



CITIZEN'S CHARTER

Consulate General of the Philippines
 999 Canada Place, Suite 660
 Vancouver, B.C. V6C 3E1

PASSPORT SERVICES							
STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM
1		Gets an online appointment via the Consulate General's website: www.vancouverpcg.org	Online appointment assigns applicant the appointed time and date to personally appear and submit his/her documents for passport processing.	3 minutes			Confirmation email
2	PROCESSING WINDOW	Presents confirmation slip at designated window.	Verifies applicant's appointment confirmation.	5 minutes	Processor		Application form
		Submits duly accomplished passport application form, supporting documents and other requirements for evaluation and processing.	Verifies applicant's application form. Verifies applicant's name on the Look-Out-List. Evaluates the applicant's documents, requirements and establishes his/her identity.				
3	CASHIER WINDOW	Pays the passport fee at cashier's counter.	Issues receipt for processing fee.	2 minutes	Cashier	CAD 81.00 Lost e-passport: CAD 202.50 Lost MRP: CAD 121.50	Official receipt
4	ENCODING WINDOW	Proceeds to encoding window.	Encodes the applicant's information in the computerized enrolment form and captures applicant's biometrics and photo.	8-10 minutes	Encoder		Non-printable enrolment certificate
		Submits himself/herself to biometric/photo capture and data encoding	Asks the applicant to affix his/her signature to indicate confirmation of the accuracy and completeness of the information encoded.				
5		Receives the new passport via mail after 10-12 weeks.	Records details of new passport before mailing to post office.	8 weeks	Releasing Officer		
TOTAL PROCESSING TIME				20 MINUTES			

PROCESSING: AUTHENTICATION AND NOTARIAL SERVICES

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	NOTARIALS WINDOW	Proceeds to Notarials window and presents the following: - Documents for authentication or acknowledgment (1 original, 1 photocopy); - Two valid photo IDs and 2 photocopies	Receives applicant's documents. Evaluates the completeness and authenticity and due execution of the documents submitted.	5 minutes	Processor		Claim Slip
		Signs the document in front of the notarial officer.	Issues claim slip.				
2	CASHIER WINDOW	Pays the notarial fee at cashier's counter.	Issues receipt for notarial fee.	2 minutes	Cashier	CAD 33.75 per document Expedite fee: CAD 13.50	Official Receipt
Note: Release of documents: 2 working days			TOTAL PROCESSING TIME	7 MINUTES			

**Duration of evaluation may vary depending on the applicant's concerns and documents.*

RELEASING: AUTHENTICATION AND NOTARIAL SERVICES

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	NOTARIALS WINDOW	Proceeds to Notarials window and presents the claim slip and official receipt.	Receives the claim slip and official receipt.	3 minutes	Releasing Officer		
		Signs on PCG's file copy for acknowledgment.	Retrieves notarized/authenticated document and requests the applicant to acknowledge receipt on PCG's file copy.				
		Receives the notarized/authenticated document.	Releases the notarized/authenticated document to applicant.				
TOTAL PROCESSING TIME			3 MINUTES				

PROCESSING: ISSUANCE OF VISA

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	VISA WINDOW	Proceeds to Visa window and submits the accomplished visa application form and requirements.	<p>Receives the documents from applicant.</p> <p>Verifies applicant's name in Visa Blacklist. <i>(Excludable aliens cannot be granted PHL visa)</i></p> <p>Interviews the applicant, for verification of eligibility and purpose of travel; assesses and evaluates the completeness and authenticity of the documents submitted; and ascertains applicant's identity.</p>	8 minutes	Processor		Claim Slip
2	CASHIER WINDOW	Pays the appropriate visa fee at cashier's counter.	Issues receipt for visa fee.	2 minutes	Cashier	Single entry: CAD 40.50 Multiple entry (6 mos): CAD 81.00 Multiple entry (1 yr): CAD 121.50	Official Receipt
Note: Release of visa: 3 working days				TOTAL PROCESSING TIME	10 MINUTES		

RELEASING: ISSUANCE OF VISA

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	VISA WINDOW	<p>Proceeds to Visa window and presents the claim slip and official receipt.</p> <p>Signs on PCG's file copy for acknowledgment.</p> <p>Receives the visaed passport or document.</p>	<p>Receives the claim slip and official receipt.</p> <p>Retrieves visaed passport/document and requests the applicant to acknowledge receipt on PCG's file copy.</p> <p>Releases the visaed passport/document to applicant.</p>	5 minutes	Releasing Officer		
TOTAL PROCESSING TIME				5 MINUTES			

