

## **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	6 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	Passport Application Form
			Evaluate duly-accomplished passport application form and requirements					
2	Reception area	Pay the passport fee	Accept payment and issue Official Receipt (OR)	2 mins.	Finance Officer	60	810,000	OR
3	Passport Encoding Area	Check and confirm correctness of the encoded data, affixes signature and thumb mark	Encode the applicant's personal information, signature and fingerprints in the Data Encoding Machine (DCM)	10 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	N/A
			Inform the applicant of the 6- to 8-week processing time					
4	Passport Encoding Area		Transmit passport applications to the Department	2 mins.	Passport Signing Officer	N/A	N/A	N/A
<b>END OF TRANSACTION</b>								

**DURATION: 20 minutes**

## 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	3 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	N/A
2	Consular Section		Locate the passport					
3	Reception area		Request applicant to check the accuracy of the entries in his/her passport					
		Check and confirm correctness of all the details in his/her new passport.	Cancel old passport					
			Release new passport and return old cancelled passport					Passport Application Form
		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					
<b>END OF TRANSACTION</b>								

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: 3 minutes**

**NOTARIAL SERVICES PROCEDURE**

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Submit Affidavit/Special Power of Attorney form, passport and other documents, if any	Evaluate the applicant's form and attachments and evaluate requests for an Affidavit and/or SPA	3 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	Affidavit/ SPA Form
2		Pay the notarial fee	Accept payment and issue Official Receipt (OR)	2 mins.	Finance Officer	25	337,500	OR
3	Consular Section		Process the notarization of the form	10 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	Affidavit/ SPA Form
4.	Reception area	Receive notarized form within the day	Release notarized form					
<b>END OF TRANSACTION</b>								

**DURATION: 15 minutes**

**CERTIFICATION SERVICES PROCEDURE**

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Submit passport and other documents relevant to the request for a certificate	Evaluate the applicant's requests for a certification and attachments	3 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	N/A
2		Pay the certification fee	Accept payment and issue Official Receipt (OR)	2 mins.	Finance Officer	25	337,500	OR
3	Consular Section		Process the certification	10 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	Affidavit/ SPA Form
4.	Reception area	Receive certification form within the day	Release the certificate					
<b>END OF TRANSACTION</b>								

**DURATION: 15 minutes**

**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 issued by the Embassy	Evaluate the applicant's requests for a CTC document	3 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	N/A
2		Pay the CTC of document fee	Accept payment and issue Official Receipt (OR)	2 mins.	Finance Officer	25	337,500	OR
3	Consular Section		Process the CTC of the document	10 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	CTC of the document
4.	Reception area	Receive the CTC of the document within the day	Release the CTC of the document					
<b>END OF TRANSACTION</b>								

**DURATION: 15 minutes**

**NBI CLEARANCE APPLICATION SERVICES 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 provide the NBI Form no. 5	3 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	NBI Form no. 5
		Submit duly accomplished NBI Form no. 5	Evaluate completeness and correctness of data	5 mins	Consular Assistant /Alternate Consular Assistant	N/A	N/A	NBI Form no. 5
2		Pay the NBI clearance application fee	Accept payment and issue Official Receipt (OR)	2 mins.	Finance Officer	25	337,500	OR
3	Consular Section		Notarized the NBI clearance Form no. 5	10 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	NBI Form no. 5
4.	Reception area	Receive notarized NBI Form no. 5 form within the day	Release the notarized NBI Form no. 5 of the documents					
<b>END OF TRANSACTION</b>								

**DURATION: 15 minutes**

## AUTHENTICATION SERVICES PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Submit legal documents verified (stamped) by the Lao Ministry of Foreign Affairs' Consular Department	Check the applicant's legal document stamps and evaluate requests for Authentication services	3 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	Legal Document
2		Pay the notarial fee	Accept payment and issue Official Receipt (OR)	2 mins.	Finance Officer	25	337,500	OR
3	Consular Section		Process the authentication of legal document	10 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	Legal Document
4.	Reception area	Receive authenticated legal document within the day	Release authenticated legal document					
<b>END OF TRANSACTION</b>								

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: 15 minutes**



## VISA SERVICES PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Submit application form and requirements	Check application form and requirements and evaluate applicant's request for visa	5 mins.	Consular Assistant /Alternate Consular Assistant		N/A	Visa Application Form
2	Consular Section		Checks Visa's Look-Out-List	2 mins.				
3	Reception area	Pay the visa fee	Accept payment and issue Official Receipt (OR)	2 mins.	Finance Officer	30 / 40 <i>depending on type of visa</i>	405,000/ 540,000 <i>depending on type of visa</i>	OR
4			Inform the applicant of the date of release of the visa	1 min.	Consular Assistant /Alternate Consular Assistant		N/A	Visa Application Form
<b>END OF TRANSACTION</b>								

