

**DEPARTMENT OF FOREIGN AFFAIRS  
Office of Consular Affairs  
DFA Aseana**

**PASSPORT DIVISION**

**CITIZEN'S CHARTER**

**External Services**

1. Authentication Services
2. Civil Registration Services
3. **Passport Services**
  - a. **Regular Passport Services**
  - b. Courtesy Lane
  - c. Diplomatic and Official Passport Services
4. Visa Services

**I. PASSPORT REQUIREMENTS AND PROCESS FOR REGULAR PASSPORT APPLICATIONS**

**A. REGULAR PASSPORT FOR FIRST TIME APPLICANTS**

<b>CORE REQUIREMENTS FOR ADULTS</b>	
<b>List of Requirements</b>	<b>Where to Get</b>
Printed Application Form with E-Receipt	passport.gov.ph
PSA Birth Certificate or Report of Birth (1 original, 1 photocopy)	Philippine Statistics Authority (PSA)
Acceptable Valid Government ID (1 original, 1 photocopy)	Social Security System (SSS), Government Service Insurance System (GSIS), Land Transportation Office (LTO), Professional Regulatory Commission (PRC), Philippine Statistics Authority (PSA), Overseas Workers Welfare Administration (OWWA), Commission on Elections (COMELEC), Philippine National Police (PNP), Civil Aviation Authority of the Philippines (CAAP), Maritime Industry Authority (MARINA), City Hall, PhilPost, School ID <i>*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</i>
<b>ADDITIONAL REQUIREMENTS</b>	
<i>*Additional requirements stated below may be required from certain applicants depending on their case.</i>	
For married women using spouse's name: PSA Marriage Certificate or Report of Marriage (original, 1 photocopy)	PSA
For married women who opt to revert to maiden name: PSA annotated marriage certificate (original, 1 photocopy) Death Certificate of spouse (original, 1 photocopy)	PSA
For dual citizens (RA9225): Dual Citizenship documents:	Bureau of Immigration (BI) Foreign Service Posts (FSPs)

<p>Identification Certificate or Oath of Allegiance or Order of Approval (present original, 1 photocopy) Foreign Passport (original, 1 photocopy)</p>	
<p>For naturalized Filipino citizens: Certificate of Naturalization (original, 1 photocopy)</p>	Bureau of Immigration (BI)
<p>For applicants with travel document: Affidavit of Explanation (original) Travel Document (original)</p>	Foreign Service Posts (FSPs)
<p>For applicants with lost travel document: Affidavit of Explanation and travel records (original)</p>	Notary Public Bureau of Immigration (BI)
<p>If PSA Birth Certificate / Report of Birth has lacking data: Annotated PSA Birth Certificate or Proof of filing of supplemental report acknowledged by PSA (present original, 1 photocopy)</p>	Local Civil Registry (LCR) PSA
<p>If PSA Birth Certificate / Report of Birth is discrepant:  Discrepancy in first name: Annotated PSA Birth Certificate reflecting corrected entry or petition for the correction of discrepant data acknowledged by PSA (present original, 1 photocopy)  Discrepancy in other data: Annotated PSA Birth Certificate reflecting corrected entry (present original, 1 photocopy)</p>	Local Civil Registry (LCR) PSA
<p>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)</p>	<p>PSA NBI SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost</p> <p><i>*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</i></p>
<p>If applicant has NO Birth Certificate/Report of Birth  If born after 1950: Late registered Birth Certificate/Report of Birth and IDs that pre-date the late registration or current IDs with NBI Clearance (present original, 1 photocopy)  If born on or before 1950: PSA Authenticated Certificate of No Birth Record and 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)</p>	PSA Notary Public
<p>Old documents to establish identity: School Records Baptismal Certificate NBI Clearance</p>	School Relevant Church NBI

