

Passport Services

Consular Information Center

834-4000 / Telefax: 836-7759

Schedule of Availability of Services:

Monday – Friday, from 7:00am to 4:00pm

Who May Avail of the Service

All Filipino citizens

Requirements:

**FOR FIRST TIME PASSPORT APPLICANT
PERSONAL APPEARANCE IS REQUIRED**

- **Duly accomplished application form**
- **Birth Certificate** (BC) in Security Paper (National Statistics Office) or Certified True and Correct Copy (NSO)
- **Supporting documents to prove identity** (Supporting Documents)

In Case of No Birth Record:

If born after 1950:

- Apply for the delayed registration of birth from the Local Civil Registry Office.
- Submit authenticated birth certificate from NSO and supporting public document/s with correct date

If born on or before 1950:

- Certificate of Non-Availability of Birth Record from NSO
- Any supporting public document/s with correct date and place of birth (i.e. Form 137 with readable
- Certificate with readable dry seal or Office on Muslim Affairs Certificate).

Additional Requirements:

For married women who wants to adopt the surname of her spouse:

- Marriage Contract (MC) in Security Paper issued by NSO or Certified True Copy issued by the Local

For spouse of foreign national:

- **Marriage Contract** (MC) in Security Paper issued by NSO or Certified True Copy issued by the
- Original and photocopy of Commission of Filipinos Overseas (CFO) Guidance and Counseling Cer

FOR MINOR APPLICANT (below 18 years old)

- **Personal appearance of the minor**
- **Personal appearance** of either parent, Marriage Contract and proper IDs of the parent (if minor is
- **Personal appearance** of mother and mother's proof of identity (if minor is of illegitimate status).
- **Birth Certificate** (BC) in Security Paper (National Statistics Office (NSO) or Certified True Copy (C
- Document of identity, if minor is 8-17 years old (for first time applicants only)
- **Original and photocopy of the valid passport of the traveling companion**

Additional Requirements:

If minor is NOT traveling with either parent or alone:

- Original and photocopy **DSWD Clearance** (DSWD-525-2445)

- **Affidavit of Support and Consent (ASC) from a parent** indicating companion and relationship to the minor.

If both parents are abroad:

- **Affidavit of Support and Consent (ASC)** indicating the name of the travelling companion and must be notarized.
- **Special Power of Attorney** designating the representative by name and authorizing him/her to apply for passport.
- **Passport** and photocopy of the passport of the travelling companion of the minor.
- **Original and photocopy** of proper ID of the duly authorized representative.

If minor is legitimated by subsequent marriage of parents:

- Authenticated Birth Certificate from NSO with annotation regarding new status as legitimated and father's name.
- Marriage Contract of the parents from NSO.

If minor is illegitimate but acknowledged by father:

- Amended birth certificate from NSO reflecting surname of father with Affidavit of Acknowledgement from father.

If minor is born abroad:

- Report of birth from the nearest Philippine Embassy or Consulate General, duly authenticated by the nearest Philippine Consulate General.

Foundling: (if no longer a minor, supporting public documents establishing identity)

- Certificate of Foundling authenticated by NSO
- DSWD Clearance
- Passport of the person who found the applicant
- Letter of Authority or endorsement from DSWD for the issuance of passport

Orphaned minor applicant:

- Authenticated birth certificate from NSO
- Authenticated death certificate of parents from NSO

- Court order awarding guardianship of the orphaned minor applicant or substitute parental authority
- DSWD Clearance
- Original and photocopy of the valid passport of the traveling companion

Legally adopted:

- Certified true copy of the Court Decision / Order on Adoption and Certificate of Finality
- NSO birth certificate before adoption
- NSO amended Birth Certificate
- DSWD clearance for minor applicant, if traveling with the person other than the adopting parents

Minor applicant whose mother is likewise a minor:

- Personal appearance of the mother and maternal grandparents
- Proof of identity of mother and maternal grandparents
- Original and photocopy of the passport of the traveling companion
- DSWD Clearance if traveling with the person other than the maternal grandparents

FOR MUSLIM APPLICANTS (same general requirements stated above)

Additional requirement for late registered Muslim applicants:

- Certificate of Cultural Affiliation from the Office on Muslim Affairs

For converts who would like to use their Muslim name:

