



<p>1.2. A travelling companion</p>	<p>Printed Application Form with E-Receipt</p> <p>Printed Application Form through OPAS</p> <p>Printed confirmation email</p> <p>Proof of travel with the senior citizen (e.g., confirmed or hotel booking) (present original and 1 photocopy)</p>	<p>passport.gov.ph</p> <p>onlineappform.passport.gov.ph</p> <p>oca.cl@dfa.gov.ph</p> <p>Airline/Hotel</p>
<p>2. Persons with disabilities (PWDs)</p> <p>A PWD may be accompanied by one (1) adult companion, provided that they are:</p>	<p>Printed Application Form with E-Receipt</p> <p>Printed Application Form through OPAS</p> <p>Printed confirmation email</p> <p>PWD ID (present original and 1 photocopy)</p>	<p>passport.gov.ph</p> <p>onlineappform.passport.gov.ph</p> <p><a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a></p> <p>Persons with Disability Affairs Office (PDAO) or City/ Municipal Social Welfare and Development Office (MSWDO)</p>
<p>2.1. An immediate family member (i.e., spouse, adult children, or adult sibling only); or</p>	<p>Printed Application Form with E-Receipt</p> <p>Printed Application Form through OPAS</p> <p>Printed confirmation email</p> <p>Proof of relationship to the PWD (e.g. PSA birth certificate or PSA marriage certificate) (present original and 1 photocopy)</p>	<p>passport.gov.ph</p> <p>onlineappform.passport.gov.ph</p> <p><a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a></p> <p>Philippine Statistics Authority (PSA)</p>
<p>2.2. A travelling companion</p>	<p>Printed Application Form with E-Receipt</p> <p>Printed Application Form through OPAS</p> <p>Printed confirmation email</p>	<p>passport.gov.ph</p> <p>onlineappform.passport.gov.ph</p> <p><a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a></p> <p>Airline/Hotel</p>

	Proof of travel with the PWD (e.g., confirmed or hotel booking) (present original and 1 photocopy)	
3. Pregnant women	<p>Printed Application Form with E-Receipt</p> <p>Printed Application Form through OPAS</p> <p>Printed confirmation email</p> <p>Medical certificate/records (present original and 1 photocopy)</p>	<p>passport.gov.ph</p> <p>onlineappform.passport.gov.ph</p> <p><a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a></p> <p>Hospital, Licensed physician</p>
<p>4. Minors aged seven (7) years and below</p> <p>A minor aged seven (7) years and below may be accompanied by adult companion provided that they are:</p>	<p>Printed Application Form with E-Receipt</p> <p>Printed Application Form through OPAS</p> <p>Printed confirmation email</p> <p>PSA Birth Certificate as proof of age (present original and 1 photocopy)</p>	<p>passport.gov.ph</p> <p>onlineappform.passport.gov.ph</p> <p><a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a></p> <p>Philippine Statistics Authority (PSA)</p>
4.1. Parent/s; or	<p>Printed Application Form with E-Receipt</p> <p>Printed Application Form through OPAS</p> <p>Printed confirmation email</p> <p>PSA Birth Certificate and PSA Marriage Certificate (if accompanied by father) (present original and 1 photocopy)</p>	<p>passport.gov.ph</p> <p>onlineappform.passport.gov.ph</p> <p><a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a></p> <p>Philippine Statistics Authority (PSA)</p>
4.2 Legal guardian; or	<p>Printed Application Form with E-Receipt</p> <p>Printed Application Form through OPAS</p>	<p>passport.gov.ph</p> <p>onlineappform.passport.gov.ph</p>

	Printed confirmation email Court Order (present original and 1 photocopy)	<a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a> Family Court
4.3 Authorized representative	Printed Application Form with E-Receipt  Printed Application Form through OPAS  Printed confirmation email  Special Power of Attorney (1 original)	passport.gov.ph  onlineappform.passport.gov.ph  <a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a>  Notary Public or Philippine Embassy/ Philippine Consulate General
5. Solo parents	Printed Application Form with E-Receipt  Printed Application Form through OPAS  Printed confirmation email  Valid Solo Parent Identification Card (present original and 1 photocopy)	passport.gov.ph  onlineappform.passport.gov.ph  <a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a>  City/Municipal Social Welfare and Development Office
6. Overseas Filipino Workers (OFWs)	Printed Application Form with E-Receipt	passport.gov.ph
	Printed Application Form through OPAS	onlineappform.passport.gov.ph
	Printed confirmation email	<a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a>
	Valid OWWA E-card (present original and 1 photocopy)	Overseas Worker Welfare Administration (OWWA)
	Printed Application Form with E-Receipt	passport.gov.ph
	Printed Application Form through OPAS	onlineappform.passport.gov.ph
	Printed confirmation email	<a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a>
	Valid employment contract (present original and 1 photocopy)	Agency/Employer
	Printed Application Form with E-Receipt	passport.gov.ph