<b>CORE REQUIREMENTS FOR MINORS</b>	
Printed Application Form with E-Receipt <i>*children below 7 years old may avail the courtesy lane</i>	passport.gov.ph DFA
PSA Birth Certificate/PSA Report of Birth (ROB) (1 original, 1 photocopy)	PSA FSP DFA
Passport or Valid Government ID of either parent (present original, 1 photocopy)	DFA, SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost  <i>*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</i>
School ID (for 7 years old and above)	School
<b>ADDITIONAL REQUIREMENTS FOR MINORS</b>	
<i>*Additional requirements stated below may be required from certain applicants depending on their case.</i>	
Accompanied by father:  If parents are married: PSA Marriage Certificate/PSA Report of Marriage (present original, 1 photocopy)  If parents are unmarried: Special Power of Attorney (SPA) and Affidavit of Support and Consent (ASC) executed by the mother (original)	PSA  Notary Public
Minor not accompanied by parent/s during application:  Special Power of Attorney (SPA) designating minor's companion to assist in the application process (original) Passport or acceptable valid Government ID of authorized adult companion (present original, 1 photocopy)	Notary Public/ Foreign Service Post (FSP) / Competent Authorities (for Apostille documents)  DFA, SSS, GSIS, LTO, PRC, PSA OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost  <i>*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</i>
Minor not accompanied by parent/s during application and travel:  Special Power of Attorney (SPA) designating minor's companion to assist in the application process (original) Affidavit of Support and Consent (ASC) executed by the mother (original) Passport or acceptable valid Government ID of authorized adult companion (present original, 1 photocopy) DSWD Clearance (present original, 1 photocopy)	Notary Public/ Foreign Service Post (FSP) / Competent Authorities (for Apostille documents)  DFA, SSS, GSIS, LTO, PRC, PSA OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost, Department of Social Welfare and Development (DSWD)  <i>*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</i>
Minor applicant who has undergone the process of domestic adoption:	Relevant Court PSA

Adoption order (present original, 1 photocopy) Amended PSA Birth Certificate	
Minor applicant is a foundling and NOT for adoption:  PSA certificate of foundling, Passport or acceptable valid Government ID of adult guardian, DSWD Clearance, and Letter of Guardianship issued by Family Court (present original, 1 photocopy)	PSA DSWD  DFA, SSS, GSIS, LTO, PRC, PSA ,OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost  <i>*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</i>

## B. RENEWAL OF REGULAR PASSPORTS

CORE REQUIREMENTS FOR ADULTS	
List of Requirements	Where to Get
Printed Application Form with E-Receipt	passport.gov.ph
Current Passport (1 original, 1 photocopy)	DFA
Acceptable Valid Government ID (1 original, 1 photocopy)	SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost, School ID  <i>*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</i>
CORE REQUIREMENTS FOR MINOR APPLICANTS	
Printed Application Form with E-Receipt <i>*children below 7 years old may avail the courtesy lane</i>	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>	DFA, SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost, School ID  <i>*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</i>
School ID OR Certificate of Enrolment with photo of minor and dry seal of school (for minors 7 to 17 years old).	School
ADDITIONAL REQUIREMENTS FOR ADULTS	
<i>*Additional requirements stated below may be required from certain applicants depending on their case.</i>	
For applications to replace a valid passport declared lost:  Affidavit of Loss (original)	Notary Public Relevant Police Station PSA

<p>Police Report (original) PSA Birth certificate (if no photocopy of passport, original and 1 photocopy) Valid ID (original and 1 photocopy)</p> <p><i>*Please note that there is a 15-day clearing period for applications to replace a valid passport declared lost</i></p>	<p>SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost, School ID</p> <p><i>*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</i></p>
<p>For applications to replace a lost but non-valid/expired passport:</p> <p>Affidavit of loss (original) PSA Birth certificate/ PSA Report of Birth (ROB) (if no photocopy of passport, original and 1 photocopy) Valid ID (original and 1 photocopy)</p>	<p>Notary Public PSA SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost, School ID</p> <p><i>*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</i></p>
<p>For mutilated passport:</p> <p>Affidavit of Explanation (original) Mutilated Passport</p>	<p>Notary Public DFA</p>
<p>For applicants with travel document: Travel Document (original)</p>	<p>FSP</p>
<p>For applicants with lost travel document: Affidavit of Explanation and travel records (original)</p>	<p>Notary Public BI</p>
<p>For minor applicants:</p> <p><i>*Same additional requirements stated above may be required on a case-by-case basis (please visit <a href="http://consular.dfa.gov.ph">consular.dfa.gov.ph</a> for the complete documentary requirements for passport application)</i></p>	<p>Notary Public Relevant Police Station PSA SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost, School ID Other government agencies Relevant court</p> <p><i>*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</i></p>