- Submit annotated Birth Certificate (BC) in Security Paper (SECPA) bearing the Muslim name
- Office on Muslim Affairs Certificate of Conversion

FOR RENEWAL OF PASSPORT APPLICANT

PERSONAL APPEARANCE IS REQUIRED

For Brown Passport or issued prior to 01 May 1995

- Old Passport and photocopy of passport pages 1,2 and 3 (amendment)

- Birth Certificate to determine complete middle name

For Green Passport or issued after 01 May 1995

- Present passport and photocopy of the first page and last page showing the signature of the Passport

Additional Requirements:

For married women who wants to use the surname of spouse:

- Marriage Contract (MC) in Security Paper (SECPA) issued by NSO or CTC issued by the Local Civil Registrar

If marriage was held abroad:

- Report of Marriage Report from the nearest Philippine Embassy or Consulate General, duly authenticated

FOR REPLACEMENT OF LOST PASSPORT

***PERSONAL APPEARANCE IS REQUIRED**

For LOST VALID PASSPORT

- Submit same documents required for first time passport applicants
- Affidavit of Loss
- Police Report

Note: There will be a 15-day clearing period prior to the processing of application for replacement of passport

For LOST EXPIRED PASSPORT

- Submit same documents required for first time passport applicants
- Affidavit of Loss

LIST OF SUPPORTING DOCUMENTS

- Marriage Contract
 - PRC / IBP ID
 - Land Title
 - Driver's License
 - School ID / Company ID
 - Government Service Record
 - Old SSS E-1 form / or Digitized SSS ID
 - School Form 137 or Transcript of Record with readable dry seal
 - Voter's Registration Record
 - Baptismal Certificate with readable dry sea
 - Seaman's Book
 - Income Tax Retrun (Old)
 - Other documents that show full name, birth details of applicant, signature and citizenship
- *For comments, complaints and assistance, please proceed to the Passport Director's Office / Office

PASSPORT FEES:

Regular Processing

(20 working days) – P 950.00

Expedited Processing

(10 working days) - Additional P 250.00

For Replacement of Lost valid Passport

Additional P 200.00

Guidelines on Emergency Issuance of Passports

Passport issuance should follow the scheduled release dates. Immediate iss

1. The following are considered justifiable reasons for the immediate issuan

1. 1 SERIOUS ILLNESS

Applicant has to attend to a member of his/her immediate family who is seriously ill;

1. 2 DEATH

Applicant has to attend to the wake or burial of a member of his/her immediate family;

1. 3 ASSISTANCE TO NATIONALS (ATN) CASE

ATN cases referred by OUMWA for immediate passport issuance;

1. 4 OTHER ANALOGOUS / EMERGENCY CASES

As may be determined by the authorized officials.

2. All requests for immediate issuance shall be made in writing and supported (if applicable) and other evidences.

3. Immediate Issuance of Machine Readable Passports may be granted only by the:

3. 1 Secretary of Foreign Affairs

3.2 Assistant Secretary of the Office of Consular Affairs

3.3 Executive Director

3.4 Passport Director

3.5 Assistant Passport Director

3.6 Head, Courtesy Lane

3.7 Head, Individual Processing

3.8 Head, Agency Processing

3.9 Head, Pending Unit

3.10 Other Officers or employees of the department who are duly authorized by the Passport Director

4. The applicant must comply with the documentary requirements of the law passport.

The following may be considered under "ANALOGOUS / EMERGENCY CASES" at the discretion

1. Training / Education / Scholarship

2. Urgent work (OFW)

3. Applicant will be severely prejudiced if a passport is not issued.

Duration:

PROCESS

DURATION

PROCESS

Individual Processing			
Section	22 minutes	RCO Releasing	10 minutes
Individual Releasing Section	10 minutes	Courtesy Services (CL)	28 minutes
Agency Processing Section	38 minutes	CL Releasing	10 minutes
Agency Releasing Section	31 minutes	Diplomatic and Official	
Passport Section (DOPS)	51 minutes		
Regional Consular Office (RCO)	29 minutes	DOPS Releasing	10 minutes

Waiting time is not included in the Duration.