	<p>Printed Application Form through OPAS</p> <p>Printed confirmation email</p> <p>Valid work visa (present original and 1 photocopy)</p>	<p>onlineappform.passport.gov.ph</p> <p><a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a></p> <p>Embassy or Consulate</p>
	<p>Printed Application Form with E-Receipt</p> <p>Printed Application Form through OPAS</p> <p>Printed confirmation email</p> <p>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 (present original and 1 photocopy)</p>	<p>passport.gov.ph</p> <p>onlineappform.passport.gov.ph</p> <p><a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a></p> <p>Maritime Industry Authority (MARINA)</p>
	<p>Printed Application Form with E-Receipt</p> <p>Printed Application Form through OPAS</p> <p>Printed confirmation email</p> <p>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. (present original and 1 photocopy) (present original and 1 photocopy)</p>	<p>passport.gov.ph</p> <p>onlineappform.passport.gov.ph</p> <p><a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a></p> <p>Agency/Employer</p>
7. Exceptional and emergency cases	<p>Printed Application Form through OPAS</p> <p>Printed confirmation email</p> <p>Approved written request by any of the following DFA officials:</p>	<p>onlineappform.passport.gov.ph</p> <p>oca.cl@dfa.gov.ph</p> <p>Written request from the applicant and approval from the</p>

	1. The Secretary of Foreign Affairs; 2. The Undersecretary for Civilian Security and Consular Concerns; or 3. The Assistant Secretary for Consular Affairs. (1 original)	Department of Foreign Affairs (DFA)
	Printed Application Form through OPAS	onlineappform.passport.gov.ph
	Printed confirmation email	oca.cl@dfa.gov.ph
	Proof of Urgency (e.g., airline ticket, medical or death certificate, etc.)	Airline/Hospital/PSA, etc.

#### I. REQUIREMENTS FOR FIRST TIME APPLICANTS

List of Requirements	Where to Get
Printed Application Form with E-Receipt	passport.gov.ph
Printed Application Form from Online Passport Application System (OPAS)	onlineappform.passport.gov.ph
PSA Birth Certificate or Report of Birth or PSA Certificate of Foundling (present original, 1 photocopy)	Philippine Statistics Authority (PSA)
Acceptable Valid Government ID (present original, 1 photocopy)	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), City/ Municipal Hall, PhilPost, School, Civil Aviation Authority of the Philippines (CAAP), Maritime Industry Authority (MARINA), Philippine Statistic Authority (PSA)  "Applicants must ensure that the government-issued IDs presented are valid, in good condition, their details consistent with other documentary requirements, and the ID photo/s match the bearer/s"
<b>ADDITIONAL REQUIREMENTS</b> <i>*on a case by case basis, other documents not stated below may be required for special cases</i>	
If PSA Document is unreadable:	Local Civil Registrar

