



EMBASSY OF THE PHILIPPINES

Nairobi, Kenya

CITIZEN'S CHARTER

MISSION: To advance the interest of the Philippines and the Filipino people in the world community.

VISION: To provide highly responsive, efficient and courteous consular services to the public.

CONSULAR SERVICES	LOCATION	PROCEDURE	DURATION	PERSON RESPONSIBLE	DOCUMENTS TO BE SUBMITTED	CONSULAR FEES
PASSPORT	Applicant's Location	1. Secure an appointment at www.passport.gov.ph ; and 2. Print out the generated application form	10 minutes	Applicant	First-time Applicants: Adult 1. Birth Certificate on Security Paper issued by the Philippine Statistics Authority (PSA) or duly accomplished Report of Birth. (Local Civil Registry Copy is required if PSA-issued documents are not clear or cannot be read). 2. For married women who choose to adopt the surname of the husband, submit Marriage Contract on Security Paper issued by PSA and duly authenticated by DFA. If married abroad, submit Report of Marriage duly authenticated by the Ministry of Foreign Affairs of the country concerned 3. Personal appearance of the applicant; 4. Photocopy of government-issued IDs; and 5. Duly accomplished Passport Application Form. <i>(Additional documents may be required upon evaluation of the Consular Officer)</i> Minor 1. Personal Appearance of minor applicant and either parent or authorized adult companion 2. In case an applicant is not accompanied by the parent/s during the application process , a Special Power of Attorney must be executed by the parent/s designating the minor's companion to assist in the application process. The Special Power of Attorney must be authenticated by the Philippine Embassy. 3. Duly accomplished Passport Application Form 4. Passport or valid government-issued ID of authorized adult companion 5. Birth Certificate on Security Paper issued by the Philippine Statistics Authority (PSA) or duly accomplished Report of Birth 6. Passport or Valid government-issued ID of either parent 7. School ID (if available) <i>(Additional documents may be required upon evaluation of the Consular Officer)</i> Applicants for Passport Renewal: 1. Personal appearance of the applicant; 2. Old passport and photocopy of the data page; 3. For married women who choose to adopt the surname of the husband, submit Marriage Contract on Security Paper issued by PSA and duly authenticated by DFA. If married abroad, submit a Report of Marriage duly authenticated by the Ministry of Foreign Affairs of the country concerned. If a woman opts to retain maiden name, a PSA-issued Certificate of Marriage is not required. For Replacement of Lost Passport: 1. Personal Appearance of the Applicant; 2. Duly accomplished Passport Application Form; 3. Police Report; 4. Affidavit of Loss; 5. Birth Certificate on Security Paper issued by the Philippine Statistics Authority (PSA) or duly accomplished Report of Birth. If photocopy of the applicant's last issued passport is available, the Birth Certificate will not be required; 6. For married women who choose to adopt the surname of the husband, submit Marriage Contract on Security Paper issued by PSA and duly authenticated by DFA. If married abroad, submit Report of Marriage duly authenticated by the Ministry of Foreign Affairs of the country concerned; 7. Photocopy of government-issued IDs; 8. Other supporting documents for identification of the applicant, as necessary.	US\$60.00
	Consular Office	1. For walk-in applicants, they may fill out an application form in the Consular Section; 2. Applicant personally appears at the Embassy and submits the requirements; 3. Consular Assistant checks if the requirements presented are complete and properly accomplished; 4. Consular Assistant checks name in the Lookout List (LOL) and if not included, encodes the applicant's personal information and scans pertinent documents. If name is included, requests the applicant to comply with requirements to remove his/her name from the LOL; 5. Consular Assistant accepts payment and issues an Official Receipt; 6. Consular Assistant captures the biometrics of applicant;	5 minutes	Applicant and Consular Assistant		US\$60.00
		7. Applicant checks information on the enrolment certificates. If no error is observed, Consular Assistant transmits the enrolment certificate online to the ePassport Printing Center in the Philippines;	15 minutes			US\$60.00
			8. Release of Passport.	Releasing of newly issued passport: 4 to 6 weeks from date of application		Consular Assistant
					US\$150.00	
AUTHENTICATION	Consular Office	1. The applicant may personally submit the document/s or the applicant may send the document/s through preferred courier;		Applicant	1. Original and photocopy of the documents duly authenticated by the Ministry of Foreign Affairs from the country of origin.	US\$25.00
		2. Consular Assistant receives and checks the document/s; 3. If the submitted document is complete, the Consular Assistant accepts it. If it is incomplete, Consular Assistant returns the document and requests the applicant to complete the requirements; 4. Consular Assistant accepts payment and issues an Official Receipt;	15 minutes	Consular Assistant		
		5. A Certificate of Authentication is issued and the document is released.	3 working days from date of application			