Location:

s Building, cor. Bradco and Diosdado Macapagal Avenue, Parañaque City

How to Avail of the Service:

Passport (Individual Passport Processing)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERS
IN-CHARGE	FEE	FORM			
			Get an appointment.		
Thru phone: call 737-1000					
Thru internet: log on to www.passport.com.ph					
(thru phone) or after clicking the date and time icon (thru internet)					

DFA Office of Consular Affairs Building (cor. Bradco and Diosdado Macapagal Blvd., Parañaque City)			
Go to DFA Office of Consular Affairs and give the appointments you scheduled			

Application Form	
Proceed to gate 2 and approach Appointment Desk. Present your	

reference number.			
1.	Individual Processing		
Section			
(Gate2-Ground floor)	Proceed to Documents		
Evaluation and Processing			
Section. Submit Documents for evaluation and processing	Check whether applicant is included in the		
Look-Out-List and if the applicant has a previous			
passport based on the verified master list.	Processor	n/a	
Application Form			
Assesses and evaluates the legality of the applicant's 8 mins Processor documents and establishes h			
Issues receipt for processing fee.			
2.	Cashier		
(2nd Floor)	Proceed to Cashier for payment of passport fee	Accepts passport fee	Issues official receipt.
Processing			
1200php for			
Expedited			
Processing	Official		
Receipt			
3.	Courier Services		
(Passport Enrolment Center-2nd floor)	Proceed to Courier Counter	Accepts payment and	Issues payment
Services			
Personnel	120php		
per			
Passport			
Enrolment and			
Encoding Section			
(2nd Floor)	Proceed to ePassport Encoder	Checks and detaches the application form and subm	
documents in preparation for online enrolment	Encoder	n/a	
Application Form			
Encodes the applicant's personal information and scans pertinent documents for electronic file			
Captures applicant's photo and biometrics			
Prints the Enrolment Certificate and requires the applicant to thoroughly check the information before			
4.	Individual Releasing		
Section			
(Gate 3-Ground Floor)	Applicant comes back at the		
scheduled release date.			Releasing
Officer	n/a	n/a	

AFTER STEP 3 (ENROLMENT), APPLICANT MAY GO BACK TO DFA FOR RELEASING OF PASSPORT

1. Processor will ask the applicant if he/she wants his/her passport processed as regular or expedited.
2. Consular Affairs Public Assistance Center
3. Optional. May proceed to Enrolment after paying passport fees to the Cashier.
4. Passport for delivery will be delivered to applicant's mailing address.

DURATION: 22minutes (time duration in the queue is not included)

Releasing of Individual Passport (E-Passport)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON
IN-CHARGE	FEE	FORM			
1.		Releasing Section			
Holding Area					
(Gate3-Ground floor)					
drop box located at Window 25.		Proceed to the Individual Releasing Section and place the receipt in the drop box located at Window 25.			
Area. The receipts are verified and shipping number is placed on it.					
officer	n/a	n/a			
Wait for the name to be called.					
Once passport is located, applicant is called at the window to receive his/her passport.					
Requests the applicant to sign in the signature pad and releases the pad					
Releasing					
Section					
(Ground floor)		Check all the details in the passport	n/a		

END OF TRANSACTION

* If owner is unable to claim his/her passport, only immediate family member are allowed to receive the passports together with the authorization letter of the bearer.

** For passports with problems, applicant must go to Customer Care Center (Pending Unit) for resolution.

DURATION: 10 minutes (time duration in the queue is not included)

Issuance of Passport (Agency Processing Section)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON
IN-CHARGE	FEE	FORM			
1.		Agency Processing			
Section (Gate 1-Ground floor)		Liaison officers of the travel agency will log on at www.dfa.gov.ph to acquire an appointment schedule for their applicants.			
the applicant must appear for processing of his/her application.		Send a reply thru e-mail indicating the date and time			
Section	1-2 days	Appointment			
Passport	n/a	Agency			
Application					
Form					

2.

NOTE: Applicant's information will be forwarded to

Verification

On the day and time indicated in appointment slip, liaison officers accompany their applicants to proceed to the designated processing window to present their applications. Validates the appointment schedule and preverification of EDP in the Master List min

1. Evaluate documents to establish applicant's identity.

If documents are complete and in order, passport slip/receipt will be issued.

2. Rejected or unprocessed applications will be returned to the applicant who will be given one (1) week

3. Cases of questionable citizenship and other inconsistencies will be referred to the Passport Director
15 mins

3. Cashier (2nd floor) Pay the corresponding fee Receives the payment and

Regular Processing

1,200 php

Expedited

Processing

4.

