attached issued Civil Registry Request Form.			1 day	<i>Signing Officer</i>
2. Pay the consular fee at the Cashier	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>





3. Return to the Information Counter and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Signing Officer</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Signing Officer</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Paniqu, Tarlac			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>			
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>CAPAC Representative/</i></p> <p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Paniqui, Tarlac			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder; Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Puerto Princesa**

## **External Service**



## 1. Authentication / Apostille Application

Philippine public documents must be authenticated by the DFA to be validly used in another sovereign state's jurisdiction.

Office/Division:	Consular Office in Puerto Princesa			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants who intend to use a Philippine public document abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex B</a> for the complete list of requirements for Authentication / Apostille and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Scheduling of Appointment				
1. Fill out the online appointment form at <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> to request an Appointment for Authentication / Apostille	1. Online Appointment System sends out confirmation to applicant's email address	None	2 minutes	Client
Filing of documents for Authentication / Apostille				
1. Get an application form at the Authentication Information desk. Fill out the application form		None	2 Minutes	Client
2. Present printed appointment confirmation and application form at Application Validation Window, and wait for the queue number issued by the validation assistant to be called at the Processing Section	1. Validate appointment presented by applicant		2 minutes	Application Validation Assistant
3. Submit validated appointment (if applicable), accomplished application form, document/s for authentication, government-issued ID, and other applicable requirements for	2. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the		15 minutes	Processor





applications through a representative (authorization letter) to the Processor for evaluation.	document/s 3. Print and issue Authentication Slip with the date and time of release.			
4. Present Authentication Slip and pay the appropriate authentication fee to the Cashier	4. Collect the appropriate authentication fee as indicated on the Authentication Slip	Regular: PHP 100 per document Expedite: PHP 200 per document	2 minutes	Cashier
<b>Verification of Document</b>				
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	5 - 20 working days*  *depends on the issuing agency	Verification Assistant  OCA – Authentication Division
<b>Releasing of Authenticated/Apostilled Document/s</b>				
1. On the date of the release of the apostilled document, drop the official receipt (OR) at the designated collection area for the receipts.  1.1 Wait for name to be called at the Releasing area.	1. Collect OR and locate the authenticated/Apostille document/s.  1.1 Call applicant/representative through the public address system and give instructions on the requirements to be presented	None	5 minutes	Releasing Personnel
2. Present government-issued ID	2. Check presented		2 minutes	Releasing Personnel



For <i>Representatives</i> , submit an authorization letter to claim the authenticated / Apostille document/s	original government-issued ID and requirements.  2.1 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.			
3. Check accuracy and completeness of authenticated document/s received.  3.1 Claim the authenticated / Apostille documents and sign the form.	3. Release authenticated/ Apostille document/s		5 minutes	<i>Releasing Personnel</i>
<b>TOTAL:</b>		Processing and Releasing	30 minutes	
		Regular: PHP100 per document	5 Working Days	
		Expedite: PHP200 per document	2 Working Days	
		Special cases for further verification:	20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)  *depends on the issuing agency	



<b>Releasing of Pending and Correction documents*</b> <i>* applicable only to returning applicants with pending documents</i>				
<b>Reason for Pending and Correction</b>		<ul style="list-style-type: none"> <li>• No specimen signature of authorized signatory</li> <li>• Inconsistency between the signature in the document as compared in the system</li> <li>• Documents that require further verification (e.g., authenticity of annotation, designation of the authorized signatory is not indicated in the document, etc.)</li> <li>• Incomplete requirements</li> <li>• Incorrect/Inconsistent entry of information in the document/apostille</li> <li>• Non-compliance with current policies</li> <li>• (subjecting documents to pending status is at the discretion of signing or verification personnel)</li> <li>• Underpaid/ Overpaid application</li> </ul>		
1. Get a queuing number for the Pending and Correction window and wait for the number to be called at the Pending and Correction area.  1.2. Submit document/s for evaluation.	1. Interview applicant/ representative and review the document/s presented for correction or compliance.  1.2. Advise the applicant to wait at the designated waiting area while the document is being processed.	None	30 minutes	<i>Pending and Correction Assistant</i>



<p>2. Wait for name to be called at the Releasing area.</p>	<p>2. Encode the pertinent details to the APIS.</p> <p>2.1. Check encoded entries in the APIS vis-à-vis the actual document. Check also the documentary requirements. If in order, return the document to the Pending Encoder for printing.</p> <p>2.2. Sort and assemble the Apostille set</p> <p>2.3. Conduct final evaluation of the document by checking the completeness of requirements and accuracy of the entries. Afterwards, forward the authenticated documents to Pending and Correction Window for releasing.</p>		<p>2 hours</p>	<p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p> <p><i>Encoding Officer/ Assistant</i></p> <p><i>Signing Officer</i></p>
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<p>3. Present government-issued ID</p> <p>For <i>Representatives</i>, submit an authorization letter and copy of acceptable ID to claim the authenticated / Apostille document/s</p>	<p>3. Call applicant/ representative through the public address system and give instructions on the requirements to be presented</p> <p>3.1 Check presented original government-issued ID and requirements.</p> <p>3.2 Show the authenticated / Apostille document/s for review and ask for signature on the releasing portion of the Authentication Application Form.</p>		5 minutes	<i>Pending and Correction Assistant</i>
<p>4. Check accuracy and completeness of authenticated document/s received.</p> <p>4.1 Claim the authenticated / Apostille documents and sign the form.</p>	<p>4. Release authenticated/ Apostille document/s</p>		5 minutes	<i>Client</i>
<b>TOTAL:</b>			2 hours and 40 minutes	

\*Apostille/Authentication needs further Verification and requires for multi-stage process.



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in Puerto Princesa			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:puertoprincesa.rco@dfa.gov.ph">puertoprincesa.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Counter 5.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Counter 5</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Counter 5</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		<p>Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	None	10 minutes	<i>Civil Registry Processor-Counter 5</i>





	<p>e for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:puertoprincesa.coclientconcerns@dfa.gov.ph">puertoprincesa.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Counter 5, for eventual release. Releasing Officer/Civil Registry Processor at Counter 5 will enter the name of the document owner and/ or the authorized representative in</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Counter 5</i></p>



	the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



### 3. Report of Marriage

<b>Office/Division:</b>	Consular Office in Puerto Princesa			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:puertoprincesa.rco@dfa.gov.ph">puertoprincesa.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Counter 5.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Counter 5</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Processor– Counter 5</i>



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor-Counter 5</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:puertoprincesa.coclientconnectors@dfa.gov.ph">puertoprincesa.coclientconnectors@dfa.gov.ph</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-Counter 5</p>



personal copy.	and bring it to Counter 5, for eventual release.  Releasing Officer/Civil Registry Processor at Counter 5 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	



#### 4. Report of Death

Office/Division:	Consular Office in Puerto Princesa			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:puertoprincesa.rco@dfa.gov.ph">puertoprincesa.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Counter 5.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Counter 5
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Counter 5



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor-Counter 5</i>





	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:puertoprincesa.coclientcenters@dfa.gov.ph">puertoprincesa.coclientcenters@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Counter 5, for eventual release.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Counter 5</i></p>



	Releasing Officer/Civil Registry Processor at Counter 5 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



## 5. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>	Consular Office in			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
Passport-sized photos of Applicants		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:puertoprincesa.rco@dfa.gov.ph">puertoprincesa.rco@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Counter 5</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Counter 5</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Counter 5</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Puerto Princesa			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of Courier delivery services may be availed during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Secure a seat and wait to be called.</p>	<p>1. Consular Officer/CAPAC Representative will call applicants for verification according to the order of arrival onsite.</p> <p>NOTE: Priority in queueing will be given to Senior Citizens, Persons</p>	<p>None</p>	<p>2-3 minutes</p>	



<p>2. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form, and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements</p>	<p>with Disability, and Pregnant Women.</p> <p>2. Verify the applicant's appointment and requirements and issue a queueing number and direct the applicant to the appropriate seat for processing.</p> <p>2.1 For Courtesy Lane applicants, Verifier checks the proof of eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.</p>	<p>None</p>		<p><b>CAPAC Representative/ Consular Officer Verifier</b></p>
<p><b>Step 3. Processing of Passport Application</b></p>				
<p>Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.</p>				
<p>1. Proceed to the Passport Processing area and wait for your number or turn to be called</p>	<p>1. The passport processor calls on the next number or applicant in the queue.</p> <p>1.1 Check completeness of</p>	<p>None</p>	<p>20 minutes</p>	<p><b>Passport Processor (Counter 1, 2 or 3)</b></p>





<p>1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>applicant's documentary requirements for passport application.</p> <p>1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.</p> <p>1.3 Instruct the applicant to proceed to the next step</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p> <p>None</p> <p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>



		<p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>		
<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Passport Enrollment Center (Counter 4/5).	1. Approved applicants will be called by name by the encoders to capture applicant's biometrics and photo and scan processed documents of applicants.	None	10 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		



3. Receive the DFA e-Receipt or Official Receipt.	3. Return the <b>DFA e-Receipt or the Official Receipt</b> to the applicant ( <b>for onsite payment</b> )	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				
<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit (Counter 6) on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit (Counter 6) on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt ;</li> <li>- (For immediate family) Authorization Letter with attached valid</li> </ul>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	None	15 minutes	<i>Releasing Officer</i>



<p>government-issued ID of the adult passport applicant;          - (For representative)          Notarized SPA with attached valid government-issued ID of the passport applicant          Original and photocopy of the representative's valid government-issued ID</p>				
<p>1.1 Collection via courier service:          The new passport will be delivered through courier on the estimated date of release.</p>	<p>1.1 The DFA releases the passport to the courier, if needed.</p>	<p>None</p>	<p>*Delivery date depends on the delivery commitment schedule of the courier service provider.</p>	<p><i>Courier Service Provider</i></p>
<p>2. Receive the new passport and check if details are correct. Sign the Log Sheet.</p>	<p>2. Cancel the previously issued passport.</p> <p>3. Record and release the passport to the applicant.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p>	<p><i>Releasing Officer</i></p>
<p>TOTAL</p>		<p>Php 950.00          for regular applications</p> <p>or</p>	<p>Appointment,          Processing          and Releasing          Steps:          2 hours and</p>	



	<p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>25 minutes (additional 10 minutes for those who will avail of courier services)</p> <p>Releasing of passports: *For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		<p>Consular Offices <i>Express</i> <i>Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in Puerto Princesa			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p> <p>Note: For certifications filed in COs but</p>	





		processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) San Nicolas**

## **External Services**



## 1. Apostille Receiving Centers (ARCs)

The Apostille Receiving Centers (ARCs) will process the applications submitted by applicants and send these applications to the nearest HUB (Authentication Consular Office) through the partner courier.

Office/Division:	Consular Office in San Nicolas, Ilocos Norte			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Applicants who intend to use a Philippine public document in the Apostille Convention Contracting Parties accepting electronic Apostille			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant				
Government-issued identification (ID) card (1 Original and 1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.  Please see <a href="#">Annex A</a> for the list of accepted government-issued IDs.		
Authentication Application Form		DFA Website - ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> ) Authentication Counter		
Representative				
Authorization Letter		Document Owner		
Notarized Special Power of Attorney (if document owner is a minor)		Notary Public		
Government-issued ID of Applicant (1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.		
Government-issued ID of Representative (1 Original, 1 Photocopy)		SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.		
Authentication Application Form		DFA Website- ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> ), Authentication Counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing of documents for Authentication / Apostille				
1. Get an application form at the Processing Window. Fill out the application form.		None	2 minutes	Client
1.1 Wait to be called by the Authentication Processor				



2. Submit accomplished application form, document/s* for authentication, government-issued ID, and other applicable requirements for applications through a representative (authorization letter) to the Processor for evaluation.  * limited to PSA, NBI, LTO, PRC, CHED, DEPED, TESDA, State University, and Foreign Documents	1. Evaluate if presented document/s and requirements are complete and in order. Verify the signature of the official who signed the document/s.  2. Issue an Official Receipt and instruct the applicant to pay at the Cashier	PHP200 per document	15 minutes	Processor (Name / Nickname of the Personnel Assigned)
3. Present Authentication Slip and pay the appropriate authentication fee to the Cashier.	3. Collect the appropriate authentication fee as indicated on the Authentication Slip.	None	2 minutes	Cashier
4. Present the validated OR to the courier kiosk and pay the appropriate courier fee.	4. Collect the appropriate courier fee.	PHP300 per pouch  *maximum of 5 documents per pouch	5 minutes	Courier
	5. If the document is for verification, coordinate with the issuing government agency to verify the document.	None	minimum of 7 working days, maximum 20 working days*  *depends on the issuing agency	Verification Assistant  OCA – Authentication Division
<b>Releasing of Authenticated documents</b>				
ALL documents accepted by an ARC for authentication / apostille will be delivered directly to the address provided by the applicant through the partner courier.				
<b>TOTAL:</b>		PHP200 per document plus PHP300 per pouch	25 minutes  Documents are released after 10 Working Days	



			<p>20 Working Days* (for special cases needing further verification by issuing PH agency outside the DFA)</p> <p>*depends on the issuing agency</p>	
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## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

## 2. Report of Birth

Office/Division:	Consular Office in San Nicolas, Ilocos Norte				
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to Citizens				
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.					
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li></ul>					



- [oca.crd-eu@dfa.gov.ph](mailto:oca.crd-eu@dfa.gov.ph) (Europe countries)
- [oca.crd-us@dfa.gov.ph](mailto:oca.crd-us@dfa.gov.ph) (Americas)
- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:sannicolas.coclientconcerns@dfa.gov.ph">sannicolas.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.		1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Information Desk.		1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor–Information Desk</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.		2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor–Information Desk</i>





<p>3. Pay the required consular fees at Window 6.</p>		<p>3. Accept the payment based on the required consular fee.</p> <p>3.1. Provide the validated official receipt to the applicant.</p>	<p>USD25.00</p> <p>(To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p>** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate</p>	<p>10 minutes</p>	<p>Cashier</p>
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			General in Osaka		
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.		<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/cr-d-application-tracker">https://consular.dfa.gov.ph/cr-d-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and</p>	None	10 minutes	<i>Civil Registry Processor-Information Desk</i>



		restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>					
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .		1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>					



<p>1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>. Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:sannicolas.coclientconcerns@dfa.gov.ph">sannicolas.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.</p>		<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Information Desk, for eventual release. Releasing Officer/Civil Registry Processor at Information Desk will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that the personal copy was received.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Information Desk</i></p>
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TOTAL:			<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	
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### 3. Report of Marriage

<b>Office/Division:</b>	Consular Office in San Nicolas, Ilocos Norte			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:sannicolas.coclientconcerns@dfa.gov.ph">sannicolas.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Information Desk.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Information Desk</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Processor– Information Desk</i>



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Window 6.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- Information Desk</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:sannicolas.coclientconcerns@dfa.gov.ph">sannicolas.coclientconcerns@dfa.gov.ph</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-Information Desk</p>





personal copy.	and bring it to Information Desk, for eventual release.  Releasing Officer/Civil Registry Processor at Information Desk will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	





#### 4. Report of Death

<b>Office/Division:</b>	Consular Office in San Nicolas, Ilocos Norte			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:sannicolas.coclientconcerns@dfa.gov.ph">sannicolas.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Information Desk.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Information Desk
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	Civil Registry Processor– Information Desk



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Window 6.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- Information Desk</i>



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:sannicolas.coclientconcerns@dfa.gov.ph">sannicolas.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Information Desk,</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-Information Desk</p>



	for eventual release. Releasing Officer/Civil Registry Processor at Information Desk will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



## 5. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in San Nicolas, Ilocos Norte		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:sannicolas.coclientconcerns@dfa.gov.ph">sannicolas.coclientconcerns@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Information Desk</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Window 6.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>
3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Information Desk</i>



4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt  4.1 Locate and release the certificate.	None	5 minutes  Certificate is released within 3 working days	<i>Civil Registry Processor– Information Desk</i>
4.1 Receive the certificate.				
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	





## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 6. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in San Nicolas, Ilocos Norte			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative/</i></p> <p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	1.3 Instruct the applicant to proceed to the next step.  NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.	None		
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications or Php 1200. 00 for expedite applications Php 950.00 for MRCTD applications Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services) Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





## 7. Passport Certification Requirements and Process

Office or Division:	Consular Office in San Nicolas, Ilocos Norte			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) San Pablo**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

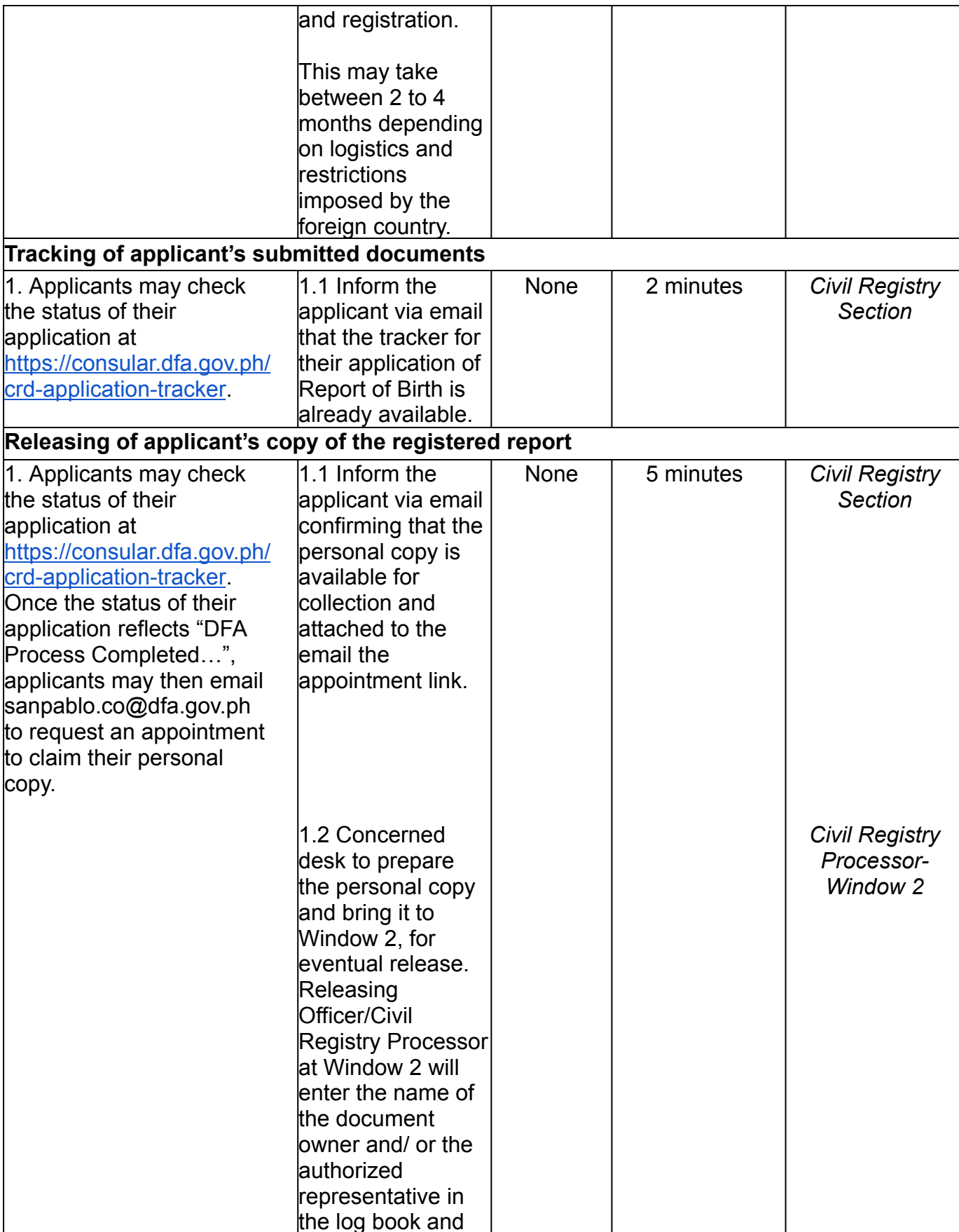
Office/Division:	Consular Office in San Pablo City			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to sanpablo.co@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Window 2.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 2</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 2</i>
3. Pay the required consular fees at the Window 8 Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine	10 minutes	<i>Cashier</i>



		<p>Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor- Window 2</i></p>







	have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

<b>Office/Division:</b>		Consular Office in San Pablo City		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Filipino citizens who were married abroad and Filipinos at the time of marriage		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:sanpablo.co@dfa.gov.ph">sanpablo.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD <i>Window 2</i> .	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Window 2</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Processor– Window 2</i>



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the <i>Window 8 Cashier</i> .	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor- Window 2</i>



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:sanpablo.co@dfa.gov.ph">sanpablo.co@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Window 2</i></p>



	and bring it to Window 2, for eventual release.  Releasing Officer/Civil Registry Processor at Window 2 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	



### 3. Report of Death

<b>Office/Division:</b>	Consular Office in San Pablo City			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:sanpablo.co@dfa.gov.ph">sanpablo.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Window 2.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 2
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 2



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the <i>Window 2</i> .	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor- Window 2</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:sanpablo.co@dfa.gov.ph">sanpablo.co@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to <i>Window 2</i>, for eventual release.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 2</i></p>





	Releasing Officer/Civil Registry Processor at <i>Window 2</i> will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in San Pablo City		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:sanpablo.co@dfa.gov.ph">sanpablo.co@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 2</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Window 8 Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 2</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Window 2</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in San Pablo City			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative/ <i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				





1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in San Pablo City			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





# **Consular Office (CO) Santiago City**

## **External Service**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Santiago City			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:santiago.co@dfa.gov.ph">santiago.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to CRD Window .	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		<p>Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	None	10 minutes	<i>Civil Registry Processor</i>



	<p>e for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:santiago.co@dfa.gov.ph">santiago.co@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to CRD Window, for eventual release. Releasing Officer/Civil Registry Processor will enter the name of the document owner and/ or the authorized representative in the log book and</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor</i></p>



	have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office in Santiago City			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> (p. 17) for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:santiago.co@dfa.gov.ph">santiago.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to CRD Window.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Processor</i>



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor</i>





	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:santiago.co@dfa.gov.ph">santiago.co@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-</p>



	and bring it to CRD Window, for eventual release.  Releasing Officer/Civil Registry Processor will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	



### 3. Report of Death

<b>Office/Division:</b>	Consular Office in Santiago City			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> (p. 22) for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:santiago.co@dfa.gov.ph">santiago.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to CRD Window .	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor Window
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor-Window</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:santiago.co@dfa.gov.ph">santiago.co@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to CRD Window, for eventual release.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Window</i></p>



	Releasing Officer/Civil Registry Processor at CRD Window will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>	Consular Office in Santiago City			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
Passport-sized photos of Applicants		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:santiago.co@dfa.gov.ph">santiago.co@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor–Window</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor–Window</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	





## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Santiago City			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> (p.40) for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>	<p>Walk-in applicants will pay the appropriate fees during the application process</p>		
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC Representative/ <i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	1.3 Instruct the applicant to proceed to the next step.  NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.	None		
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	





	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Santiago City			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Tacloban**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Tacloban			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li></ul>				



- [oca.crd-concerns@dfa.gov.ph](mailto:oca.crd-concerns@dfa.gov.ph) (general inquiry)

Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:tacloban.coclientconcerns@dfa.gov.ph">tacloban.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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#### **Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Processing Window 5.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 5</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 5</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction	10 minutes	<i>Cashier</i>





		<p>of the Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p><b>**</b></p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine</p>	None	10 minutes	<i>Civil Registry Processor- Window 5</i>



	Embassy/Consulate for verification and registration.  This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:tacloban.coclientconcerns@dfa.gov.ph">tacloban.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to Window 5, for eventual release. Releasing Officer/Civil Registry Processor at Window 5 will enter the name of the document owner and/ or the authorized	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor- Window 5</i>



	representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	



## 2. Report of Marriage

Office/Division:	Consular Office in Tacloban			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were married abroad and Filipinos at the time of marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:tacloban.coclientconcerns@dfa.gov.ph">tacloban.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to Window 5.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	Civil Registry Processor– Window 5
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry	None	10 minutes	Civil Registry Processor– Window 5



	Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **  Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- Window 5</i>



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:tacloban.coclientconcerns@dfa.gov.ph">tacloban.coclientconcerns@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor- Window 5</p>



	<p>Window 5, for eventual release.</p> <p>Releasing Officer/Civil Registry Processor at Window 5 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.</p>			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	