Local Copy of Birth Certificate/Report of Birth/Marriage Certificate/Foundling Certificate with readable dry seal (present original, 1 photocopy)	
For married women using spouse's name: PSA Marriage Certificate or Report of Marriage (present original, 1 photocopy)	PSA
For married women who opt to revert to maiden name: PSA annotated marriage certificate (present original, 1 photocopy) PSA Death Certificate of spouse (present original, 1 photocopy)	PSA
For dual citizens (RA9225): Dual Citizenship documents: Identification Certificate, Oath of Allegiance and Order of Approval (present original, 1 photocopy) Foreign Passport (present original, 1 photocopy)	Bureau of Immigration (BI) Foreign Service Posts (FSPs)
For naturalized Filipino citizens: Certificate of Naturalization (present original, 1 photocopy)	BI
For applicants with travel document: Affidavit of Explanation (original) Travel Document (original)	FSPs
For applicants with lost travel document: Affidavit of Explanation and travel records (original)	Notary Public BI
If birth certificate is discrepant: Proof of filing of supplemental report or correction (present original, 1 photocopy) Annotated PSA Birth Certificate reflecting corrected entry (present original, 1 photocopy)	Local Civil Registry PSA
If birth certificate is late registered: Late registered birth certificate (present original, 1 photocopy) IDs that pre-date the late registration or current IDs with NBI Clearance (present original, 1 photocopy)	PSA NBI SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/ Municipal Hall, PhilPost, School, CAAP, MARINA, PSA
If applicant is born on or before 1950: PSA Authenticated Certificate of No Birth Record (present original, 1 photocopy) Affidavit of Two Disinterested Persons attesting to the identity of the applicant (Affidavit should include photocopy of IDs of the Two Disinterested Persons indicated in the presented document) (original)	PSA Notary Public
<b>CORE REQUIREMENTS FOR MINORS</b>	

Printed Application Form with E-Receipt or	passport.gov.ph
Printed Application Form from Online Passport Application System (OPAS)	onlineappform.passport.gov.ph
PSA Birth Certificate/Report of Birth or PSA Certificate of Foundling (present original, 1 photocopy)	PSA
Passport or Valid Government ID of either parent (present original, 1 photocopy)	SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/ Municipal Hall, PhilPost, School, CAAP, MARINA, PSA
School ID (for 7 years old and above) (present original, 1 photocopy)	School
<b>ADDITIONAL REQUIREMENTS FOR MINORS</b> <i>*on a case by case basis, other documents not stated below may be required for special cases</i>	
If PSA Document is unreadable: Local Copy of Birth Certificate/Report of Birth/Marriage Certificate/Foundling Certificate with readable dry seal (present original, 1 photocopy)	Local Civil Registrar
Accompanied by father: If parents are married: PSA Marriage Certificate (present original, 1 photocopy) If parents are unmarried: Special Power of Attorney (SPA) and Affidavit of Support and Consent executed by the mother (original)	PSA  Notary Public
Minor not accompanied by parent/s during application: Special Power of Attorney designating minor's companion to assist (original) Passport or acceptable valid Government ID of authorized adult companion (present original, 1 photocopy)	Notary Public  SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/ Municipal Hall, PhilPost, School, CAAP, MARINA, PSA
Minor not accompanied by parent/s during application and travel: Special Power of Attorney designating minor's companion to assist (original) Affidavit of Support and Consent executed by the mother (original) Passport or acceptable valid Government ID of authorized adult companion (present original, 1 photocopy) Travel Clearance from DSWD (present original, 1 photocopy)	Notary Public  SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/ Municipal Hall, PhilPost, School, CAAP, MARINA, PSA  Department of Social Welfare and Development (DSWD)

## II. REQUIREMENTS FOR RENEWAL

List of Requirements	Where to Get
----------------------	--------------

Printed Application Form with E-Receipt or	passport.gov.ph
Printed Application Form from Online Passport Application System (OPAS)	onlineappform.passport.gov.ph
Current Passport (present original, 1 photocopy)	DFA
Acceptable Valid Government ID (present original, 1 photocopy)	SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/ Municipal Hall, PhilPost, School, CAAP, MARINA, PSA
<b>FOR MINOR APPLICANTS</b>	
Printed Application Form with E-Receipt or	passport.gov.ph
Printed Application Form from Online Passport Application System (OPAS)	onlineappform.passport.gov.ph
Current ePassport <b>with photocopy of data page</b>	DFA
Passport or Valid Government issued ID of accompanying parent or authorized adult companion <b>with one (1) photocopy</b>	SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/ Municipal Hall, PhilPost, School, CAAP, MARINA, PSA
Proof of Parental Authority (present original, 1 photocopy)	PSA, Relevant Church, School, Relevant Hospital or Health Center
School ID OR Certificate of Enrolment with photo of minor and dry seal of school (for minors 7 to 17 years old). (present original, 1 photocopy)	School
<b>ADDITIONAL REQUIREMENTS</b>	
<i>*on a case by case basis, other documents not stated below may be required for special cases</i>	
For change of details or incomplete details in the passport: PSA Birth Certificate/Report of Birth/ Marriage Certificate/Report of Marriage/Certificate of Foundling Valid ID (present original, 1 photocopy)	PSA  SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/ Municipal Hall, PhilPost, School, CAAP, MARINA, PSA
For married women who opt to revert to maiden name: PSA annotated marriage certificate (present original, 1 photocopy) PSA Death Certificate of spouse (present original, 1 photocopy)	PSA
If PSA Document is unreadable: Local Copy of Birth Certificate/Report of Birth/Marriage Certificate/Foundling Certificate with readable dry seal (present original, 1 photocopy)	Local Civil Registrar
For lost valid passport: Affidavit of Lost (original)	Notary Public