Enrolment Section

(2nd floor)

Applicant will proceed to the Enrolment Center

for the photo taking and capturing of biometric

data (that includes signature Accept the application) Read the supporting documents and sign the Computer

2. Encodes the data, scan the application form and other important documents.

3. Take a photo of the applicant, capture thumb prints and signature of the applicant.

4. Prints the Computer Generated Form and

20 mins

Encoder

n/a

Computer

Generated

Form

5.

Agency Processing

Section (Releasing Area, 1st floor) Comes back at the scheduled release date.

Releasing

Officer

DURATION: 38 minutes

*Depends upon the volume of e-mails received per day.

**3 minutes per applicant.

*** Electronic Data Processing

Releasing of Passport (Agency Processing Section)

STEP			LOCATION	CLIENT	SERVICE PROVIDER
IN-CHARGE			FEE	FORM	
1.	Agency				
Releasing					
Section (Gate					
1-Agency					
Processing					
Section)			Liaison Officers proceed to the releasing windows to submit the receipts of passports due		
for the day.			Gathers all passport slips/receipts.	Releasing	
Officer	n/a	n/a			
Indicates the shipment number for each passport slips/receipt from the computer.					
Liaison Offices sign on the electronic signature pad on behalf of the					
applicant.			Forward all the receipts with the shipment number to the sorting section and confirm.		
Check the data of the passport in the computer. Ask the liaison officer to sign in the signature pad.					
Affix, "Released" or "Received" stamp on the slip/receipt and application form.					
Hand the passport/s to the liaison officer.					
Write or log in the master list the particulars of the applicants for all passport/s received for the day.					

Issuance of Passport (Regional Consular Offices)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON																																																						
<table> <tr> <th>IN-CHARGE</th><th>FEE</th><th>FORM</th><th></th><th></th><th></th></tr> <tr> <td>1.</td><td></td><td></td><td>Obtain application form</td><td>Provides application form</td><td></td></tr> <tr> <td colspan="6">applicant and explain briefly how to fill-out the form properly</td></tr> <tr> <td></td><td>5 mins</td><td>OIC</td><td>n/a</td><td></td><td>Pa</td></tr> <tr> <td colspan="6">Fill-out application form completely.</td></tr> <tr> <td>2.</td><td></td><td></td><td>Proceed to Step 1-Records Verification Area and s</td><td></td><td></td></tr> <tr> <td colspan="6">documents for verification. Verifies the applicant if he/she is included in the look out list and if he/she has a passport</td></tr> <tr> <td></td><td>2 mins</td><td>Verifier</td><td>n/a</td><td></td><td></td></tr> <tr> <td>3.</td><td></td><td></td><td></td><td></td><td></td></tr> </table>						IN-CHARGE	FEE	FORM				1.			Obtain application form	Provides application form		applicant and explain briefly how to fill-out the form properly							5 mins	OIC	n/a		Pa	Fill-out application form completely.						2.			Proceed to Step 1-Records Verification Area and s			documents for verification. Verifies the applicant if he/she is included in the look out list and if he/she has a passport							2 mins	Verifier	n/a			3.					
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3.																																																											

Proceed to Step2-Documents Evaluation and Processing
Area. Submit documents for evaluation and processing.

Evaluates the applicant's documents

Processor

n/a

Issues receipt

4.

Proceed to Step3-Cashier Applicant pays passport fee

Receipt

5.

Proceed to Step4-Passport Enrolment

Affix signature and thumbprint

Enrols the applicant's personal

information in the computer	10 mins	Encoder	n/a
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En

Certificate

Print the Enrolment Certificate

Assist the applicant on the proper

way of affixing his/her signature and

thumb mark

6.

Go back to the DFA Regional Consular Office for t

Officer

Passport

DURATION: 29minutes (time duration in the queue is not included)

*Schedule of releasing of passports varies from the different Regional Consular Offices.