<b>PASSPORT APPLICATION PROCESS FOR FIRST TIME AND RENEWAL OF REGULAR PHILIPPINE PASSPORTS</b>				
<b>Process</b>	<b>Agency Action</b>	<b>Processing Time</b>	<b>Fees</b>	<b>Person Responsible</b>
<p>Applicant sets an appointment through <a href="http://passport.gov.ph">http://passport.gov.ph</a> and pays online using their credit or debit card, or through BayadCenter payment centers. Applicant may already avail of courier delivery during the appointment process</p>	<p>Loading of Appointment Slots</p>	<p>30 minutes to 1 hour</p>	<p>Php 950.00 for regular <u>or</u> Php 1200 for expedite (Php 50 for convenience fee applies for all applications)</p>	<p><i>Passport Applicant</i></p>
<p>On the day of scheduled appointment, proceed to the Verification Counter and</p>	<p>Verification of Appointment</p>	<p><i>*Applicant must be at the consular office 30 minutes</i></p>	<p>None</p>	<p><i>Verifiers</i> Passport Division</p> <p><i>*Applicants must ensure that the</i></p>

present printed passport application form and valid ID		<i>before the scheduled appointment.</i>  5 minutes		<i>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</i>
Proceed to the Processing Counter and wait to be called to the next available window	Processing of documentary requirements	20 minutes waiting time  10 minutes	None	<i>Processors</i> Passport Division
Proceed to Passport Enrollment Center (PEC) and present documents	Photo and data capturing	20 minutes waiting time  10 minutes	None	<i>Encoders</i> Passport Division
Courier service on-site: Applicant's current passport will be cancelled by Passport Processor before courier service staff can accept application for courier service delivery	Advise applicant on the availability of courier service on-site	10 minutes	Php 150 (fee charged by courier service staff)	<i>Courier Service Provider</i>
Collection in person:  On the estimated date of release, proceed to the Releasing Section at the 1st floor at DFA-Aseana  Place receipt in designated box and wait for name to be called.  Verify all details in passport are correct.  Sign on signature pad.  present old passport for cancellation	Releasing of passports to the applicant	*After six (6) to seven (7) working days for expedited processing or twelve (12) working days for regular processing  20 minutes waiting time  10 minutes	None	<i>Releasing Officers</i> Passport Division
Collection via courier service:  Courier company staff proceeds to ASEANA Releasing Unit to collect passports for delivery  Releasing Unit turns over passports  Applicant receives new passport at specified address	Releasing of passports to applicants via the authorized courier service provider	1 minute  10-15 minutes  Delivery date depends on delivery commitment schedule of	None  None  None	Releasing Unit  Staff, Releasing Unit  Courier service

		courier service provider		
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## II. PASSPORT RELEASING REQUIREMENTS AND PROCESS