PROCESSING: RE-ACQUISITION OF PHILIPPINE CITIZENSHIP

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	DUAL CITIZENSHIP WINDOW	Proceeds to Dual Citizenship window and submits the accomplished dual citizenship application form and corresponding requirements.	Receives the documents and requirements from applicant. Assesses and evaluates the completeness and authenticity of the documents submitted; and ascertains identity and eligibility of applicant.	8 minutes	Processor		Dual citizenship application form
		Indicates his/her preferred date for oath-taking. <i>Note that oath-taking is held every Thursday.</i>	Schedules the applicant for oath taking, if documents are in order.				
2	CASHIER WINDOW	Pays the appropriate fee at cashier's counter.	Issues receipt for dual citizenship processing fee.	2 minutes	Cashier	Principal:CAD 67.50 Dependent:CAD 33.75	Official Receipt
TOTAL PROCESSING TIME				10 MINUTES			

**Duration of evaluation may vary depending on the applicant's documents.*

OATH-TAKING: RE-ACQUISITION OF PHILIPPINE CITIZENSHIP

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	DUAL CITIZENSHIP WINDOW	Proceeds to Dual Citizenship window on the scheduled date and checks the correctness of all the entries/details in the Oath of Allegiance Certificate, Order of Approval and Identification Certificate.	Requests the applicant to affix signature and thumbmark on the reviewed documents; and if requested, explains and clarifies the benefits, rights and privileges of re-acquiring Filipino citizenship.	4 minutes	Processor		
		Takes the Oath of Allegiance to the Republic of the Philippines.	Signs the certificates and administers the oath-taking.	4 minutes	Consul General/Consul		
		Signs on PCG's file copy for acknowledgment.	Retrieves certificates and requests the applicant to acknowledge receipt on PCG's file copy.	2 minutes	Processor		
		Receives the original signed certificates.	Releases the original signed documents to the applicant.				
TOTAL PROCESSING TIME				10 MINUTES			

PROCESSING & RELEASING: NBI CLEARANCE APPLICATION

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	NBI WINDOW	Proceeds to NBI processing window and submits the following requirements: copy of passport and latest one 2"x2" colored photo , full front view with white background.	Provides applicant with the NBI Clearance Form No.5	2 minutes	Processor		NBI Clearance Form 5
		Accomplishes NBI form. Submits duly accomplished NBI form to processor.	Checks completeness and correctness of entries in the application form. Verifies identity of applicant and affixes photo on accomplished NBI form.	6 minutes			
2	CASHIER WINDOW	Pays the NBI fee at cashier's counter.	Issues receipt for processing fee.	2 minutes	Cashier	CAD 33.75	
3	FINGERPRINTING STATION	Follows instructions given by processor on the procedure for taking fingerprint impressions on the NBI form.	Takes fingerprint impressions and affixes PCG seal on consularized NBI form.	8 minutes	Processor		
4	NBI WINDOW	Signs on PCG's file copy for acknowledgment. Receives the consularized NBI form.	Requests the applicant to acknowledge receipt on PCG's file copy. Releases the consularized NBI form to applicant.	2 minutes			
TOTAL PROCESSING TIME				20 MINUTES			

PROCESSING: CIVIL REGISTRY

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	CIVIL REGISTRY WINDOW	Proceeds to civil registry window and submits the requirements and duly-accomplished corresponding forms for: - Report of Birth - Report of Marriage - Report of Death	Receives the documents and requirements from applicant. Checks application form if properly filled out. Evaluates the completeness and authenticity of the submitted requirements and documents.	5 minutes	Processor		
2	CASHIER WINDOW	Pays the appropriate fee at cashier's counter.	Issues receipt for processing fee. Endorses documents to the processor.	2 minutes	Cashier	CAD 33.75 per document	Official receipt
3		Receives personal copy of submitted documents via mail after 3 days.	Mails personal copy of the processed civil registry documents to applicant.		Processor		
TOTAL PROCESSING TIME				7 MINUTES			

*Duration of evaluation may vary depending on the applicant's concerns and documents.

**Civil registry records will be transmitted to DFA-CRD for onward transmittal to the Philippine Statistics Authority (PSA).