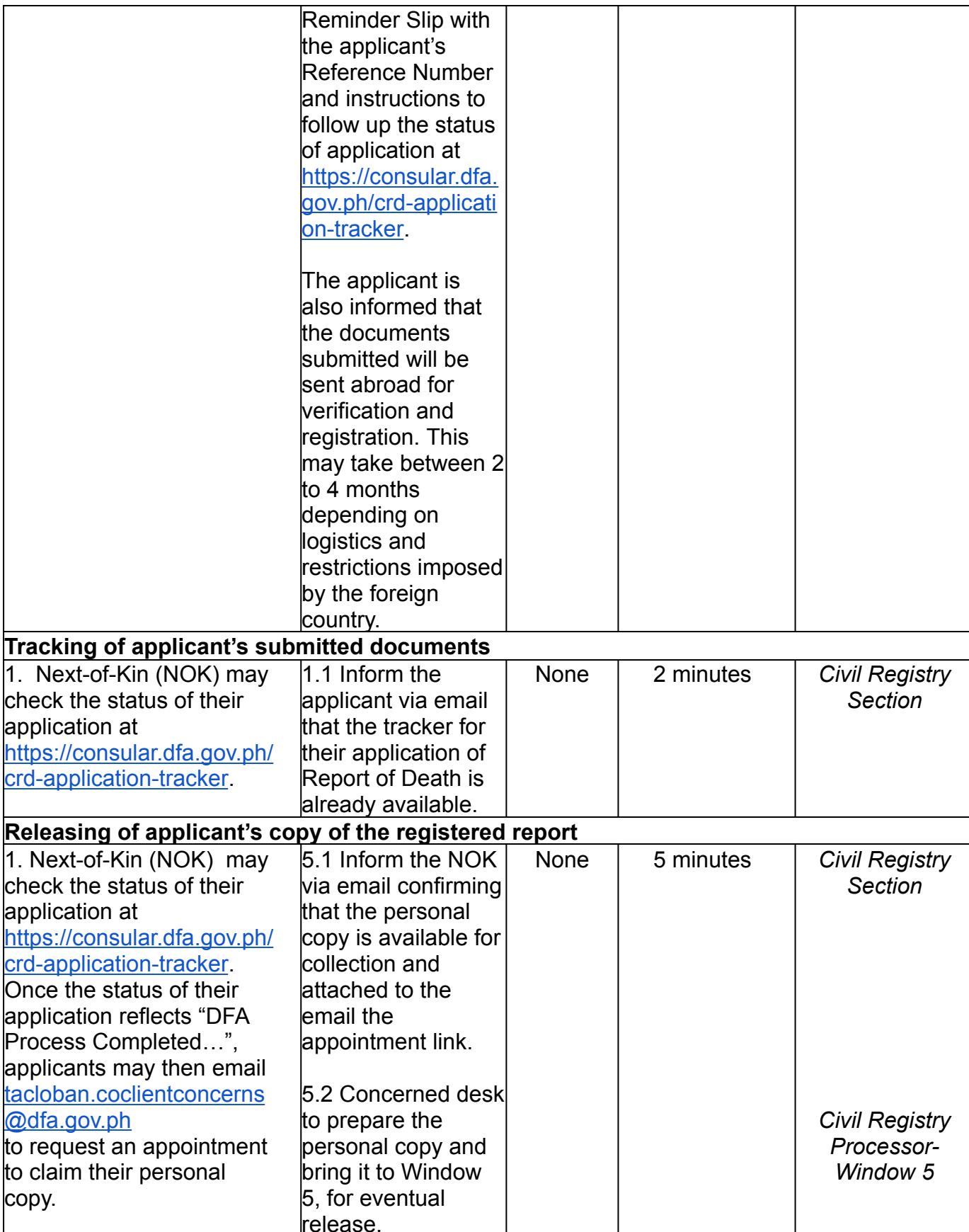
### 3. Report of Death

Office/Division:	Consular Office in Tacloban			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:tacloban.coclientconcerns@dfa.gov.ph">tacloban.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Window 5.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 5
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 5





	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- Window 5</i>





	Releasing Officer/Civil Registry Processor at Window 5 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 4. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Tacloban			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>			
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative/</i></p> <p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				





1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and</p>	
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		Mindanao Consular Offices <i>Regular Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.

## 5. Passport Certification Requirements and Process

Office or Division:	Consular Office in Tacloban			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>
4. Collection of Passport Certification/s.  If the certification is being claimed by an immediate family member: <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> If the person claiming is not an immediate family member:	4. Release the Passport Certificate to the applicant/s or authorized representative.	None	30 minutes  Three (3) working days for processing of Certification	<i>Consular Officer</i>



<ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>				
<b>TOTAL</b>		Php 100.00	3 days and 1 hour	<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>

Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Tagbilaran**

## **External Services**





## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Tagbilaran			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:tagbilaran.co@dfa.gov.ph">tagbilaran.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO Tagbilaran**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Window 9.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor– Window 9</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor– Window 9</i>
3. Pay the required consular fees at the Cashier – Window 1	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier – Window 1</i>



		<p>Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	None	10 minutes	<i>Civil Registry Processor-Window 9</i>



	<p>e for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:tagbilaran.co@dfa.gov.ph">tagbilaran.co@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Window 9, for eventual release. Releasing Officer/Civil Registry Processor at Window 9 will enter the name of the document owner and/ or the authorized representative in</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 9</i></p>



	the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office in Tagbilaran			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:tagbilaran.co@dfa.gov.ph">tagbilaran.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO Tagbilaran</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to Window 9.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor– Window 9</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry	None	10 minutes	<i>Civil Registry Processor– Window 9</i>



	Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier – Window 1	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier – Window 1</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	<i>Civil Registry Processor- Window 9</i>



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:tagbilaran.co@dfa.gov.ph">tagbilaran.co@dfa.gov.ph</a> to request for an appointment to claim their personal copy.	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor- Window 9</p>





	<p>Window 9, for eventual release.</p> <p>Releasing Officer/Civil Registry Processor at Window 9 will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.</p>			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	



### 3. Report of Death

Office/Division:	Consular Office in Tagbilaran			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:tagbilaran.co@dfa.gov.ph">tagbilaran.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO Tagbilaran</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Window 9.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor– Window 9
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor– Window 9



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier – Window 1.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier – Window 1</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor- Window 9</i>



	<p>the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:tagbilaran.co@dfa.gov.ph">tagbilaran.co@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Window 9, for eventual release.</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor- Window 9</i></p>



	Releasing Officer/Civil Registry Processor at Window 9 will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office in Tagbilaran		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:tagbilaran.co@dfa.gov.ph">tagbilaran.co@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor– Window 9</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier – Window 1	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier – Window 1</i>
3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor– Window 9</i>



4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor– Window 9</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days 17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Tagbilaran			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				





<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>			
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative</i></p> <p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.			
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	1.3 Instruct the applicant to proceed to the next step.  NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.	None		
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	5 minutes	<i>Collecting Officer</i>
<b>Step 4. Passport Encoding and Biometric Capturing</b>				



1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Tagbilaran			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	<i>Client Relations Officer</i>  <i>Consular Officer</i>
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	<i>Consular Officer</i>
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



# **Consular Office (CO) Tagum**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

<b>Office/Division:</b>	Consular Office in Tagum
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"> <li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li> <li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li> <li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li> <li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li> <li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li> </ul> <p>Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.</p>				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:tagum.co@dfa.gov.ph">tagum.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registry Section</i>
<b>Submission of physical documentary requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to the Civil Registry Processor.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor-Information Counter</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	<i>Civil Registry Processor-Information Counter</i>



	<p>through the CRD-Civil Registry Request Form</p> <p>2.1 Inform the applicant to settle the appropriate fee</p>			
3. Pay the required consular fees at the Cashier Window	<p>3. Accept the payment based on the required consular fee</p> <p>3.1. Provide the validated official receipt to the applicant</p>	<p>USD25.00</p> <p>(To be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo and Philippine Consulate General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the</p>	10 minutes	<i>Cashier</i>





		jurisdiction of the Philippine Consulate General in Osaka		
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a></p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulate for verification and registration.</p> <p>This may take between 2 to 4</p>	None	10 minutes	<i>Civil Registry Processor-Information Counter</i>



	months depending on logistics and restrictions imposed by the foreign country			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				



<p>1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>. Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:tagum.co@dfa.gov.ph">tagum.co@dfa.gov.ph</a> to request an appointment to claim their personal copy.</p>	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Information Counter, for eventual release. Releasing Officer/Civil Registry Processor at the Information Counter will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that the personal copy was received</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-Information Counter</i></p>
<p><b>TOTAL:</b></p>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except</p>	<p>2 days to receive appointment confirmation email</p> <p>40 minutes submission of requirements</p>	



		<p>USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Birth</p>	
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## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office in Tagum			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"> <li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li> <li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li> <li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li> <li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li> <li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li> </ul> <p>Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.</p>				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:tagum.co@dfa.gov.ph">tagum.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				



1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to the CRD Information Counter	1. Check the appointment and receive the Report of Marriage forms and other requirements	None	5 minutes	<i>Civil Registry Processor-Information Counter</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor-Information Counter</i>
3. Pay the required consular fees at the Cashier Window	3. Accept the payment based on the required consular fee  3.1. Provide the validated official receipt to the applicant	USD25.00  (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo	10 minutes	<i>Cashier</i>



		<p align="center">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a></p> <p>The applicant is also informed that the documents</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor-Information Counter</i></p>



	submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email tagum.co@dfa.gov.ph to request for an appointment to claim their personal copy.	1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.  1.2 Concerned desk to prepare the personal copy and bring it to Information Counter, for eventual release.	None	5 minutes	<i>Civil Registry Section</i>  <i>Civil Registry Processor-Information Counter</i>





	Releasing Officer/Civil Registry Processor at Information Counter will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>USD 25.00 (to be paid in Philippine Peso)*</p> <p>*except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG</p> <p>USD 75.00 for applications to be transmitted to Osaka PCG</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Marriage</p>	



### 3. Report of Death

<b>Office/Division:</b>	Consular Office in Tagum			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p><b>Setting of appointment</b></p> <p>Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application:</p> <ul style="list-style-type: none"> <li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li> <li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li> <li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li> <li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li> <li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li> </ul> <p>Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.</p>				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:tagum.co@dfa.gov.ph">tagum.co@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section



<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to the Information Counter.	1. Check the appointment and receive the Report of Death forms and other requirements	None	5 minutes	<i>Civil Registry Processor-Information Counter</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor-Information Counter</i>
3. Pay the required consular fees at the Cashier Window	3. Accept the payment based on the required consular fee  3.1. Provide the validated official receipt to the applicant	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo	10 minutes	<i>Cashier</i>



		**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka		
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a></p> <p>The applicant is also informed that the documents submitted will be sent abroad for</p>	None	10 minutes	<i>Civil Registry Processor-Information Counter</i>



	verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
5. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email tagum.co@dfa.gov.ph to request an appointment to claim their personal copy.	5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.  5.2 Concerned desk to prepare the personal copy and bring it to Information Counter, for eventual release. Releasing Officer/Civil Registry	None	5 minutes	Civil Registry Section  Civil Registry Processor-Information Counter



	Processor at Information Counter will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



		Osaka		
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## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Visayas and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 4. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

<b>Office or Division:</b>	Consular Office in Tagum	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizens	
<b>Who may avail:</b>	Filipino Citizens	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.		





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Step 1. Setting-up a Passport Appointment</b>				
<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the</p>	1 hour	<i>Third Party Service Provider</i>



<p>1.1 Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p> <p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p> <p>2. The DFA accommodates the the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>appropriate fees during the application process</p> <p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				



<p>On the day of the scheduled appointment: 1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID. Sign the log sheet.</p> <p>Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements</p>	<p>1. Verify the applicant's appointment and requirements, check the Look-out-List Database, and direct the applicant to the appropriate seat for processing .</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of eligibility of the applicant and directs the applicant to the appropriate seat for processing.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>CAPAC Representative/ Consular Officer</i></p> <p>Verifier</p>
<p><b>Step 3. Processing of Passport Application</b></p> <p>Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.</p>				
<p>1. Proceed to the Passport Processing area and wait to be called to the next available window.</p>	<p>1. The passport processor will call the applicant.</p> <p>1.1 Check completeness of applicant's documentary</p>	<p>None</p> <p>None</p>	<p>30 minutes</p>	<p><i>Passport Processor</i></p>



<p>1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>requirements for passport application.</p> <p>1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.</p> <p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p> <p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200.00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p>	<p>5 minutes</p>	<p><i>Collecting Officer</i></p>



		Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application		
<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Encoding Area and wait for the name to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	Passport Encoder
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt and sign the log sheet.	3. Return the DFA e-Receipt or DFA Passport Slip to the applicant.	None	(additional 10 minutes)	Courier Service Provider
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service		
<b>Step 5. Releasing of Passport</b>				
1. Collection via personal appearance (pick-up): Proceed to the Releasing Section on the estimated date of release and	1. Check receipt and locate passport.	None	15 minutes	Releasing Officer



<p>present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Section on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul>	<p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>			
<p>1.1 Collection via courier service: The new passport will</p>	<p>1.1 The DFA releases the passport to the courier, if needed.</p>	<p>None</p>	<p>*Delivery date depends on delivery</p>	<p><i>Courier Service Provider</i></p>



be delivered through courier on the estimated date of release.			commitment schedule of courier service provider.	
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes       *Delivery date depends on delivery commitment schedule of courier service provider	<i>Releasing Officer</i>       Courier Service Provider
TOTAL		Php 950.00 for regular applications  or  Php 1200.00 for expedite applications	Appointment, Processing and Releasing Steps: 2 hours, 35 minutes (additional 10 minutes for those who will	



	<p>Php 950.00 for MRCTD applications</p> <p>Additional Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>avail of courier services)</p> <p>Releasing of passports: <i>Express Processing:</i> 7 working days</p> <p><i>Regular Processing:</i> 12 working days</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





## 5. Passport Certification Requirements and Process

Office or Division:	Consular Office in Tagum			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	Consular Officer
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	Consular Officer



3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	<i>Collecting Officer</i>
4. Collection of Passport Certification/s.  If the certification is being claimed by an immediate family member: <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> If the person claiming is not an immediate family member: <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> </ul>	4. Release the Passport Certificate to the applicant/s or authorized representative.	None	30 minutes  Three (3) working days for processing of Certification  Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	<i>Consular Officer</i>



<ul style="list-style-type: none"><li>Authorized representative shall also be required to present his/her passport or valid government ID.</li></ul>				
<b>TOTAL</b>		Php 100.00	3 days and 1 hour  Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.	

Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## **Consular Office (CO) Tuguegarao**

### **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office Tuguegarao			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:tuguegarao.coclientconcerns@dfa.gov.ph">tuguegarao.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	CO Civil Registry Officer Civil Registration Desk
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to Window 1.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	CO Registration Officer, for onward transmittal to DFA ASEANA CRD
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	CO Registration Officer, for onward transmittal to DFA ASEANA CRD
3. Pay the required consular fees at the Window 6.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	Cashier



		<p>Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p>**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	None	10 minutes	CO Registration Officer, for onward transmittal to DFA ASEANA CRD



	<p>e for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	CO Registration Officer
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:tuguegarao.coclientconcerns@dfa.gov.ph">tuguegarao.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to Releasing Window, for eventual release. Releasing Officer/Civil Registry Processor at Releasing Window will enter the name of the document owner and/ or the authorized</p>	None	5 minutes	<p>CO Registration Officer</p> <p>CO Registration Officer <i>Releasing Window</i></p>





	representative in the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

Office/Division:		Consular Office Tuguegarao		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Filipino citizens who were married abroad and Filipinos at the time of marriage		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:tuguegarao.coclientconcerns@dfa.gov.ph">tuguegarao.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	CO Registration Officer, for onward transmittal to DFA ASEANA CRD
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to Window 1	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	CO Registration Officer, for onward transmittal to DFA ASEANA CRD
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	CO Registration Officer, for onward transmittal to DFA ASEANA CRD



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Window 6	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	Cashier
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	CO Registration Officer, for onward transmittal to DFA ASEANA CRD



	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	CO Registration Officer
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:tuguegarao.coclientconcerns@dfa.gov.ph">tuguegarao.coclientconcerns@dfa.gov.ph</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	CO Registration Officer



personal copy.	and bring it to Releasing Window, for eventual release.  Releasing Officer/Civil Registry Processor at Releasing Window will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	



### 3. Report of Death

Office/Division:	Consular Office Tuguegarao			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Next-of-kins of Filipino citizens who died abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:tuguegarao.coclientconcerns@dfa.gov.ph">tuguegarao.coclientconcerns@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	CO Registration Officer, for onward transmittal to DFA ASEANA CRD
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to Window 1.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	CO Registration Officer, for onward transmittal to DFA ASEANA CRD
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements	None	10 minutes	CO Registration Officer, for onward transmittal to DFA ASEANA CRD



	through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Window 6.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	Cashier
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a	None	10 minutes	CO Registration Officer, for onward transmittal to DFA ASEANA CRD



	<p>Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Death is already available.	None	2 minutes	CO Registration Officer
<b>Releasing of applicant's copy of the registered report</b>				
1. Next-of-Kin (NOK) may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:tuguegarao.coclientconcerns@dfa.gov.ph">tuguegarao.coclientconcerns@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>5.1 Inform the NOK via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>5.2 Concerned desk to prepare the personal copy and bring it to Releasing Window</p>	None	5 minutes	<p>CO Registration Officer</p> <p>CO Registration Officer Releasing Window</p>





	for eventual release. Releasing Officer/Civil Registry Processor at Releasing Window will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>		Consular Office Tuguegarao		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Registry Request Form			Issued by DFA-OCA CRD	
Official Receipt			DFA-OCA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:tuguegarao.coclientconcerns@dfa.gov.ph">tuguegarao.coclientconcerns@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct the applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	CO Registration Officer
			1 day	CO Registration Officer
2. Pay the consular fee at the Window 6.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	Cashier



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	CO Registration Officer
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	CO Registration Officer
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	Releasing Window
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days 17 minutes processing of the request and releasing of certificate	



## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office Tuguegarao			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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<p>1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.</p> <p>NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.</p>	<p>1.1 The DFA accommodates Eligible Applicants for Courtesy Lane</p>			
<p>2. Refugees or Stateless Persons recognized by the Philippine government applying for the first time or renewal of Machine Readable Convention Travel Documents (MRCTD) may apply at the DFA Aseana, Parañaque City on their scheduled date of appointment.</p>	<p>2. The DFA accommodates the recognized Refugees or Stateless Persons recognized by the Philippine government.</p>	<p>Php 950.00 for regular applications</p>		<p>Special Concerns Case Staff <i>Special Concerns and Pending Unit (SCPU)</i></p>
<b>Step 2. Verification of Passport Application</b>				
<p>On the day of the scheduled appointment:</p> <p>1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (PACD) to present a printed passport application form and valid ID.</p> <p>Note: Walk-in applicants must present proof of eligibility for the</p>	<p>1. Verify the applicant's appointment and requirements and direct the applicant to the appropriate seat for processing.</p> <p>1.1 For Courtesy Lane applicants, Verifier checks the proof of eligibility of the applicant and directs the</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p>CAPAC <i>Representative/</i></p> <p><i>Consular Officer</i></p>



Courtesy Lane and passport requirements	applicant to the appropriate seat for processing.			
2. Wait to be called.	None	None		<i>Verifier Window 1</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait turn to be called	1. The passport processor calls on the applicant in the queue.	None	30 minutes	<i>Passport Processor Windows 2, 3, 4, 5</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		



<p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.</p>	<p>1.3 Instruct the applicant to proceed to the next step.</p> <p>NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.</p>	<p>None</p>		
<p>2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports proceed to the Cashier to pay the passport processing fee.</p>	<p>2. Collect the payment.</p> <p>Note: Issuance of Machine Validated Receipt.</p>	<p>Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>	<p>5 minutes</p>	<p><i>Collecting Officer Window 6</i></p>
<p><b>Step 4. Passport Encoding and Biometric Capturing</b></p>				





1. Proceed to the Passport Enrollment Center with the processed documents and wait for your name to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None	30 minutes	<i>Passport Encoder Windows 7,8,9,10</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				



<p>1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.</p> <p>Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:</p> <ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul> <p>1.1 Collection via courier service: The new passport will be delivered</p>	<p>1. Check receipt and locate passport.</p> <p>Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs</p>	<p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Releasing Officer</i> <i>Releasing Window</i></p>
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through courier on the estimated date of release.	1.1 The DFA releases the passport to the courier, if needed.		*Delivery date depends on the delivery commitment schedule of the courier service provider.	<i>Courier Service Provider</i>
2. Receive the new passport and check if details are correct. Sign the Log Sheet.	2. Record and release the passport to the applicant.  3. Cancel the previously issued passport.	None  None	10 minutes	<i>Releasing Officer Releasing Window</i>
TOTAL		Php 950.00 for regular applications  or Php 1200. 00 for expedite applications  Php 950.00 for MRCTD applications  Additional Php 50 - convenience fee applies for all	Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)  Releasing of passports:	



	<p>Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>*For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p> <p>*For Luzon, Visayas, and Mindanao Consular Offices <i>Express Processing:</i> 7 working days</p> <p>*For Luzon, Visayas, and Mindanao</p>	
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		Consular Offices <i>Regular</i> <i>Processing:</i> 12 working days	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office Tuguegarao			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	Client Relations Officer Window 1 Consular Officer
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	Consular Officer Window 1
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	Collecting Officer Window 6



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer Releasing Window</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.





# **Consular Office (CO) Zamboanga City**

## **External Services**



## Civil Registration Services – Reports of Birth, Marriage, or Death

The Department's Civil Registry Division acts as the receiving office for various delayed reports of vital events (Report of Birth, Marriage, and Death) of Filipinos born, married, or who died abroad and who are now domiciled in the Philippines.

These delayed reports are forwarded for registration to Philippine Foreign Service Posts. All registered reports from FSPs are subsequently transmitted to the Philippine Statistics Authority (PSA) as the permanent repository of vital event records.

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shussei Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### 1. Report of Birth

Office/Division:	Consular Office in Zamboanga City			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Filipino citizens who were born abroad whose parent/s is/are Filipinos at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul>				



Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.

