

MISSION

To advance the interests of the Philippines and the Filipino people in the world community.

VISION

THE DEPARTMENT OF FOREIGN AFFAIRS is the prime agency of government responsible for the pursuit of the State's foreign policy and the nerve center for a Foreign Service worthy of the trust and pride of every Filipino.

We are an organization of competent, dedicated and highly motivated personnel, who devote their energies to the benefit of the Filipino people.

We implement foreign policy with the highest standards of professionalism and commitment.

We pursue bilateral, regional and multilateral relations to advance the interest of the Philippines and the Filipinos.

We build partnerships with national security and development agencies, think-tanks, and the academe, the private sector, the media and civil society in the interest of the nation and the people.

We endeavor to promote regional and global cooperation in order to achieve peace, prosperity and stability.

In the global arena, we work for social justice especially for the poor, human rights and fundamental freedoms, and a democratic way of life.

We are committed to secure a world free from serious environmental degradation, transnational crime and proliferation of nuclear weapons.

Our missions abroad are the partners of Filipinos overseas in the pursuit of the national interest and in the promotion and protection of their rights and well-being.

We have a highly responsive system, which ensures effective delivery of services.

Our personnel are our greatest asset.

We are committed to the personal, professional and career development of each employee.

In pursuit of our goals, we strive for and live by the principles of excellence, integrity and patriotism.

PASSPORT APPLICATION PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception Area	Submit duly-accomplished Passport Application Form	Check in DFA Watchlist system if applicant is included in the Look-Out-List. Evaluate duly-accomplished passport application form and requirements	5-10 minutes	Consular Assistant			Passport Application Form
2	Reception Area	Pay the passport fee	Accept payment and issue Official Receipt (OR)	5 minutes	Collecting Officer	<i>Refer to Schedule of Consular Service Fees</i>		OR
3	Passport Encoding Area	Check and confirm correctness of the encoded data	Check the completeness and accuracy of the input of the client as per appointment in (GOAS)	5-10 minutes	Consular Assistant			
4	Passport Encoding Area	Affix signature and thumb mark	Encode the applicant's personal information, signature and fingerprints in the Data Encoding Machine (DCM)	5-10 minutes	Consular Assistant			
5			Inform the applicant of the 6- to 8-week processing time		Consular Assistant			
6			Transmit passport applications to the Department	5 minutes	Head of Consular Section (if not available, other authorized approving officers: 1) Consul/ Administrative Officer)			
END OF TRANSACTION								

DURATION: 25-40 minutes
6-8 weeks (application until release)

PASSPORT RELEASE PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception Area	Present old passport	Receive old passport and inform the applicant to wait at the reception	7 minutes	Consular Assistant			
2	Consular Section		Locate the passport					
3	Reception Area		Request applicant to check the accuracy of the entries in his/her passport					
4	Reception Area	Check and confirm correctness of all the details in his/her new passport	Cancel old passport					
5	Reception Area		Release new passport and return old cancelled passport					
6	Reception Area	Receive new and old passport and sign passport application form	Request the applicant to sign on the RECEIVED NEW PASSPORT and RECEIVED CANCELLED PASSPORT fields in the passport application form					Passport Application Form
END OF TRANSACTION								

If the applicant cannot personally claim his/her passport, an immediate family member or an authorized representative shall present an original Authorization Letter to claim the passport on behalf of the applicant. Both documents should contain the name and a copy of the ID of the authorized individual.

DURATION: 7 minutes

NOTARIAL SERVICES PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception Area	Request for notarization of document/s	Evaluate the applicant's requests for notarization of document/s	5 mins.	Consular Assistant			
2	Reception Area	Submits the documents (e.g. Affidavit, Special Power of Attorney (SPA)), and other supporting documents, if any, for notarization	Review the draft affidavit/document requiring notarization and request for supporting documents as deemed necessary	5 mins.	Consular Assistant			Document/s for notarization (e.g. affidavit, SPA)
3	Reception Area	Pay the notarial fee	Accept payment and issue Official Receipt (OR)	5 mins.	Finance Officer	25	550,000	OR
4	Consular Section		Process the notarization of the document	10 mins.	Consular Assistant			Document/s for notarization (e.g. affidavit, SPA)
5	Reception Area	Receive notarized form within the day, subject to the availability of the signing officer. Otherwise, the document will be released on the next working day.	Release notarized document/s	2 mins	Consular Assistant			Notarized document/s for notarization (e.g. affidavit, SPA)
END OF TRANSACTION								

