



2023 CITIZEN'S CHARTER

**PHILIPPINE CONSULATE GENERAL
SAN FRANCISCO**

Mandate:

The Department of Foreign Affairs, as the prime agency of the government responsible for the conduct of Philippine foreign policy, commits to effectively and efficiently deliver foreign policy, diplomatic, assistance to nationals, and consular services that are responsive to the needs of our stakeholders here and abroad.

Vision:

A resilient foreign service for a strong Philippines

Mission:

To promote and protect Philippine interests in the global community

Service Pledge:

The Department shall continually uphold the principles of good governance, improve its quality management system and adhere to the highest standards of professionalism.

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PASSPORT

Passport Application

SECTION	Passport
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL	Any Filipino Citizen

List of Requirements	Where to Secure
Duly-accomplished Passport Application Form	Application Form is e-mailed to the applicant after he/she lodges an appointment at passport.gov.ph
Most Recent Philippine Passport – bring the original and one (1) photocopy of the data page – see pcgsanfrancisco.org/passport for additional requirements for special cases (non e-passport, lost passport, mutilated passport, etc.)	To be provided by the applicant
Proof of Current Philippine citizenship (e.g. green card, US visa, dual citizenship documents, Report of Birth) – bring the original and one (1) photocopy of the data page	To be provided by the applicant
PSA Birth Certificate (Original and Photocopy) – only for minors, first-time applicants, if the most recent passport is lost/mutilated, if the most recent passport does not contain the applicant's full name, or if there is a revision in the applicant's name	To be provided by the applicant (PSA BC may be requested online at psaserbilis.com.ph)
PSA Marriage Certificate (Original and Photocopy) – only for married women changing their surname and for parents applying for a passport for their legitimate child	To be provided by the applicant (PSA MC may be requested online at psaserbilis.com.ph)
Valid Passport or ID of Accompanying Parent of Minor Applicant - bring the original and one (1) photocopy of the data page	To be provided by the applicant
Affidavit of Support and Consent executed by the mother of a minor (if the child is illegitimate and accompanied by the father) - bring the original and one (1) photocopy	To be provided by the applicant
Non-refundable Processing Fee of \$60.00 (see pcgsanfrancisco.org/passport for fees for lost passport renewal), payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check; or in Cash	To be provided by the applicant
Self-addressed stamped envelope (USPS Priority Mail)	To be provided by the applicant
<i>The Philippine Consulate General reserves the right to require additional proof of documents from an applicant, to determine his/her citizenship/identity, the authenticity of the documents submitted, and to ensure accurate and complete personal data entries, pursuant to the Philippine Passport Law.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Set an appointment at passport.gov.ph		5 minutes		
2. Proceed to the 6 th floor and log-in at the Passport Registration iPad	<p>Passport Processor sets up the Passport Registration iPad;</p> <p>Monitors the Passport Registration Manager and calls the name of applicants for processing, based on appointment time.</p>	1 minute	None	Passport Processor
3. Once applicant's name is called, proceed to Passport Window (1) and present the requirements	<p>Passport Processor receives and requirements;</p> <p>Interviews the applicant;</p> <p>Evaluates and checks the completeness of the documents;</p> <p>Issues claim stub; and</p> <p>Directs client to the Cashier for payment.</p>	5 minutes	None	Passport Processor

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
4. Proceed to Cashier (2 nd Floor) for Payment	<p>Collecting Officer receives claim stub;</p> <p>Accepts payment; and</p> <p>Issues Official Receipt (with duplicate copy) and claim stub</p>	3 minutes	<p>\$60.00 for regular e-passport renewal</p> <p>\$150.00 for lost e-passport</p> <p>\$90.00 for lost non-e-passport</p>	Collecting Officer
<p>5. Return to the 6th Floor and Wait for Queue Number to be called (as indicated in the claim stub)</p> <p>Once the queue number is called, proceed to the Window indicated on the screen for encoding</p> <p>Review the encoded details for accuracy</p>	<p>Passport Encoder receives claim stub, Official Receipt, and other requirements</p> <p>Encodes the applicant's passport details</p> <p>Receive the self-addressed stamped envelope from the applicant</p>	10 minutes	None	Passport Encoder
6. Receive New Passport in four to six weeks	<p>Upon receipt of the new passport, the Passport Releasing Officer packages the new passport for mailing.</p> <p>Mailing Officer mails the new passport.</p>	5 minutes	None	<p>Passport Releasing Officer</p> <p>Mailing Officer</p>
PROCESSING TIME	29 MINUTES (estimate starts from the time an applicant is first called for processing)			