Police Report (original) PSA Birth certificate (if no photocopy of passport) (present original, 1 photocopy) Valid ID (present original, 1 photocopy)	Relevant Police Station PSA SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/ Municipal Hall, PhilPost, School, CAAP, MARINA, PSA
For lost expired passport: Affidavit of loss (original) PSA Birth certificate (if no photocopy of passport) (present original, 1 photocopy) Valid ID (present original, 1 photocopy)	Notary Public PSA SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/ Municipal Hall, PhilPost, School, CAAP, MARINA, PSA

<b>Process</b>	<b>Processing Time</b>	<b>Fees</b>	<b>Person Responsible</b>
<u>ONLINE APPLICATION SYSTEM (OAS)</u> Applicant sets an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pays online	20 mins	Courtesy Lane will be charged the <i>Expedited Processing Fee – PHP 1,200.00</i>  Only senior citizens and PWDs have the option to avail of the <i>Regular Processing Fee – PHP 950.00</i>	Staff, Project and Information Technology Support
<u>ONLINE PASSPORT APPLICATION SYSTEM (OPAS)</u>  The following applicants must send an email request for Courtesy Lane accommodation to <a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a> . Applicants with confirmed schedule must print and fill-out the application forms through <a href="http://onlineappform.passport.gov.ph">onlineappform.passport.gov.ph</a> :	Within 72 hours upon receipt of the email request	Courtesy Lane will be charged the <i>Expedited Processing Fee – PHP 1,200.00</i>  Only senior citizens and PWDs have the option to	Courtesy Lane

<ul style="list-style-type: none"> <li>• Exceptional and emergency cases</li> </ul>		<i>avail of the Regular Processing Fee – PHP 950.00`</i>	
<p><u>INFORMATION</u></p> <p>a. The applicant will submit the printed application form and the necessary documents to the Front Desk Personnel.</p> <p>b. The Front Desk Personnel will issue a processing queuing number for the qualified applicant and the applicant shall wait for their number to be called at the Processing Section.</p> <p>c. The application form will be forwarded to the Verification Section.</p>	5 minutes	None	Head, Courtesy Lane
<p><u>VERIFICATION</u></p> <p>a. The application forms of applicant forwarded to the Verification Section are to be checked against the Department's Watchlist Database.</p> <p>b. If the applicant's name appears on the Department's Watchlist Database, the verifier will attach a referral slip on the application form addressed to the Passport Division.</p> <p>c. If the applicant's name does not appear on the Department's Watchlist Database, the verifier will put his/her initials on the application form.</p> <p>d. The Verification Section will forward the application forms to the Processing Section.</p>	5 minutes	None	Head, Courtesy Lane
<p><u>PROCESSING</u></p> <p>a. The Processor conducts interviews and verifies the authenticity of the required documents and ensures that the required documents are complete.</p>	20 minutes	None	Courtesy Lane