DURATION: processing of application (1-2 working days)

ACKNOWLEDGEMENT OF DOCUMENTS

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception Area	Request for notarization of document/s through acknowledgement	Evaluate the applicant's requests for notarization of document/s through Acknowledgement	5 mins.	Consular Assistant			
2	Reception Area	Submit documents (e.g. Special Power of Attorney (SPA), and other supporting documents, if any, for acknowledgement	Evaluate applicant's form and attachments, if any	5 mins.	Consular Assistant			Document/s for acknowledgement
3	Reception Area	Pay the notarial fee	Accept payment and issue Official Receipt (OR)	5 mins.	Collecting Officer	25	550,000	OR
4	Consular Section		Process the notarization of the document via acknowledgement	after 1 working day (depending on the availability of the signing officer and the volume of consular applications to be processed, it can be processed within the same working day)	Consular Assistant Head of Consular Section			Document/s for acknowledgement
5	Reception Area	Receive notarized form within the day, subject to the availability of the signing officer. Otherwise, the document will be released on the next working day.	Release notarized document/s via acknowledgement	2 mins	Consular Assistant			Document with certificate of acknowledgement

END OF TRANSACTION

DURATION: processing of application (1-2 working days)

CERTIFICATION OF DOCUMENTS

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception Area	Request for certification	Evaluate the applicant's requests for certification	5 mins.	Consular Assistant			
2	Reception Area	Submit document/s and other requirements relevant to the request for a certification	Evaluates the documents for a certification and its requirements	5 mins.	Consular Assistant			
3		Pay the certification fee	Accept payment and issue Official Receipt (OR)	5 mins.	Finance Officer	25	550,000	OR
4	Consular Section		Process the certification	after 1 working day (depending on the availability of the signing officer and the volume of consular applications to be processed, it can be processed within the same working day)	Consular Assistant			
5	Reception Area	Receive certification form within the day, subject to the availability of the signing officer. Otherwise, the document will be released on the next working day.	Release the certification	2 mins	Consular Assistant			Certification
END OF TRANSACTION								

DURATION: processing of application (1-2 working days);

CERTIFIED TRUE COPY (CTC) SERVICES PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Request for the CTC of document/s issued by the Embassy by submitting a copy of the relevant document	Evaluate the applicant's request and check whether the document was issued by the Embassy or not	10 mins	Consular Assistant			Document for CTC
2		Pay the CTC of document/s fee	Accept payment and issue Official Receipt (OR)	5 mins	Collecting Officer	25	550,000	OR
3	Consular Section		Process the CTC of the document/s to be signed by the authorized signing officer: 1. Head of Consular Section 2. Consul if the Head of Consular Section is not Available	after 1 working day (depending on the availability of the signing officer and the volume of consular application to be processed, it can be processed within the same working day)	Consular Assistant Head of Consular Section (Consul if the Head of Consular Section is not available)			Document for CTC
4	Reception Area	Receive the CTC of the document within the day, subject to the availability of the signing officer. Otherwise, the document will be released on the next working day.	Release the CTC of the document/s	2 mins	Consular Assistant			Processed document
END OF TRANSACTION								

DURATION: 22 minutes

NBI CLEARANCE APPLICATION FORM PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Request for a NBI clearance application.	Evaluate the applicant's requests for NBI clearance and other requirements.	5 mins.	Consular Assistant			
2		Pay the NBI clearance notarization fee	Accept payment and issue Official Receipt (OR)	5 mins.	Collecting Officer	25	550,000	OR
3			Provide the NBI Form No. 5 for the applicant to accomplish	1 min	Consular Assistant			NBI Form No. 5
4		Submit duly accomplished NBI Form No. 5	Evaluate completeness and correctness of details in the NBI Form No. 5 Take the fingerprints impressions of the applicant.	15 mins	Consular Assistant			NBI Form No. 5
5	Consular Section		Process the notarization of the NBI clearance Form No. 5.	after 1 working day (depending on the availability of the signing officer and the volume of consular application to be processed, it can be processed within the same working day)	Consular Assistant Head of Consular Section (Consul if the Head of Consular Section is not available)			NBI Form No. 5