Travel Document (TD) Applied in-Person

SECTION	Passport
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL	Any Filipino Citizen whose Passport is Lost, Mutilated or Expired

List of Requirements	Where to Secure
Duly-accomplished and Application Form (Entries must be typewritten or printed legibly)	Form is available at pcgsanfrancisco.org
Duly-Accomplished Affidavit (may already be notarized)	Template is available at pcgsanfrancisco.org
Proof of Travel Urgency (such as a family member's death certificate or medical certificate)	To be provided by the applicant
Copy of Airline Ticket / Itinerary of Travel to the Philippines. The date of travel should not be beyond one (1) month from the date of application.	To be provided by the applicant
Copy of the expired Philippine passport	To be provided by the applicant
If the Philippine passport is lost, duly notarized Affidavit of Loss/Explanation	Template Affidavit is available at pcgsanfrancisco.org
If the Philippine passport is lost and valid, a police report	To be secured by the applicant from a police station or online application
If the Philippine passport is lost or the expired passport does not contain the complete details of the applicant, one (1) original and one (1) photocopy of the PSA birth certificate	PSA BC may be requested online at psaserbilis.com.ph
Proof of Current Philippine Citizenship (e.g. Permanent Resident card, U.S. visa, sworn statement)	To be provided by the applicant
Four (4) identical color photographs (2" x 2") with the following specifications: (a) must show clear front view of face; (b) taken in plain white background; (c) taken within the last six (6) months; (d) taken with the applicant in proper attire without eyeglasses	To be provided by the applicant
<i>The Philippine Consulate General reserves the right to require additional proof of documents from an applicant, to determine his/her citizenship/identity, the authenticity of the documents submitted, and to ensure accurate and complete personal data entries, pursuant to the Philippine Passport Law.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Proceed to the 6 th Floor, Window 2 and submits requirements to the Passport Officer.	<p>Passport Officer receives application form and requirements;</p> <p>Interviews the applicant;</p> <p>Evaluates and checks the completeness of the documents;</p> <p>Issues claim stub; and</p> <p>Directs client to the Cashier for payment</p>	10 minutes	None	Passport Officer
2. Proceed to Cashier (2nd Floor) for payment	<p>Collecting Officer receives claim stub;</p> <p>Accepts payment; and</p> <p>Issues Official Receipt (with duplicate copy) and claim stub</p>	3 minutes	\$30.00 (additional \$25.00 is charged if Affidavit submitted was not notarized)	Collecting Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
3. Proceed to the 6 th Floor, Window 2 and submit the Official Receipt, duplicate copy of Official Receipt, and claim stub	<p>Passport Officer receives claim stub, Official Receipt, and duplicate copy of Official Receipt;</p> <p>Requests applicant to have a seat while the TD is being processed;</p> <p>Encodes TD details;</p> <p>Prints draft TD for applicant's review, initials, and approval for final printing;</p> <p>Prints finalized TD and submits to signing Officer for review, approval, and signature of Signing Officer;</p> <p>If Affidavit is not notarized, prepares the jurat for review, approval, and signature of Signing Officer.</p> <p>Signing Officer reviews, approves, and signs the TD (and Affidavit, if not notarized).</p>	25 minutes	None	Passport Officer, Signing Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
4. Receive TD	Passport Officer requests the applicant to sign, receive the TD, Official Receipt, and claim stub.	3 minutes	None	Passport Officer
PROCESSING TIME	41 MINUTES (estimate starts from the time an applicant is first called for processing)			

Travel Document (TD) Applied by Mail

SECTION	Passport
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL	Any Filipino Citizen whose Passport is Lost, Mutilated or Expired