VISA	Applicant's Location	1. Fill out an online visa application form through www.visa.gov.ph ; and 2. Print out the generated application form	15 minutes	Applicant	For Tourist Visa: 1. Personal Appearance of the applicant; 2. Duly accomplished Non-Immigrant Visa Application Form; 3. Two (2) recent passport-size photographs; 4. Invitation Letter from sponsor/s in the Philippines, including itinerary, and the scanned copy of the sponsor's passport; 5. Round-trip airline ticket; 6. Proof of Financial Capacity including three (3) months bank statements; 7. Original passport, valid for at least six (6) months beyond the contemplated stay in the Philippines; 8. National Identification Card. <i>(Additional documents may be required upon evaluation of the Consular Officer)</i> For Officials of Foreign Government / International Organizations: 1. Duly accomplished Non-Immigrant Visa Application Form; 2. Original passport, valid for at least six (6) months beyond the contemplated stay in the Philippines; 3. Two (2) recent passport-size photographs; 4. Note Verbale from the Ministry of Foreign Affairs of his/her country/ the International Organization indicating the purpose of his/her travel. <i>(Additional documents may be required upon evaluation of the Consular Officer)</i>	US\$30.00 / US\$40.00
	Consular Office	1. Applicant submits visa requirements at the Embassy; 2. Consular Assistant receives and checks the document/s; 3. If the submitted document is complete, the Consular Assistant accepts it. If it is incomplete, Consular Assistant returns the document and requests the applicant to complete the requirements; 4. Consular Assistant interviews the applicant; 5. Consular Assistant accepts payment and issues an Official Receipt;	25 Minutes	Applicant and Consular Assistant		Gratis
	6. Visa is issued and released. <i>For returned applications due to lack of requirements, processing time will commence on the day the applicant submits the complete requirements.</i>	3 to 7 working days from date of application	Consular Assistant			
CIVIL REGISTRATIONS	Consular Office	1. The applicant may personally submit the document/s or the applicant may send the document/s through preferred courier;		Applicant	Report of Birth: 1. Four (4) original duly accomplished Report of Birth Form; 2. Original and three (3) photocopies of Birth Certificate duly authenticated by the Ministry of Foreign Affairs of the country where the child was born; 3. Original and three (3) photocopies of the Marriage Contract of Parents, if child is legitimate; 4. Four (4) photocopies of the data pages of the passports of parents; 5. Four (4) passport-size photographs of the child; and 6. Affidavit of Late Registration for children more than 12 months old <i>(Additional documents may be required upon evaluation of the Consular Officer)</i> Report of Marriage: 1. Four (4) original duly accomplished Report of Marriage Form; 2. Original and three (3) photocopies of Marriage Certificate authenticated by the Ministry of Foreign Affairs of the country where the marriage took place; 3. Four (4) passport-size photographs of the husband and the wife; and 4. Four (4) photocopies of the data page of the passports of the husband and the wife. Report of Death: 1. Five (5) original duly accomplished Report of Death Form; 2. Five (5) photocopies of the data page of the passport of the deceased; and 3. Original and Five (5) photocopies of the Death Certificate issued by the hospital or clinic duly authenticated by the Ministry of Foreign Affairs of the issuing country. <i>Note: If the remains are to be repatriated, a consular mortuary certificate is required. Please see next item for the requirements.</i>	US\$25.00
		2. Consular Assistant receives and checks the document; 3. If the submitted document is complete, the Consular Assistant accepts it. If it is incomplete, Consular Assistant returns the document and requests the applicant to complete the requirements; 4. Consular Assistant accepts payment and issues an Official Receipt;	15 minutes	Consular Assistant		US\$25.00
		5. Consular Assistant releases the personal copy of the document registered at the Embassy. <i>Transmittal of documents to DFA and PSA will depend on the schedule of diplomatic pouch. Applicants are advised to make a follow-up at PSA three (3) months from the date of application.</i>	3 working days from date of application	Applicant		US\$25.00
CONSULAR MORTUARY CERTIFICATE	Consular Office	1. The applicant may personally submit the document/s or the applicant may send the document/s through preferred courier;		Consular Assistant	For human remains: 1. Copy of the Report of Death registered at the Embassy; 2. Original and photocopy of the notarized Mortuary Certificate issued by the Mortuary Director. The certificate must attest that (a) the body was properly embalmed in accordance with internationally accepted practices for overseas shipment, and (b) that the coffin/ casket has been hermetically sealed and contains only the remains of the deceased; and 3. Original and photocopy of Health Certificate of No Communicable Disease. For cremated remains: 1. Copy of the Report of Death registered at the Embassy; and 2. Original and photocopy of the notarized Certificate of Cremation issued by the Crematorium. The certificate must attest that (a) the body was properly cremated in accordance with internationally accepted practices, and (b) that the urn has been hermetically sealed and contains only the remains of the deceased.	US\$25.00
		2. Consular Assistant receives and checks the document; 3. If the submitted document is complete, the Consular Assistant accepts it. If it is incomplete, Consular Assistant returns the document and requests the applicant to complete the requirements; 4. Consular Assistant accepts payment and issues an Official Receipt;	15 minutes			
		5. Consular Assistant releases the document.	3 working days from date of application			