1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to zamboanga.rco@dfa.gov.ph and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule	None	2 days (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
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**Submission of physical documentary requirements at CO**

1. Present the confirmed email appointment and submit the duly notarized Report of Birth forms and documentary requirements to the CRD Window.	1. Check the appointment and receive the Report of Birth forms and other requirements	None	5 minutes	<i>Civil Registry Processor–CRD Window</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee	None	10 minutes	<i>Civil Registry Processor–CRD Window</i>
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the	10 minutes	<i>Cashier</i>



		<p>Philippine Embassy in Tokyo and Philippine Consular General in Nagoya</p> <p style="text-align: center;">**</p> <p>Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>		
<p>4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.</p>	<p>4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.</p> <p>4.1. Issue the applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up on the status of the application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent to the Philippine Embassy/Consulat</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Civil Registry Processor-CRD Window</i></p>



	<p>e for verification and registration.</p> <p>This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Birth is already available.	None	2 minutes	<i>Civil Registry Section</i>
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may then email <a href="mailto:zamboanga.rco@dfa.gov.ph">zamboanga.rco@dfa.gov.ph</a> to request an appointment to claim their personal copy.	<p>1.1 Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy and bring it to the CRD Window, for eventual release. Releasing Officer/Civil Registry Processor at the CRD Cindow will enter the name of the document owner and/ or the authorized representative in</p>	None	5 minutes	<p><i>Civil Registry Section</i></p> <p><i>Civil Registry Processor-CRD Window</i></p>



	the log book and have them sign that the personal copy was received.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Birth	



## 2. Report of Marriage

<b>Office/Division:</b>	Consular Office in Zamboanga City			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Filipino citizens who were married abroad and Filipinos at the time of marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:zamboanga.rco@dfa.gov.ph">zamboanga.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	<i>Civil Registration Section</i>
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Marriage forms and documentary requirements to the CRD Window.	1. Check the appointment and receive the Report of Marriage forms and other requirements.	None	5 minute	<i>Civil Registry Processor–CRD Window</i>
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	<i>Civil Registry Processor–CRD Window</i>



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  ** Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the	None	10 minutes	<i>Civil Registry Processor-CRD Window</i>





	<p>applicant a Reminder Slip with the applicant's Reference Number and instructions to follow up the status of application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a>.</p> <p>The applicant is also informed that the documents submitted will be sent abroad for verification and registration. This may take between 2 to 4 months depending on logistics and restrictions imposed by the foreign country.</p>			
<b>Tracking of applicant's submitted documents</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> .	1.1 Inform the applicant via email that the tracker for their application of Report of Marriage is already available.	None	2 minutes	Civil Registry Section
<b>Releasing of applicant's copy of the registered report</b>				
1. Applicants may check the status of their application at <a href="https://consular.dfa.gov.ph/crd-application-tracker">https://consular.dfa.gov.ph/crd-application-tracker</a> . Once the status of their application reflects "DFA Process Completed...", applicants may email <a href="mailto:zamboanga.rco@dfa.gov.ph">zamboanga.rco@dfa.gov.ph</a> to request for an appointment to claim their	<p>1. Inform the applicant via email confirming that the personal copy is available for collection and attached to the email the appointment link.</p> <p>1.2 Concerned desk to prepare the personal copy</p>	None	5 minutes	<p>Civil Registry Section</p> <p>Civil Registry Processor-CRD Window</p>



personal copy.	and bring it to the CRD Window, for eventual release.  Releasing Officer/Civil Registry Processor at the CRD Window will enter the name of the document owner and/ or the authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		USD 25.00 (to be paid in Philippine Peso)*  *except USD 50.00 for applications to be transmitted to Tokyo PE and Nagoya PCG  USD 75.00 for applications to be transmitted to Osaka PCG	2 days to receive appointment confirmation email  42 minutes submission of requirements and releasing of personal copy at CO  2 to 4 months processing for the registration of Report of Marriage	

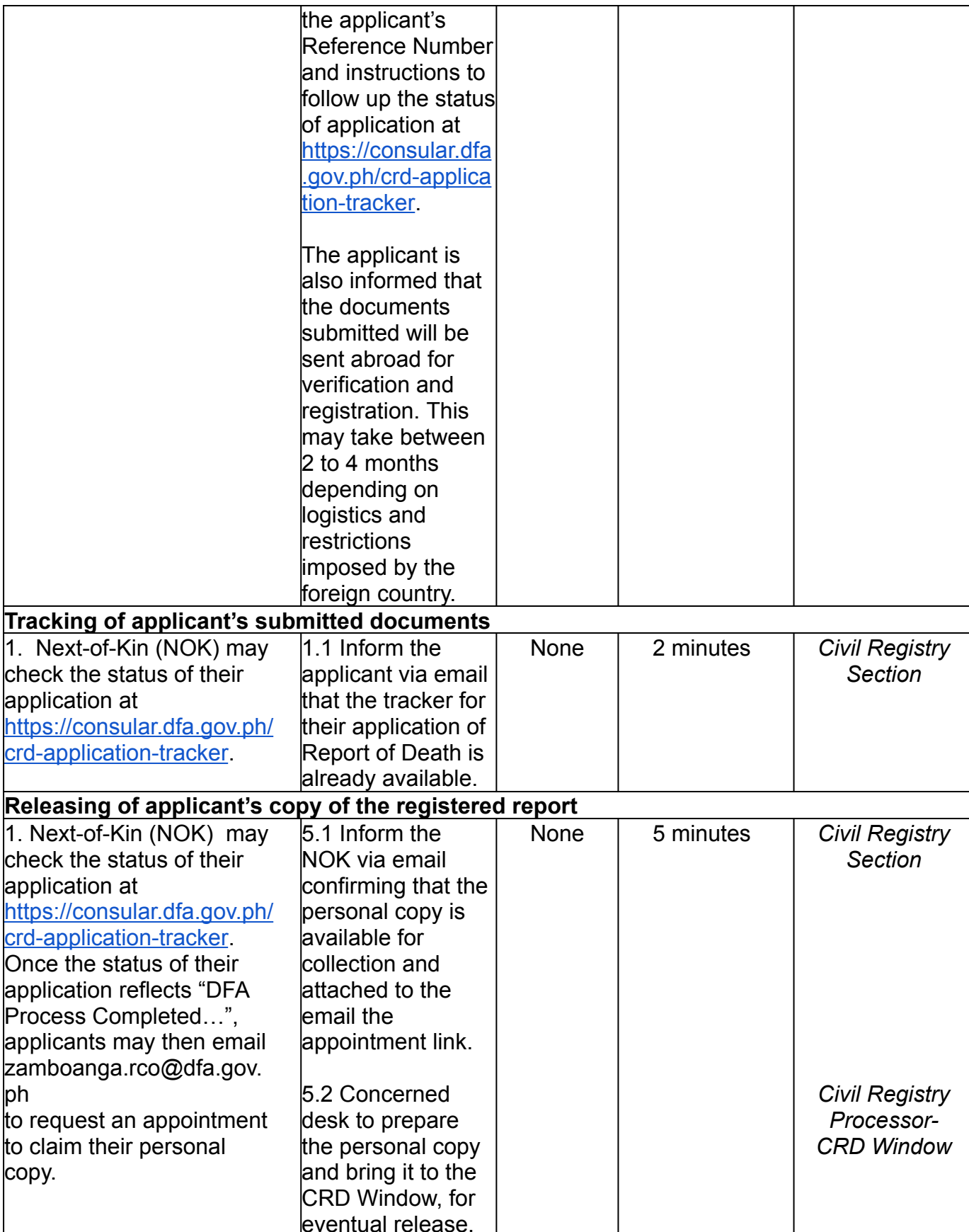


### 3. Report of Death

<b>Office/Division:</b>	Consular Office in Zamboanga City			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Next-of-kins of Filipino citizens who died abroad			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to <a href="#">Annex C</a> for the complete list of requirements for Civil Registration Services.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Setting of appointment</b> Applicants are advised to forward clear scanned copies of the requirements to OCA-Civil Registry Division (OCA-CRD) for the pre-evaluation of the application: <ul style="list-style-type: none"><li>• <a href="mailto:oca.crd-aspac@dfa.gov.ph">oca.crd-aspac@dfa.gov.ph</a> (Asia Pacific countries)</li><li>• <a href="mailto:oca.crd-mea@dfa.gov.ph">oca.crd-mea@dfa.gov.ph</a> (Middle East and Africa countries)</li><li>• <a href="mailto:oca.crd-eu@dfa.gov.ph">oca.crd-eu@dfa.gov.ph</a> (Europe countries)</li><li>• <a href="mailto:oca.crd-us@dfa.gov.ph">oca.crd-us@dfa.gov.ph</a> (Americas)</li><li>• <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a> (general inquiry)</li></ul> Once the documents are in order OCA-CRD will endorse the application to the applicant's preferred Consular Office for the submission of the requirements.				
1. Send/forward a copy of the email endorsement from OCA-CRD, together with copies of the requirements to <a href="mailto:zamboanga.rco@dfa.gov.ph">zamboanga.rco@dfa.gov.ph</a> and request an appointment for the submission.	1. Acknowledge and provide an appointment schedule.	None	2 days  (evaluation of submitted additional requirements depends on applicant's compliance)	Civil Registration Section
<b>Submission of physical requirements at CO</b>				
1. Present the confirmed email appointment and submit the duly notarized Report of Death forms and documentary requirements to the CRD Window.	1. Check the appointment and receive the Report of Death forms and other requirements.	None	5 minute	Civil Registry Processor–CRD Window
2. Accomplish the CRD-Civil Registry Request Form provided by the Processor.	2. Verify the received requirements and indicate the submitted requirements through the	None	10 minutes	Civil Registry Processor–CRD Window



	CRD-Civil Registry Request Form.  2.1 Inform the applicant to settle the appropriate fee.			
3. Pay the required consular fees at the Cashier.	3. Accept the payment based on the required consular fee.  3.1. Provide the validated official receipt to the applicant.	USD25.00 (To be paid in Philippine Peso)  *Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo  **Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka	10 minutes	<i>Cashier</i>
4. Have the official receipt and Civil Registry Request Form photocopied into five (5) pcs. each.	4. Attach the five (5) photocopies of validated receipt to the Civil Registry Request Form.  4.1. Issue the applicant a Reminder Slip with	None	10 minutes	<i>Civil Registry Processor-CRD Window</i>





	Releasing Officer/Civil Registry Processor at the CRD Window will enter the name of the document owner and/ or the NOK/ authorized representative in the log book and have them sign that it receives the personal copy.			
<b>TOTAL:</b>		<p>25 USD (to be paid in Philippine Peso)</p> <p>*Additional USD 25.00 translation fee for those under the jurisdiction of the Philippine Embassy in Tokyo</p> <p>**Additional USD 50.00 translation fee for those under the jurisdiction of the Philippine Consulate General in Osaka</p>	<p>2 days to receive appointment confirmation email</p> <p>42 minutes submission of requirements and releasing of personal copy at CO</p> <p>2 to 4 months processing for the registration of Report of Death</p>	



#### 4. Certificate of Filing

Upon request of the applicant, the CRD issues a Certificate stating that the applicant has filed a report of birth/marriage/death, for whatever legal purpose it may serve the applicant.

<b>Office/Division:</b>	Consular Office in Zamboanga City			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	Applicants who were able to submit their Report of Birth, Marriage or Death applications at OCA-CRD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Request Form		Issued by DFA-OCA CRD		
Official Receipt		DFA-OCA		
Passport-sized photos of Applicants		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of the civil registry report application (i.e., Report of Birth, Report of Marriage, and Report of Death), inform the Civil Registry processor of the request for the Certificate of Filing.  Applicants who are unable to request a Certificate of Filing during the submission of their application may send a request for appointment at <a href="mailto:zamboanga.rco@dfa.gov.ph">zamboanga.rco@dfa.gov.ph</a> with attached issued Civil Registry Request Form.	1. Issue receipt and instruct applicant to pay the fee depending on the number of certificate/s requested.	None	5 minutes	<i>Civil Registry Processor–CRD Window</i>
			1 day	<i>CRD Assistant</i>
2. Pay the consular fee at the Cashier.	2. Accept payment based on the order request.	PHP 100.00 per certificate	5 minutes	<i>Cashier</i>



3. Return to CRD Window and present validated receipt.	3. Receive duplicate copy of receipt.	None	2 minutes	<i>Civil Registry Processor–CRD Window</i>
4. Return on the indicated date of release of certificate and present the original receipt.	4. Receive the original receipt	None	5 minutes	<i>Civil Registry Processor–CRD Window</i>
4.1 Receive the certificate.	4.1 Locate and release the certificate.		Certificate is released within 3 working days	
<b>TOTAL:</b>		PHP 100.00 per certificate	3 Working Days  17 minutes processing of the request and releasing of certificate	





## Passport Services

The Department of Foreign Affairs (DFA) performs its consular function of issuing passports and travel documents to Philippine nationals under relevant local laws, such as the Republic Act No. 11983 (the New Philippine Passport Law) and its Implementing Rules and Regulations and Republic Act No. 7157 (the Foreign Service Act), among others, as well as international treaties and conventions, including the 1963 Vienna Convention on Consular Relations and the Convention on International Civil Aviation.

The table below shows the turnaround time for the processing of passports beginning 24 July 2023:

	<b>DFA Aseana and NCR Consular Offices</b>	<b>Consular Offices in Luzon, Visayas, and Mindanao</b>
<b>Regular</b>	10 working days	12 working days
<b>Express/Expedited</b>	5 working days	7 working days

### 5. Passport Services and Issuance and Renewal of a Philippine Passport and Machine-Readable Convention Travel Document (MRCTD)

Office or Division:	Consular Office in Zamboanga City			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Setting-up a Passport Appointment				



<p>1. Applicants secure an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pay online using their e-wallets or through over-the-counter payment centers.</p> <p>NOTE: Applicants may already avail of courier delivery during the online appointment process.</p>	<p>1. System generated confirmation email with the attached Application Packet is sent for confirmed passport application appointments.</p> <p>NOTE: This applies to passport application appointments that have settled the e-payment process.</p>	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200.00 for expedited applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p> <p>Walk-in applicants will pay the appropriate fees during the application process</p>	<p>1 hour</p>	<p><i>Third Party Service Provider</i></p>
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1.1. Eligible walk-in applicants to use the Courtesy Lane Facility may proceed for processing at any DFA Consular Offices.  NOTE: Please refer to <a href="#">Annex D</a> for the list of proof of eligibility.	1.1 The DFA accommodates Eligible Applicants for Courtesy Lane			
<b>Step 2. Verification of Passport Application</b>				
On the day of the scheduled appointment: 1. Proceed to the Verification Counter or the Consular Affairs Public Assistance Center (CAPAC) to present a printed passport application form and valid ID.  Note: Walk-in applicants must present proof of eligibility for the Courtesy Lane and passport requirements	1. Verify the applicant's appointment and requirements and issue a queueing number or direct the applicant to the appropriate seat for processing.  1.1 For Courtesy Lane applicants, Verifier checks the proof of eligibility of the applicant and issues a queueing number or directs the applicant to the appropriate seat for processing.	None		<i>CAPAC Representative/</i>
		None	5 minutes	<i>Consular Officer</i>
2. Secure a queueing number and/or wait to be called.	None	None		<i>Verifier</i>
<b>Step 3. Processing of Passport Application</b>				
Note: Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person's identity, a person's				



citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon satisfactory positive resolution of a person's identity, a person's citizenship or lack thereof, or lack of legal travel restrictions.				
1. Proceed to the Passport Processing area and wait for your number or turn to be called	1. The passport processor calls on the next number or applicant in the queue.	None	30 minutes	<i>Passport Processor</i>
1.1 Submit the documentary requirements to the Passport Processor and answer interview questions.	1.1 Check completeness of applicant's documentary requirements for passport application.	None		
	1.2 Interview the applicant to establish identity, citizenship, and lack of travel restriction and assess the authenticity of the documents presented by the applicant.	None		
	1.3 Instruct the applicant to proceed to the next step.	None		
NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned client steps shall be applied.	NOTE: For walk-in applicants to use the Courtesy Lane Facility, above-mentioned agency actions shall be applied.			
2. For Walk-in applicants, MRCTD applicants, and applicants with lost or damaged/mutilated passports	2. Collect the payment.  Note: Issuance of Machine Validated Receipt.	Php 950.00 for regular applications *Senior Citizens and PWDs have the option to avail the	5 minutes	<i>Collecting Officer</i>



proceed to the Cashier to pay the passport processing fee.		<p>regular processing of passports</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p>		
<b>Step 4. Passport Encoding and Biometric Capturing</b>				
1. Proceed to the Passport Enrollment Center with the processed documents and wait for your number to be called.	1. Capture applicant's biometrics and photo and scan processed documents of applicants.	None		



			30 minutes	<i>Passport Encoder</i>
2. Check the accuracy and correctness of the encoded information and sign the digital conforme.	2. Verify the accuracy of the applicant's information and save the application for transmission.	None		
3. Receive the DFA e-Receipt or Official Receipt.	3. Return the DFA e-Receipt or the Official Receipt to the applicant.	None		
3.1 If availing courier service on-site, proceed to the courier service area and pay the corresponding fee.	3.1 Encoder to direct the applicant to the courier service provider area.	Php 150.00 fee for courier service	(additional 10 minutes)	<i>Courier Service Provider</i>
<b>Step 5. Releasing of Passport</b>				
1. Collection via personal appearance (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the DFA-issued receipt or online appointment e-Receipt.  Collection via representative (pick-up): Proceed to the Releasing Unit on the estimated date of release and present the following:	1. Check receipt and locate passport.  Verify the passport applicant's signature in the authorization letter or notarized SPA and the presented government-issued IDs	None	15 minutes	<i>Releasing Officer</i>



<ul style="list-style-type: none"> <li>- DFA-issued receipt or online appointment e-Receipt;</li> <li>- (For immediate family) Authorization Letter with attached valid government-issued ID of the adult passport applicant</li> <li>- (For representative) Notarized SPA with attached valid government-issued ID of the passport applicant</li> <li>- Original and photocopy of the representative's valid government-issued ID</li> </ul>				
<p>1.1 Collection via courier service: The new passport will be delivered through courier on the estimated date of release.</p>	<p>1.1 The DFA releases the passport to the courier, if needed.</p>	<p>None</p>	<p>*Delivery date depends on the delivery commitment schedule of the courier service provider.</p>	<p><i>Courier Service Provider</i></p>
<p>2. Receive the new passport and check if details are correct. Sign the Log Sheet.</p>	<p>2. Record and release the passport to the applicant.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Releasing Officer</i></p>
	<p>3. Cancel the previously issued passport.</p>	<p>None</p>		



TOTAL	<p>Php 950.00 for regular applications</p> <p>or</p> <p>Php 1200. 00 for expedite applications</p> <p>Php 950.00 for MRCTD applications</p> <p>Additional Php 50 - convenience fee applies for all Applications applied via the Online Appointment System</p> <p>Additional penalty fee Php 350.00 for lost or damaged/mutilated passport application</p> <p>Additional Php 150.00 fee applies for those who will avail a courier online.</p>	<p>Appointment, Processing and Releasing Steps: 2 hours and 25 minutes (additional 10 minutes for those who will avail of courier services)</p> <p>Releasing of passports: *For DFA Aseana and NCR Consular Offices <i>Express Processing:</i> 5 working days</p> <p>*For DFA Aseana and NCR Consular Offices <i>Regular Processing:</i> 10 working days</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## 6. Passport Certification Requirements and Process

Office or Division:	Consular Office in Zamboanga City			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to <a href="#">Annex D</a> for the complete list of requirements for Passport Services and <a href="#">Annex A</a> for the list of accepted government-issued IDs.				
<b>Note:</b> Timelines indicated in the procedures outlined in this section assume that all documentary requirements from the client are valid, complete, and in order. Any discrepancies in documentary requirements will result in a longer processing time. The DFA may request the verification of additional documents presented for an application of a travel document to establish the facts of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions by the appropriate government agency. A Travel Document shall only be issued upon <u>satisfactory positive resolution</u> of a person’s identity, a person’s citizenship or lack thereof, or lack of legal travel restrictions.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for passport certification to any nearest Consular office as a walk-in applicant.	1. Accommodate the applicant.	None	5 minutes	Consular Officer
2. Submit the accomplished form and requirements to the designated window or area of OCA or Consular Office.	2. Evaluate the submitted documents for certification.	None	20 minutes	Consular Officer
3. Pay the corresponding fee for Passport Certification.	3. Collect the payment for passport certification.	Php 100.00	5 minutes	Collecting Officer



<p>4. Collection of Passport Certification/s.</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member:</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or valid government ID.</li> </ul>	<p>4. Release the Passport Certificate to the applicant/s or authorized representative.</p>	<p>None</p>	<p>30 minutes</p> <p>Three (3) working days for processing of Certification</p> <p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	<p><i>Consular Officer</i></p>
<p><b>TOTAL</b></p>		<p>Php 100.00</p>	<p>3 days and 1 hour</p>	



		<p>Note: For certifications filed in COs but processed in OCA Aseana, maximum of 30 days accounting the schedule of pouch from OCA Aseana to COs.</p>	
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Passport Service is covered under Republic Act No. 11983 or the New Philippine Passport Act.



## FEEDBACK AND COMPLAINTS MECHANISM

<p>How do I send feedback?</p>	<p>The Department of Foreign Affairs has adopted the Harmonized Client Satisfaction Measurement<sup>1</sup> which is a standardized framework for measuring client satisfaction across all levels of the government.</p> <p>To provide feedback, the client may fill out the digital Service Quality Feedback Form (SQFF) by scanning the QR Code posted in conspicuous spaces around the office or by visiting the corresponding link of the form where the service was availed:</p> <ul style="list-style-type: none"> <li>• Home Office: <a href="https://bit.ly/SQFFHO">bit.ly/SQFFHO</a></li> <li>• NCR Consular Office: <a href="https://bit.ly/SQFFNCR">bit.ly/SQFFNCR</a></li> <li>• Luzon Consular Office: <a href="https://bit.ly/LuzonCO">bit.ly/LuzonCO</a></li> <li>• Visayas Consular Office: <a href="https://bit.ly/VisayasCO">bit.ly/VisayasCO</a></li> <li>• Mindanao Consular Office: <a href="https://bit.ly/MindanaoCO">bit.ly/MindanaoCO</a></li> <li>• Philippine Embassy, Consulates General, or Mission: <a href="https://bit.ly/SQFFSP">bit.ly/SQFFSP</a></li> </ul> <p>A valid feedback must at least contain the following information:</p> <ul style="list-style-type: none"> <li>• Date of Transaction or Request</li> <li>• Office Visited</li> <li>• Service/s Availed</li> <li>• Service Quality Dimensions Rating</li> </ul> <p><b>Note:</b> Some DFA Units have the paper-based version of the SQFF and drop box available at counters.</p>
<p>How are feedbacks processed?</p>	<p>Each organizational unit is required to monitor the database assigned to them for any unfavorable feedback and take appropriate actions to address them. Actions on pertinent feedback are reflected in the database of each organizational unit.</p> <p>The QMS Unit also uses the data from the master database to report on customer satisfaction and feedback during Management Review. The DFA-CART, on the other hand,</p>

<sup>1</sup> [Anti-Red Tape Act Memorandum Circular No. 2022-05](#)



	will be in charge of submitting a Client Satisfaction Measurement Report (CSMR) to relevant external regulatory bodies. A copy of the report will be uploaded on the <a href="#">DFA Official Website</a> .
How do I file a complaint?	<p>The client may write a letter or send an email to the concerned office's official email with the following information:</p> <ul style="list-style-type: none"> <li>• Name of person being complained of</li> <li>• Incident</li> <li>• Evidence</li> </ul> <p>Clients are directed to send consular-related complaints using the corresponding email below:</p> <ul style="list-style-type: none"> <li>• General concerns : <a href="mailto:oca.concerns@dfa.gov.ph">oca.concerns@dfa.gov.ph</a></li> <li>• Passport concerns : <a href="mailto:passportconcerns@dfa.gov.ph">passportconcerns@dfa.gov.ph</a></li> <li>• Authentication/Apostille concerns : <a href="mailto:oca.apostilleconcerns@dfa.gov.ph">oca.apostilleconcerns@dfa.gov.ph</a></li> <li>• Civil Registry concerns : <a href="mailto:oca.crd@dfa.gov.ph">oca.crd@dfa.gov.ph</a></li> </ul>
How are complaints processed?	<p>Complaints will be acknowledged and referred to the Action Officer for evaluation and action.</p> <p>Consular complaints will be addressed directly by the Complaints Officer at the Consular Office, with copies sent to the Client's Concerns Unit and the Consular Offices Coordinating Division.</p>
Contact Information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan (CCB)	<p><b>ARTA</b> 8478 5091 8478 5099 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>PCC</b> 8888</p> <p><b>CCB</b> 0908 881 6565 (SMS)</p>



## LIST OF OFFICES

Office	Address	Contact Information
Bids and Awards Committee Secretariat	8th Floor, Double Dragon Tower, Meridian Park Avenue, EDSA Extension, Pasay City, Metro Manila 1302 Philippines	<a href="mailto:bac@dfa.gov.ph">bac@dfa.gov.ph</a>
Board of Foreign Service Administration Secretariat	8th Floor, Double Dragon Tower, Meridian Park Avenue, EDSA Extension, Pasay City, Metro Manila 1302 Philippines	<a href="mailto:bfsa@dfa.gov.ph">bfsa@dfa.gov.ph</a>
Department of Foreign Affairs Mindanao	DFA Mindanao Door 1, 3rd Floor, SM City Davao Quimpo Boulevard, Ecoland, Davao City Philippines 8000	(082) 225-1099 0917 808 2185 <a href="mailto:mindanao.dfa@dfa.gov.ph">mindanao.dfa@dfa.gov.ph</a>
Department Legislative Liaison Unit	11th Floor, Double Dragon Tower, Meridian Park Avenue, EDSA Extension, Pasay City, Metro Manila 1302 Philippines	(02) 8 834 3141 <a href="mailto:dlu@dfa.gov.ph">dlu@dfa.gov.ph</a>
Human Resources Management Office	8th Floor, Double Dragon Tower, Meridian Park Avenue, EDSA Extension, Pasay City, Metro Manila, 1302 Philippines	<a href="mailto:hrmo@dfa.gov.ph">hrmo@dfa.gov.ph</a>
Intelligence and Security Unit	Ground Floor, Double Dragon Tower, Meridian Park Avenue, EDSA Extension, Pasay City, Metro Manila 1302 Philippines	(02) 8 831 8921 <a href="mailto:isu@dfa.gov.ph">isu@dfa.gov.ph</a>
Office of Asset Management and Support Services	Double Dragon Tower, Meridian Park Avenue, EDSA Extension, Pasay City, Metro Manila 1302 Philippines	<a href="mailto:oamss.grad@dfa.gov.ph">oamss.grad@dfa.gov.ph</a>
Office of Protocol	6th Floor, Double Dragon Tower, Meridian Park Avenue, EDSA Extension, Pasay City, Metro Manila 1302 Philippines	<a href="mailto:op@dfa.gov.ph">op@dfa.gov.ph</a>
Office of Financial Management Services	7th Floor, Double Dragon Tower, Meridian Park Avenue,	834 4700 to 39