List of Requirements	Where to Secure
Duly-accomplished and Notarized Application Form (Entries must be typewritten or printed legibly)	Form is available at pcgsanfrancisco.org
Duly-Accomplished and Notarized Affidavit	Template is available at pcgsanfrancisco.org
Proof of Travel Urgency (such as a family member's death certificate or medical certificate)	To be provided by the applicant
Copy of Airline Ticket / Itinerary of Travel to the Philippines. The date of travel should not be beyond one (1) month from the date of application.	To be provided by the applicant
Copy of the expired Philippine passport	To be provided by the applicant
If the Philippine passport is lost, duly notarized Affidavit of Loss/Explanation	Template Affidavit is available at pcgsanfrancisco.org
If the Philippine passport is lost and valid, a police report	To be secured by the applicant from a police station
If the Philippine passport is lost or the expired passport does not contain the complete details of the applicant, one (1) original and one (1) photocopy of the PSA birth certificate	PSA BC may be requested online at psaserbilis.com.ph
Proof of Current Philippine Citizenship (e.g. Permanent Resident card, U.S. visa, sworn statement)	To be provided by the applicant
Four (4) identical color photographs (2" x 2") with the following specifications: (a) must show clear front view of face; (b) taken in plain white background; (c) taken within the last six (6) months; (d) taken with the applicant in proper attire without eyeglasses	To be provided by the applicant
Non-refundable Processing Fee of \$30.00, payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check	To be provided by the applicant
<i>The Philippine Consulate General reserves the right to require additional proof of documents from an applicant, to determine his/her citizenship/identity, the authenticity of the documents submitted, and to ensure accurate and complete personal data entries, pursuant to the Philippine Passport Law.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Submits the package containing the application form and requirements to the Passport Section, Philippine Consulate General, 447 Sutter Street, San Francisco, California 94108	<p>Mailing Officer receives the package.</p> <p>Passport Officer receives the application form and requirements;</p> <p>If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications;</p> <p>Evaluates and checks the completeness of the documents;</p> <p>Proceeds to the Cashier to submit the applicant's payment;</p> <p>Collecting Officer issues Official Receipt (with duplicate copy).</p> <p>Passport Officer receives the Official Receipt and duplicate copy of Official Receipt;</p> <p>Encodes TD details;</p> <p>Prints finalized TD and submits to signing Officer for</p>	30 minutes	\$30.00	Passport Officer, Collecting Officer, Signing Officer, Mailing Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
	<p>review, approval, and signature of Signing Officer;</p> <p>Signing Officer reviews, approves, and signs the TD.</p> <p>Passport Officer receives the signed TD, prepares the TD for mailing, and turns over the package to the Mailing Officer.</p> <p>Mailing Officer mails the package to the applicant.</p>			
PROCESSING TIME	30 MINUTES			

CIVIL REGISTRY

Report of Birth

SECTION	Civil Registry
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL	Any Filipino Citizen Born Outside the Philippines whose Birth has not been Registered

List of Requirements	Where to Secure
Cover Letter – indicating the contact details of the person reporting the birth	To be provided by the applicant
Report of Birth Form (Four Originals). Each form must be duly signed and notarized (first copy only, while other three copies may be photocopied with the Notary Public's seal and signature). Entries must be printed/typewritten (handwritten documents will not be accepted).	To be provided by the applicant. The template form may be filled-out from pcgsanfrancisco.org .
Affidavit of Delayed Registration (if the ROB is being reported a year or more after the birth) – One (1) original and three (3) photocopies	To be provided by the applicant. The template form may be filled-out from pcgsanfrancisco.org .
U.S. Certificate of Live Birth – original and four (4) photocopies	To be provided by the applicant
Parents' Marriage Certificate – four (4) photocopies (N.B. if parents are not married, see additional requirements)	To be provided by the applicant
Valid Passport of Both Parents – four (4) photocopies	To be provided by the applicant
Proof of Filipino Citizenship of Parent at the Time of the Child's Birth (e.g. dual citizenship document, U.S. greencard/visa, U.S. naturalization certificate indicating naturalization after the child's birth) – four (4) photocopies	To be provided by the applicant
Valid Identification Card of the Subject (person being registered) – four (4) photocopies	To be provided by the applicant
Non-refundable Processing Fee of \$25.00, payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check; or in Cash	To be provided by the applicant
Self-Addressed Stamped Envelope (USPS Priority Mail)	To be provided by the applicant
<i>The Philippine Consulate General reserves the right to require additional proof of documents from an applicant, to determine his/her citizenship/identity, the authenticity of the documents submitted, and to ensure accurate and complete personal data entries, pursuant to the Philippine Civil Code and other Relevant Laws/Regulations on Civil Registration.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Submits the package containing the requirements to the Civil Registry Section, Philippine Consulate General, 447 Sutter Street, San Francisco, California 94108	<p>Mailing Officer receives the package.</p> <p>Civil Registry Officer receives the application form and requirements;</p> <p>If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications;</p> <p>Evaluates and checks the completeness of the documents;</p> <p>Proceeds to the Cashier to submit the applicant's payment;</p> <p>Collecting Officer issues Official Receipt (with duplicate copy).</p> <p>Civil Registry Officer receives the Official Receipt and duplicate copy of Official Receipt;</p> <p>Prepares the ROB and submits to signing Officer for review, approval, and signature of Signing</p>	30 minutes	\$25.00	Civil Registry Officer, Collecting Officer, Signing Officer, Mailing Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
	<p>Officer;</p> <p>Signing Officer reviews, approves, and signs the ROB.</p> <p>Civil Registry Officer receives the signed ROB, prepares the ROB for mailing, and turns over the package to the Mailing Officer.</p> <p>Mailing Officer mails the package to the applicant.</p>			
PROCESSING TIME	30 MINUTES			

