



DEPARTMENT OF FOREIGN AFFAIRS
OFFICE OF CONSULAR AFFAIRS (DFA-OCA)
 BRADCO AVE. COR. MACAPAGAL BLVD., ASEANA BUSINESS PARK
 PARAÑAQUE CITY, PHILIPPINES

DFA-OCA SERVICE : VISA APPLICATION

WHERE TO APPLY	DFA-OCA ASEANA (Third Floor) Address: Bradco Ave. corner Macapagal Blvd., ASEANA Business Park, Parañaque City, PH Operational hours: Monday to Friday 8:00 am to 5:00 pm
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RENEWAL OF 9(E) VISA OF FOREIGN GOVERNMENT OFFICIALS AND REPRESENTATIVES OF INTERNATIONAL ORGANIZATIONS ACCREDITED IN THE PHILIPPINES, THEIR DEPENDENTS, HOUSEHOLD MEMBERS, AND ISSUANCE OF 9(E) VISA TO NEWBORN CHILD

REQUIREMENTS	WHERE TO GET
<ul style="list-style-type: none"> • Note Verbale/Letter of Endorsement from the requesting Foreign Embassy/Consulate/International Organization accredited in the Philippines • Original Passport of the applicant • Application form • Two (2) pcs Passport size photos • Copy of latest valid visa • Copy of 9(e) arrival stamp in the Philippines • Proof of marital union or copy of Protocol Diplomatic ID (for dependent spouse only) • Copy of Principal's visa and passport (for dependents and household members) 	From the requesting Foreign Government Entity and International Organizations accredited in the Philippines

APPROVAL AND ISSUANCE OF APEC BUSINESS TRAVEL CARD (ABTC) APPLICATION (NEW APPLICATION AND RENEWAL)

REQUIREMENTS	WHERE TO GET
<ul style="list-style-type: none"> • ABTC application form • Photocopy of applicant's passport • Bureau of Immigration and National Bureau of Investigation Certification • Current photo of the applicant • Resume/Curriculum Vitae • Employment Certificate • Certified True Copy of Company's Securities & Exchange Commission registration • Company Profile • Organizational Chart 	DFA-OCA Website (https://bit.ly/2wht7Js) BI (http://immigration.gov.ph/) NBI (http://nbi.gov.ph/) From the requesting party Securities & Exchange Commission http://www.sec.gov.ph/

<ul style="list-style-type: none"> • Latest Audited Balance Sheet of Income Statement • Name/Address/Contact Numbers of Business Partners in APEC • Annual Volume of past and current transaction with business partners in APEC • Past and current activities in APEC • Statement of how the company will benefit from ABTC scheme 	
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ACCEPTANCE OF DEPARTMENT OF TOURISM'S (DOT) NEWLY ACCREDITED AND RENEWED ACCREDITATION OF PH-PROC TOUR OPERATOR/S TO BE TRANSMITTED TO FOREIGN SERVICE POSTS IN CHINA

REQUIREMENTS	WHERE TO GET
<ul style="list-style-type: none"> • Request letter from the Tour Operator • Letter of Guarantee • Original Letter of Endorsement from Department of Tourism • Certified True Copy of Certificate of Accreditation from Department of Tourism • Authenticated Cooperation Agreement of Philippines and People's Republic of China Tour Operator • Seven (7) photocopies of all documents 	From the Newly Accredited Tour Operator
<ul style="list-style-type: none"> • Valid Cooperation Agreement • Expired Cooperation Agreement 	From the Renewed Accredited Tour Operator

ACCEPTANCE OF ENDORSEMENT LETTER FROM PHILIPPINE GOVERNMENT AGENCY AND FOREIGN GOVERNMENT ENTITY FOR ISSUANCE OF APPROPRIATE VISAS AT FOREIGN SERVICE POSTS

REQUIREMENTS	WHERE TO GET
<ul style="list-style-type: none"> • Endorsement Letter from the Requesting Government Agency or Foreign Government Entity • Copy of applicant's passport • Copy of the itinerary of travel 	From the Philippine Government Agency or Foreign Government Entity

ACCEPTANCE OF ENDORSEMENT LETTER OR NOTE VERBALE FOR 47(A)(2) VISA APPLICATION FROM FOREIGN EMBASSIES AND INTERNATIONAL ORGANIZATIONS ACCREDITED IN THE PHILIPPINES

REQUIREMENTS	WHERE TO GET
<ul style="list-style-type: none"> • Endorsement letter from the requesting Private Entities addressed to the Foreign Service Post copy furnished the Office of Consular Affairs - Visa Division • Copy of applicant's passport • Copy of the itinerary of travel 	From the requesting Foreign Embassies and International Organizations accredited in the Philippines

APPLICATION			
PROCESS	PROCESSING TIME	FEE	PERSON RESPONSIBLE
Submission of requirements to the Visa Assistant who will assess the application	15 minutes	None	Visa Assistant

EVALUATION FOR APPROVAL / DENIAL OF PROCESSING TIME IN COORDINATION WITH OTHER GOVERNMENT AGENCIES			
PROCESS	PROCESSING TIME	FEE	PERSON RESPONSIBLE
Renewal of 9(e) Visa of Foreign Government Officials and Representatives of International Organizations Accredited in the Philippines, their Dependents, Household Members, and Issuance of Visa to Newborn Child	7 working days	None	Visa Assistant
Approval and Issuance of APEC Business Travel Card (ABTC) Application (New Application & Renewal)	60-90 working days		ABTC Desk Assistant
Acceptance of DOT's Newly Accredited and Renewed Accreditation of PH-PROC Tour Operator/s to be transmitted to Foreign Service Posts in China	20 working days		Visa Assistant
Acceptance of Endorsement Letter from Philippine Government Entity and Foreign Government Entity for Issuance of Appropriate Visas at Foreign Service Posts	7 to 20 working days		Visa Assistant
Acceptance of Endorsement Letter or Note Verbale for 47(a)(2) Visa Application from Foreign Embassies and International Organization Accredited in the Philippines	7 working days		Visa Assistant

RELEASING / ISSUANCE OF VISA AT THE VISA DIVISION			
PROCESS	PROCESSING TIME	FEE	PERSON RESPONSIBLE
Renewal of 9(e) Visa of Foreign Government Officials and Representatives of International Organizations Accredited in the Philippines, their Dependents, Household Members, and Issuance of Visa to Newborn Child	7 working days	None	Visa Assistant
Approval and Issuance of APEC Business Travel Card (ABTC) Application (New Application & Renewal)	90 working days		ABTC Desk Assistant

FEEDBACK AND COMPLAINTS	
How to send feedback?	<p>Fill out the client feedback form available at the counter.</p> <p>Drop the accomplished form in the designated drop box located at the front desk.</p> <p>Contact info: +632-8836-7763 and oca.visa@dfa.gov.ph or online via this link: http://tiny.cc/dzcdmz</p>
How to file a complaint?	<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 at oca.visa@dfa.gov.ph and/or oca.concerns@dfa.gov.ph</p> <p>Kindly provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained of - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: +632-8836-7763</p>
DFA OCA Visa Division	+632-8836-7763 oca.visa@dfa.gov.ph
Presidential Complaints Center (PCC)	8888
CSC Contact Center ng Bayan (CCB)	0908-881-6565 (SMS)
Anti-Red Tape Authority (ARTA)	8478-5091/ 8478-5099