Releasing of Passport (Regional Consular Office)

1. Location of every step may vary depending on the building schematics of the Regional Consular Offices.
2. Duration may vary depending on the applicants' concerns
3. Additional 250 pesos for expedited processing and another additional 200 pesos as a penalty for replacement of lost valid passports

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON
IN-CHARGE	FEE	FORM			
1		Releasing			
Section	Proceed to the window and receive the applicants receipt and inform the applic				
area.	10 mins		Releasing		
officer	n/a		n/a		
Wait for the name to be called.	Releases the passport				
Requests the applicant sign in the RECEIVED NEW PASSPORT section in the application form/in the signature pad.					
Releases the passport					
Check all the details in the passport	n/a		n/a	n/a	
END OF TRANSACTION					

*Location may vary depending on the building schematics of the Regional Consular Offices.

Issuance of Passport -Courtesy Lane Section

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON
IN-CHARGE	FEE	FORM			
1		Courtesy			
Services					
Processing Area,					
Window 1 (Gate					
3-2nd floor)		Fill in all the necessary details in the application form. Submit accomplished application form and the	Provides application form and information on who are entitled for Courtesy Service privilege:		
a. Government employees and their dependents (limited only to husband/wife, unmarried children and parents) and,					
b. Applicants endorsed by DFA employees.			Appointment		
Clerk		n/a	Application		
Form					
A. Walk-in Applicants (Government employees and dependents) – Application forms are accepted from 8am to 12 noon only. Submit the ap					
Window 1 for Records Verification		Verifies if the applicant's name is included in the Low-Det-List and verifies the			
B. Appointment (Applicants with endorsements) – Submit the application form, original photo and passport ID to Window 1					
Clerk		Appointment			
Slip					
Verifies if the applicant's name is included in the Low-Det-List and verifies the			Application		
Form					
2.		Courtesy			
Services					
Processing Area,					
Window 2-6					
(Gate 3-2nd floor)		A. Proceed to Courtesy Services processing area and wait for the	Severest the significance and wait for the		
passport application. Issue receipts for processing fee			Processor		Application
Form					
B. Proceed to Courtesy Services processing area on the scheduled date and time.					
		Proceed to the Cashier located at the 2nd			
floor		Accepts payment and validates the official receipt.	Cashier		
Courier Services					
(Passport					
Enrolment					
Center-2nd					
floor)****		Proceed to Courier Counters and present			
receipt and payment		Accepts payment and receipts	Courier		
Services					

Personnel	Php120per
Passport	Official
Receipt	
Enrolment	
Section	
(2nd floor)	After paying, submit the application forms
with attached requirements and the duplicate of the receipt	to the Courtesy
Services encoder (Computers 45 to 50 located at the 2nd floor)	Accepts the application forms with attached requirements and the duplicate of the receipt
	5 mins
	n/a

Certificate	
	Check the accuracy of the personal information in the Enrolment Certificate
	Assist the applicant in affixing his/her signature. Instructs the applicant to complete the Enrolment Certificate

3.	Courtesy
Services	
Releasing Area	
(2nd floor)	Go back to Courtesy Services Releasing Area on the release date stated in the slip
Area on the release date to claim the passport.	Collects the passports from the Passport Segregation Area
Services	
Releasing	
Officer	n/a
	Passport

AFTER THE LAST STEP OF PROCESSING, APPLICANTS WILL GO BACK TO COURTESY SERVICE SECTION AFTER TEN (10) WORKING DAYS TO CLAIM THEIR PASSPORTS.

DURATION: 28 minutes (time duration in the queue is not included)

* Pre-processing procedures

** Additional 250php is automatically added for expedited processing fee and another additional 200php as a penalty for replacement of Lost Valid Passport (7 working days)

*** Results may vary depending on the applicant's concerns

**** Optional. May proceed to Enrolment after paying passport fees to the Cashier.

***** Passport for delivery will be delivered to applicant's mailing address.

Releasing of Passport (Courtesy Services)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON
IN-CHARGE	FEE	FORM			
1.		Courtesy			
Services					
Releasing					

Section		
Window 7 & 8 receipt.	Proceed to Window 7 or 8 and present	
applicant to wait at the Area	Releasing Section Holding	
officer	10 mins	Releasing
	n/a	n/a
Wait for the name to be called	Releases the passport	
Requests the applicant	sign in the RECEIVED NEW PASSPORT section in the application form.	
Releases the passport		
Check all the details in the passport	n/a	n/a

END OF TRANSACTION

Issuance of Passport-Diplomatic and Official Passport

Section

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON
IN-CHARGE	FEE	FORM			
1.		DOPS			

Processing					
Area					
(3rd floor)		Proceed to DOPS Processing Area.			
Fill-out all the necessary details in the application form.		Provides the appropriate application form.			
(Issuance or Revalidation)	3 mins	Processor		n/a	

Verbale/ Forum					
Submit filled-out application forms if the applicant is entitled to Diplomatic/Official Passport (as provided in the application form).					
- If entitled, check if the requirements are complete.					
- If not entitled, seek approval from the Assistant Secretary, OCA (for Official Passport) or the Secretary of Foreign Affairs (for Diplomatic Passport).					