Report of Marriage

SECTION	Civil Registry
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL	Any Filipino Citizen Married Outside the Philippines whose Marriage has not been Registered

List of Requirements	Where to Secure
Cover Letter – indicating the contact details of the person/s reporting the marriage	To be provided by the applicant
Report of Marriage Form (Four Originals). Each form must be duly signed and notarized (first copy only, while other three copies may be photocopied with the Notary Public's seal and signature). Entries must be printed/typewritten (handwritten documents will not be accepted).	To be provided by the applicant. The template form may be filled-out from pcgsanfrancisco.org .
Affidavit of Delayed Registration (if the ROM is being reported a year or more after the birth) – One (1) original and three (3) photocopies	To be provided by the applicant. The template form may be filled-out from pcgsanfrancisco.org .
Marriage Certificate / License – original and four (4) photocopies (N.B. must be apostilled if the marriage was held online in Utah)	To be provided by the applicant
Birth Certificates of both spouses – (PSA BC for Filipinos, BC issued by country of birth for non-Filipinos) – four (4) photocopies	To be provided by the applicant
Valid Passport of Both Parents – four (4) photocopies	To be provided by the applicant
Proof of Filipino Citizenship of Spouse at the Time of the Child's Birth (e.g. dual citizenship document, U.S. greencard/visa, U.S. naturalization certificate indicating naturalization after the child's birth) – four (4) photocopies	To be provided by the applicant
See pcgsanfrancisco.org/civil-registry/ for additional documents for widowed and/or divorced applicants	To be provided by the applicant
Non-refundable Processing Fee of \$25.00, payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check; or in Cash	To be provided by the applicant
Self-Addressed Stamped Envelope (USPS Priority Mail)	To be provided by the applicant
<i>The Philippine Consulate General reserves the right to require additional proof of documents from an applicant, to determine his/her citizenship/identity, the authenticity of the documents submitted, and to ensure accurate and complete personal data entries, pursuant to the Philippine Civil Code and other Relevant Laws/Regulations on Civil Registration.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Submits the package containing the requirements to the Civil Registry Section, Philippine Consulate General, 447 Sutter Street, San Francisco, California 94108	<p>Mailing Officer receives the package.</p> <p>Civil Registry Officer receives the application form and requirements;</p> <p>If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications;</p> <p>Evaluates and checks the completeness of the documents;</p> <p>Proceeds to the Cashier to submit the applicant's payment;</p> <p>Collecting Officer issues Official Receipt (with duplicate copy).</p> <p>Civil Registry Officer receives the Official Receipt and duplicate copy of Official Receipt;</p> <p>Prepares the ROM and submits to signing Officer for review, approval, and signature of Signing</p>	30 minutes	\$25.00	Civil Registry Officer, Collecting Officer, Signing Officer, Mailing Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
	<p>Officer;</p> <p>Signing Officer reviews, approves, and signs the ROM.</p> <p>Civil Registry Officer receives the signed ROM, prepares the ROM for mailing, and turns over the package to the Mailing Officer.</p> <p>Mailing Officer mails the package to the applicant.</p>			
PROCESSING TIME	30 MINUTES			

Report of Death and Consular Mortuary Certificate

SECTION	Civil Registry
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL	Any Person whose Filipino Relative Died Outside the Philippines and whose Death has not been Registered