List of Requirements (On-Site Collection)	Where to Get
Original DFA issued receipt	Applicant
Old Passport (for renewal applications)  * In case of a lost receipt, the applicant or authorized representative is required to present the Original notarized Affidavit of Lost Receipt executed by the applicant	Applicant Notary Public
In case the applicant is unable to claim his/her passport, immediate family members* are allowed to claim the passport in behalf of the applicant  <ul style="list-style-type: none"> <li>• Authorization letter (must mention affiliation with applicant),</li> <li>• Original DFA issued receipt,</li> <li>• Valid ID (original and photocopy) of applicant and representative</li> </ul> *Immediate family members of legal age such as parents, brother, sister, spouse or children	Notary public SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost,  <i>*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</i>
In case a person other than an immediate family member will claim the applicant's passport  <ul style="list-style-type: none"> <li>• Original notarized Special Power of Attorney (SPA) executed by the applicant, issued to the authorized representative</li> <li>• Valid ID (original and photocopy) of applicant and representative indicated in the Special Power of Attorney</li> </ul>	Notary public SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost,  <i>*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</i>
For minor applicants  <ul style="list-style-type: none"> <li>• If passport will be claimed by mother, claimant must present original DFA issued receipt and valid ID</li> <li>• If passport will be claimed by father, claimant must present original DFA issued receipt, valid ID and PSA documents indicating proof of parental authority over the minor</li> </ul>	Notary public SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost, School ID  <i>*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</i>

List of Requirements (collection via courier)	Where to Get
Original Courier-issued receipt	Issued by the Courier Service Provider
<p>In case the applicant is unable to receive his/her passport from the courier, immediate family members* are allowed to receive the passport in behalf of the applicant</p> <ul style="list-style-type: none"> <li>• Authorization letter (must mention affiliation with applicant),</li> <li>• Original DFA issued receipt,</li> <li>• Valid ID (original and photocopy) of applicant and representative</li> </ul> <p>*Immediate family members of legal age such as parents, brother, sister, spouse or children</p>	<p>Notary public SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost,</p> <p><i>*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</i></p>
<p>In case a person other than an immediate family member will receive the applicant's passport</p> <ul style="list-style-type: none"> <li>• Original notarized Special Power of Attorney (SPA) executed by the applicant, issued to the authorized representative</li> <li>• Valid ID (original and photocopy) of applicant and representative indicated in the Special Power of Attorney</li> </ul>	<p>Notary public SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost,</p> <p><i>*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</i></p>
<p>For minor applicants</p> <ul style="list-style-type: none"> <li>• If passport will be received by mother/father or legal guardian, receiver must present original courier issued receipt and valid ID</li> <li>• If passport will be received by an immediate family member, Letter of Authority executed by either mother/father or legal guardian, issued to the. authorized representative shall be presented to the courier representative.</li> <li>• Valid ID (original and photocopy) of mother/father or legal guardian and representative indicated in the Letter of Authority.</li> <li>• If passport will be received by an authorized representative other than the immediate family member, Original notarized Special Power of Attorney (SPA) executed by the mother/father or legal guardian, issued to the authorized representative.</li> <li>• Valid ID (original and photocopy) of mother/father or legal guardian and</li> </ul>	<p>Notary public SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost, School ID</p> <p><i>*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</i></p>



representative indicated in the Special Power of Attorney				
<b>Process (On-Site Release)</b>	<b>Agency Action</b>	<b>Processing Time</b>	<b>Fees</b>	<b>Person Responsible</b>
1. Proceed at the Releasing Unit of the Passport Division on the scheduled release date.	Collection of the passports receipts	*Depending on the scheduled release date	None	Applicant
2. Applicant shall present the copy of the DFA-issued receipt, valid ID and shall wait for name to be called by the releasing officer.  <i>*Applicants must present the necessary documentary requirements for the release of passports.</i>	Locate the applicant's passport	5 minutes	None	Applicant Staff, Passport Releasing Unit  <i>*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</i>
3. Applicant verify the correctness of the passport received and signs the log sheet. Applicant presents the previously issued passport/s for cancellation (if renewal)	Release the passport to the applicant.	2 minutes	None	Applicant Staff, Passport Releasing Unit

**III. UNCLAIMED PASSPORT CERTIFICATION REQUIREMENTS AND PROCESS** (pursuant to Department Order No. 2021-012 on the Disposal on the Unclaimed and Spoiled Passports) A passport left unclaimed by its holder one (1) year after the date it was received by DFA Consular Offices (COs)/Foreign Service Posts (FSPs) shall be cancelled.