Office	Address	Contact Information
	EDSA Extension, Pasay City, Metro Manila 1302 Philippines	<a href="mailto:ofms@dfa.gov.ph">ofms@dfa.gov.ph</a>
Office of the Undersecretary for Migrant Workers' Affairs	Ground Floor, Double Dragon Tower, Meridian Park Avenue, EDSA Extension, Pasay City, Metro Manila 1302 Philippines	<a href="mailto:ouma@dfa.gov.ph">ouma@dfa.gov.ph</a> <a href="mailto:atn@dfa.gov.ph">atn@dfa.gov.ph</a>  Official Facebook page: <b>Overseas Filipino Help</b> <a href="https://web.facebook.com/OverseasFilipinoHelp/">(https://web.facebook.com/OverseasFilipinoHelp/)</a>
<b>Office of Consular Affairs and Consular Offices</b>		
Office of Consular Affairs	ASEANA Business Park, Bradco Avenue corner Macapagal Boulevard, Brgy. Tambo, Parañaque City	Passport Appointment Concerns Contact Info: 8 234 3488  Passport, Authentication and other Consular Inquiries Contact Info: 8 651 9400 0956 052 6290 0961 9432 021 Mondays to Fridays (except holidays) 8:00AM to 5:00PM  Authentication Concerns 8 651 9400 loc. 2266  Email Address: For government officials/personnel applying for a diplomatic or official passport: <a href="mailto:oca.dops@dfa.gov.ph">oca.dops@dfa.gov.ph</a>  For apostillization/authentication of a Philippine-issued document: <a href="mailto:oca.apostilleconcerns@dfa.gov.ph">oca.apostilleconcerns@dfa.gov.ph</a>





Office	Address	Contact Information
		<a href="http://ov.ph">ov.ph</a>  For civil registration or filing of a Report of Birth/Marriage/Death: <a href="mailto:oca.crd-concerns@dfa.gov.ph">oca.crd-concerns@dfa.gov.ph</a>  For visa renewal for accredited representatives of Foreign Missions and International Organizations: <a href="mailto:oca.visa@dfa.gov.ph">oca.visa@dfa.gov.ph</a>  For other concerns and general inquiries: <a href="mailto:oca.concerns@dfa.gov.ph">oca.concerns@dfa.gov.ph</a>
Consular Office Angeles	Ground Level, Tech Hub 2, SM City Clark, Malabanas, Angeles City, 2009	(045) 499 0776  <a href="mailto:angeles.rco@dfa.gov.ph">angeles.rco@dfa.gov.ph</a>
DFA Consular Office Antipolo	3rd Floor SM Center Antipolo Downtown Marikina-Infanta Highway, Mayamot, Antipolo City, Rizal	(02) 8 562 2491  <a href="mailto:antipolo.co@dfa.gov.ph">antipolo.co@dfa.gov.ph</a>
DFA Consular Office Antique	3rd Level, Robinsons Mall, National Highway, San Angel, San Jose, Antique 5700	0963 711 3844  <a href="mailto:antique.co@dfa.gov.ph">antique.co@dfa.gov.ph</a> <a href="mailto:antique.clientconcerns@dfa.gov.ph">antique.clientconcerns@dfa.gov.ph</a>
DFA Consular Office Bacolod	3rd Floor Robinson's Place Mandalagan Bacolod City	034 441 2675  <a href="mailto:bacolod.rco@dfa.gov.ph">bacolod.rco@dfa.gov.ph</a>
DFA Consular Office Baguio	Upper Basement SM City Baguio Luneta Hill, Upper Session Road, Baguio City	(074) 422 1465 0998 592 1849  <a href="mailto:baguio.rco@dfa.gov.ph">baguio.rco@dfa.gov.ph</a> <a href="mailto:baguio.coclientconcerns@dfa.gov.ph">baguio.coclientconcerns@dfa.gov.ph</a>



Office	Address	Contact Information
DFA Consular Office Balanga	3rd Floor The bunker, Capitol Compound, San Jose Balanga City, Bataan	0954 466 7911 <a href="mailto:dfabalanga.coclientconcerns@gmail.com">dfabalanga.coclientconcerns@gmail.com</a>
DFA Consular Office Butuan	3rd Floor Robinsons Place Butuan, J.C. Aquino Ave. Butuan City	(085) 815 5571 0917 834 2632 <a href="mailto:butuan.rco@dfa.gov.ph">butuan.rco@dfa.gov.ph</a> <a href="mailto:butuan.coclientconcerns@dfa.gov.ph">butuan.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Cagayan de Oro	5F SM CDO Downtown Premier, Claro M. Recto Ave., cor. Osmeña St., Cagayan de Oro City	(088) 327 4272 For Administrative Concerns: <a href="mailto:cdo.rco@dfa.gov.ph">cdo.rco@dfa.gov.ph</a>  For Client Concerns: <a href="mailto:cdo.coclientconcerns@dfa.gov.ph">cdo.coclientconcerns@dfa.gov.ph</a>  For Releasing Concerns: <a href="mailto:dfacdoc.releasing@gmail.com">dfacdoc.releasing@gmail.com</a>  For Authentication Concerns: <a href="mailto:cdo.authentication@dfa.gov.ph">cdo.authentication@dfa.gov.ph</a>
DFA Consular Office Calasiao	2nd Level, Robinsons Place Pangasinan, Brgy. San Miguel Calasiao Pangasinan	(075) 632 7892 (075) 632 7932 0908 812 7124  <a href="mailto:calasiao.rco@dfa.gov.ph">calasiao.rco@dfa.gov.ph</a> <a href="mailto:rcocalasiao@yahoo.com">rcocalasiao@yahoo.com</a>
DFA Consular Office Candon	1st Level, Candon City Arena, ByPass Road, Brgy. Bagani Campo, Candon City, Ilocos Sur	0998 382 2355  <a href="mailto:candon.co@dfa.gov.ph">candon.co@dfa.gov.ph</a>
DFA Consular Office Cebu	3F Robinsons Galleria, Gen. Maxilom Ave. Ext., Sergio Osmena Jr. Blvd.	032 520 5898  <a href="mailto:cebu.rco@dfa.gov.ph">cebu.rco@dfa.gov.ph</a>



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	Cebu City, Cebu	<a href="mailto:cebu.coclientconcerns@dfa.gov.ph">cebu.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Clarin	Clarin Town Center, Poblacion II, Clarin, 7201, Misamis Occidental	088 530 5312 <a href="mailto:clarin.coclientconcerns@dfa.gov.ph">clarin.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Dasmariñas	2nd Level, SM City Dasmariñas, Governor's Drive cor. Aguinaldo Highway, Brgy. Sampaloc 1, Dasmariñas City, Cavite	0917 806 0446 (046) 424 1066 <a href="mailto:dasmariñas.co@dfa.gov.ph">dasmariñas.co@dfa.gov.ph</a> <a href="mailto:dasmariñas.coclientconcerns@dfa.gov.ph">dasmariñas.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Davao	3rd Floor, SM City Ecoland, Quimpo Boulevard, Davao City, Philippines	082 285 4885 <a href="mailto:davao.rco@dfa.gov.ph">davao.rco@dfa.gov.ph</a>
DFA Consular Office Dumaguete	2F Robinsons Place Dumaguete, Calindagan, Dumaguete City, Negros Oriental 6200	(032) 532 0019 (032) 532 0024 0917 810 3273 <a href="mailto:dumaguete.rco@dfa.gov.ph">dumaguete.rco@dfa.gov.ph</a> <a href="mailto:dumaguete.coclientconcerns@dfa.gov.ph">dumaguete.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office General Santos	Ground Level, Robinsons Place, Jose Catolico Avenue, Barangay Lagao, General Santos City	(083) 553 8380 0917 828 8591 <a href="mailto:gensan.rco@dfa.gov.ph">gensan.rco@dfa.gov.ph</a>
DFA Consular Office Iloilo	3rd Floor, Quezon Wing, Robinsons Place Iloilo, cor. Ledesma and Mabini Sts., Iloilo City	(033) 336 1737 <a href="mailto:iloilo.coclientconcerns@dfa.gov.ph">iloilo.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Kidapawan	Alim Street, Poblacion, Kidapawan City	0935 573 5524 (Hotline) (064) 577 9361 (Landline) <a href="mailto:kidapawan.co@dfa.gov.ph">kidapawan.co@dfa.gov.ph</a>
DFA Consular Office La Union	2F CSI Mall, Brgy. Biday, City of San Fernando, La Union 2515	(072) 889-6303 09178952322 (Globe) 09498838422 (Smart)



Office	Address	Contact Information
		<a href="mailto:launion.rco@dfa.gov.ph">launion.rco@dfa.gov.ph</a> (General Concerns)  <a href="mailto:launion.coclientconcerns@dfa.gov.ph">launion.coclientconcerns@dfa.gov.ph</a> (Passport Concerns)  <a href="mailto:launion.authentication@dfa.gov.ph">launion.authentication@dfa.gov.ph</a> (Authentication/ Apostille Concerns)
DFA Consular Office Legazpi	3rd Floor., Pacific Mall, F. Imperial St., Legazpi Port District, Legazpi City, 4500 Albay	(052) 820 2089  <a href="mailto:legazpi.coclientconcerns@dfa.gov.ph">legazpi.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Lipa	2nd Floor, Lingkod Pinoy Center, Robinsons Place Lipa, JP Laurel Highway, Mataas na Lupa, Lipa City	(043) 722 0578  <a href="mailto:lipa.rco@dfa.gov.ph">lipa.rco@dfa.gov.ph</a> <a href="mailto:lipa.coclientconcerns@dfa.gov.ph">lipa.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Lucena	3rd Level Pacific Mall, M.L. Tagarao Street, Barangay 3, Lucena City	(042) 373 1119  <a href="mailto:lucena.rco@dfa.gov.ph">lucena.rco@dfa.gov.ph</a> <a href="mailto:lucena.coclientconcerns@dfa.gov.ph">lucena.coclientconcerns@dfa.gov.ph</a> <a href="mailto:lucena.coreleasing@oca.dfa.gov.ph">lucena.coreleasing@oca.dfa.gov.ph</a>
DFA Consular Office Malolos	3F Malolos Central Transport Terminal and Commercial Hub by Xentro Mall, Brgy. Bulihan, Malolos City, Bulacan	(044) 816 7230 0917 876 2847  <a href="mailto:malolos.co@dfa.gov.ph">malolos.co@dfa.gov.ph</a>
DFA Consular Office NCR Central	1st Floor Lingkod Pinoy Center, Robinsons Galleria, West Lane corner Ortigas Avenue, Quezon City	(02) 8 631 0806  <a href="mailto:ncrcentral.coclientconcerns@dfa.gov.ph">ncrcentral.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office NCR East	7th Floor SM Megamall Building C, EDSA corner Julia Vargas Avenue, Mandaluyong City	(02) 8 8 234 2478  <a href="mailto:ncreast.so@dfa.gov.ph">ncreast.so@dfa.gov.ph</a>



Office	Address	Contact Information
DFA Consular Office NCR North	3rd Floor Lingkod Pinoy Center Building B, Robinsons Novaliches, Quirino Highway, Barangay Pasong Putik, Quezon City	<a href="mailto:ncrnovaliches.so@dfa.gov.ph">ncrnovaliches.so@dfa.gov.ph</a>  <a href="mailto:ncrnorth.coclientconcerns@dfa.gov.ph">ncrnorth.coclientconcerns@dfa.gov.ph</a> (Email Address for public concerns)
DFA Consular Office NCR Northeast	Level 2, Government Center, Ali Mall Araneta Center, Cubao, Quezon City	For Passport Processing: <a href="mailto:ncrneast.coclientconcerns@dfa.gov.ph">ncrneast.coclientconcerns@dfa.gov.ph</a>  For Passport Releasing: <a href="mailto:ncrne.releasing@dfa.gov.ph">ncrne.releasing@dfa.gov.ph</a>  For Authentication: <a href="mailto:ncrne.authentication@dfa.gov.ph">ncrne.authentication@dfa.gov.ph</a>
DFA Consular Office NCR South	3rd Level, West Wing, Festival Mall, Alabang, Muntinlupa	(02) 8 551 1051  <a href="mailto:ncrsouth.so@dfa.gov.ph">ncrsouth.so@dfa.gov.ph</a>
DFA Consular Office NCR West	5F SM City Manila, Natividad Almeda Lopez Street corner San Marcelino Street, Ermita Manila	(02) 8 536 9995 0920 503 7256  <a href="mailto:ncrwest.coclientconcerns@dfa.gov.ph">ncrwest.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Olongapo	3/F SM City Olongapo Centra, Rizal Avenue, Brgy. East Tapinac, Olongapo City 2200	<a href="mailto:olongapo.co@dfa.gov.ph">olongapo.co@dfa.gov.ph</a> <a href="mailto:olongapo.coclientconcerns@dfa.gov.ph">olongapo.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Pagadian	2F C3 Mall Rizal Avenue Santiago District Pagadian City, 7016	062 947 6205 0917 133 0134  <a href="mailto:pagadian.co@dfa.gov.ph">pagadian.co@dfa.gov.ph</a>
DFA Consular Office Pampanga	2nd Floor, Lingkod Pinoy Center, Robinsons Starmills, City of San Fernando, Pampanga	(045) 636 0007  <a href="mailto:pampanga.coclientconcerns@dfa.gov.ph">pampanga.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Paniqui	Walter Mart Mac Arthur Highway, Brgy. Estacion, Paniqui, Tarlac 2307	(045) 606 3581 0917 816 8629  <a href="mailto:paniqui.co@dfa.gov.ph">paniqui.co@dfa.gov.ph</a>



Office	Address	Contact Information
		<a href="mailto:paniqui.coclientconcerns@dfa.gov.ph">paniqui.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Puerto Princesa	2nd Level, Robinsons Palawan, North National Highway, Bgy. San Manuel, Puerto Princesa City, 5300	(048) 434 1773 0917 549 7937  <a href="mailto:puertoprincesa.rco@dfa.gov.ph">puertoprincesa.rco@dfa.gov.ph</a> <a href="mailto:puertoprincesa.coclientconcerns@dfa.gov.ph">puertoprincesa.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office San Nicolas	2nd Floor Robinsons Ilocos, Brgy 1 San Francisco, San Nicolas, Ilocos Norte , 2901	0908 890 4211 (Smart) 0917 172 9191 (Globe) 077 770 5541 (Landline)  <a href="mailto:sannicolas.coclientconcerns@dfa.gov.ph">sannicolas.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office San Pablo	2F SM City San Pablo, Riverina Residential & Commercial Estates, Maharlika Highway, Brgy. San Rafael, San Pablo City, Laguna	(049) 521 0246 (049) 300 9017 0917 874 8260  <a href="mailto:sanpablo.co@dfa.gov.ph">sanpablo.co@dfa.gov.ph</a> <a href="mailto:sanpablo.coclientconcerns@dfa.gov.ph">sanpablo.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Santiago	3rd Floor Robinsons Place Santiago Maharlika Highway, Mabini, Santiago City, Isabela	(078) 323 3704 (PLDT) 0917 802 2014 (Globe)  <a href="mailto:santiago.co@dfa.gov.ph">santiago.co@dfa.gov.ph</a> <a href="mailto:santiago.coclientconcerns@dfa.gov.ph">santiago.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Tacloban	3F Robinsons North, Brgy. 91 Abucay, Tacloban City	0917 845 7137  <a href="mailto:tacloban.coclientconcerns@dfa.gov.ph">tacloban.coclientconcerns@dfa.gov.ph</a>
DFA Consular Office Tagbilaran	Unit 04, 5th Floor, B. Inting Street, Alturas Mall, Tagbilaran City, Bohol	(038) 427 0425 (PLDT) (038) 500 1505 (Globe)



Office	Address	Contact Information
		<a href="mailto:tagbilaran.co@dfa.gov.ph">tagbilaran.co@dfa.gov.ph</a> <a href="mailto:tagbilaran.coclientconcerns@gmail.com">tagbilaran.coclientconcerns@gmail.com</a>
DFA Consular Office Tagum	3rd Floor, Robinsons Place Tagum, National Highway, Visayan Village, Tagum City, Davao del Norte	(084) 216 9846  For client concerns and inquiries: <a href="mailto:tagum.coclientconcerns@dfa.gov.ph">tagum.coclientconcerns@dfa.gov.ph</a>  For passport releasing inquiries: <a href="mailto:dfatagumreleasing@gmail.com">dfatagumreleasing@gmail.com</a>
DFA Consular Office Tuguegarao	City Hall Building Carig Sur, Tuguegarao City, 3500	078 377 0267 0917 861 6903  <a href="mailto:tuguegarao.coclientconcerns@dfa.gov.ph">tuguegarao.coclientconcerns@dfa.gov.ph</a>
DFA CO Zamboanga	2nd & 3rd Floors, BG Bldg., Veterans Ave., Zamboanga City	(062) 991 4398 (062) 991-7958 (Telefax)  <a href="mailto:zamboanga.rco@dfa.gov.ph">zamboanga.rco@dfa.gov.ph</a>  For Client Concerns: <a href="mailto:zamboanga.coclientconcerns@dfa.gov.ph">zamboanga.coclientconcerns@dfa.gov.ph</a>

## **ANNEX A - List of Accepted Government-issued Valid IDs**

Please bring the original ID and prepare one (1) photocopy each.

<b>List of Accepted Valid IDs</b>	<b>Where to Secure</b>
Philippine Identification (PhilID) / ePhilID	Philippine Identification System (PhilSys)
Social Security System (SSS) Card	Social Security System (SSS)
Government Service Insurance System (GSIS) Card	Government Service Insurance System (GSIS)
Unified Multi-Purpose Identification (UMID) Card	Government Service Insurance System (GSIS)
Land Transportation Office (LTO) Driver's License <ul style="list-style-type: none"> <li>Driver's License cards expiring on 24 April until 31 October 2023 and said expired cards perforated during the renewal process are accepted together with the temporary license in paper format).</li> </ul>	Land Transportation Office (LTO)
Professional Regulatory Commission (PRC) ID	Professional Regulatory Commission (PRC)
Overseas Workers Welfare Administration (OWWA) E-Card	Overseas Workers Welfare Administration (OWWA)
Commission on Elections (COMELEC) Voter's ID or Voter's Certificate issued from COMELEC main office in Intramuros, Manila	Commission on Elections (COMELEC)
Philippine National Police (PNP) Permit to Carry Firearms Outside Residence	Philippine National Police (PNP)
Senior Citizen ID	Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office
Airman License (issued August 2016 onwards)	Civil Aviation Authority of the Philippines (CAAP)
Philippine Postal ID (issued November 2016 onwards)	PhilPost
Seafarer's Record Book (SRB) or Seafarers Identity Document (SID) (*must be issued Feb 2020 onwards)	Maritime Industry Authority (MARINA)
Valid or Latest Passport (For Renewal of Passport)	Department of Foreign Affairs (DFA)

The following IDs are accepted for Authentication/Apostille but **NOT ACCEPTED** for **Passport Services**:

- Alumni ID,
- Student ID (1 year upon graduation),
- Solo Parent ID, and
- PWD ID



## **ANNEX B - Authentication Services - Authentication / Apostille Requirements**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Applicant</b>	
Government-issued identification (ID) card (1 Original and 1 Photocopy)	SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.  *Please access <a href="#">Annex A</a> for the list of accepted IDs
Authentication Application Form	DFA Website - ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> ) Authentication Information Counter
Confirmed Appointment	DFA Website - ( <a href="https://www.apostille.gov.ph/">https://www.apostille.gov.ph/</a> )
<b>Representative</b>	
Authorization Letter	Document Owner
Notarized Special Power of Attorney (if document owner is a minor)	Notary Public and/or Notarization from Philippine Embassy or Consulate (if parent is outside the Philippines)
Government-issued ID of Applicant (1 Photocopy)	SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.  *Please access <a href="#">Annex A</a> for the list of accepted IDs
Government-issued ID of Representative (1 Original, 1 Photocopy)	SSS, GSIS, LTO, COMELEC, PRC, DFA, etc.  *Please access <a href="#">Annex A</a> for the list of accepted IDs
Authentication Application Form	DFA Website - ( <a href="https://consular.dfa.gov.ph/consular-forms">https://consular.dfa.gov.ph/consular-forms</a> ) Authentication Counter
Confirmed Appointment	Apostille Application and Appointment System (AAAS) ( <a href="https://appointment.apostille.gov.ph/">https://appointment.apostille.gov.ph/</a> )
Proof of kinship must be presented such as birth certificate, marriage certificate, IDs, among others	
If an authorized representative of a company, please present proof of affiliation (e.g. SEC GIS, company ID indicating position, etc).	