6	Reception area	Receive the notarized NBI Form no. 5 form within the day, subject to the availability of the signing officer. Otherwise, the document will be released on the next working day	Release the notarized NBI Form No. 5.	2 mins	Consular Assistant			Notarized NBI Form No. 5
END OF TRANSACTION								

DURATION: processing of application (1-2 working days)

AUTHENTICATION OF EMPLOYMENT CONTRACTS PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Request for authentication of employment contract and submit copies of supporting documents	<p>Evaluate the request for authentication and give initial feedback to the client on other necessary documents (if initial documents submitted are not yet complete) which would be needed to fully review the request and supporting documents.</p> <p>Inform client to expect a feedback to be sent by the Consular Section via email within 3-5 working days</p>	15-30 mins.	Consular Assistant			Employment Contract
2	Consular Section		<p>Review compliance of contract in accordance with POEA Memorandum Circular 08 series of 2018 of the Department of Migrant Workers (DMW)</p> <p>Check other employment documents to ensure that the information contained in the said documents are consistent with the content of the employment contract</p> <p>Email the client on the outcome of review of documents</p> <p>If all documents are in order, request for the MOFA-stamped employment contract</p>	3-5 working days	<p>Consular Assistant</p> <p>Head of Consular Section</p>			Employment Contract
3	Reception area	Client submits the employment contract stamped by the Lao Ministry of Foreign Affairs' Consular Affairs Department and other necessary documents that may be requested	<p>Receive the employment contract stamped by the Lao Ministry of Foreign Affairs' Consular Affairs Department and other necessary documents that were requested from the client via email</p> <p>Check if all the documents are in order</p>	10 minutes	Consular Assistant			Employment Contract
4	Reception area	Pay the authentication fee	Accept payment and issue Official Receipt (OR)	5 mins.	Collecting Officer	25	550,000	OR

5	Consular Section		Process the authentication of document/s or employment contract	after 1 working day (depending on the availability of the signing officer and the volume of consular applications to be processed, it can be processed within the same working day)	Consular Assistant Head of Consular Section			Employment contract
6	Reception Area	Receive authenticated employment contract	Release authenticated employment contract	5 mins	Consular Assistant			Authenticated employment contract
END OF TRANSACTION								

For employment contracts, certificates of employment and other documents not issued or stamped by the Lao government agencies, the Lao Ministry of Foreign Affairs' Consular Department may require stamps from the Lao Ministry of Justice or the Lao People's Supreme Court.

DURATION: Authentication of employment contract: 5-7 working days (including review)

AUTHENTICATION OF OTHER DOCUMENTS

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception Area	Request for authentication of document/s	Evaluate requests for authentication services	3 mins.	Consular Assistant			Document for authentication
2	Reception Area	Submit document/s verified (stamped) by the Lao Ministry of Foreign Affairs' Consular Affairs Department	Check the applicant's document/s stamped by the Lao MOFA Consular Affairs Department and signature of its officer	5 mins.	Consular Assistant			Document for authentication
3	Reception Area	Pay the authentication fee	Accept payment and issue Official Receipt (OR)	5 mins.	Collecting Officer	25	550,000	OR
4	Consular Section		Process the authentication of document/s	after 1 working day (depending on the availability of the signing officer and the volume of consular application to be processed, it can be processed within the same working day)	Consular Assistant Head of Consular Section			Document for authentication
5	Reception Area	Receive authenticated document/s	Release authenticated document/s	5 mins	Consular Assistant			Authenticated document
END OF TRANSACTION								

For employment contracts, certificates of employment and other documents not issued or stamped by the Lao government agencies, the Lao Ministry of Foreign Affairs' Consular Department may require stamps from the Lao Ministry of Justice or the Lao People's Supreme Court.

