



CITIZEN'S CHARTER

ISSUANCE OF PASSPORT
CONSULATE GENERAL OF THE PHILIPPINES, VANCOUVER

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
		Get an appointment thru internet log on to www.vancouverpcg.org	Internet website provides applicants the appointed time and date to personally appear and submit their documents for passport processing	3 minutes			Appointment Slip
1	Processing Window	Proceed to Appointment verification window, present confirmation email. Submit duly accomplished passport application form, supporting documents and other requirements for evaluation and processing	Verifies applicant's application form and confirmation email Verifies if the applicant's name is included in the Look-out-List Evaluates the applicant's documents, requirements and establishes his/her identity	5 minutes	Processor		Application form
2	Cashier Window	Pay the passport fee at the Cashier counter	Issues receipts for processing fee.	2 minutes	Cashier	CAD\$ 75.00 Replacement of lost: epassport - CAD\$187.50 MRP passport-CAD\$112.50	Official receipt
3	Enrolment Section	After paying, submit the application forms with attached requirements and the duplicate of the receipt to the Encoder Check and confirm the accuracy of the personal information in the Enrolment certificate	Accepts the application forms with attached requirement and the duplicate of the receipt. Encodes the applicant's personal information in the computer, biometric capture and prints the enrolment certificate. Asks the applicant to affix his/her signature to indicate confirmation on the accuracy and completeness of the information encoded	5 minutes 2 minutes	Encoder		Enrolment certificate
4		Applicant receives the new passport by mail after 10-12 weeks			Releasing Officer		
TOTAL PROCESSING TIME				14 MINUTES			

PROCESSING: AUTHENTICATION AND NOTARIAL SERVICES
CONSULATE GENERAL OF THE PHILIPPINES, VANCOUVER

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Notarial/ Authentication Window	Proceed to Notarial and Authentication window Authentication: Submit documents for authentication and present 2 photo identification (IDs) Notarial (SPA, Affidavits, Contracts): Fill-out application form Presents duly filled-up application form, valid ID and documents for authentication	Provides the application form for initial screening of documents and explains how to fill out the forms properly. Checks application form if properly filled out Checks IDs and Authorization letter; Evaluates the completeness and authenticity of the requirements and documents submitted for authentication. Issues document claim slip if documents are found in order.	5 minutes	Processor		Application form for Authentication
2	Cashier Window	Pay appropriate fee at the Cashier counter	Issues receipts for processing fee. Gives documents to the processor for red ribbon.	2 minutes	Cashier	CAD\$31.25 per document Additional Expedite Fee CAD\$12.50 (1 working day)	Official receipt
TOTAL PROCESSING TIME				7 MINUTES			

* Evaluation period may vary depending on the applicant's concerns and documents.

RELEASING: AUTHENTICATION AND NOTARIAL SERVICES
CONSULATE GENERAL OF THE PHILIPPINES, VANCOUVER

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Notarial Authentication Window	Claims the authentication/notarial document on the release date by presenting the claim stub and receipt	Receives applicant's receipt Locates authenticated/notarial document Calls the applicant, checks the ID and/or Authorization letter/ Special Power of Attorney Releases the authenticated document to the applicant or the latter's authorized representative.	5 minutes	Releasing Officer		
		* Release of document: 3 working days	TOTAL PROCESSING TIME	5 MINUTES			

ISSUANCE OF VISA
CONSULATE GENERAL OF THE PHILIPPINES, VANCOUVER

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
		Visa application form may be downloaded from the Consulate's website www.vancouverpcg.org Requirements must correspond to the type of visa that the applicant is applying for.					
1	Visa Window	Proceed to the Visa section Submit duly accomplished visa application and documents for evaluation and processing	Provides the application form for initial screening of documents and explains how to fill out the forms properly. Verifies if the applicant is included in the Look-out-list (Excludable aliens are not qualified to apply for PH visa) Interview the applicant for verification of purpose of travel, assesses and evaluates the applicant's documents and establishes his/her true identity.	5 minutes	Processor		Application form for Visa
2	Cashier Window	Pay appropriate fee to the Cashier	Issues receipts for processing fee.	2 minutes	Cashier	single entry CAD\$37.50 multiple entry (6 mos.) CAD\$75.00 multiple entry (1 yr) CAD\$112.50	Official receipt
TOTAL PROCESSING TIME				7 MINUTES			