<b>List of Requirements</b>		<b>Where to Get</b>		
Confirmation Email		Client Concerns Officer through passportconcerns@dfa.gov.ph		
Valid ID  <i>*For parents/legal guardian requesting a Unclaimed Passport Certificate for a child (aged 17 years and below) valid of the parent or the legal guardian</i>		SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost, School ID  <i>*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</i>		
Passport Receipt or Courier Receipt (if available)		Applicant		
<b>Process</b>	<b>Agency Action</b>	<b>Processing Time</b>	<b>Fees</b>	<b>Person Responsible</b>
1. Email request to <a href="mailto:passportconcerns@dfa.gov.ph">passportconcerns@dfa.gov.ph</a> with scanned copy of the passport holder's valid ID and/or Copy of Passport	Reply to applicant's request sent to passportconcerns@dfa.gov.ph	1 – 3 days	None	Passport Applicant Client Concerns Officer – OPMS

Receipt/Courier Receipt				
2. Visit OCA on scheduled appointment date	Accommodate the applicant	*Depends on the scheduled date	None	Staff, Passport Division – SCPU
3. Proceed to Special Concerns and Pending Unit to get queue number and wait to be called	Provide queueing number	5 minutes	None	Security Guard Staff, Passport Division – SCPU
4. Case Officer interviews the applicant and verifies the unclaimed passport record in the Epassport issuance module to verify and evaluate the request	Evaluation and processing of presented documentary requirements	10 minutes	None	Staff, Passport Division – SCPU
5. Collection of Unclaimed Passport Certification/s  If the unclaimed certification is being claimed by an immediate family member: <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or a valid government ID.</li> </ul> If the person claiming is not an	Release the unclaimed passport certificate to the applicant/authorized representative	10 minutes	None	Staff, Passport Division – SCPU

<p>immediate family member</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or a valid government ID.</li> </ul> <p>5.1 Receive certificate</p>				
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#### IV. PASSPORT CERTIFICATION REQUIREMENTS AND PROCESS

List of Requirements	Where to Get
Confirmation Email	Client Concerns Officer through <a href="mailto:passportconcerns@dfa.gov.ph">passportconcerns@dfa.gov.ph</a>
Accomplished Application Form	Passport Division
Clear scanned copy of current passport data page	Applicant existing Philippine Passport
For non-issuance of Philippine passport: Valid ID	SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost, School ID  <i>*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</i>
<i>*For parents/legal guardian requesting a Certificate of No Passport Issuance for a child (aged 17 years and below)</i>  Scanned copy of child's Birth Certificate AND Passport or ID of requesting parent/legal guardian (present Letter of Guardianship issued by Family Court)	PSA  SSS, GSIS, LTO, PRC, PSA, OWWA, COMELEC, PNP, CAAP, MARINA, City Hall, PhilPost, School ID  <i>*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</i>

Family Court

Process	Agency Action	Processing Time	Fees	Person Responsible
1. Email request <a href="mailto:passportconcerns@dfa.gov.ph">passportconcerns@dfa.gov.ph</a> with scanned copy of passport data page and filled up request form downloaded from website and wait for the confirmation email.	Reply to applicant's email sent to <a href="mailto:passportconcerns@dfa.gov.ph">passportconcerns@dfa.gov.ph</a>	1 – 3 days	None	Passport Applicant Client Concerns Officer - OPMS
2. Visit OCA on scheduled appointment for the collection of the certificate.	Accommodate the applicant	20 minutes	None	Staff, Passport Division – SCPU
3. Proceed to Special Concerns and Pending Unit to get queue number and wait to be called	Provide queueing number and call the applicant	5 minutes	None	Security Guard Staff, Passport Division – SCPU
4. Pay the required fee at the Cashier	Collection of payment	10 minutes	PHP 100 per document applied in the Philippines	<i>Passport Applicant</i>
<p>5. Collection of Passport Certification/s</p> <p>If the certification is being claimed by an immediate family member:</p> <ul style="list-style-type: none"> <li>• Written authorization letter by the passport holder;</li> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or a valid government ID.</li> </ul> <p>If the person claiming is not an immediate family member</p> <ul style="list-style-type: none"> <li>• A notarized Special Power of Attorney (SPA) executed by the Passport Holder.</li> </ul>	Release the requested certificate to the applicant/s or authorized representative	30 minutes	None	Staff, Passport Division – SCPU