<p>b. The Processor conducts interviews to establish the identity and citizenship of the applicants.</p> <p>c. Applicants whose names are reflected in the Department's Watchlist Database will be referred to Passport Division for further verification and approval.</p> <p>d. For renewal of passports, the Processor will inquire if the applicant would like to have their new passport picked-up at the Releasing Section (Ground Floor) or delivered by the courier service. If the applicant opted for picked-up, the Processor advise the applicant to return on the release date of passport. If the applicant opted for delivery, the Processor will cancel the old passport.</p> <p>e. If filed through Online Appointment System (OAS) and the passport application is approved, the Processor will issue a queuing number for the data capturing and encoding of applicant's information.</p> <p>f. If filed through Online Passport Application System (OPAS) and the passport application is approved, the Processor will issue (1) an official receipt (passport slip) for payment at the cashier; and (2) a queuing number for the data capturing and encoding of applicant's information.</p>			
<p><u>PAYMENT</u></p> <p>a. Applicants who filed their application through OPAS and with approved applications must proceed to the cashier to pay the passport processing fee. The regular and expedited processing fee will depend on the number of days of processing.</p> <p>b. The following may avail a regular processing fee of Php 950.00:</p> <ul style="list-style-type: none"> <li>● Senior Citizens; and</li> </ul>	<p>5 minutes</p>	<p>Those who avail of the Courtesy Lane will be charged the <i>Expedited Processing Fee – PHP 1,200.00</i></p> <p>Only senior citizens</p>	<p>Head, Passport Revolving Fund Unit (Office of Fiscal Management Services)</p>

<ul style="list-style-type: none"> <li>● PWDs</li> </ul> <p>The following must pay an express processing fee of Php 1200.00:</p> <ul style="list-style-type: none"> <li>● Pregnant women;</li> <li>● Minors aged 7 years and below, his/her parents, legal guardian, or their authorized representative;</li> <li>● Solo Parents</li> <li>● Overseas Filipino Workers (OFWs)</li> <li>● Adult companion of Senior Citizens and PWDs; and</li> <li>● All other exceptional and emergency cases with an approved written request from the Department officials.</li> </ul> <p>c. For mutilated, lost valid or lost expired electronic passport, the applicant must pay an additional penalty fee (Php 350.00).</p> <p>d. Delivery of passport is optional. It is a separate transaction and it requires an additional payment for the service charge of availing such courier service. Transaction of delivery must be done after the encoding of passport details.</p>		<p>and PWDs have the option to avail of the <i>Regular Processing Fee – PHP 950.00</i></p> <p><i>Penalty fee – PHP 350.00</i> will be charged for those renewing a mutilated, lost valid or expired electronic passport</p>	
<p><u>ENCODING / ENROLMENT</u></p> <ol style="list-style-type: none"> <li>a. The applicant must proceed to the Courtesy Lane Encoding Section and shall wait for his/her number to be called.</li> <li>b. The Encoder encodes the applicant's biographical data, capture the applicant's photo and biometric details</li> <li>c. The Encoder scans all required documents and have the data on the monitor checked by the applicant.</li> <li>d. The applicant will electronically sign his/her application to confirm that all encoded data are correct.</li> <li>e. The Encoder will save the data of the applicant.</li> <li>f. At the end of the day, all encoded applications will be transmitted by</li> </ol>	<p>15 minutes</p>	<p>None</p>	<p>Head/Supervisor Passport Enrollment Center</p>

the Encoding Section admin to the production unit.			
--	--	--	--

<b>FEEDBACK AND COMPLAINTS</b>	
<i>How to send feedback?</i>	<p>Fill out the client feedback form distributed or available at the counter.</p> <p>Drop the accomplished form at the designated drop box located in the front desk.</p> <p>Contact info: +632 8651-9417 or <a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a></p>
<i>How to file a complaint?</i>	<p>For filing of complaints, please fill out the Public Assistance and Complaints (PAC) Form and submit to the PAC Desk Officer</p> <p>Complaints may also be filed via email: <a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a> and/or <a href="mailto:oca.concerns@dfa.gov.ph">oca.concerns@dfa.gov.ph</a> .</p> <p>Kindly provide 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>For inquiries and follow-ups, clients may contact the following telephone number: +632 8651-9417 or mobile numbers: 0977-353-3942(Globe) and 0961-567-9324(Smart).</p>
<i>Contact Information of Courtesy Lane, Presidential Complaints Center (PCC), CSC Contact Center ng Bayan (CCB), Anti-Red Tape Authority (ARTA)</i>	<p><i>Courtesy Lane:</i> <a href="mailto:oca.cl@dfa.gov.ph">oca.cl@dfa.gov.ph</a>, +632 8651-9417</p> <p><i>Presidential Complaints Center:</i> 8888</p> <p><i>CSC Contact Center ng Bayan:</i> 0908-881-6565 (SMS)</p> <p><i>Anti-Red Tape Authority:</i> 8478-5091/ 8478-5099</p>