RELEASING OF VISA
CONSULATE GENERAL OF THE PHILIPPINES, VANCOUVER

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Visa Window	Proceed to the Visa window and give receipt to the Visa Officer Wait for the name to be called. Check all the details in the visa sticker	Receives applicant's receipt Locate the passport with PH visa Calls the applicant, checks the ID and/or Authorization letter/ Special Power of Attorney Requests the applicant to check details/ entries in his/her passport. Releases the passport with PH visa	5 minutes	Releasing Officer		
* Release of document: 3 working days			TOTAL PROCESSING TIME	5 MINUTES			

DUAL CITIZENSHIP OATH TAKING
CONSULATE GENERAL OF THE PHILIPPINES, VANCOUVER

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Conference Room	Proceed to the Conference Room Check all the details in the Oath of Allegiance Certificate, Order of Approval and Identification Certificate Sign the documents and affix thumbmark on the Identification Certificate Applicant takes an Oath of Allegiance to the Republic of the Philippines	Prepares the Oath of Allegiance Certificate, Order of Approval and Identification Certificate Assists applicant in affixing the signature and thumbmark on the documents. Affix official seal on photograph and thumbprints of the Identification Certificate Administers the Oath taking Explains the benefits, rights and privileges of Dual Citizenship Releases the signed documents to the applicants	5 minutes 30 minutes 2 minutes	Dual Citizenship Officer Consul General/ Consul Dual Citizenship Officer		
			TOTAL PROCESSING TIME	37 MINUTES			

PROCESSING: NBI
CONSULATE GENERAL OF THE PHILIPPINES, VANCOUVER

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Processing Window	Proceed to NBI processing window Submit duly accomplished NBI Form, copy of passport and one 2"x2" photo full front view with white background.	Checks for completeness and accuracy of NBI form. Verifies identity of applicant.	5 minutes	Processor		NBI Form 5
2	Cashier Window	Pay the appropriate fee to the Cashier	Issues receipt for consularization and returns the NBI Form to processor for documentation and entry into logbook	2 minutes	Cashier	CAD\$31.25	NBI Form 5
3	Fingerprinting Station	Follow instructions from Consulate personnel on procedure for taking fingerprint impressions on the NBI Form	Processor assists applicant for fingerprinting Releases NBI Form to applicant after retaining file copy	7 minutes	Processor		Official receipt
			TOTAL TRANSACTION TIME	14 MINUTES			

PROCESSING: CIVIL REGISTRY
CONSULATE GENERAL OF THE PHILIPPINES, VANCOUVER

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Civil Registry Window	Proceed to Civil Registry window Fill-out application form Submit documents and requirements for Civil Registry (Report of Marriage, Report of Birth and Report of Death)	Provides the application form for initial screening of documents and explains how to fill out the forms properly. Checks application form if properly filled out Evaluates the completeness and authenticity of the requirements and documents submitted for civil registry	5 minutes	Processor		Application form for Authentication
2	Cashier Window	Pay appropriate fee at the Cashier counter	Issues receipts for processing fee. Gives documents to the processor	2 minutes	Cashier	CAD\$31.25 per document	Official receipt
3		Applicant receives their personal copy by mail after 1 week			Releasing Officer		
			TOTAL TRANSACTION TIME	7 MINUTES			

* Evaluation period may vary depending on the applicant's concerns and documents.

* NSO copy will be available after 8 months.

* Civil Registry records will be transmitted to DFA for onward transmittal to the National Statistics Office (NSO)