Document to be Apostilled / Authenticated	Requirements	Where to Secure
<b>1. NBI Clearance</b>	Original document issued by the National Bureau of Investigation (NBI) with dry seal and verifiable online. <i>Note: Personal copy is not accepted by DFA.</i>	National Bureau of Investigation

<b>2. Birth/Marriage/Death Certificate, Certificate of No Marriage Record (CENOMAR, Advisory on Marriage and/or Negative Records)</b>	a. Original document issued by Philippine Statistics Authority (PSA)/ National Statistics Office (NSO) <ul style="list-style-type: none"> <li>● IMPORTANT: PSA QR entries must match the details on the document</li> <li>● <i>Note: Provide an LCR copy of Birth (Form 1A)/Death (Form 2A)/Marriage (Form 3A) Certificate if the entries from PSA/NSO are UNCLEAR.</i></li> </ul>	Philippine Statistics Authority
	b. For newly registered records, Local Civil Registrar (LCR) copy should be certified by PSA.	Local Civil Registrar's Office
<b>3. School Documents</b>	a. Elementary and High School Level (Form 137 and/or Diploma) <ul style="list-style-type: none"> <li>● Certified True Copy from the school</li> <li>● Certification, Authentication and Verification (CAV) from DepEd Regional Office</li> </ul>	Elementary/High School
		Department of Education Regional Office which has jurisdiction over the school
	b. Technical and Vocational Courses (TOR and/or Diploma/National Certificate) <ul style="list-style-type: none"> <li>● Certified True Copy from the school</li> <li>● Certification, Authentication and Verification (CAV) from TESDA</li> </ul>	Technical/Vocational School
		Technical Education and Skills Development Authority Regional/District Office which has jurisdiction over the school
	c. Private/Local Colleges and Universities (TOR and/or Diploma) <ul style="list-style-type: none"> <li>● Certified True Copy from the school</li> <li>● Certification, Authentication and Verification (CAV) from CHED</li> </ul>	Private/Local College/University
		Commission on Higher Education Regional Office which has jurisdiction over the school
	d. State Universities and Colleges (TOR and/or Diploma)	State University/College

	<ul style="list-style-type: none"> <li>• Certified True Copy and Certification, Authentication and Verification from the school</li> </ul>	
<b>4. PRC document/s</b>	Certified True Copy from PRC	Professional Regulation Commission (PRC)
<b>5. Medical Certificate/s</b>	a. For employment <ul style="list-style-type: none"> <li>• DOH stamp per document</li> </ul>	Department of Health (DOH)
	b. For other purposes <ul style="list-style-type: none"> <li>• Certification issued by DOH with attached Medical Certificate</li> </ul>	Department of Health (DOH)
<b>6. CAAP document/s</b>	Certified by CAAP	Civil Aviation Authority of the Philippines (CAAP)
<b>7. Driver's License</b>	Certification	Land Transportation Office (LTO)
<b>8. Certificate of Employment/Training/ Seminar, Invitation Letter, Baptismal Certificate and other documents issued by a private entity</b>	<p>Notarized Affidavit stating necessary factual circumstances and indicating attachments</p> <p>Certificate of Authority for a Notarial Act (CANA) signed by the Executive/Vice-Executive Judge/any office authorized signatories (issued by the Regional Trial Court</p> <p>For Foreign nationals: present the Alien Employment Permit from DOLE and/or Alien Certificate of Registration from the Bureau of Immigration Note: The affiant's (person who executed the affidavit) name will be reflected on the Apostille's caption.</p>	<p>Notary Public</p> <p>Regional Trial Court which has jurisdiction over the Notary Public</p>
<b>9. Special Power of Attorney/ Affidavit of Consent/Advice, Joint Affidavit, etc.</b>	Certificate of Authority for a Notarial Act (CANA) signed by the Executive/Vice-Executive Judge/any office authorized signatories (issued by the Regional Trial Court)	Regional Trial Court which has jurisdiction over the Notary Public
<b>10. Memorandum of Agreement / Memorandum of Understanding / any other form of contract</b>	<p>Notarized Document indicating necessary attachment/s.</p> <p>Certificate of Authority for a Notarial Act (CANA) signed by the Executive Judge/Vice-Executive Judge (issued by</p>	<p>Notary Public</p> <p>Regional Trial Court</p>

	<p>the Regional Trial Court)</p> <p>Note: Copy of Notarial Commission is not the same as Certificate of Authority for a Notarial Act. Clerks of Court may not sign the CANA as the certifying official (SC OCA Circular No. 27-2007)</p>	where the notary public is accredited
<b>11. Court document/s (Decision, Resolution, Order)</b>	Certified True Copy from the court	Regional Trial Court where the case was filed
<b>12. Immigration Record/s</b>	Certified by the Bureau of Immigration	Bureau of Immigration
<b>13. DSWD Clearance</b>	Original document issued by DSWD	Department of Social Welfare and Development
<b>14. Police Clearance/Sundry</b>	Original document issued by the Philippine National Police	Police National Police (PNP)
<b>15. Business Registration and other documents issued by a Government Agency (e.g. SEC, DTI, BIR, SSS, Municipal Business Permit &amp; Licensing Office, etc.)</b>	Certified True Copy from the issuing office	SEC / DTI / BIR / SSS / BPLO
<b>16. Barangay Clearance/Certificate</b>	Mayor's certification/clearance	Municipal Mayor's Office
<b>17. Export document/s</b>	Certified by the Philippine Chamber of Commerce and Industry (PCCI), Department of Health (DOH), Department of Agriculture (DA), or by the Bureau of Food and Drugs (BFAD), depending on the nature of the document	PCCI / DOH / DA / BFAD
<b>18. Passport Certification</b>	Original document from the Passport Director's Office at DFA Aseana	DFA Office of Consular Affairs - Passport Division
<b>Authentication Services – e-Apostille</b>		
<b>1. Civil Registry Document</b>	e-Certificate from the Philippine Statistics Authority	e-Apostille Ordering Page

**Authentication Services – Certification  
For DFA Aseana only**

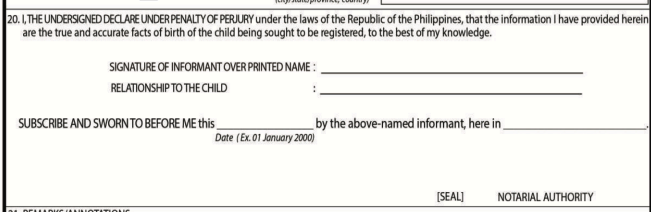
<b>Document for Certification</b>	<b>Requirements</b>	<b>Where to Secure</b>
<b>Foreign Documents for Certification</b>	<p>1. Original or photocopy of Certificate of Authentication, Certificate of Acknowledgment, Jurat, and other documents issued by Philippine Embassies/Consulates</p> <p>2. Original or photocopy of documents issued by Foreign Embassies / Consulates in the Philippines.</p>	<p>Philippine Embassy or Consulate</p> <p>Foreign Embassies / Consulates in the Philippines</p>

## ANNEX C - Civil Registration Services Requirements

Fees	Purpose
USD 25.00 to be paid in Philippine peso	<ul style="list-style-type: none"> <li>Consular Fee</li> </ul>
USD 25.00* to be paid in Philippine peso	Translation Fee: <ul style="list-style-type: none"> <li><i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report) issued by the Japanese City Hall</li> </ul>
Additional USD 25.00* to be paid in Philippine Peso for Osaka PCG only	<ul style="list-style-type: none"> <li>Translation of <i>Koseki Tohon</i> (Family Registry)</li> </ul>

\*Additional translation fee will be collected for births and marriages that will be registered under the Philippine Embassy in Tokyo, Philippine Consulates General in Nagoya and Osaka for the translation of Japanese documents.

### Civil Registration Services – Report of Birth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. FOR CHILD WITH MARRIED PARENTS</b>	
<b>A.1 In case the party seeking registration with the child born less than one (1) year old</b>	
Five (5) originally signed of duly accomplished and notarized Report of Birth Form  <b>Item 20:</b> <b>The notary public's notarial seal and stamp with signature should be affixed on the Jurat portion of the ROB Form.</b> 	Downloadable from the Office of Consular Affairs Website ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )  Notary Public
<b>Item nos. 21 and 22 are for the Philippine Embassy/Consulate's official use only, please leave them completely blank.</b>	
Five (5) recent passport size photos of the child	Applicant
<b>Original and five (5) photocopies of the following requirements:</b>	

## Foreign Birth Certificate

For Japan-born applicants:

- *Shusseki Todoke no Kisai Jiko Shomeisho* (Birth Notification Report)
- Baby Book and *Koseki Tohon* (Family Registry) for Japan-born applicants

Issuing authority where the applicant was born	
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Issuing Japanese Authority

- Apostilled/authenticated birth certificate must be submitted for Filipino citizens born in:

Ministry of Foreign Affairs of the  
country of birth

## Asia:

Shanghai	India	Korea	Indonesia*
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\*The Ministry of Justice and Human Rights and Ministry of Foreign Affairs must authenticate the Birth Certificate

Americas:

Mexico	Costa Rica		El Salvador
Guatemala	Honduras		Nicaragua
Panama	Dominican Republic		
Belize			

Europe:

Netherlands	Belgium	Greece
Cyprus	France	Austria
Norway	Denmark	Finland
Sweden	Iceland	

Middle East:

KSA	UAE	Syria
Qatar	Kuwait	Oman

Jordan	Egypt	Lebanon		
Israel	Bahrain	Iraq		
<ul style="list-style-type: none"> <li>PSA Birth Certificate of Filipino parent/s</li> <li>Foreign birth certificate of foreign national parent must be submitted for applicants born under the consular jurisdiction of the Philippine Consulate General in Los Angeles, USA</li> </ul>			Philippine Statistics Authority (PSA)	Issuing authority of the country where the foreign parent was born
PSA Negative Certification of Birth Record (CRS Form no. 1)			Philippine Statistics Authority (PSA)	
PSA Marriage Certificate or Report of Marriage / Foreign Marriage Certificate of parents			PSA / Issuing authority in the country of marriage	
First passport (biadata page) or travel document of the child			Applicant	
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID or recent passport			Notary public	
Passports of the parents (biadata page) valid at the time of birth of the child			Applicant	
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID or recent passport			Notary Public	
Current / valid passports of the parents (biadata page)			Applicant	
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID			Notary Public	
Certificate of naturalization of paren/ts and re-acquisition certificates of parent/s and of the child if Filipino parent/s had acquired foreign citizenship			Issuing authority of the country where parent/s was a naturalized citizen	
If the child is 18 years old and above at the time of parent's re-acquisition of Philippine citizenship, submit an Identification Certificate for Filipino citizens issued by the Bureau of Immigration.			Reacquisition/Retention of Philippine Citizenship - Bureau of Immigration / Philippine Foreign Service Post	



## A.2 In case the party seeking late registration with the child born more than one (1) year old

Five (5) originally signed duly accomplished and notarized Report of Birth Form

### Item 20:

**The notary public's notarial seal and stamp with signature should be affixed on the Jurat portion of the ROB Form.**

20. I, THE UNDERSIGNED DECLARE UNDER PENALTY OF PERJURY under the laws of the Republic of the Philippines, that the information I have provided herein are the true and accurate facts of birth of the child being sought to be registered, to the best of my knowledge.

SIGNATURE OF INFORMANT OVER PRINTED NAME : \_\_\_\_\_

RELATIONSHIP TO THE CHILD : \_\_\_\_\_

SUBSCRIBE AND SWORN TO BEFORE ME this \_\_\_\_\_ by the above-named informant, here in \_\_\_\_\_

Date (Ex. 01 January 2000)

[SEAL] NOTARIAL AUTHORITY

**Item nos. 21 and 22 are for the Philippine Embassy/Consulate's official use only, please leave them completely blank.**

Downloadable from the Office of Consular Affairs Website  
(<https://consular.dfa.gov.ph>)

Notary Public

Five (5) recent passport size photos of the child

Applicant

## Original and five (5) photocopies of the following requirements:

Foreign Birth Certificate

Issuing authority where the applicant was born

For Japan-born applicants:

- *Shusseki Todoke no Kisai Jiko Shomeisho* (Birth Notification Report)
- Baby Book and *Koseki Tohon* (Family Registry) for Japan-born applicants

Issuing Japanese Authority

- Apostilled/authenticated birth certificate must be submitted for Filipino citizens born in:

Asia:

Shanghai	India	Korea	Indonesia*
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\*The Ministry of Justice and Human Rights and Ministry of Foreign Affairs must authenticate the Birth Certificate

Americas:

Mexico	Costa Rica	El Salvador
Guatemala	Honduras	Nicaragua
Panama	Dominican Republic	
Belize		

Europe:

Netherlands	Belgium	Greece		Ministry of Foreign Affairs of the country of birth
Cyprus	France	Austria		
Norway	Denmark	Finland		
Sweden	Iceland			
Middle East:				
KSA	UAE	Syria		
Qatar	Kuwait	Oman		
Jordan	Egypt	Lebanon		
Israel	Bahrain	Iraq		
</				

	Philippine Statistics Authority (PSA)
	Issuing authority where the foreign parent was born
PSA Negative Certification of Birth Record (CRS Form no. 1)	Philippine Statistics Authority (PSA)
PSA Marriage Certificate or Report of Marriage / Foreign Marriage Certificate of parents	PSA / Issuing authority in the country of marriage
First passport (biadata page) or travel document of the child	Applicant
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID or recent passport	Notary public
Passports of the parents (biadata page) valid at the time of birth of the child	Applicant
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID or recent passport	Notary Public
Current / valid passports of the parents (biadata page)	Applicant
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID	Notary Public
If the natural-born Filipino citizen parent has become a citizen of another country, please provide a copy of their Certificate of Naturalization with R.A. 9225	Issuing authority of the country where parent/s was a naturalized citizen
Reacquisition/Retention of Philippine Citizenship Documents (i.e., Identification Certificate, Oath of Allegiance, and Order of Approval).	Reacquisition/Retention of Philippine Citizenship - Bureau of Immigration / Philippine Foreign Service Post
If the child is 18 years old and above at the time of parent's re-acquisition of Philippine citizenship submit an Identification Certificate for Filipino citizen issued by the Bureau of Immigration.	Bureau of Immigration
Notarized Affidavit of Delayed Registration	Notary public
Notarized Affidavit of two disinterested persons who might have witnessed or known the birth of the child	Notary public
<b>B. FOR NON-MARITAL CHILD USING THE SURNAME OF THE FATHER</b>	
<b>B.1. Child born is less than one (1) year old</b>	
Five (5) originally signed duly accomplished and	Downloadable from the Office of

<p>notarized Report of Birth Form</p> <p><b>Item 20:</b>  <b>The notary public's notarial seal and stamp with signature should be affixed on the Jurat portion of the ROB Form.</b></p> <div data-bbox="180 378 831 591" style="border: 1px solid black; padding: 5px;"> <p style="font-size: small;">20. I, THE UNDERSIGNED DECLARE UNDER PENALTY OF PERJURY under the laws of the Republic of the Philippines, that the information I have provided herein are the true and accurate facts of birth of the child being sought to be registered, to the best of my knowledge.</p> <p>SIGNATURE OF INFORMANT OVER PRINTED NAME : _____</p> <p>RELATIONSHIP TO THE CHILD : _____</p> <p>SUBSCRIBE AND SWORN TO BEFORE ME this _____ by the above-named informant, here in _____  <small>Date (Ex. 01 January 2000)</small></p> <p style="text-align: right;">[SEAL] NOTARIAL AUTHORITY</p> </div> <p><b>Item nos. 21 and 22 are for the Philippine Embassy/Consulate's official use only, please leave them completely blank.</b></p>	<p>Consular Affairs Website  <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a></p> <p>Notary Public</p>																						
<p>Five (5) recent passport size photos of the child</p>	<p>Applicant</p>																						
<p>Original and five (5) photocopies of the following requirements:</p>																							
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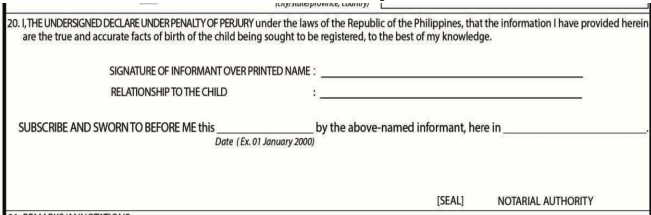
Norway	Denmark	Finland		
Sweden	Iceland			
Middle East:				
KSA	UAE	Syria		
Qatar	Kuwait	Oman		
Jordan	Egypt	Lebanon		
Israel	Bahrain	Iraq		
<ul style="list-style-type: none"><li>PSA Birth Certificate of Filipino parent/s</li><li>Foreign birth certificate of foreign national parent must be submitted for applicants born under the consular jurisdiction of the Philippine Consulate General in Los Angeles, USA</li></ul>				Philippine Statistics Authority (PSA) Issuing authority where the foreign parent was born
Notarized Affidavit of Acknowledgement of Paternity (AAP) executed by the father with Certificate of Registration (COR) <ul style="list-style-type: none"><li>If executed in the Philippines, the AAP should be registered as Legal Instrument at the Local Civil Registrar</li><li>If executed abroad, the AAP should be registered at the nearest Philippine Embassy or Philippine Consulate</li></ul>				Notary public then Local Civil Registry Office  Philippine Embassy or Consulate
Notarized Affidavit to Use the Surname of the Father (AUSF) executed by the mother with Certificate of Registration (COR) <ul style="list-style-type: none"><li>If executed in the Philippines, the AAP should be registered first as Legal Instruments at the Local Civil Registrar</li><li>If executed abroad, the AAP should be registered at the nearest Philippine Embassy or Philippine Consulate</li></ul>				Notary public then Local Civil Registry Office  Philippine Embassy or Consulate

<p><b>For non-marital child whose parents are subsequently married</b>, please submit the PSA Marriage Certificate or Foreign Marriage Certificate of the parents</p> <p><i>Please be informed that ROB's for legitimated children must be processed under <a href="#">R.A. 9255</a> which requires the submission of an AAP and AUSF followed by the legitimation process which has to be filed with the City Civil Registry Office of Manila.</i></p>	<p>Philippine Statistics Authority / Apostilled or Authenticated Marriage Certificate from the Issuing Foreign Authority</p> <p>City Civil Registrar's Office, Manila</p>
First passport (biadata page) or travel document of the child	Applicant
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID or recent passport	Notary public
Passports of the parents (biadata page) valid at the time of birth of the child	Applicant
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID or recent passport	Notary Public
Current / valid passports of the parents (biadata page)	Applicant
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID	Notary Public
<p>If the natural-born Filipino citizen parent has become a citizen of another country, please provide a copy of their Certificate of Naturalization with R.A. 9225</p> <p>Reacquisition/Retention of Philippine Citizenship Documents (i.e., Identification Certificate, Oath of Allegiance, and Order of Approval).</p> <p>If the child is 18 years old and above at the time of parent's re-acquisition of Philippine citizenship, submit an Identification Certificate for Filipino citizen issued by the Bureau of Immigration.</p>	<p>Issuing authority of the country where parent/s was a naturalized citizen</p> <p>Reacquisition/Retention of Philippine Citizenship - Bureau of Immigration / Philippine Foreign Service Post</p> <p>Bureau of Immigration</p>
<b>B.2 Child born is more than one (1) year old</b>	
Five (5) originally signed duly accomplished and notarized Report of Birth Form	<p>Downloadable from the Office of Consular Affairs Website (<a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a>)</p>
<p><b>Item 20:</b></p> <p><i>The notary public's notarial seal and stamp with signature should be affixed on the Jurat portion of the ROB Form.</i></p>	Notary Public

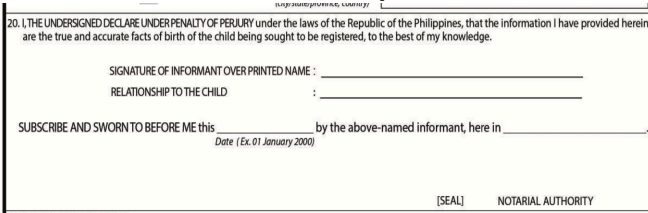
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <small>20. I, THE UNDERSIGNED DECLARE UNDER PENALTY OF PERJURY under the laws of the Republic of the Philippines, that the information I have provided herein are the true and accurate facts of birth of the child being sought to be registered, to the best of my knowledge.</small>             SIGNATURE OF INFORMANT OVER PRINTED NAME : _____            RELATIONSHIP TO THE CHILD : _____             SUBSCRIBE AND SWORN TO BEFORE ME this _____ by the above-named informant, here in _____  <small>Date (Ex. 01 January 2000)</small>   <div style="text-align: right;">[SEAL]      NOTARIAL AUTHORITY</div> </div> <p><b>Item nos. 21 and 22 are for the Philippine Embassy/Consulate's official use only, please leave them completely blank.</b></p>																													
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Middle East:			Philippine Statistics Authority (PSA)  Issuing authority where the foreign parent was born
KSA	UAE	Syria	
Qatar	Kuwait	Oman	
Jordan	Egypt	Lebanon	
Israel	Bahrain	Iraq	
<ul style="list-style-type: none"><li>PSA Birth Certificate of Filipino parent/s</li><li>Foreign birth certificate of foreign national parent must be submitted for applicants born under the consular jurisdiction of the Philippine Consulate General in Los Angeles, USA</li></ul>			
Notarized Affidavit of Acknowledgement of Paternity (AAP) executed by the father with Certificate of Registration (COR) <ul style="list-style-type: none"><li>If executed in the Philippines, the AAP should be registered as Legal Instruments at the Local Civil Registrar</li><li>If executed abroad, the AAP should be registered at the nearest Philippine Embassy or Philippine Consulate</li></ul>			Notary public then Local Civil Registry Office  Philippine Embassy or Consulate
Notarized Affidavit to Use the Surname of the Father (AUSF) executed by the mother with Certificate of Registration (COR) <ul style="list-style-type: none"><li>If executed in the Philippines, the AAP should be registered as Legal Instruments at the Local Civil Registrar</li><li>If executed abroad, the AAP should be registered at the nearest Philippine Embassy or Philippine Consulate</li></ul>			Notary public then Local Civil Registry Office  Philippine Embassy or Consulate
First passport (biadata page) or travel document of the child			Applicant
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID or recent passport			Notary public
Passports of the parents (biadata page) valid at the time of birth of the child			Applicant
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID or recent passport			Notary Public



Current / valid passports of the parents (biadata page)	Applicant
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID	Notary Public
If the natural-born Filipino citizen parent has become a citizen of another country, please provide a copy of their Certificate of Naturalization with R.A. 9225 Reacquisition/Retention of Philippine Citizenship Documents (i.e., Identification Certificate, Oath of Allegiance, and Order of Approval).	Issuing authority of the country where parent/s was a naturalized citizen  Reacquisition/Retention of Philippine Citizenship - Bureau of Immigration / Philippine Foreign Service Post
If the child is 18 years old and above at the time of parent's re-acquisition of Philippine citizenship submit an Identification Certificate for Filipino citizen issued by the Bureau of Immigration.	Bureau of Immigration
Notarized Affidavit of Delayed Registration	Notary public
Notarized Affidavit of two disinterested persons who might have witnessed or known the birth of the child	Notary public
<b>C. FOR NON-MARITAL CHILD USING THE SURNAME OF THE MOTHER</b>	
<b>C.1. Child born less than one (1) year old</b>	
Five (5) originally signed duly accomplished and notarized Report of Birth Form	Downloadable from the Office of Consular Affairs Website ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )
<p><b>Item 20:</b> <b>The notary public's notarial seal and stamp with signature should be affixed on the Jurat portion of the ROB Form.</b></p>  <p><b>Item nos. 21 and 22 are for the Philippine Embassy/Consulate's official use only, please leave them completely blank.</b></p>	Notary Public
Five (5) recent passport size photos of the child	Applicant
<b>Original and five (5) photocopies of the following requirements:</b>	
Foreign Birth Certificate	Issuing authority where the applicant was born
For Japan-born applicants:	
<ul style="list-style-type: none"> <li>Shusseï Todoke no Kisai Jiko Shomeisho (Birth Notification Report)</li> <li>Baby Book and Koseki Tohon (Family Registry)</li> </ul>	Issuing Japanese Authority
<ul style="list-style-type: none"> <li>Apostilled/authenticated birth certificate must be</li> </ul>	

<p>submitted for Filipino citizens born in:</p> <p>Asia:</p> <table border="1"> <tr> <td>Shanghai</td> <td>India</td> <td>Korea</td> <td>Indonesia*</td> </tr> </table> <p>*The Ministry of Justice and Human Rights and Ministry of Foreign Affairs must authenticate the Birth Certificate</p> <p>Americas:</p> <table border="1"> <tr> <td>Mexico</td> <td>Costa Rica</td> <td>El Salvador</td> </tr> <tr> <td>Guatemala</td> <td>Honduras</td> <td>Nicaragua</td> </tr> <tr> <td>Panama</td> <td colspan="2">Dominican Republic</td> </tr> <tr> <td colspan="3">Belize</td> </tr> </table> <p>Europe:</p> <table border="1"> <tr> <td>Netherlands</td> <td>Belgium</td> <td>Greece</td> </tr> <tr> <td>Cyprus</td> <td>France</td> <td>Austria</td> </tr> <tr> <td>Norway</td> <td>Denmark</td> <td>Finland</td> </tr> <tr> <td>Sweden</td> <td>Iceland</td> <td></td> </tr> </table> <p>Middle East:</p> <table border="1"> <tr> <td>KSA</td> <td>UAE</td> <td>Syria</td> </tr> <tr> <td>Qatar</td> <td>Kuwait</td> <td>Oman</td> </tr> <tr> <td>Jordan</td> <td>Egypt</td> <td>Lebanon</td> </tr> <tr> <td>Israel</td> <td>Bahrain</td> <td>Iraq</td> </tr> </table>	Shanghai	India	Korea	Indonesia*	Mexico	Costa Rica	El Salvador	Guatemala	Honduras	Nicaragua	Panama	Dominican Republic		Belize			Netherlands	Belgium	Greece	Cyprus	France	Austria	Norway	Denmark	Finland	Sweden	Iceland		KSA	UAE	Syria	Qatar	Kuwait	Oman	Jordan	Egypt	Lebanon	Israel	Bahrain	Iraq	<p>Ministry of Foreign Affairs of the country of birth</p>
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<p>First passport (biodata page) or travel document of the child</p> <p>If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID or recent passport</p>	<p>Applicant</p> <p>Notary public</p>																																								

Passport of the mother (biadata page) valid at the time of birth of the child	Applicant
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID or recent passport	Notary Public
Current / valid passport of the mother (biadata page)	Applicant
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID	Notary Public
If the natural-born Filipino citizen parent has become a citizen of another country, please provide a copy of their Certificate of Naturalization with R.A. 9225	Issuing authority of the country where parent/s was a naturalized citizen
Reacquisition/Retention of Philippine Citizenship Documents (i.e., Identification Certificate, Oath of Allegiance, and Order of Approval).	Reacquisition/Retention of Philippine Citizenship - Bureau of Immigration / Philippine Foreign Service Post
If the child is 18 years old and above at the time of parent's re-acquisition of Philippine citizenship submit an Identification Certificate for Filipino citizen issued by the Bureau of Immigration.	Bureau of Immigration
<b>C.1 Child born more than one (1) year old</b>	
Five (5) originally signed copies of duly accomplished and notarized Report of Birth Form	Downloadable from the Office of Consular Affairs Website ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )
<p><b>Item 20:</b> <b>The notary public's notarial seal and stamp with signature should be affixed on the Jurat portion of the ROB Form.</b></p>  <p><b>Item nos. 21 and 22 are for the Philippine Embassy/Consulate's official use only, please leave them completely blank.</b></p>	Notary Public
Five (5) recent passport size photos of the child	Applicant
<b>Original and five (5) photocopies of the following requirements:</b>	
Foreign Birth Certificate	Issuing authority where the applicant was born
For Japan-born applicants: <ul style="list-style-type: none"> <li>• <i>Shusseï Todoke no Kisai Jiko Shomeisho</i> (Birth Notification Report)</li> <li>• Baby Book and <i>Koseki Tohon</i> (Family Registry)</li> </ul>	Issuing Japanese Authority