5 mins					
2.		Checks Look-Out-List and double passport from computer database.	2 mins	Verifier	
3.		Cashier			
(2nd floor)		If the applicant/Liaison Officer applied for issuance of Diplomatic/Official Passport, proceed to the Cashier to pay the appropriate fee for issuance of Diplomatic/Official Passport.			

for regular processing					
P415.00 – forexpedit					

Office of Consular Affairs- Passport Division

Tuesday, 27 December 2011 13:52

processing	Official		
Receipt			
4.	DOPS		
Processing			
Area			
(3rd floor)	Return to DOPS Processing Area	Verifies if the applicant is a bona fide employee and if the office/agency concerned	5 mins
		Clerk	n/a
Revalidation			
Form			
5.	DOPS		
(3rd floor)		Logs approved applications	5 mins in the Registry Book
6.		Encodes applicant's personal details into the computer	
passport and script the applicant's designation	Encoder		n/a
Revalidation			
Form			
7.		Issues Note Verbale/Letter requesting Visa to Foreign	5 mins
8.		Reviews/Edits/Notes passport and Note Verbale.	5 mins
9.		Delivers passport to the authorized signatory.	
Secretary,			
OCA;			
Executive			
Director, OCA;			
Passport/			
Visa			
Director;			
Principal			
Assistant			
10.	Picks-up passport on the Release date specified to the applicant/LO		

DURATION: 51 minutes (time duration in the queue is not included)

* Pre-processing procedure

** For issuance, processor will ask the applicant/authorized Liaison Officer if Diplomatic/Official applied for will be processed as regular or expedite. Application filed after 12:00 noon will be

processed as regular.

Releasing of Passport (Diplomatic and Official Passport)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON
IN-CHARGE	FEE	FORM			
1.		Releasing			
Section					
(Diplomatic					
and Official					
Passport					
Section)Gate3-					
3rd floor		Proceed to the window and present			
receipt.			10mins		Releasing
officer		n/a			
Wait for the name to be called		Revalidates the passport			
Revalidates passport					
Releases the passport with Note Verbale/Letter (if applicable)					
Check all the details in the passport		n/a	n/a	n/a	
END OF TRANSACTION					

Customer Care Center (Pending Unit)

Consular Information Center

834-4000 / Telefax: 836-7759

Schedule of Availability of Services:

Monday – Friday, from 7:00am to 4:00pm

Who May Avail of the Service:

Public who applied for passport with discrepancies, in photo, Middle Name,

Requirements:

Requirements may differ depending on the case of the passport application.

How to avail of service:

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON
IN-CHARGE	FEE	FORM			
1.		Passport Division			

Customer Care Center	Pending Unit (Gate 3-Group 6A Floor)	Call Center	Sends SMS to the applicant to inform of their
passport application's status.		Pending	
Unit			
Personnel		Passport	
Application			
Form			
Proceed to Customer Care Center-			
Pending Unit once informed by DFA			
personnel.	Resolves the existing problem/s.	Complete the passport application	
Generated			
Form			
(CGF)			
If needed, issues receipt for the necessary fee. Asks the applicants to proceed to ECE for an application			
2.	Payment Section (2nd floor)	Proceed to cashier for payment of	
processing fee.	Receives payment and issues official receipt	950php	
Validated			
Receipt			
3.	Enrolment Center for ePassport (2nd floor)	Proceed to Computer No. 66 for data	
recording and capturing.	Receives, modifies and transmits	Encodes resolved pending application/s.	
Application			
Enrolment			
Certificate			
END OF TRANSACTION			

APPLICANT WILL GO BACK TO CUSTOMER CARE CENTER-PENDING UNIT FOR THE RELEASING OF PASSPORT AFTER TEN (10) WORKING DAYS.

Duration is not applicable. Results may vary depending on the applicant's concern/s.