<ul style="list-style-type: none"> <li>• Passport holder's copy of his/her passport or valid government ID.</li> <li>• Authorized representative shall also be required to present his/her passport or a valid government ID.</li> </ul>				
5.1 Receive certificate				

**IV. CONVENTION TRAVEL DOCUMENT FOR STATELESS PERSONS AND REFUGEES REQUIREMENTS AND PROCESS**

List of Requirements	Where to Get			
Confirmation Email	Client Concerns officer through passportconcerns@dfa.gov.ph			
Accomplished Application Form	DFA Passport Division – Special Concerns and Pending Unit (SCPU)			
Indorsement letter from Department of Justice (DOJ) for issuance of travel document	Department of Justice - Refugees and Stateless Persons Protection Unit			
Request letter from applicant for issuance of travel document	Applicant			
Alien Certificate of Registration Identity Card (ACR I-Card)	Bureau of Immigration			
In case of renewal: nonvalid/expired or expiring MRCTD	Applicant			
In case of lost MRCTD: Affidavit of Loss and Police Report	Notary Public, Relevant Police Station			
Process	Agency Action	Processing Time	Fees	Person Responsible
1. Proceed to Special Concerns to get queue number and wait to be called	Provide queueing number and call the applicant	1 minute	None	Security Guard Staff, Passport Division - SCPU
2. Fill up the application form and present valid ID	Provide application form and evaluate presented documents	10 minutes	None	Staff, Passport Division
3. Pay the required fee at the Cashier	Collection of payment	10 minutes	PHP 500	MRCTD Applicant Staff, Cashier
4. Present receipt 4.1 Return on the schedule release date	Advise applicant on the rescheduled	*After seven working days 10 minutes	None	MRCTD Applicant Staff, Passport Division - SCPU

	release date of MRCTD			
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FEEDBACK AND COMPLAINTS	
<b>How to Send Feedback?</b>	<p>Fill out the client feedback form available at the counter of each process. (Verification Unit, Processing Unit, Passport Enrolment Center, Releasing Unit, Special Concerns and Pending Unit)</p> <p>Drop the accomplished form in the designated drop box located at each unit.</p> <p>Contact info: 8 651 – 9400 and <a href="mailto:passportconcerns@dfa.gov.ph">passportconcerns@dfa.gov.ph</a></p>
<b>How to file a complaint?</b>	<p>For filing of complaints, please send the written complaint via email at <a href="mailto:oca.cocnerns@dfa.gov.ph">oca.cocnerns@dfa.gov.ph</a> and/or <a href="mailto:passportconcerns@dfa.gov.ph">passportconcerns@dfa.gov.ph</a></p> <p>Kindly provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person or unit being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>You may also send your complaints via this <a href="#">Client Feedback Form</a>.</p> <p>For inquiries and follow-ups, clients may contact 8 651-9400</p>
<b>DFA Passport Division</b>	<p>86519400 oca.passport@dfa.gov.ph <a href="mailto:passportconcerns@dfa.gov.ph">passportconcerns@dfa.gov.ph</a></p> <p><b>For Passport Appointment Concerns:</b> (02)8234 - 3488 Weekdays: 6am to 10pm Weekends: 8am to 8pm</p> <p><b>For Passport, Authentication and other Consular Inquiries:</b> (02)8651 - 9400</p> <p><b>Passport Releasing Hotline:</b> 0939-320-0569 (Smart)</p>
<b>Presidential Complaints Center (PCC)</b>	8888
<b>CSC Contact Center ng Bayan (CCB)</b>	0908-881-6565 (SMS)
<b>Anti-Red Tape Authority (ARTA)</b>	8478-5091/8478-5099