List of Requirements	Where to Secure
Cover Letter – indicating the contact details of the person/s reporting the death	To be provided by the applicant
Report of Death Form (Four Originals). Each form must be duly signed and notarized (first copy only, while other three copies may be photocopied with the Notary Public's seal and signature). Entries must be printed/typewritten (handwritten documents will not be accepted).	To be provided by the applicant. The template form may be filled-out from pcgsanfrancisco.org .
U.S. Certificate of Death – original and four (4) photocopies	To be provided by the applicant
Travel Itinerary of Deceased's Remains (if to be transported to the Philippines) – four (4) photocopies	To be provided by the applicant
Proof of Deceased's Filipino Citizenship (Passport + U.S. Visa/Green Card and/or Dual Citizenship documents) – four (4) photocopies	To be provided by the applicant
See pcgsanfrancisco.org/civil-registry/ for additional documents for Consular Mortuary Certificate (CMC) (if remains are to be shipped to the Philippines)	To be provided by the applicant
Non-refundable Processing Fee of \$25.00 for the ROB + \$25 for the CMC, payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check; or in Cash	To be provided by the applicant
Self-Addressed Stamped Envelope (USPS Priority Mail)	To be provided by the applicant
<i>The Philippine Consulate General reserves the right to require additional proof of documents from an applicant, to determine his/her citizenship/identity, the authenticity of the documents submitted, and to ensure accurate and complete personal data entries, pursuant to the Philippine Civil Code and other Relevant Laws/Regulations on Civil Registration.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Submits the package containing the requirements to the Civil Registry Section, Philippine Consulate General, 447 Sutter Street, San Francisco, California 94108	<p>Mailing Officer receives the package.</p> <p>Civil Registry Officer receives the application form and requirements;</p> <p>If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications;</p> <p>Evaluates and checks the completeness of the documents;</p> <p>Proceeds to the Cashier to submit the applicant's payment;</p> <p>Collecting Officer issues Official Receipt (with duplicate copy).</p> <p>Civil Registry Officer receives the Official Receipt and duplicate copy of Official Receipt;</p> <p>Prepares the ROD and/or CMC and submits to signing Officer for review, approval, and</p>	30 minutes	\$25.00	Civil Registry Officer, Collecting Officer, Signing Officer, Mailing Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
	<p>signature of Signing Officer;</p> <p>Signing Officer reviews, approves, and signs the ROM and/or CMC.</p> <p>Civil Registry Officer receives the signed ROD and/or CMC, prepares the ROD/CMC for mailing, and turns over the package to the Mailing Officer.</p> <p>Mailing Officer mails the package to the applicant.</p>			
PROCESSING TIME	30 MINUTES			

LEGAL / NOTARIALS

Acknowledgment / Consularization of Documents (Expedited Release)

SECTION	Legal/Notarials
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL	Any Adult who Needs Self-Executed Documents to be Recognized in the Philippines (note: expedited release may only be availed by those who submit documents by 12 noon)

List of Requirements	Where to Secure
Document for Acknowledgment (note: only self-executed documents are accepted; documents issued by public and private entities may be Apostilled for use in the Philippines) (Original and Photocopy)	To be provided by the applicant. Template forms may be downloaded from pcgsanfrancisco.org .
Valid Identification Card of Each Person Signing the Document	To be provided by the applicant
Non-refundable Processing Fee of \$25.00 per document (+ \$10.00 per document, for expedited processing), payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check; or in Cash	To be provided by the applicant
<i>The Philippine Consulate General reserves the right to require additional proof of documents from an applicant to determine his/her identity and signature, pursuant to relevant Philippine laws on notarization.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Proceed to the 2 nd floor (Legal Office) and secure a queue number	Legal Officer sets up the Queue Kiosk;	1 minute	None	Legal Officer
2. Once the queue number is called, proceed to the Legal Window and present the requirements Applicant signs the document in front of the Legal Officer	Legal Officer receives the requirements; Interviews the applicant; Evaluates and checks the completeness of the documents; Issues claim stub; and Directs client to the Cashier for payment.	5 minutes	None	Legal Officer
3. Proceed to Cashier (2 nd Floor) for Payment	Collecting Officer receives claim stub; Accepts payment; and Issues Official Receipt (with duplicate copy) and claim stub	3 minutes	\$25.00 per document (additional \$10.00 is charged as an expedite fee if the client opts to personally claim the document on the same day)	Collecting Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
4. Return to Legal window and submit the Official Receipt, duplicate copy of Official Receipt, and claim stub	<p>Legal receives claim stub, Official Receipt, and duplicate copy of Official Receipt;</p> <p>Encodes and prints the Acknowledgment Certificate/s and submits to signing Officer for review, approval, and signature of Signing Officer</p> <p>Signing Officer reviews, and signs the Acknowledgment Certificate</p> <p>Legal Officer prepares the Certificate for releasing</p>	5 minutes	None	Legal Officer
5. Receive the Acknowledgment Certificate	<p>Legal Officer releases the Acknowledgment Certificate by 2:00 p.m.</p> <p>NOTE: Expedited released may only be availed by applicants who submit document before 12 noon.</p>	2 minutes	None	Legal Officer
PROCESSING TIME	16 MINUTES (estimate starts from the time an applicant is first called for processing)			