DURATION: processing of application (1-2 working days)

VISA SERVICES PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Submit application form and requirements applicable both for MRV and PVMS online visa applicants.	Check application form and requirements and evaluate applicant's request for visa		Consular Assistant			
2			Check Visa's Look-Out-List		Consular Assistant			
3	Reception area	Pay the visa fee	Accept payment and issue Official Receipt (OR)		Collecting Officer	<i>Refer to Schedule of Consular Service Fees</i>		
4			Inform the applicant of the date of release of the visa		Consular Assistant			
END OF TRANSACTION								

DURATION: 3-13 working days (depending on restriction classification of applicant, as applicable)

REGISTRATION OF REPORT OF BIRTH (ROB) PROCEDURES

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception Area	Request for the registration of birth	Evaluate requests for registration of birth	3 mins	Consular Assistant			ROB Form
2	Reception Area	Submit duly-accomplished ROB form and requirements	Evaluate completeness and correctness of details in the duly-accomplished ROB form and requirements	5 mins	Consular Assistant			ROB Form
3	Reception Area	Pay the ROB processing fee	Accept payment and issue Official Receipt (OR)	5 mins	Collecting Officer	25	550,000	OR
4	Consular Section		Process the registration of ROB	20 mins	Consular Assistant Head of Consular Section			ROB Form
5	Reception Area	Receive registered ROB form within the day, subject to the availability of the signing officer. Otherwise, the document will be released on the next working day	Release the registered ROB form	5 mins	Consular Assistant			Registered ROB Form
END OF TRANSACTION								

DURATION: 38 minutes

REGISTRATION OF REPORT OF MARRIAGE (ROM)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception Area	Request for the registration of foreign marriage	Evaluate requests for registration of foreign marriage	3 mins	Consular Assistant			ROM Form
2	Reception Area	Submit duly-accomplished ROM form and requirements	Evaluate completeness and correctness of details in the duly-accomplished ROM form and its requirements	5 mins	Consular Assistant			ROM Form
3	Reception Area	Pay the ROM processing fee	Accept payment and issue Official Receipt (OR)	5 mins	Collecting Officer			OR
4	Consular Section		Process the registration of ROM	after 1 working day (depending on the availability of the signing officer and the volume of consular applications to be processed, it can be processed within the same working day)	Consular Assistant Head of Consular Section			ROM Form
5	Reception Area	Receive registered ROM form within the day, subject to the availability of the signing officer. Otherwise, the document will be released on the next working day.	Release the registered ROM form	5 mins	Consular Assistant			Registered ROM Form
END OF TRANSACTION								

DURATION: processing of application (1-2 working days)

REGISTRATION OF REPORT OF DEATH PROCEDURES

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Submit duly-accomplished ROD form and requirements	Evaluate completeness and correctness of details in the duly-accomplished ROD form and its requirements	10 mins	Consular Assistant			ROD Form
2	Reception area	Pay the ROD processing fee	Accept payment and issue Official Receipt (OR)	5 mins	Collecting Officer	25	550,000	OR
3	Consular Section		Process the registration of ROD	after 1 working day (depending on the availability of the signing officer and the volume of consular applications to be processed, it can be processed within the same working day)	Consular Assistant Head of Consular Section			ROD Form
4	Reception area	Receive registered ROD form within the day, subject to the availability of the signing officer. Otherwise, the document will be released on the next working day.	Release the registered ROD form	5 mins	Consular Assistant	N/A	N/A	Registered ROD form
END OF TRANSACTION								

DURATION: Processing of application (1-2 working days)

MARRIAGE LICENSE

Processing of application for Marriage License (including actual posting of Notice of Marriage)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception Area	Submit application for Marriage License which will be used for the solemnization of marriage at the Embassy	Evaluate requests for application for solemnization of marriage Check the completeness and correctness of the details in the Application for Marriage License	15 mins	Consular Assistant			Application for Marriage License
2	Reception Area	Submit other requirements	Evaluate other requirements	10 mins	Consular Assistant			Application for Marriage License
3	Reception Area		Provide relevant information regarding the 10-day posting of Notice of Marriage procedures Advise applicant to come back after the 10-day posting of Notice of Marriage	3 mins	Consular Assistant			Notice of Marriage
4	Reception Area, website and Post's official social media account		Process the Notice of Marriage for the 10-day posting of Notice of Marriage Post the Notice of Marriage at the Embassy's reception area, website, and official social media account	10 mins	Consular Assistant			Notice of Marriage
AFTER THE 10-DAY POSTING OF NOTICE OF MARRIAGE								
1	Reception Area	Appear at the Embassy after the 10-day posting of Notice of Marriage	Inform the applicant regarding the posting of Notice of Marriage If nobody submits comments or objections to the Notice of Marriage, the applicants will be asked to pay fee	3 mins	Consular Assistant			Notice of Marriage
2	Reception Area	Pay the following fees:	Accept payment and issue Official Receipt (OR)	5 mins	Collecting Officer			OR