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First passport (biodata page) or travel document of the child  If unavailable, execute and submit an Affidavit of	Applicant																																								

Non-submission of Document and attach a copy of any valid ID or recent passport	Notary public
Passport of the mother (biadata page) valid at the time of birth of the child	Applicant
If unavailable, execute and submit an Affidavit of Non-submission of Document and attach a copy of any valid ID or recent passport	Notary Public
Current / valid passport of the mother (biadata page)	Applicant
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Notarized Affidavit of Delayed Registration	Notary public
Notarized Affidavit of two disinterested persons who might have witnessed or known the birth of the child	Notary public

# Civil Registration Services – Report of Marriage

CHECKLIST OF REQUIREMENTS													
A. IN CASE PARTY BEING REGISTERED WERE MARRIED LESS THAN ONE (1) YEAR													
Five (5) originally signed duly accomplished and notarized Report of Marriage (ROM) Form													
<p><b>Item 20:</b>  <i>The notary public's notarial seal and stamp with signature should be affixed on the Jurat portion of the ROM Form.</i></p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <small>20. I/WE THE UNDERSIGNED DECLARE UNDER PENALTY OF PERJURY under the laws of the Republic of the Philippines, that the information I have provided herein are the true and accurate facts of marriage being sought to be registered, to the best of my knowledge.</small>   <small>SIGNATURE OF INFORMANT/S:</small> _____  <div style="display: flex; justify-content: space-between; width: 100%;"> <span><small>HUSBAND</small></span> <span><small>WIFE</small></span> </div> <small>SUBSCRIBED AND SWORN TO BEFORE ME this _____ by the above-named informant, here in _____,</small>  <small style="margin-left: 100px;">Date (Ex. 01 January 2000)</small> </div> <div style="display: flex; justify-content: flex-end; margin-top: 10px;"> <div style="border: 1px solid black; padding: 2px 5px; margin-right: 10px;"><small>[SEAL]</small></div> <div><small>NOTARIAL AUTHORITY</small></div> </div>													
<p><b>Item nos. 21 and 22 are for the Philippine Embassy/Consulate's official use only, please leave them completely blank.</b></p>													
Five (5) recent passport size photos of the both parties													
<b>Original and five (5) photocopies of the following requirements:</b>													
Foreign Marriage Certificate													
<p>For married in Japan:</p> <ul style="list-style-type: none"> <li><i>Konin Todoke no Kisai Jiko Shomeisho</i> (Marriage Notification Report)</li> <li><i>Koseki Tohon</i> (Family Registry) of the Japanese spouse and <i>Juri Shomeisho</i> (Certificate of Acceptance)</li> <li>Apostilled/authenticated marriage certificate must be submitted for marriages solemnized in the following regions/countries:</li> </ul> <p>Asia:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Shanghai</td> <td style="width: 25%;">India</td> <td style="width: 25%;">Korea</td> <td style="width: 25%;">Indonesia*</td> </tr> </table> <p>*The Ministry of Justice and Human Rights and Ministry of Foreign Affairs must authenticate the Marriage Certificate</p> <p>Americas:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Mexico</td> <td style="width: 33%;">Costa Rica</td> <td style="width: 33%;">El Salvador</td> </tr> <tr> <td>Guatemala</td> <td>Honduras</td> <td>Nicaragua</td> </tr> </table>		Shanghai	India	Korea	Indonesia*	Mexico	Costa Rica	El Salvador	Guatemala	Honduras	Nicaragua		
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Panama	Dominican Republic		
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Netherlands	Belgium	Greece	
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Sweden	Iceland		
Middle East:			
KSA	UAE	Syria	
Qatar	Kuwait	Oman	
Jordan	Egypt	Lebanon	
Israel	Bahrain	Iraq	
Birth Certificate of both parties			
<ul style="list-style-type: none"><li>For Filipino nationals- Authenticated Birth Certificate issued by the PSA</li><li>For Foreign nationals- Birth certificate issued by the country of birth (with official English translation, as applicable)</li></ul>			
Passports of both parties (biadata pages) valid at the time of marriage and current/valid passport of both parties			
For married in US and Canada:			
<ul style="list-style-type: none"><li>Green Card/Permanent Resident/ Copy of Visa (if tourist, leisure or business)/ Job Contract or Working Permit (if working abroad at the time of marriage)</li></ul>			
In case of unavailability, execute an Affidavit of Non-submission of Document and attached a copy of valid/ recent passport or ID			
Negative Certification of Marriage Record (CRS Form No. 3)			





be submitted for marriages solemnized in the following regions/countries:				
Asia:				
Shanghai	India	Korea	Indonesia*	
*The Ministry of Justice and Human Rights and Ministry of Foreign Affairs must authenticate the Marriage Certificate				
Americas:				
Mexico	Costa Rica	El Salvador		
Guatemala	Honduras	Nicaragua		
Panama	Dominican Republic			
Belize				
Europe:				
Netherlands	Belgium	Greece		
Cyprus	France	Austria		
Norway	Denmark	Finland		
Sweden	Iceland			
Middle East:				
KSA	UAE	Syria		
Qatar	Kuwait	Oman		
Jordan	Egypt	Lebanon		
Israel	Bahrain	Iraq		
Birth Certificate of both parties				
<ul style="list-style-type: none"> <li>For Filipino nationals- Authenticated Birth Certificate issued by the PSA</li> <li>For Foreign nationals- Birth certificate issued by the country of birth (with official English translation, as applicable)</li> </ul>				
Passports of both parties (biadata pages) valid at the time of marriage and current/valid passport of both parties				

For married in US and Canada:	
<ul style="list-style-type: none"><li>● Green Card/Permanent Resident/ Copy of Visa (if tourist, leisure or business)/ Job Contract or Working Permit (if working abroad at the time of marriage)</li></ul> <p>In case of unavailability, execute an Affidavit of Non-submission of Document and attached a copy of valid/ recent passport or ID</p>	
Negative Certification of Marriage Record (CRS Form No. 3)	
Copy Certificate of Naturalization (if applicable )	
Notarized Affidavit of Delayed Registration	
Notarized Affidavit of Two Disinterested persons	
<b>Additional documents to be submitted:</b>	
<ul style="list-style-type: none"><li>● For Annulled or Legally Separated Filipino Spouse <b>Submit copy of DFA Authenticated Marriage Contract issued by PSA with proper annotation</b></li><li>● For Divorced Filipino Spouse whose prior marriage was not registered in the PSA <b>Submit copy of Divorce Decree/ Certificate validated by the Regional Trial Court nearest the spouse's place of residence in the Philippines</b></li><li>● For Widowed Filipino spouse <b>Submit Death Certificate issued by PSA or foreign Death Certificate of deceased spouse</b></li><li>● For Divorced, Annulled or Legally Separated Foreign Spouse <b>Submit copy of foreign decree/ decision For Widowed Foreign Spouse-submit Death Certificate of previous spouse</b></li></ul>	

## Civil Registration Services – Report of Death

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Five (5) originally signed copies of duly accomplished and notarized Report of Death (ROD) forms</p> <p><b>Item 20:</b> <b><i>The notary public's notarial seal and stamp with signature should be affixed on the Jurat portion of the ROD Form.</i></b></p> <div data-bbox="172 571 863 743" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><small>26. I, THE UNDERSIGNED DECLARE UNDER PENALTY OF PERJURY under the laws of the Republic of the Philippines, that the information I have provided herein are the true and accurate facts of death of the deceased being sought to be registered, to the best of my knowledge.</small></p> <p>SIGNATURE OF INFORMANT OVER PRINTED NAME : _____</p> <p>RELATIONSHIP TO THE DECEASED : _____</p> <p>SUBSCRIBE AND SWORN TO BEFORE ME this _____ by the above-named informant, here in _____.</p> <p style="text-align: center;"><small>Date (Ex. 01 January 2000)</small></p> <p style="text-align: right;"><small>[SEAL] NOTARIAL AUTHORITY</small></p> </div> <p><b>Item nos. 27 and 28 are for the Philippine Embassy/Consulate's official use only, please leave them completely blank.</b></p>	<p>Downloadable from the Office of Consular Affairs Website (<a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a>)</p> <p>Notary Public</p>
<b>Original and five (5) photocopies of the following:</b>	
1. Death Certificate	Issuing Foreign Authority
2. Certificate of Sealing of Casket	Philippine Foreign Service Post
3. Autopsy/Embalming Report	Issuing Foreign Authority
4. Photocopy of Philippines passport data page of the deceased	Next of kin
5. Other proof of Philippine citizenship of the deceased	Concerned government agency

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

## **ANNEX D - Passport Services Requirements**

<b>BASIC PASSPORT REQUIREMENTS OF ADULTS - NEW AND RENEWAL.....</b>	<b>2</b>
Supporting Documents For Adult Applicants - New and Renewal Application.....	4
<b>BASIC PASSPORT REQUIREMENTS OF MINORS - NEW AND RENEWAL.....</b>	<b>14</b>
Supporting Documents For Minor Applicants.....	16
<b>REQUIREMENTS FOR LOST VALID AND EXPIRED PASSPORT APPLICATIONS - ADULT AND MINOR APPLICANTS.....</b>	<b>24</b>
<b>REQUIREMENTS FOR REPLACEMENT OF DAMAGED/MUTILATED PASSPORTS - ADULT AND MINOR APPLICANTS.....</b>	<b>25</b>
<b>REQUIREMENTS FOR REPLACEMENT OF PASSPORTS WHO USED A TRAVEL DOCUMENT TO GO BACK TO THE PHILIPPINES - ADULT AND MINOR APPLICANTS.....</b>	<b>26</b>
<b>REQUIREMENTS FOR REPLACEMENT OF PASSPORTS WHO USED A TRAVEL DOCUMENT CERTIFICATE TO GO BACK TO THE PHILIPPINES - ADULT AND MINOR APPLICANTS.....</b>	<b>27</b>
<b>RELEASING REQUIREMENTS.....</b>	<b>28</b>
<b>REQUIREMENTS FOR RELEASE OF PASSPORTS - ADULTS.....</b>	<b>28</b>
<b>REQUIREMENTS FOR RELEASE OF PASSPORTS - MINOR.....</b>	<b>31</b>
<b>REQUIREMENTS FOR NEW APPLICATION OF OF RECOGNIZED REFUGEES FOR MACHINE-READABLE CONVENTION TRAVEL DOCUMENT (MRCTD).....</b>	<b>33</b>
<b>REQUIREMENTS FOR RENEWAL OF RECOGNIZED REFUGEES FOR MACHINE-READABLE CONVENTION TRAVEL DOCUMENT (MRCTD).....</b>	<b>33</b>
<b>REQUIREMENTS FOR NEW APPLICATION OF OF RECOGNIZED STATELESS PERSONS FOR MACHINE-READABLE CONVENTION TRAVEL DOCUMENT (MRCTD).....</b>	<b>35</b>
<b>REQUIREMENTS FOR RENEWAL OF RECOGNIZED STATELESS PERSONS FOR MACHINE-READABLE CONVENTION TRAVEL DOCUMENT (MRCTD).....</b>	<b>36</b>
<b>ELIGIBLE COURTESY LANE APPLICANTS AND PROOF OF ELIGIBILITY.....</b>	<b>40</b>
<b>ISSUANCE OF DIPLOMATIC AND OFFICIAL PHILIPPINE PASSPORTS.....</b>	<b>44</b>
<b>REQUIREMENTS FOR RENEWAL OF DIPLOMATIC AND OFFICIAL PHILIPPINE PASSPORTS.....</b>	<b>45</b>
<b>ADDITIONAL REQUIREMENTS (FOR ISSUANCE and RENEWAL).....</b>	<b>46</b>
<b>REQUIREMENTS FOR REVALIDATION OF DIPLOMATIC AND OFFICIAL PHILIPPINE PASSPORTS.....</b>	<b>46</b>
<b>ISSUANCE OF NOTES VERBALES AND LETTER VISA ENDORSEMENTS TO HOLDERS OF DIPLOMATIC AND OFFICIAL PHILIPPINE PASSPORTS.....</b>	<b>47</b>
<b>REQUIREMENTS FOR RELEASING OF DIPLOMATIC AND OFFICIAL PASSPORTS, REVALIDATED PASSPORTS, AND NOTES VERBALES.....</b>	<b>47</b>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

## **BASIC PASSPORT REQUIREMENTS OF ADULTS - NEW AND RENEWAL**

<b>PASSPORT REQUIREMENTS FOR ADULTS - NEW APPLICATION</b>  <b>Note: Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. Personal Appearance</b>	
<b>2. Confirmed Online Appointment</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>3. Duly accomplished application form</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>4. Proof of Payment (DFA E-receipt)</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>5. Documentary Proof of Philippine Citizenship</b>  a. PSA-issued Certificate of Live Birth; b. PSA-issued Report of Birth; c. PSA-issued Certificate of Foundling; d. Certificate of Naturalization, Identification Certificate issued by the Bureau of Immigration (BI), Court Order granting naturalization, Decree of Naturalization or copy of the law granting legislative naturalization; e. Identification Certificate or duly registered, signed and sworn statement under oath for those who elected Philippine Citizenship; or f. Identification Certificate or Certificate of Retention/Re-acquisition of Philippine citizenship issued by	Philippine Statistics Authority (PSA) Philippine Foreign Service Post          Bureau of Immigration (BI)          Office of the Solicitor General (OSG) Competent Philippine Court          Bureau of Immigration (BI) / Philippine Embassy/Consulate

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<p>BI or FSPs for those who reacquired or retained Philippine Citizenship under R.A. 9225 or Citizenship Retention and Re-acquisition Act of 2003.</p> <p><b>Circumstances Warranting the Submission of Documents enumerated above is listed in this Charter.</b></p>	
<p><b>6. PSA-issued Certificate of Marriage or Report of Marriage (for women opting to use their spouse's last name)</b></p>	<p>Philippine Statistics Authority (PSA) Philippine Foreign Service Post</p>
<p><b>7. Valid Identification Cards (at least one)</b></p> <ul style="list-style-type: none"> <li>a. Philippine Identification (PhilID) / ePhilID; or</li> <li>b. Other valid government identification cards that show competent proof of identity, a list of which shall be determined by the Department of Foreign Affairs (DFA) and Philippine FSPs.</li> </ul> <p><b>Competent Proofs of Identity</b> refer to valid and existing government-issued identification documents bearing the photograph, full name, date of birth, and place of birth of the individual. A list is provided in this Charter.</p>	<p>Philippine Identification System (PhilSys) Various government agencies/ Private Institutions</p>

Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.

PASSPORT REQUIREMENTS FOR ADULTS - RENEWAL APPLICATION	
<b>Note:</b> In addition to the basic requirements of passport application to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents pursuant to Section 6 of as listed in this Charter.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Appearance	
2. Confirmed Online Appointment	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
3. Duly accomplished application form	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
4. Proof of Payment (DFA E-receipt)	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
5. Latest issued Philippine passport  <b>Note:</b> <b>Renewal of Non-Electronic Passports for Adults.</b> Renewal of Brown, Green, Machine-Readable Maroon Passports or any older Passports where the DFA does not have complete biometric and biographic records <b>will be treated as a new application.</b>	Department of Foreign Affairs

#### Supporting Documents For Adult Applicants - New and Renewal Application

SUPPORTING DOCUMENTS For Adult Applicants - New and Renewal Application	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For natural-born Citizens	
PSA-issued Certificate of Live Birth (COLB) or Report of Birth (ROB)	Philippine Statistics Authority (PSA) Philippine Foreign Service Post
<b>Note:</b> The requirement that the Report of Birth should be	

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<p><b>PSA-issued may only be waived if the following conditions are met:</b></p> <ul style="list-style-type: none"> <li>• The Report of Birth has been registered in a Foreign Service Post;</li> <li>• The passport application is being made in the same Foreign Service Post; and</li> <li>• The passport application is made within one year of registering the Report of Birth.</li> </ul>	
<p><b>For persons with no known parent in accordance with Republic Act No. 11642 or the “Domestic Administrative Adoption and Alternative Child Care Act”:</b></p> <p><b>aPSA issued Certificate of Foundling or a Certificate of Live Birth (COLB)</b></p>	Philippine Statistics Authority (PSA)
<b>For naturalized Filipino citizens:</b>	
<p>For persons who have <u>undergone Administrative Naturalization</u> under Republic Act No. 9139:</p> <ol style="list-style-type: none"> <li>Certificate of Naturalization;</li> <li>Certificate of Renunciation of foreign citizenship issued by the concerned Foreign Embassy or Foreign Ministry; and</li> <li>Identification Certificate issued by BI.</li> </ol>	Bureau of Immigration (BI) Philippine Foreign Service Post
<p>For persons who have undergone <u>Judicial Naturalization</u> under Commonwealth Act No. 473:</p> <ol style="list-style-type: none"> <li>Certificate of Naturalization;</li> <li>Court Order, Certificate of Finality of Decision granting</li> </ol>	Bureau of Immigration (BI) Philippine Foreign Service Post



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<p>naturalization, Decree of Naturalization; and</p> <p>c. Identification Certificate issued by BI.</p>	
<p>For persons who have undergone Legislative Naturalization under Commonwealth Act No. 63:</p> <p>a. Certificate of Naturalization;</p> <p>b. Certified true copy of the law granting citizenship;</p> <p>c. Foreign Birth Certificate authenticated by the Philippine Foreign Service Post; and</p> <p>d. Identification Certificate issued by BI.</p>	<p>Bureau of Immigration (BI) Philippine Foreign Service Post</p>
<p>For persons who availed of the Facilitated Naturalization of Refugees and Stateless Persons under Supreme Court Rule 21-07-2022-SC:</p> <ul style="list-style-type: none"> <li>• Decree of Naturalization</li> </ul>	<p>Bureau of Immigration (BI) Philippine Foreign Service Post</p>
<p><b>For those who obtained Philippine citizenship by election:</b></p>	
<p>a. PSA-issued Certificate of Live Birth or Report of Birth; and</p> <p>b. Documents proving election of Philippine Citizenship</p>	<p>Philippine Statistics Authority (PSA) Philippine Foreign Service Post Bureau of Immigration (BI)</p>
<p><b>For those who <u>retained or reacquired</u> their <u>Philippine citizenship</u> under Republic Act No. 9225, shall submit any of the following documents issued by a Philippine FSP or by the Bureau of Immigration (BI):</b></p>	<p>Philippine Foreign Service Post Bureau of Immigration (BI)</p>
<p>a. Order of Approval;</p> <p>b. Oath of Allegiance; or</p>	<p>Philippine Foreign Service Post Bureau of Immigration (BI)</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<p>c. Identification Certificate or Certificate of Retention/Re-acquisition of Philippine Citizenship.</p>	
<p>The derivative beneficiaries of Filipino parents who retained or reacquired Philippine citizenship, shall submit the following documents:</p> <ul style="list-style-type: none"> <li>a. Order of Approval of parent or child (as applicable); and/or</li> <li>b. Identification Certificate issued by a Philippine FSP or Certificate of Retention/Re-acquisition of Philippine Citizenship issued by the BI.</li> </ul>	
<p><b>If the PSA-issued Certificate of Live Birth, Report of Birth, or Certificate of Foundling was registered late:</b></p>	
<p>Submit supporting documentary evidence, as necessary, to ascertain citizenship and identity (in addition to the basic requirements):</p> <p>At least one of the following on top of the basic requirements:</p> <ul style="list-style-type: none"> <li>• Additional primary government-issued valid ID accepted for passport application</li> </ul> <p>If unable to provide an additional primary ID, the applicant must submit any two (2) of the following documents:</p> <ul style="list-style-type: none"> <li>• <b>NBI Clearance (valid or expired);</b></li> <li>• <b>School Records such as:</b> <ul style="list-style-type: none"> <li>○ <b>Form 137-A</b></li> <li>○ <b>Transcript of Records</b></li> <li>○ <b>Diploma obtained from Elementary, High School and/or college</b></li> </ul> </li> </ul>	<p><b>For Valid IDs:</b>  Department of Foreign Affairs (DFA)  Philippine Identification System (PhilSys)  Social Security System (SSS)  Government Service Insurance System (GSIS)  Land Transportation Office (LTO)  Professional Regulatory Commission (PRC)  Overseas Workers Welfare Administration (OWWA)  Commission on Elections (COMELEC)  Philippine National Police (PNP)  Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/  Barangay Office  Civil Aviation Authority of the Philippines (CAAP)  PhilPost  Maritime Industry Authority (MARINA)</p> <p><b>Additional Supporting Documents:</b>  National Bureau of Investigation</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<ul style="list-style-type: none"> <li>• <b>If government employee, Certified True Copy of Service Record;</b></li> <li>• <b>Member Data Record (MDR) from PhilHealth.</b></li> </ul>	<p>School Concerned Philippine Government Agency The Philippine Health Insurance Corporation (PhilHealth)</p>
<p><b>Discrepancies on biographical details of PSA-Certificate of Live Birth, Certificate of Foundling, or Report of Birth:</b></p>	
<ul style="list-style-type: none"> <li>• If the passport applicant's PSA-issued Certificate of Live Birth, Report of Birth, or Certificate of Foundling <u>has lacking data, or the first name is registered as "Baby Boy/Baby/BabyGirl/Girl/Boy" and the applicant is born before 1993:</u> <ul style="list-style-type: none"> <li>○ PSA-annotated Certificate of Live Birth, Report of Birth, or Certificate of Foundling</li> </ul> </li> <li>• If the passport applicant's PSA-issued Certificate of Live Birth, Report of Birth, or Certificate of Foundling <u>contains a misspelled first or last name, or misspelled birth place, or mistake in the day or month of birth, or clerical error in the sex, or change of first name or nickname:</u> <ul style="list-style-type: none"> <li>○ PSA-annotated Certificate of Live Birth, Report of Birth, or Certificate of Foundling pursuant to R.A. No. 9048, as</li> </ul> </li> </ul>	<p>Philippine Statistics Authority (PSA) Local Civil Registrar Philippine Foreign Service Post</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<p>amended by R.A. No. 10172</p> <ul style="list-style-type: none"> <li>• If by operation of law or through a court order, the passport applicant is <u>permitted to use a name or other biographic detail</u> other than what is officially recorded in the PSA: <ul style="list-style-type: none"> <li>○ Annotated Certificate of Live Birth, Report of Birth, or Certificate of Foundling as authenticated by PSA reflecting the corrected entry.</li> </ul> </li> </ul>	
<p><b>Discrepancies on the biographical details of supporting documents submitted for passport application:</b></p>	
<p>The applicant shall provide supporting documents that are consistent with the information as stated in the applicant's PSA-issued documents, unless by operation of law or through court order, the applicant is permitted to use a name other than what is officially recorded in the PSA.</p> <p>Thus, the applicant shall have the supporting document corrected in order for its details to be consistent with the PSA-issued document.</p> <p>The applicant shall submit the following, depending on the correction needed:</p> <ol style="list-style-type: none"> <li>1. Annotated PSA Certificate of Live Birth</li> <li>2. Annotated PSA Marriage Certificate</li> </ol>	<p>Philippine Statistics Authority (PSA) Philippine Foreign Service Post Local Civil Registrar Bureau of Immigration (BI)</p> <p><b>For Valid IDs:</b> Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP)</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<p>3. Corrected Government-issued Valid IDs</p> <p>4. Corrected Identification Certification</p>	<p>PhilPost Maritime Industry Authority (MARINA) School</p>
<p><b>Unreadable Biographic Details between Basic and Supporting Documents:</b></p>	
<p>If the PSA-issued documents submitted by the applicant is unreadable, the applicant must submit the following:</p> <p>a. Unreadable PSA-issued Certificate of Live Birth (COLB) or Certificate of Foundling: Local Civil Registry Municipal Form No. 102 or Civil Registry Form 1-A</p> <p>If born abroad, a copy of the Report of Birth is required.</p> <p>*If the LCR is unable to provide a local copy of the Certificate of Live Birth, the applicant shall have the document reconstructed in the respective LCR.</p> <p>b. Unreadable PSA-issued Certificate of Marriage : Local Civil Registry Municipal Form No. 97</p> <p>If married abroad, a copy of the Report of Marriage is required.</p> <p>c. Unreadable PSA-issued Certificate of Death: Local Civil Registry Municipal Form No. 103</p>	<p>Local Civil Registrar Philippine Foreign Service Post</p>
<p><b>Negative birth record confirming no record/no report of birth in PSA:</b></p>	

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<ul style="list-style-type: none"> <li>• The applicant must first file for late registration with the Local Civil Registrar (LCR) or Consular Office with jurisdiction over the place where the applicant was born; and</li> <li>• The applicant must submit the original copy of the PSA-issued late registered Birth Certificate and documentary evidence to ascertain citizenship and identity.</li> </ul>	<p>Philippine Statistics Authority (PSA) Philippine Foreign Service Post Local Civil Registrar</p>
<p><b>In case of multiple birth registrations:</b></p>	
<p>Upon the consular official's discovery that a passport applicant has multiple birth registrations, the passport applicant shall:</p> <ol style="list-style-type: none"> <li>a. Submit a Certification or any other equivalent document/s issued by the PSA stating that the multiple registrations do not exist in their records;</li> <li>b. Submit a Certification or any other equivalent document/s that the multiple birth registrations have been locked in the PSA system or have been subjected to BRENlinking under PSA regulations; or</li> <li>c. In the absence of any of the above, the applicant shall cancel the multiple registrations before a competent Philippine court.</li> </ol> <p><i>Provided, That if the birth record sought to be retained has incorrect details, a PSA-authenticated Certificate of Live Birth, Report of Birth, or Certificate of</i></p>	<p>Philippine Statistics Authority (PSA)</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<p>Foundling with an annotation correcting the erroneous details shall also be submitted by the passport applicant.</p> <p><i>Provided further,</i> That if the discovery of the multiple registration is done during renewal of the passport, the above rules shall also apply.</p>	
<p><b>If the PSA-issued Certificate of Marriage or Report of Marriage is unreadable or cannot be read:</b></p>	
<ol style="list-style-type: none"> <li>1. Certificate of Marriage issued by the LCR; or</li> <li>2. Civil Registry Form No. 3A</li> </ol>	<p>Philippine Statistics Authority (PSA) Philippine Foreign Service Post</p>
<p>The PSA-issued Report of Marriage may only be waived if the following conditions are met:</p>	
<ol style="list-style-type: none"> <li>1. The Report of Marriage has been registered in an FSP;</li> <li>2. The passport application is being made in the same FSP; and</li> <li>3. The passport application is made within one year of registering the Report of Marriage.</li> </ol>	<p>Philippine Foreign Service Post</p>
<p><b>If a married woman applicant wishes to revert to her maiden name based on the following:</b></p>	
<ul style="list-style-type: none"> <li>• <b>By virtue of death of the spouse:</b> <ul style="list-style-type: none"> <li>○ PSA-issued Certificate of Death or Report of Death (ROD) of spouse or apostillized or authenticated Foreign Death Certificate of foreign spouse with English translation, if applicable;</li> </ul> </li> </ul>	<p>Philippine Statistics Authority (PSA) Philippine Foreign Service Post Authentication Division Department of Foreign Affairs (DFA)</p>

Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.