Acknowledgment / Consularization of Documents (Release by Mail)

SECTION	Legal/Notarials
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL	Any Adult who Needs Self-Executed Documents to be Recognized in the Philippines

List of Requirements	Where to Secure
Document for Acknowledgment (note: only self-executed documents are accepted; documents issued by public and private entities may be Apostilled for use in the Philippines) (Original and Photocopy)	To be provided by the applicant. Template forms may be downloaded from pcgsanfrancisco.org .
Valid Identification Card of Each Person Signing the Document	To be provided by the applicant
Non-refundable Processing Fee of \$25.00 per document, payable to the “Philippine Consulate General” in Money Order, Bank Draft, Certified Check, or Cashier’s Check; or in Cash	To be provided by the applicant
Self-Addressed Stamped Envelope (USPS Priority Mail)	To be provided by the applicant
<i>The Philippine Consulate General reserves the right to require additional proof of documents from an applicant to determine his/her identity and signature, pursuant to relevant Philippine laws on notarization.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Proceed to the 2 nd floor (Legal Office) and secure a queue number	Legal Officer sets up the Queue Kiosk;	1 minute	None	Legal Officer
2. Once the queue number is called, proceed to the Legal Window and present the requirements Applicant signs the document in front of the Legal Officer	Legal Officer receives the requirements; Interviews the applicant; Evaluates and checks the completeness of the documents; Issues claim stub; and Directs client to the Cashier for payment.	5 minutes	None	Legal Officer
3. Proceed to Cashier (2 nd Floor) for Payment	Collecting Officer receives claim stub; Accepts payment; and Issues Official Receipt (with duplicate copy) and claim stub	3 minutes	\$25.00 per document (additional \$10.00 is charged as an expedite fee if the client opts to personally claim the document on the same day)	Collecting Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
4. Return to Legal window and submit the Official Receipt, duplicate copy of Official Receipt, and claim stub	<p>Legal receives claim stub, Official Receipt, and duplicate copy of Official Receipt;</p> <p>Encodes and prints the Acknowledgment Certificate/s and submits to signing Officer for review, approval, and signature of Signing Officer</p> <p>Signing Officer reviews, and signs the Acknowledgment Certificate.</p> <p>Legal Officer prepares the Certificate for Mailing and turns over the package to the Mailing Officer.</p> <p>Mailing Officer mails the package to the applicant.</p>	8 minutes	None	Legal Officer
PROCESSING TIME	17 MINUTES (estimate starts from the time an applicant is first called for processing)			

DUAL CITIZENSHIP

Dual Citizenship

SECTION	Dual Citizenship
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL	Former Natural-Born Filipinos who were Naturalized as Foreigners