		1. Notarization of the Application for Marriage License fee				25	550,000	
		2. Marriage License fee				25	550,000	
		3. Solemnization Fee				60	1,320,000	
		4. Registration of Report of Marriage (ROM) Fee				25	550,000	
3	Reception Area	Schedule the date of marriage and provide other details required for the solemnization	Provide relevant information on the solemnization of marriage at the Embassy	5 mins	Consular Assistant			
4	Consular Section		Process and prepare the relevant documents for the marriage	20 mins	Consular Assistant			Application for Marriage License Marriage License, ROM
END OF TRANSACTION								

DURATION: 10 calendar days + 2 working days (1 working day before the notice and 1 working day after the notice)

SOLEMNIZATION OF MARRIAGE AT THE EMBASSY

Setting the Schedule of the date of Solemnization after the 10-day posting of Notice of Marriage

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Consular Section	Appear on the date of solemnization of marriage at the Embassy	Prepare the Certificate of Marriage and Report of Marriage for signing Solemnize the marriage at the Embassy	20 mins	Solemnizing Officer Consular Assistant			
2	Reception Area	Receive relevant documents after the solemnization of marriage or on the next working day	Release the Certificate of Marriage, Report of Marriage, Application for Marriage License, Marriage License to the spouses	after 1 working day (depending on the availability of the signing officer and the volume of consular applications to be processed, it can be processed within the same working day)	Consular Assistant			Certificate of Marriage Report of Marriage Application for Marriage License Marriage License
END OF TRANSACTION								

DURATION: 30 minutes

LEGAL CAPACITY TO CONTRACT MARRIAGE (LCCM) PROCEDURES

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception Area	Request for Legal Capacity to Contract Marriage (LCCM)	Evaluate request for LCCM	3 mins	Consular Assistant			Application for LCCM
2	Reception Area	Submit duly-accomplished Application for the LCCM and other relevant requirements	Check the completeness and correctness of the details in the Application for LCCM Evaluate the requirements	10 mins	Consular Assistant			Application for LCCM
3	Reception Area		Provide relevant information regarding the 10-day posting of Notice of Marriage Advise applicant to return after the 10-day posting of Notice of Marriage	3 mins	Consular Assistant			
4			Posting of Notice of Marriage	10 calendar days	Consular Assistant			Notice of Marriage
5	Reception Area	Appear at the Embassy after the 10-day posting of Notice of Marriage	Inform the applicant regarding the posting of Notice of Marriage If nobody submits comments or objections to the Notice of Marriage, ask applicant to pay fee	3 mins	Consular Assistant			Notice of Marriage
6	Reception Area	Pay the following fees: 1. Notarization of the affidavit for application of LCCM 2. LCCM	Accept payment and issue Official Receipt (OR)	5 mins	Collecting Officer	25	550,000	OR
						25	550,000	
7	Consular Section		Process the notarization of the affidavit for application of LCCM and LCCM	after 1 working day (depending on the availability of the signing officer and the volume of consular applications to be processed, it	Consular Assistant Head of Consular Section			Affidavit for application of LCCM and LCCM

				can be processed within the same working day)				
8		Receive the notarized the affidavit for application of LCCM	Release the notarized application of LCCM and LCCM	5 mins	Consular Assistant			Notarized affidavit for application of LCCM and LCCM
END OF TRANSACTION								

DURATION: processing of application including posting of notice of marriage (11-12 working days)

PROCEDURE FOR GIVING FEEDBACK/FILING COMPLAINTS

1. Suggestion box and client feedback forms available at the Embassy's Reception area for comments/complaints and recommendations from applicants and visitors.
2. Applicants can also share their feedback through the following:

Embassy

[Online Client Feedback Form](#)
[Facebook](#)
[Other Contact Information](#)

Civil Service Commission

[Contact Center ng Bayan](#)

3. The Embassy responds to all queries, including feedback from clients, within 3 working days of receipt of the query/feedback.