<ul style="list-style-type: none"> <li>○ PSA-issued Certificate of Live Birth or Report of Birth; and</li> <li>○ Latest issued Philippine passport (if available).</li> </ul>	
<ul style="list-style-type: none"> <li>● <b>By virtue of an annulment, declaration of nullity of marriage, judicially-recognized foreign divorce, and judicially-recognized divorce under Presidential Decree No.1083 (Code of Muslim Personal Laws of the Philippines):</b> <ul style="list-style-type: none"> <li>○ PSA-issued Certificate of Marriage or Report of Marriage (ROM) with annotation reflecting the nullity or dissolution of marriage</li> <li>○ PSA-issued Certificate of Live Birth or Report of Birth; and</li> <li>○ Latest issued Philippine passport (if available).</li> </ul> </li> </ul>	<p>Competent Philippine Court Philippine Statistics Authority (PSA) Philippine Foreign Service Post Department of Foreign Affairs (DFA)</p>
<ul style="list-style-type: none"> <li>● <b>For other reasons of reversion:</b> <ul style="list-style-type: none"> <li>○ PSA-issued Certificate of Live Birth or Report of Birth;</li> <li>○ Notarized Affidavit of Explanation that includes request for the reversion of maiden name in the Philippine passport or travel document and stating she has not hitherto availed of the reversion; and</li> <li>○ Latest-issued Philippine passport or travel document.</li> </ul> <p><i>Note: This mode of reversion <b><u>can only be done once.</u></b></i></p> </li> </ul>	<p>Philippine Statistics Authority (PSA) Philippine Foreign Service Post Notary Public Department of Foreign Affairs</p>



Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.

## BASIC PASSPORT REQUIREMENTS OF MINORS - NEW AND RENEWAL

<p><b>PASSPORT REQUIREMENTS FOR MINORS - NEW APPLICATION</b></p> <p><b>Note: Pursuant to Section 6 of RA 11983 and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.</b></p> <p><b>In all cases involving minor applicants, their best interest shall be the primary consideration.</b></p>	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. <b>Personal Appearance</b> of minor applicant <b>and</b> either parent or authorized adult companion	
2. <b>Confirmed Online Appointment</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
3. <b>Duly accomplished application form</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
4. <b>Proof of Payment (DFA E-receipt)</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
5. <b>PSA-issued Certificate of Live Birth or Report of Birth</b>	Philippine Statistics Authority (PSA) Philippine Foreign Service Post
6. <b>Personal appearance of the accompanying adult of the minor applicant.</b>  <b>The <a href="#">list of accompanying adults of the minor applicant is listed in this Charter</a>. Additional supporting documents, depending on the case of the minor applicant, shall be submitted by the accompanying adult.</b>	
7. <b>Valid Identification Cards (at least one) of the minor applicant and the accompanying adult. (please see</b>	Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO)

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<p>a. Philippine Identification (PhilID) / ePhilID; or</p> <p>b. Other valid government identification cards that show competent proof of identity, a list of which shall be determined by the Department of Foreign Affairs (DFA) and Philippine FSPs.</p> <p><b>Competent Proofs of Identity</b> refer to valid and existing government-issued identification documents bearing the photograph, full name, date of birth, and place of birth of the individual. A list is provided in this Charter.</p>	<p>Professional Regulatory Commission (PRC)</p> <p>Overseas Workers Welfare Administration (OWWA)</p> <p>Commission on Elections (COMELEC)</p> <p>Philippine National Police (PNP)</p> <p>Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office</p> <p>Civil Aviation Authority of the Philippines (CAAP)</p> <p>PhilPost</p> <p>Maritime Industry Authority (MARINA)</p> <p>School</p>
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<p><b>PASSPORT REQUIREMENTS FOR MINORS - RENEWAL APPLICATION</b></p> <p><b>Note: Pursuant to Section 6 of RA 11983, t and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter. In all cases involving minor applicants, their best interest shall be the primary consideration.</b></p>	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Appearance	
2. Confirmed Online Appointment	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
3. Duly accomplished application form	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
4. Proof of Payment (DFA E-receipt)	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
5. Latest issued Philippine passport of the minor applicant	Department of Foreign Affairs
6. PSA-issued Certificate of Live Birth, Report of Birth, or Certificate of Foundling that show proof of filiation	Philippine Statistics Authority (PSA) Philippine Foreign Service Post

Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.

<p><b>7. Personal appearance of the accompanying adult of the minor applicant.</b></p> <p>The <a href="#">list of accompanying adults of the minor applicant</a> is listed in this Charter. Additional supporting documents, depending on the case of the minor applicant, shall be submitted by the accompanying adult.</p>	
<p><b>8. Valid Identification Cards (at least one) of the minor applicant and the accompanying adult.</b></p> <p>a. Philippine Identification (PhilID) / ePhilID; or</p> <p>b. Other valid government identification cards that show competent proof of identity, a list of which shall be determined by the Department of Foreign Affairs (DFA) and Philippine FSPs.</p> <p><b>Competent Proofs of Identity</b> refer to valid and existing government-issued identification documents bearing the photograph, full name, date of birth, and place of birth of the individual. A list is provided in this Charter.</p>	<p>Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA) School</p>

### Supporting Documents For Minor Applicants

Supporting Documents For Minor Applicants	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>In case applicant is a newborn (less than 1 year old) and has No PSA Birth Certificate/Report of Birth yet</b></p>	
<ul style="list-style-type: none"> <li><b>If born in the Philippines</b> <ul style="list-style-type: none"> <li>- The minor applicant may submit a Certified True</li> </ul> </li> </ul>	<p>Local Civil Registrar Philippine Statistics Authority (PSA) Philippine Foreign Service Post</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<p>Copy (CTC) of Local Civil Registrar (LCR) Birth Certificate authenticated by the PSA.</p> <ul style="list-style-type: none"> <li>● <b>If born abroad</b> - The minor applicant may submit original copy of Report of Birth or first indorsement from Consular Records Division (CRD).</li> </ul>	
<p><b>In case the minor applicant's PSA-issued Certificate of Live Birth was registered one (1) year after the event, the applicant must submit at least one (1) of the following supporting documents:</b></p>	
<ul style="list-style-type: none"> <li>● School Records; and/or</li> <li>● Baby book or health record or its equivalent document.</li> </ul>	<p>School Hospital / Clinic</p>
<p><b>Accompanying Adult of Minor Applicants</b></p>	
<p><b>In case of marital minor applicant (with Married Parents as stated in the minor applicant's PSA Certificate of Live Birth)</b></p> <ul style="list-style-type: none"> <li>● Valid Philippine passport or other competent proof of identity of the accompanying parent and the copy of his/her spouse's passport or other competent proof of identity;</li> <li>● If the accompanying parent is an alien, the non-Filipino parent must present his or her foreign passport and a copy of the Filipino parent's Philippine passport or other competent proof of identity; and</li> <li>● If accompanied by an authorized adult companion, a Special Power of Attorney (SPA)</li> </ul>	<p>Department of Foreign Affairs Philippine Statistics Authority</p> <p>Notary Public Philippine Foreign Service Post</p> <p>Foreign Government Issuing Authority Various government agencies/ Private Institutions</p> <p>Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC)</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<p>executed by either of the minor's parents or his/her legal guardian, as the case may be, his/her passport or other competent proof of identity, and a copy of the passport or other competent proof of identity of the minor's parents.</p>	<p>Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA)</p>
<p><b>In case of non-marital minor applicant (with unmarried Parents as stated in the minor applicant's PSA Certificate of Live Birth)</b></p> <ul style="list-style-type: none"> <li>• Only the mother applicant shall accompany the minor applicant in the passport application process;</li> <li>• A Special Power of Attorney (SPA) executed by the mother will be required if she is not accompanying the minor applicant. The SPA must be authenticated by the Philippine Embassy/Consulate if executed abroad; and</li> <li>• Passport or Valid Government issued ID of authorized adult companion (<a href="#">click here</a> for the List of Acceptable IDs for Passport Application).</li> </ul>	<p>Department of Foreign Affairs (DFA) Philippine Foreign Service Post Notary Public</p> <p><b>For Valid IDs:</b> Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA)</p>
<p><b>In case applicant is not accompanied by the parent/s during the application process</b></p> <ul style="list-style-type: none"> <li>• Applicant must submit a Special Power of Attorney executed by either of the minor's parents or his/her legal guardian designating an adult companion to assist in the application process. The Special Power of Attorney must be authenticated by the</li> </ul>	<p>Philippine Foreign Service Post Notary Public</p> <p><b>Valid IDs:</b> Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS)</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<p>Philippine Embassy/Consulate if executed abroad;</p> <ul style="list-style-type: none"> <li>• Passport or Valid Government issued ID of authorized adult companion; and</li> <li>• Special Power of Attorney must have a copy of parent/s valid ID and/or passport attached.</li> </ul>	<p>Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA) School</p>
<p><b>If the applicant is a non-marital minor whose mother is deceased but acknowledged by the father:</b></p> <ul style="list-style-type: none"> <li>• Personal Appearance of minor applicant and biological father;</li> <li>• PSA-issued Certificate of Death or Report of Death of Mother;</li> <li>• PSA Birth Certificate with Acknowledgement of Paternity (must indicate the name of the father in the birth certificate);</li> <li>• Passport or Valid Government issued ID of biological father and legal guardian (click here for the List of Acceptable IDs for Passport Application)</li> </ul> <p><b>In the absence of father, the following may accompany the minor child in the order indicated:</b></p> <ul style="list-style-type: none"> <li>• Surviving grandparent (submission of PSA Certificate of Death of Mother;</li> <li>• Oldest brother or sister, over twenty-one years of age (submission of PSA Certificate of Death of Mother and PSA Certificate of Death of the Grandparent);</li> </ul>	<p>Philippine Statistics Authority (PSA) Philippine Foreign Service Post Competent Philippine Court</p> <p><b>Valid IDs:</b> Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA)</p>

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<ul style="list-style-type: none"> <li>• The child's actual custodian, over twenty-one years of age (submission of court order for legal guardianship)</li> </ul>	
<p><b>If the applicant is a non-marital minor and mother is deceased / absent and father is unknown:</b></p> <ul style="list-style-type: none"> <li>• Personal Appearance of minor applicant and court-appointed legal guardian</li> <li>• PSA Birth Certificate</li> <li>• Valid Passport or valid government ID* of adult guardian (click here for the List of Acceptable IDs for Passport Application)</li> <li>• Letter of Guardianship issued by Family Court</li> </ul>	<p>Philippine Statistics Authority (PSA) Competent Philippine Court Philippine Court System - Family Court</p> <p><b>Valid IDs:</b> Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA)</p>
<p><b>In case none of the above can accompany the minor applicant</b></p> <p>1. In default of parents or a judicially appointed guardian, the persons exercising substitute parental authority under Article 216 of the Family Code of the Philippines shall prevail in determining the minor applicant's companion in passport application, unless otherwise ordered by a competent Philippine court. In case of conflicting claims for custody, a court order shall be required; and</p>	<p>Competent Philippine Court Philippine Court System - Family Court Philippine Foreign Service Post</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<p>2. In cases involving Filipino minors abandoned abroad, the Consular Official of the concerned Philippine FSP may initiate the passport application with the best interest of the minor being the primary consideration.</p>	
<p><b>In case of Minor Applicant who is a Prospective Adoptee for Domestic Adoption (undergoing adoption)</b></p> <ol style="list-style-type: none"> <li>1. Personal appearance of minor applicant and NACC Social Worker or Liaison Officer;</li> <li>2. PSA-issued Certificate of Live Birth or Report of Birth or Certificate of Foundling;</li> <li>3. Valid passport or valid government-issued ID of authorized NACC Social Worker or Liaison Officer;</li> <li>4. Certificate of Child Available for Adoption or Deed of Voluntary Commitment / Certificate Declaring a Child Legally Available for Adoption issued by the National Authority for Child Care; and</li> <li>5. Official letter or Special Power of Attorney signed by the NACC Regional Office authorizing the Social Worker to process and receive the passport of the minor applicant and must include a copy of valid government-issued ID and/or passport.</li> </ol> <p><i>Note: If an applicant is not accompanied by an authorized NACC Social Worker during the application process, the applicant must submit an SPA executed by the authorized NACC Regional Office designating the minor's companion to assist in the application</i></p>	<p>National Authority for Child Care (NACC)  Philippine Court System - Family Court  Philippine Statistics Authority (PSA)  Philippine Foreign Service Post  Notary Public</p> <p><b>Valid IDs:</b>  Department of Foreign Affairs (DFA)  Philippine Identification System (PhilSys)  Social Security System (SSS)  Government Service Insurance System (GSIS)  Land Transportation Office (LTO)  Professional Regulatory Commission (PRC)  Overseas Workers Welfare Administration (OWWA)  Commission on Elections (COMELEC)  Philippine National Police (PNP)  Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/  Barangay Office  Civil Aviation Authority of the Philippines (CAAP)  PhilPost  Maritime Industry Authority (MARINA)</p>



Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.

<p><i>process and must include a copy of valid government-issued ID and/or passport.</i></p>	
<p><b>In cases of Minor Applicant who is an Adoptee through Domestic Adoption (undergone Adoption)</b></p> <ol style="list-style-type: none"> <li>1. Personal appearance of minor applicant and adoptive parent/s;</li> <li>2. Amended PSA-issued Certificate of Live Birth or Report of Birth, indicating the child's adoptive name and name of adoptive parents;</li> <li>3. Passports or other competent proofs of identity of the minor applicant, adoptive parent/s or authorized adult companion; and</li> <li>4. Certified True Copy of Court Decree of Adoption or NACC-issued Order of Adoption.</li> </ol>	<p>Philippine Statistics Authority (PSA) Philippine Foreign Service Post Notary Public Competent Philippine Court National Authority for Child Care (NACC)</p> <p><b>Valid IDs:</b> Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA)</p>
<p><b>In case of Minor Applicant who is a Prospective Adoptee for Foreign Adoption (undergoing Adoption)</b></p> <ol style="list-style-type: none"> <li>1. PSA-issued Certificate of Live Birth, Report of Birth or Certificate of Foundling;</li> <li>2. Endorsement from NACC;</li> <li>3. Certificate Declaring a Child Legally Available for Adoption or Deed of Voluntary Commitment;</li> <li>4. Placement Authority issued by NACC;</li> <li>5. Certificate for Issuance of Passport issued by NACC;</li> </ol>	<p>Philippine Statistics Authority (PSA) Philippine Foreign Service Post National Authority for Child Care (NACC) Competent Philippine Court Philippine Court System - Family Court Department of Social Welfare and Development (DSWD)</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<ol style="list-style-type: none"> <li>6. Travel Clearance Certificate for adoptee;</li> <li>7. Child Study Report; and</li> <li>8. Clearance for Intercountry Adoption.</li> </ol>	
<p><b>In case of Minor Applicant who is an Adoptee through Foreign Adoption (undergone Adoption)</b></p> <ol style="list-style-type: none"> <li>1. Personal Appearance of minor applicant and adoptive parent/s;</li> <li>2. Amended PSA-issued Certificate of Live Birth, Report of Birth;</li> <li>3. Passport/s of adoptive parent/s or authorized adult companion. If the adoptive parents are foreign nationals, presentation of their valid foreign passports is acceptable; and</li> <li>4. Certified True Copy of Court Decree of Adoption.</li> </ol>	<p>Philippine Statistics Authority (PSA) Philippine Foreign Service Post Foreign Government Issuing Authority Competent Philippine Court Philippine Court System - Family Court</p>
<p><b>In case of Minor Foundlings in the Philippines not for Adoption.</b></p> <ol style="list-style-type: none"> <li>1. Personal appearance of minor applicant and the NACC Social Worker or Liaison Officer;</li> <li>2. PSA-issued Certificate of Foundling;</li> <li>3. Letter of Guardianship issued by the Family Court; and</li> <li>4. Valid ID of the guardian.</li> </ol>	<p>National Authority for Child Care (NACC) Philippine Statistics Authority (PSA) Philippine Court System - Family Court</p> <p><b>Valid IDs:</b> Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

	Maritime Industry Authority (MARINA)
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## REQUIREMENTS FOR LOST VALID AND EXPIRED PASSPORT APPLICATIONS - ADULT AND MINOR APPLICANTS

REQUIREMENTS FOR LOST VALID AND EXPIRED PASSPORT APPLICATIONS	
<p><b>Note: If a photocopy of the applicant's latest issued passport is not available, on top of the requirements below, the PSA-issued Certificate of Live Birth will be required and will be treated as a new applicant. Additional supporting documents may be required, as necessary to ascertain citizenship and identity.</b></p>	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Appearance	
2. Confirmed Online Appointment	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
3. Duly accomplished application form	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
4. Proof of Payment (DFA E-receipt)	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
5. Copy of latest passport issued	Department of Foreign Affairs
<b>6. Notarized Affidavit of Loss in English</b>  <b>For minor applicants:</b> It must be filed by parent/s, legal guardian or person authorized by parent/s who will accompany the minor applicant on the day of application	Notary Public
<b>7. Police Report in English</b>  <b>For minor applicants:</b> It must be filed by parent/s, legal guardian or person authorized by parent/s who will accompany the minor applicant on the day of application	Philippine National Police (PNP)

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

## REQUIREMENTS FOR REPLACEMENT OF DAMAGED/MUTILATED PASSPORTS - ADULT AND MINOR APPLICANTS

<b>REQUIREMENTS FOR REPLACEMENT OF DAMAGED/MUTILATED APPLICATIONS</b>	
<p><b>Note:</b> Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.</p>	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Appearance	
2. Confirmed Online Appointment	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
3. Duly accomplished application form	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
4. Proof of Payment (DFA E-receipt)	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
5. Copy of latest passport issued	Department of Foreign Affairs
<b>6. Notarized Affidavit of Explanation in English</b>  <b>For minor applicants:</b> It must be filed by parent/s, legal guardian or person authorized by parent/s who will accompany the minor applicant on the day of application	Notary Public

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

## **REQUIREMENTS FOR REPLACEMENT OF PASSPORTS WHO USED A TRAVEL DOCUMENT TO GO BACK TO THE PHILIPPINES - ADULT AND MINOR APPLICANTS**

<b>REQUIREMENTS FOR REPLACEMENT OF PASSPORTS WHO USED A TRAVEL DOCUMENT TO GO BACK TO THE PHILIPPINES</b>	
<p><b>Note: Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.</b></p>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. Personal Appearance</b>	
<b>2. Confirmed Online Appointment</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>3. Duly accomplished application form</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>4. Proof of Payment (DFA E-receipt)</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>5. Original Travel Document</b>	Philippine Foreign Service Post
<b>7. Notarized Affidavit of Explanation in English</b>  <b>For minor applicants:</b> It must be filed by parent/s, legal guardian or person authorized by parent/s who will accompany the minor applicant on the day of application	Notary Public

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

## **REQUIREMENTS FOR REPLACEMENT OF PASSPORTS WHO USED A TRAVEL DOCUMENT CERTIFICATE TO GO BACK TO THE PHILIPPINES - ADULT AND MINOR APPLICANTS**

<b>REQUIREMENTS FOR REPLACEMENT OF PASSPORTS WHO LOST THE TRAVEL DOCUMENT CERTIFICATE USED TO GO BACK TO THE PHILIPPINES</b>	
<p><b>Note:</b> Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.</p>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. Personal Appearance</b>	
<b>2. Confirmed Online Appointment</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>3. Duly accomplished application form</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>4. Proof of Payment (DFA E-receipt)</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>5. Original Travel Records from Bureau of Immigration</b>	Bureau of Immigration (BI)
<b>6. Notarized Affidavit of Explanation in English</b>  <b>For minor applicants:</b> It must be filed by parent/s, legal guardian or person authorized by parent/s who will accompany the minor applicant on the day of application	Notary Public

Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.

## RELEASING REQUIREMENTS

### REQUIREMENTS FOR RELEASE OF PASSPORTS - ADULTS

REQUIREMENTS FOR PASSPORT RELEASE - ADULTS	
<p><b>Note:</b> Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.</p>	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original DFA E-receipt/Passport Slip	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
2. Latest Passport if still valid and to be canceled and one (1) valid Philippine government-issued ID or Foreign passport/equivalent foreign government-issued national ID for passport renewal applicants	Department of Foreign Affairs <b>Valid IDs:</b> Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA) School
3. Valid Identification Cards (at least one)  a. Philippine Identification (PhilID) / ePhilID; or b. Other valid government	<b>Valid IDs:</b> Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS)

Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.