List of Requirements	Where to Secure
Duly-accomplished Petition for Dual Citizenship	Application Form is generated after the applicant fills-out an online form at pcgsanfrancisco.org/dual
PSA Birth Certificate (Original and Photocopy)	PSA BC may be requested online at psaserbilis.com.ph
Foreign Naturalization Certificate (Original and Photocopy)	Naturalized US citizens may obtain their Certificates from the USCIS (https://www.uscis.gov/n-565)
Two (2) identical color photographs (2" x 2") with the following specifications: (a) must show clear front view of face; (b) taken in plain white background; (c) taken within the last six (6) months; (d) taken with the applicant in proper attire without eyeglasses	To be provided by the applicant
Most recent Philippine passport (Original and Photocopy)	To be provided by the applicant
U.S. passport (Original and Photocopy)	To be provided by the applicant
If married, marriage certificate (Photocopy)	To be provided by the applicant
If divorced/annulled, divorce/annulment decree (Photocopy)	To be provided by the applicant
If widowed, death certificate of spouse (Photocopy)	To be provided by the applicant
If applicant shall include a minor dependent in the petition, the following documents are required (Originals and photocopies): (a) Minor's Birth Certificate; (b) Minor's Photos (same specifications as principal); (c) U.S. passport; (d) Philippine passport (if available).	To be provided by the applicant
Non-refundable Processing Fee of \$50.00 (principal applicant) and \$25.00 (derivative applicants), payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check; or in Cash	To be provided by the applicant
<i>The Philippine Consulate General reserves the right to require additional proof of documents from an applicant to determine his/her identity and signature, pursuant to the Dual Citizenship Law.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Set an appointment at tinyurl.com/PHSFDUAL		5 minutes		
2. Proceed to the 2 nd floor and log-in at the Dual Citizenship Registration iPad	<p>Dual Citizenship Officer sets up the Dual Citizenship Registration iPad;</p> <p>Monitors the Dual Citizenship Registration Manager and calls the name of applicants for processing, based on appointment time.</p>	1 minute	None	Dual Citizenship Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
3. Once applicant's name is called, proceed to Dual Citizenship window and present the petition and supporting requirements	<p>Dual Collecting Officer receives the petition and requirements;</p> <p>Interviews the applicant;</p> <p>Evaluates and checks the completeness of the documents;</p> <p>Issues claim stub; and</p> <p>Directs client to the Cashier for payment.</p>	5 minutes	None	Dual Citizenship Officer
4. Proceed to Cashier (2 nd Floor) for Payment	<p>Collecting Officer receives claim stub;</p> <p>Accepts payment; and</p> <p>Issues Official Receipt (with duplicate copy) and claim stub</p>	3 minutes	\$30.00 (additional \$25.00 is charged if Affidavits to support the application was required, and an additional \$25.00 is charged per minor derivative applicant)	Collecting Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
5. Return to Dual Citizenship window and submit the Official Receipt, duplicate copy of Official Receipt, and claim stub	<p>Dual Citizenship Officer receives claim stub, Official Receipt, and duplicate copy of Official Receipt;</p> <p>Encodes and prints dual citizenship documents (Identification Certificate, Oath of Allegiance, Order of Approval);</p>	5 minutes	None	Dual Citizenship Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<p>6. Review Accuracy of Dual Citizenship documents;</p> <p>Sign on Identification Certificate and Oath of Allegiance;</p> <p>Affix thumbprints on Identification Certificate; and</p> <p>Signs affidavits, if applicable, and submits these documents back to the Dual Citizenship Officer</p>	<p>Dual Citizenship Officer informs the applicant to return to the Consulate by 1:45 p.m. for oathtaking;</p> <p>Submits dual citizenship documents to Signing Officer;</p> <p>Signing Officer reviews, approves, and signs the dual citizenship documents; and notarizes Affidavits executed by the applicant (if applicable).</p> <p>Dual Citizenship Officer packages the dual citizenship documents for distribution.</p>	10 minutes	None	Dual Citizenship Officer, Signing Officer
7. Take Oath of Allegiance for Dual Citizenship	Signing Officer leads the Oath of Allegiance for Dual Citizenship.	5 minutes (see note below on Processing Time)	None	Signing Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
8. Receive Dual Citizenship Documents	Dual Citizenship Officer distributes dual citizenship documents.	2 minutes	None	Dual Citizenship Officer
PROCESSING TIME	36 MINUTES (estimate starts from the time an applicant is first called for processing; currently, dual citizenship oathtaking is scheduled daily at 2:00 p.m.)			