**DURATION: 10 minutes**

## VISA RELEASE PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Present visa OR	Inform the applicant to wait at the reception area	3 mins.	Consular Assistant /Alternate Consular Assistant	N/A	N/A	N/A
2	Consular Section		Locate the passport with PH visa					
3	Reception area	Check and confirm correctness of all the visa details	Release passport with PH visa					
<b>END OF TRANSACTION</b>								

**DURATION: 3 minutes**

**REPORT OF BIRTH (ROB), REPORT OF MARRIAGE (ROM) and REPORT OF DEATH (ROD) PROCEDURE**

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Submit duly-accomplished ROB/ROM/ROD form/s and requirements	Evaluate the form/s and check the completeness of requirements	5 mins	Consular Assistant /Alternate Consular Assistant	N/A	N/A	ROB/ROM/ROD
2	Reception area	Pay the ROB/ROM/ROD registration fee	Accept payment and issue Official Receipt (OR)	2 mins	Finance Officer	25	337,500	OR
3	Consular Section		Process the registration of ROB/ROM/ROD	20 mins	Consular Assistant /Alternate Consular Assistant	N/A	N/A	ROB/ROM/ROD
4	Reception area	Receive registered ROB/ROM/ROD within the day	Release registered ROB/ROM/ROD	3 mins				
<b>END OF TRANSACTION</b>								

**DURATION: 30 minutes**

**LAO EXIT CLEARANCE (NO LONGER REQUIRED BY THE LAO GOVERNMENT AS OF 01 JANUARY 2022)**

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Embassy's reception area	Applicants requested the Lao exit clearance procedure and requirements	Explain the procedures and requirements in obtaining a Lao exit clearance from Lao Ministry of Foreign Affairs' Consular Department	5 mins	Consular Assistant /Alternate Consular Assistant	N/A	N/A	
2		Submits ATN Form together with the requirements	Evaluate the form/s and check completeness of requirements	2 mins	Consular Assistant /Alternate Consular Assistant	N/A	N/A	ATN Form
3			Process the request for Lao exit clearance for transmittal to Lao Ministry of Foreign Affairs' Consular Department	10 mins	Consular Assistant /Alternate Consular Assistant	N/A	N/A	
<b>END OF TRANSACTION</b>								

**Duration: 17 minutes**

**Lao MOFA's processing period: at least seven (7) working days**

**RELEASE OF LAO EXIT CLEARANCE (NO LONGER REQUIRED BY THE LAO GOVERNMENT AS OF 01 JANUARY 2022)**

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1		Receive registered Lao exit clearance sent via email	Email to applicant for the Lao exit clearance.	3 mins	Consular Assistant /Alternate Consular Assistant	N/A	N/A	
<b>END OF TRANSACTION</b>								

**DURATION: 3 minutes**

**SOLEMNIZATION OF MARRIAGE AT THE EMBASSY PROCEDURE**

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Submit duly-accomplished Application for Marriage License and requirements	Evaluate the form/s and check the completeness of requirements	5 mins	Consular Assistant /Alternate Consular Assistant	N/A	N/A	Application for Marriage License
			Advise applicant to come back after the <b>10-day posting</b> of Notice of Marriage					
2	Reception area	After the posting, pay the following: 1. Affidavit for application fee of marriage license 2. Marriage License 3. Solemnization fee	Accept payment and issue Official Receipt (OR)	2 mins	Finance Officer	25	337,500	OR
						25 60	337,500 810,000	
		Schedule the date of Marriage	Provide relevant information on the solemnization of marriage at the Embassy	5 mins	Consular Assistant /Alternate Consular Assistant	N/A	N/A	
3	Consular Section		Process and prepare the relevant documents for the marriage	20 mins	Consular Assistant /Alternate Consular Assistant	N/A	N/A	1. Notice of Posting 2. Marriage License 3. Certificate of Marriage
4	Reception area	Receive relevant documents after the marriage	Release Marriage License and Certificate of Marriage	3 mins				
<b>END OF TRANSACTION</b>								

**DURATION: 35 minutes**

**APPLICATION FOR THE LEGAL CAPACITY TO CONTRACT MARRIAGE**

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE		FORM
						USD	LAK	
1	Reception area	Submit duly-accomplished Application for the Legal Capacity to Contract Marriage (LCCM) and requirements	Evaluate the form/s and check the completeness of requirements	5 mins	Consular Assistant /Alternate Consular Assistant	N/A	N/A	Application for LCCM
			Advise applicant to come back after the <b>10-day posting</b> of Notice of Marriage					
2	Reception area	After the posting, pay the following: 1. Affidavit for application of LCCM 2. LCCM	Accept payment and issue Official Receipt (OR)	2 mins	Finance Officer	25 25	337,500 337,500	OR
3	Consular Section		Process and prepare the relevant documents for the LCCM	20 mins	Consular Assistant /Alternate Consular Assistant	N/A	N/A	LCCM
4	Reception area	Receive relevant documents	Release the LCCM	3 mins				
<b>END OF TRANSACTION</b>								

**DURATION: 30 minutes**

## 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.