<p>identification cards that show competent proof of identity, a list of which shall be determined by the Department of Foreign Affairs (DFA) and Philippine FSPs.</p> <p><b>Competent Proofs of Identity</b> refer to valid and existing government-issued identification documents bearing the photograph, full name, date of birth, and place of birth of the individual. A list is provided in this Charter.</p>	<p>Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA) School</p>
<b>Additional Supporting Documents:</b>	
<p><b>In case the applicant is unable to claim his/her passport, immediate family members* are allowed to claim the passport in behalf of the applicant:</b></p> <ul style="list-style-type: none"> <li>• Authorization letter (must mention affiliation with applicant); and</li> <li>• Valid ID (original and photocopy) of applicant and representative</li> </ul> <p><i>*Immediate family members of legal age such as parents, brother, sister, spouse or children</i></p>	<p>Notary Public</p> <p><b>Valid IDs:</b> Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA)</p>
<p><b>In case a person other than the immediate family member will claim the applicant's passport:</b></p> <ul style="list-style-type: none"> <li>• Original notarized Special Power of Attorney (SPA) executed by the applicant, issued to the</li> </ul>	<p>Notary Public Philippine Foreign Service Post (FSP) Competent issuing authority for Apostille</p>



*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<p>authorized representative. The Special Power of Attorney must be authenticated by the Philippine Embassy/Consulate or apostilled by the designated competent authority if executed abroad</p> <ul style="list-style-type: none"> <li>Valid ID (original and photocopy) of applicant and representative indicated in the Special Power of Attorney.</li> </ul>	<p><b>Valid IDs:</b>  Department of Foreign Affairs (DFA)  Philippine Identification System (PhilSys)  Social Security System (SSS)  Government Service Insurance System (GSIS)  Land Transportation Office (LTO)  Professional Regulatory Commission (PRC)  Overseas Workers Welfare Administration (OWWA)  Commission on Elections (COMELEC)  Philippine National Police (PNP)  Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/  Barangay Office  Civil Aviation Authority of the Philippines (CAAP)  PhilPost  Maritime Industry Authority (MARINA)</p>
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*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

## REQUIREMENTS FOR RELEASE OF PASSPORTS - MINOR

REQUIREMENTS FOR PASSPORT RELEASE - MINOR	
<p><b>Note: Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.</b></p>	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original DFA E-receipt/Passport Slip	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
2. Latest Passport if still valid and to be canceled and one (1) valid Philippine government-issued ID or Foreign passport/equivalent foreign government-issued national ID for passport renewal applicants	Department of Foreign Affairs Foreign Government Issuing Authority
<p>3. Proof of child's filiation to parent and any of the following:</p> <ul style="list-style-type: none"> <li>a. Minor's and parent's original National ID or equivalent foreign government-issued national or residence ID if claiming passport outside the Philippines;</li> <li>b. Valid school ID;</li> <li>c. Foreign passport of minor;</li> <li>d. School Record with photo of minor and signed by school registrar; and</li> <li>e. Receipt reflecting minor's name if the child is either below schooling age or has not been issued any</li> </ul>	Notary Public Philippine Foreign Service Post (FSP) Competent issuing authority for Apostille School

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

form of identification document.	
<b>Additional Supporting Documents:</b>	
<p><b>In case the parent or legal guardian will appoint an authorized representative to claim the minor applicant's passport:</b></p> <ul style="list-style-type: none"> <li>• Original notarized Special Power of Attorney (SPA) executed by the parent or legal guardian, issued to the authorized representative. The Special Power of Attorney must be authenticated by the Philippine Embassy/Consulate or apostilled by the designated competent authority if executed abroad</li> <li>• Valid ID (original and photocopy) of the representative indicated in the Special Power of Attorney.</li> </ul>	<p>Notary Public</p> <p><b>Valid IDs:</b>  Department of Foreign Affairs (DFA)  Philippine Identification System (PhilSys)  Social Security System (SSS)  Government Service Insurance System (GSIS)  Land Transportation Office (LTO)  Professional Regulatory Commission (PRC)  Overseas Workers Welfare Administration (OWWA)  Commission on Elections (COMELEC)  Philippine National Police (PNP)  Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/  Barangay Office  Civil Aviation Authority of the Philippines (CAAP)  PhilPost  Maritime Industry Authority (MARINA)</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

## **REQUIREMENTS FOR NEW APPLICATION OF OF RECOGNIZED REFUGEES FOR MACHINE-READABLE CONVENTION TRAVEL DOCUMENT (MRCTD)**

### **REQUIREMENTS FOR NEW APPLICATION OF OF RECOGNIZED REFUGEES FOR MACHINE-READABLE CONVENTION TRAVEL DOCUMENT (MRCTD)**

**Note: Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.**

**First-time applications for MRCTDs by refugees can only be lodged at the DFA Office of Consular Affairs.**

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. Personal Appearance</b>	
<b>2. Duly accomplished application form</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>3. Proof of Payment (DFA E-receipt)</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>4. Indorsement letter from the Department of Justice – Refugees and Stateless Persons Protection Unit (DOJ – RSPPU) or by the competent authority based on prevailing law for the issuance of the travel document</b>	Department of Justice (DOJ)
<b>5. Request letter from the applicant for the issuance of travel document</b>	Department of Justice (DOJ)
<b>6. Alien Certificate of Registration Identity Card (ACR I-Card) issued by BI.</b>	Bureau of Immigration (BI)

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

## **REQUIREMENTS FOR RENEWAL OF RECOGNIZED REFUGEES FOR MACHINE-READABLE CONVENTION TRAVEL DOCUMENT (MRCTD)**

### **REQUIREMENTS FOR RENEWAL OF RECOGNIZED REFUGEES FOR MACHINE-READABLE CONVENTION TRAVEL DOCUMENT (MRCTD)**

**Note: Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.**

**Recognized refugees may lodge their application for the renewal of their MRCTDs at the DFA Consular Office or FSP nearest to them.**

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. Personal Appearance</b>	
<b>2. Duly accomplished application form</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>3. Proof of Payment (DFA E-receipt)</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>4. New Indorsement letter from the Department of Justice – Refugees and Stateless Persons Protection Unit (DOJ – RSPPU) or by the competent authority based on prevailing law for the issuance of the travel document</b>	Department of Justice (DOJ)
<b>5. Request letter from the applicant for the issuance of travel document</b>	Department of Justice (DOJ)
<b>6. Alien Certificate of Registration Identity Card (ACR I-Card) issued by BI.</b>	Bureau of Immigration (BI)
<b>7. Old MRCTD with expired/expiring validity</b>	Department of Foreign Affairs

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<b>8. Original notarized Affidavit of Loss and Police Report (in case of a lost MRCTD)</b>	Notary Public
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**REQUIREMENTS FOR NEW APPLICATION OF OF RECOGNIZED STATELESS PERSONS FOR MACHINE-READABLE CONVENTION TRAVEL DOCUMENT (MRCTD)**

**REQUIREMENTS FOR NEW APPLICATION OF OF RECOGNIZED STATELESS PERSONS FOR MACHINE-READABLE CONVENTION TRAVEL DOCUMENT (MRCTD)**

**Note: Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.**

**First-time applications for MRCTDs by stateless persons can only be lodged at the DFA Office of Consular Affairs.**

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. Personal Appearance</b>	
<b>2. Duly accomplished application form</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>3. Proof of Payment (DFA E-receipt)</b>	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
<b>4. Indorsement letter from the Department of Justice – Refugees and Stateless' Persons Protection Unit (DOJ – RSPPU) for the issuance of a travel document</b>	Department of Justice (DOJ)
<b>5. Request letter from the applicant for the issuance of travel document</b>	Department of Justice (DOJ)
<b>6. Alien Certificate of Registration Identity Card (ACR I-Card) issued by BI.</b>	Bureau of Immigration (BI)

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

## **REQUIREMENTS FOR RENEWAL OF RECOGNIZED STATELESS PERSONS FOR MACHINE-READABLE CONVENTION TRAVEL DOCUMENT (MRCTD)**

<b>REQUIREMENTS FOR RENEWAL OF RECOGNIZED STATELESS PERSONS FOR MACHINE-READABLE CONVENTION TRAVEL DOCUMENT (MRCTD)</b> <b>Note: Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter. Recognized stateless persons may lodge their application for the renewal of their MRCTDs at the DFA Consular Office or Foreign Service Post nearest them.</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Personal Appearance	
2. Duly accomplished application form	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
3. Proof of Payment (DFA E-receipt)	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
4. New Indorsement letter from the Department of Justice–Refugees and Stateless' Persons Protection Unit (DOJ–RSPPU) or by the competent authority based on prevailing law for the issuance of the travel document	Department of Justice (DOJ)
5. Request letter from the applicant for the issuance of travel document	Department of Justice (DOJ)
6. Alien Certificate of Registration Identity Card (ACR I-Card) issued by BI.	Bureau of Immigration (BI)
7. Old MRCTD with expired/expiring validity	Department of Foreign Affairs
8. Original notarized Affidavit of Loss and Police Report (in case of a lost MRCTD)	Notary Public

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

## **Passport Services – Regular Passport Services – Passport Certification Requirements**

<b>Passport Services – Regular Passport Services – Passport Certification Requirements</b> <b>Note: Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.</b> <b>Certificates may be requested from the Office of Consular Affairs at DFA ASEANA or at any Consular Office or Foreign Service Post</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. Personal Appearance</b> <ul style="list-style-type: none"> <li>Application of any certification may be secured through Walk-in Application only</li> </ul>	
<b>2. Duly accomplished Application Form</b> <ul style="list-style-type: none"> <li>Passport Certification Form (<a href="#">ADULT</a>)</li> <li>Passport Certification Form (<a href="#">MINOR</a>)</li> </ul>	Department of Foreign Affairs (DFA) or <a href="https://consular.dfa.gov.ph/consular-forms">https://consular.dfa.gov.ph/consular-forms</a>
<b>3. Clear scanned copy of current passport data page</b>	Department of Foreign Affairs
<b>4. For non-issuance of Philippine passport:</b> <ul style="list-style-type: none"> <li><b>Government-issued valid ID</b></li> </ul>	<b>Valid IDs:</b> Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/



*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

	Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA) School
<p><b>5. For parents/legal guardian requesting a Certificate of No Passport Issuance for a child (aged 17 years old and below)</b></p> <ul style="list-style-type: none"> <li>• <b>Scanned copy of the minor's Birth Certificate AND Passport or ID of requesting parent/legal guardian (present Letter of Guardianship issued by Family Court)</b></li> </ul>	<p><b>Valid IDs:</b></p> Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA)
<p><b>6. If the certification is being claimed by an immediate family member:</b></p> <ul style="list-style-type: none"> <li>• The passport holder should execute a written authorization letter and provide a copy of his/her passport/valid government ID.</li> <li>• Claimant shall also be required to present his/her passport or a valid government ID. If the person claiming is not an immediate family member, a notarized SPA with ID of the passport holder and ID of the claimant is required.</li> </ul>	<p><b>Valid IDs:</b></p> Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines

Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.

	(CAAP) PhilPost Maritime Industry Authority (MARINA)
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### Passport Services – Regular Passport Services – Passport Certification Requirements

<b>Passport Services – Regular Passport Services – Passport Certification Requirements</b> <b>Note: Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO APPLY</b>
<b>1. Certificate of No Passport</b>	Department of Foreign Affairs - Office of Consular Affairs (DFA-OCA)
<b>2. Certificate of Passport Issuance</b>	Department of Foreign Affairs - Office of Consular Affairs (DFA-OCA) Concerned Consular Offices ( <i>where the passport is issued</i> )
<b>3. Certificate of Passport Cancellation due to Citizenship renunciation</b>	Department of Foreign Affairs - Office of Consular Affairs (DFA-OCA) Concerned Consular Offices ( <i>where the passport is issued</i> )
<b>4. Certified True Copy of Passport</b>	Department of Foreign Affairs - Office of Consular Affairs (DFA-OCA) Consular Offices Philippine Foreign Service Posts

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

## ELIGIBLE COURTESY LANE APPLICANTS AND PROOF OF ELIGIBILITY

### PROOF OF ELIGIBILITY FOR COURTESY LANE

**Note:** Pursuant to Section 6 of RA 11983, and in addition to the basic requirements to prove and substantiate claims of Filipino citizenship, identity, personal circumstances, and/or lack of travel restrictions, the applicant shall be required to submit supporting documents as listed in this Charter.

**Important Note:** Senior citizens and PWD applicants may choose either regular or expedited processing of their passport application during regular hours from Monday to Friday

**All other applicants including companions must pay for expedited processing.**

**Consular Offices are authorized to set their own daily maximum number of applicants based on operating capacity of the CO and the safety and convenience of the public.**

**Access to the Courtesy Lane may be restricted in emergency or extraordinary circumstances such as in the present Covid-19 public health emergency.**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>1. Senior citizens</b> <ul style="list-style-type: none"> <li>A senior citizen applicant may be accompanied by one (1) adult. The adult companion may also avail of Courtesy Lane privileges, provided they are the senior citizen applicant's relative within the fourth civil degree of consanguinity or affinity or a traveling companion.</li> <li>A relative within the fourth civil degree of consanguinity or affinity (i.e., spouse, adult children, adult sibling, aunts, uncles, grandchildren, or etc.) must present proof of relationship to the senior citizen applicant (e.g., birth certificate).</li> </ul>	<p>Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office            Philippine Statistics Authority (PSA)            Philippine Foreign Service Post            Foreign Government Issuing Authority</p> <p><b>Valid IDs:</b></p> <p>Department of Foreign Affairs (DFA)            Philippine Identification System (PhilSys)            Social Security System (SSS)            Government Service Insurance System (GSIS)            Land Transportation Office (LTO)            Professional Regulatory Commission (PRC)            Overseas Workers Welfare Administration (OWWA)            Commission on Elections (COMELEC)</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<ul style="list-style-type: none"> <li>• A traveling companion must present proof of travel with the senior citizen (e.g., confirmed flight or hotel booking) and must also state the reason or justification for travelling (e.g., the travelling companion is a medical escort or nurse).</li> </ul>	<p>Philippine National Police (PNP) Local Government Unit (LGU) - Office of the Senior Citizens Affairs (OSCA)/ Barangay Office Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA)</p> <p>Various government agencies/ Private Institutions Hospital / Clinic</p>
<p><b>2. Persons with disability (PWDs)</b></p> <ul style="list-style-type: none"> <li>• A PWD applicant must present the original and valid PWD Identification Card.</li> <li>• A PWD applicant may be accompanied by one (1) adult. The adult companion may also avail of Courtesy Lane privileges, provided they are the PWD applicant's immediate family member or traveling companion.</li> <li>• An immediate family member (i.e., parent, spouse, adult children, or adult sibling only) must present proof of relationship to the PWD applicant (e.g., birth certificate).</li> <li>• A traveling companion must present proof of travel with the PWD applicant (e.g., confirmed flight or hotel booking) and must also state the reason or justification for travelling (e.g., the travelling companion is a medical escort or nurse).</li> </ul>	<p>Persons with Disability Affairs Office (PDAO) Local Municipal Social Welfare and Development Office/ Local Municipal Health Office Philippine Statistics Authority (PSA) Philippine Foreign Service Post Foreign Government Issuing Authority</p> <p><b>Valid IDs:</b></p> <p>Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA)</p> <p>Various government agencies/ Private Institutions Hospital / Clinic</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<p><b>3. Pregnant Applicants</b></p> <ul style="list-style-type: none"> <li>• A pregnant applicant must present <b>medical certificate/records</b> as proof of pregnancy.</li> </ul>	<p>Hospital / Clinic</p>
<p><b>4. Minors aged seven (7) years and below</b></p> <ul style="list-style-type: none"> <li>• A minor applicant must be accompanied by his or her parents, legal guardian, or their authorized representative. The adult companion and minor siblings (17 years old and below) applying together with the minor applicant seven (7) years old and below, may also avail of Courtesy Lane privileges.</li> <li>• The adult companion must present proof of relationship to the minor applicant (e.g., birth certificate, Special Power of Attorney (SPA), and valid government-issued ID).</li> <li>• The minor siblings (17 years old and below) must present proof of relationship to the minor applicant seven (7) years old and below (e.g., birth certificate).</li> </ul>	<p>Philippine Statistics Authority (PSA) Philippine Foreign Service Post Notary Public</p> <p><b>Valid IDs:</b></p> <p>Department of Foreign Affairs (DFA) Philippine Identification System (PhilSys) Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulatory Commission (PRC) Overseas Workers Welfare Administration (OWWA) Commission on Elections (COMELEC) Philippine National Police (PNP) Civil Aviation Authority of the Philippines (CAAP) PhilPost Maritime Industry Authority (MARINA)</p>
<p><b>5. Solo Parents</b></p> <ul style="list-style-type: none"> <li>• Applicants who are solo parents must present the <b>original and valid Solo Parent Identification Card</b>.</li> </ul>	<p>Department of Social Welfare and Development (DSWD)</p>
<p><b>6. Overseas Filipino Workers (OFWs)</b></p> <ul style="list-style-type: none"> <li>• <b>An OFW applicant must present proof of their OFW status, such as:</b></li> </ul>	<p>Overseas Workers Welfare Administration (OWWA) Various government agencies/ Private Institutions Foreign Government Issuing Authority</p>

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

<ul style="list-style-type: none"> <li>a. Valid OWWA E-card;</li> <li>b. Valid employment contract;</li> <li>c. Valid work visa;</li> <li>d. Seafarer's Identification and Record Book (SIRB) stamped at an international border not more than three hundred sixty-four (364) days from the date of application;</li> <li>e. Expired or cancelled working visa or employment contract, and a Philippine passport with an immigration arrival stamp of not more than three hundred sixty-four (364) days from the date of application.</li> <li>f. other stated proof of status for special lane access of Overseas Filipinos (OFs):</li> <li>g. Overseas Employee Certificate (OEC)</li> <li>h. Employment Cert verified by POEA/ DMW</li> <li>i. Host government valid residence card</li> <li>j. Proof of enrollment for students studying overseas</li> </ul>	<p>Maritime Industry Authority (MARINA) Department of Foreign Affairs (DFA) Bureau of Immigration (BI)</p>
<p><b>7. Exceptional and emergency cases</b></p> <ul style="list-style-type: none"> <li>• <b>In exceptional and emergency cases, Courtesy Lane privileges may be extended to applicants upon due approval of his or her written request by any of the following Department officials:</b></li> <li>a. The Secretary of Foreign Affairs;</li> <li>b. The Undersecretary for Civilian Security and Consular Concerns; or</li> <li>c. The Assistant Secretary for Consular Affairs.</li> </ul>	<p>Department of Foreign Affairs (DFA)</p>

Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.

## ISSUANCE OF DIPLOMATIC AND OFFICIAL PHILIPPINE PASSPORTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed appointment	Applicant may send an email to <a href="mailto:oca.dops@dfa.gov.ph">oca.dops@dfa.gov.ph</a>
Personal Appearance	Applicant
Accomplished Diplomatic or Official Passport Application Form	Downloadable from the DFA - Office of Consular Affairs Website ( <a href="https://consular.dfa.gov.ph/consular-forms">https://consular.dfa.gov.ph/consular-forms</a> )
Original and one (1) photocopy of Philippine Statistics Authority (PSA) Authenticated Birth Certificate (BC) or Report of Birth (ROB) on Security Paper* <ul style="list-style-type: none"> <li>Local Civil Registrar's Copy is required if PSA Birth Certificate is not clear or cannot be read</li> </ul>	Philippine Statistics Authority (PSA)  Local Civil Registrar's Office (LCRO) where the birth is registered
Original and one (1) photocopy of valid government-issued ID*	Please refer to <a href="#">Annex A</a> .
Original and/or Certified True Copy of Signed Travel Authority	Government agency where applicant is employed
Original and one (1) photocopy of Endorsement letter addressed to DFA (not required if Travel Authority is already addressed to DFA)	Government agency where applicant is employed
Photocopy of Letter of Invitation from sponsor / organizer	Sponsor / Organizer
Original and one (1) photocopy of Certificate of No Pending Administrative Case (CNPAC) issued within the last six (6) months	Human Resource Management Office / Legal Office of the government agency where applicant is employed
Original and one (1) photocopy of Latest Service Record issued within the last six (6) months	Human Resource Management Office of the government agency where applicant is employed
Original and one (1) photocopy of office ID	Government agency where applicant is employed
Original and one (1) photocopy of Training Contract if duration of training, fellowship, scholarship and/or study grant is one (1) month or longer	Concerned Institution
A photocopy of flight itinerary (if transiting to countries where a visa is required)	Airlines
*Note: The requirements will no longer be required if the applicant has an existing regular passport whose details will be the basis for the issuance of the diplomatic/official passport. <b>Please bring the passport and prepare one (1) photocopy of the passport.</b>	
Please refer to the <a href="#">list of additional requirements</a> .	

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

## **REQUIREMENTS FOR RENEWAL OF DIPLOMATIC AND OFFICIAL PHILIPPINE PASSPORTS**

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Accomplished DOPS Application Form	Downloadable from the DFA - Office of Consular Affairs Website ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )
Personal Appearance	Applicant
Original diplomatic / official passport and one (1) photocopy of the biodata page	Applicant
Original and/or Certified True Copy of Signed Travel Authority	Government agency where applicant is employed
Original and one (1) photocopy of Endorsement letter addressed to DFA (not required if Travel Authority is already addressed to DFA)	Government agency where applicant is employed
Photocopy of Letter of Invitation from sponsor / organizer	Sponsor / Organizer
Original and one (1) photocopy of Certificate of No Pending Administrative Case (CNPAC) issued within the last six (6) months	Human Resource Management Office / Legal Office of the government agency where applicant is employed
Original and one (1) photocopy of Latest Service Record issued within the last six (6) months	Human Resource Management Office of the government agency where applicant is employed
Original and one (1) photocopy of office ID	Government agency where applicant is employed
Original and one (1) photocopy of Training Contract if duration of training, fellowship, scholarship and/or study grant is one (1) month or longer	Concerned Institution
A photocopy of flight itinerary (if transiting to countries where a visa is required)	Airlines
Please refer to the <a href="#">list of additional requirements</a> .	



*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

#### **ADDITIONAL REQUIREMENTS (FOR ISSUANCE and RENEWAL)**

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Presidential appointees:</b>	
Certified true copy of Presidential Full Powers or Appointment Paper	Office of the President
<b>For Coterminous appointees:</b>	
Certified True Copy of Approved Civil Service Appointment	Civil Service Commission
<b>For Elected officials:</b>	
Certified true copy or photocopy of Oath of Office	Office of the elected official
<b>For married woman who opts to use the surname of her husband:</b>	
Original and one (1) photocopy of Marriage Certificate	Philippine Statistics Authority (PSA)
<b>For lost valid diplomatic and official passport:</b>	
Original and one (1) photocopy of notarized Affidavit of Loss	Notary Public
Original and one (1) photocopy of Police Report	Nearest Philippine National Police (PNP) Station where the passport was lost

#### **REQUIREMENTS FOR REVALIDATION OF DIPLOMATIC AND OFFICIAL PHILIPPINE PASSPORTS**

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Accomplished Revalidation Form	Downloadable from the DFA - Office of Consular Affairs Website ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )
Personal Appearance	Applicant
Diplomatic/official passport and one (1) photocopy of the biodata page	Applicant
Original and one (1) certified true copy of Signed Travel Authority	Government agency where applicant is employed
A photocopy of flight itinerary (if transiting to countries where a visa is required)	Airlines
<b>ADDITIONAL REQUIREMENTS</b>	
<b>If to be filed by an authorized representative:</b>	
Authorization Letter signed by the passport holder	Applicant
Original and one (1) photocopy of authorized representative's valid government-issued ID	Authorized Representative

*Please bring the original document and ID and prepare one (1) photocopy to be submitted during the application date.*

### **ISSUANCE OF NOTES VERBALES AND LETTER VISA ENDORSEMENTS TO HOLDERS OF DIPLOMATIC AND OFFICIAL PHILIPPINE PASSPORTS**

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Accomplished Request for Note Verbale Form	Downloadable from the DFA - Office of Consular Affairs Website ( <a href="https://consular.dfa.gov.ph">https://consular.dfa.gov.ph</a> )
Revalidated diplomatic/official passport and one (1) photocopy of the biodata page	Applicant
Original or certified true copy of Travel Authority	Government agency where applicant is employed
One (1) photocopy of flight itinerary if transiting through another country	Applicant / Organizer / Sponsor
<b>ADDITIONAL REQUIREMENTS (FOR TRAVEL / TRANSIT IN THE UNITED STATES OF AMERICA)</b>	
Brief Job Description	Applicant / Human Resource Management Office of the government agency where applicant is employed

### **REQUIREMENTS FOR RELEASING OF DIPLOMATIC AND OFFICIAL PASSPORTS, REVALIDATED PASSPORTS, AND NOTES VERBALES**

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Original Claim Stub	Department of Foreign Affairs - OCA DOPS
Any government-issued valid ID	Refer to <a href="#">Annex A</a>
<b>AUTHORIZED REPRESENTATIVE TO CLAIM THE PASSPORT</b>	
Original Claim Stub	Department of Foreign Affairs - OCA DOPS
Authorization letter with attached one (1) photocopy of applicant's valid ID	Applicant
Original and one (1) photocopy of valid ID of the authorized representative	Authorized Representative



# DEPARTMENT OF FOREIGN AFFAIRS

## CITIZEN'S CHARTER

2025 1st Ed.





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