



# PHILIPPINE CONSULATE GENERAL CALGARY

## CITIZENS' CHARTER

### PASSPORT APPLICATION PROCESS FOR APPLICANTS WITH APPOINTMENTS

STEP	LOCATION	CLIENT	SERVICE	DURATION	PERSON IN CHARGE	FEES	FORMS
1	Passport counter	Inform front desk of appointment schedule	Provide application form as required	1 min	Passport Officer	None	Passport Application Form
2	Passport Counter	Submit application form and other requirements	Process / review the application form entries and ensure documents are complete	3-5 mins	Passport Officer	None	None
3	Cashier	Pay Passport fee	Issue Official Receipt and accept payment	2mins	Cashier	C\$81.00	OR
4	Passport Encoding Area	Prepare for biometrics capture photo and biometrics	Check name in Look-Out List	2mins	Passport Officer	None	None
6	Passport Encoding Area	Review	Encoding of data, scan documents, capture photo and biometrics, release date of Passport	10mins	Passport	None	Enrolment



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## VISA APPLICATION PROCESS

STEP	LOCATION / Calgary PCG	CLIENT/ APPLICANT	PROCEDURE	DURATION	PERSON-IN- CHARGE	FEES	FORM
1.	Visa Application Counter	Submit visa application form and required supporting documents	Receive and evaluate application form and documents; Interview applicant	10 mins	Visa Officer	None	Visa Application Form
2.	Cashier Counter	Prepares payment for the visa application	Accepts payments and issues official receipts  (Note: fees vary according to type of application and mode of processing; pls. refer to schedule of visa fees)	2 mins	Cashier	As appropriate	Official Receipt
3	Visa Section		Visa Officer processes visa application, prepares visa, informs applicant to return after 7 working days	5 mins	Visa Assistant / Officer	None	None
4.	Releasing Counter	Submit Official Receipt to the releasing Officer. Wait for name to be called.  Check the details in the visa and receive original passport with visa	Release the passport with visa to applicant	2 mins	Visa Officer	n/a	Official Receipt  Passport with visa



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## DUAL CITIZENSHIP APPLICATION

Step	Location	Client	Service	Duration	Person in Charge	Fees (Cad\$)	Forms
1.	Dual Citizenship Counter	Submit application and supporting documents	Examine/evaluate Application/Documents	5 mins	Consular officer in charge of Dual Citizenship		RA 9225 Forms
2.	Cashier	Pay Fees	Accept Payment and issue official receipt	2 mins	Cashier	\$67.50 + CAD 33.75 per dependent , if any	OR
3.	Dual Citizenship Section	N/A	Notify client on schedule of Oath-taking Ceremony through email/telephone	3 mins	Dual Citizenship Assistant	None	None
4.	Conference Room / Consular area	Attend the Oath-taking ceremony	Administer Oath of Allegiance Ceremony	30 mins	Administering Officer (Consul General, Consul and Vice Consul)	None	Oath of Allegiance
8.	Conference Room / Consular area	Receive Identification Certificate, Order of Approval, Oath of Allegiance	Issue RA 9225 documents to client	3 mins	Dual Citizenship Assistant	None	None



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## NOTARIALS AND CIVIL REGISTRATION

Step	Location	Client	Service	Duration	Person in Charge	Fees (Cad\$)	Forms
1	Notarials Counter	Sign name in Log Book for Notarials	Provide Log Book and call applicants on a first-come-first-served basis	1 min	Consular Staff	None	None
2	Notarials Counter	Submit application and supporting documents	Examine/evaluate Application/Documents	5 mins	Consular Staff		<u>Notarials:</u> Provide formats of documents  <u>Civil Registration:</u> ROB, ROM, ROD forms
3	Cashier	Pay Fees	Accept Payment and issue official receipt, advise client that document will be released after 3 working days	2 mins	Cashier	\$33.75 per document	OR
4	Releasing Counter	Submit Official Receipt to the releasing Officer. Wait for name to be called.  Check the details and receive the document; sign receiving copy	Release document to client	2 mins	Consular Staff	None	None



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## ASSISTANCE TO NATIONALS

### 1. Walk-in Clients

STEP	CLIENT	ATN Officer/Assistant	FORM	DURATION
1	Fill-out ATN Forms to put on record the particular request for assistance	Assist Client in filing out the monitoring sheet	<ul style="list-style-type: none"> <li>• ATN Form</li> <li>• Sworn Statement</li> </ul>	15 mins.
2	Undergo Interview by ATN/Officer Assistant	ATN Officer/Assistant interviews the client		30 mins to 1 hr.
3.	Obtain contact information of the ATN Officer/Assistant	Provide client with Contact Info Card		2 mins
4.		ATN Officer/Assistant submits a report to DFA thru the OUMWA N.B. Post reports may also be routed to other offices within the DFA, other FSPs and referred to other Philippine Government Agencies		1 day
5.	Follow-up with ATN Officer/Assistant	Provide updates based on Post's report		<p>Within 7 working days from the filling of the request for assistance with Post</p> <p>*OUMWA replies to the report submitted by Post</p>
6.	Submit additional information as may be required under the circumstance	Additional report/s may be submitted to the DFA to properly address the concerns of the client		



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## 2. Telephone Inquiries:

STEP	CLIENT	ATN Officer/Assistant	FORM	DURATION
1.	Client calls the Consulate	Answers the inquiries of the client based on the telephone conversation with the client, the ATN Officer/Assistant may invite the client to appear before the Consulate to put on record the request for assistance.		30 mins.
2.	Client appears before the Consulate. Fill-up ATN Forms to put on record the particular request for assistance	Assist client in filling out the monitoring sheet.	Client information sheet Sworn Statement	
3.	Undergo Interview by ATN/Officer Assistant	ATN Officer/Assistant interviews the client		30 mins to 1 hr.
4.	Obtain contact information of the ATN Officer/Assistant	Provide client with Contact Info Card		2 mins
5.		ATN Officer/Assistant submits a report to DFA thru the OUMWA N.B. Post reports may also be routed to other offices within the DFA, other FSPs and referred to other Philippine Government Agencies		1 day
6.	Follow-up with ATN Officer/Assistant	Provide updates based on Post's report		Within 7 working days from the filling of the request for assistance with Post  *OUMWA replies to the report submitted by Post
6.	Submit additional information as may be required under the circumstance	Additional report/s may be submitted to the DFA to properly address the concerns of the client		



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## 3. Letter Inquiries

STEP	CLIENT	ATN Officer/Assistant	FORM	DURATION
1.	Client sends a letter to the Consulate	Answers the inquiries of the client in a letter or via telephone. Based on the contents of the client's letter and/or telephone conversation with the client, the ATN Officer/Assistant may invite the client to appear before the Consulate to put on record the request for assistance.		30 mins.
2.	Client appears before the Consulate. Fill-up ATN Forms to put on record the particular request for assistance	Assist client in filling out the monitoring sheet.	Client information sheet Sworn Statement	15 mins.
3.	Undergo Interview by ATN/Officer Assistant	ATN Officer/Assistant interviews the client		30 mins to 1 hr.
4.	Obtain contact information of the ATN Officer/Assistant	Provide client with Contact Info Card		2 mins
5.		ATN Officer/Assistant submits a report to DFA thru the OUMWA N.B. Post reports may also be routed to other offices within the DFA, other FSPs and referred to other Philippine Government Agencies		1 day
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