VISA

9(a) Temporary Visitors Visa

SECTION	Visa
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL	Foreigners Visiting the Philippines for a Tourism or Business

List of Requirements	Where to Secure
Electronic or Machine-Readable Passport / Travel Document valid for at least six (6) months beyond the intended period of stay in the Philippines	To be provided by the applicant
Notarized visa application form	To be e-mailed to the applicant after lodging an application at visa.gov.ph .
One (1) recently-taken colored photo 1.77" x 1.37" (3.5 cm x 4.5 cm), front view, white background (no eyeglasses or sleeveless attire)	To be provided by the applicant.
Proof of financial capability	To be provided by the applicant
Proof of bona fide status as tourist or businessman	To be provided by the applicant
Round-trip flight itinerary to country of origin or next country of destination	To be provided by the applicant
Proof of lodging	To be provided by the applicant
(For non-US citizens) Proof of legal status / residency in the US	To be provided by the applicant
Non-refundable Processing Fee, payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check; or in Cash (fee varies based on nationality)	To be provided by the applicant
Self-Addressed Stamped Envelope (USPS Priority Mail)	To be provided by the applicant
<i>The Philippine Consulate General reserves the right to require additional proof of documents from an applicant to determine his/her identity and signature, pursuant to Philippine laws/regulations on Visa.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Lodges an application at visa.gov.ph	Visa Officer checks the application and contacts the applicant to mail the requirements.	15 minutes		Visa Officer
2. Submits the package containing the requirements to the Visa Section, Philippine Consulate General, 447 Sutter Street, San Francisco, California 94108	<p>Mailing Officer receives the package.</p> <p>Visa Officer receives the application form and requirements;</p> <p>If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications;</p> <p>Evaluates and checks the completeness of the documents;</p> <p>Proceeds to the Cashier to submit the applicant's payment;</p> <p>Collecting Officer issues Official Receipt (with</p>	45 minutes	Fee depending on nationality	Visa Officer, Collecting Officer, Signing Officer, Mailing Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
	<p>duplicate copy).</p> <p>Visa Officer receives the Official Receipt and duplicate copy of Official Receipt;</p> <p>Prepares the visa and submits to signing Officer for review, approval, and signature of Signing Officer;</p> <p>Signing Officer reviews, approves, and signs the Visa Application Form.</p> <p>Visa Officer receives the signed visa, prepares the passport (containing the visa) for mailing, and turns over the package to the Mailing Officer.</p> <p>Mailing Officer mails the package to the applicant.</p>			
PROCESSING TIME	1 hour			

13(a) Immigrant Visa

SECTION	Visa
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL	Foreigners, Married to a Filipino Citizen, who Intend to Permanently Stay in the Philippines

List of Requirements	Where to Secure
Electronic or Machine-Readable Passport / Travel Document valid for at least six (6) months	To be provided by the applicant
Notarized visa application form	To be provided by the applicant. Template is available at pcgsanfrancisco.org .
Two (2) recently-taken colored photo, front view, white background (no eyeglasses or sleeveless attire)	To be provided by the applicant
Marriage Certificate issued by the Philippine Statistics Authority	To be provided by the applicant
Apostilled Birth Certificate	To be provided by the applicant
Apostilled Police Clearance Certificate	To be provided by the applicant
Apostilled Medical Certificate issued by a Registered Physician	To be provided by the applicant
One (1) photocopy of the Philippine Passport of Filipino spouse	To be provided by the applicant
Petition Letter from Filipino spouse	To be provided by the applicant
Proof of financial capability	To be provided by the applicant
Non-refundable Processing Fee of \$150.00, payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check; or in Cash	To be provided by the applicant
Self-Addressed Stamped Envelope (USPS Priority Mail)	To be provided by the applicant
<i>The Philippine Consulate General reserves the right to require additional proof of documents from an applicant to determine his/her identity and signature, pursuant to Philippine laws/regulations on Visa.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Submits the package containing the requirements to the Visa Section, Philippine Consulate General, 447 Sutter Street, San Francisco, California 94108	<p>Mailing Officer receives the package.</p> <p>Visa Officer receives the application form and requirements;</p> <p>If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications;</p> <p>Evaluates and checks the completeness of the documents;</p> <p>Proceeds to the Cashier to submit the applicant's payment;</p> <p>Collecting Officer issues Official Receipt (with duplicate copy).</p> <p>Visa Officer receives the Official Receipt and duplicate copy of Official Receipt;</p>	1 hour	\$150.00	Visa Officer, Collecting Officer, Signing Officer, Mailing Officer

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
	<p>Prepares the visa and submits to signing Officer for review, approval, and signature of Signing Officer;</p> <p>Signing Officer reviews, approves, and signs the Visa Application Form.</p> <p>Visa Officer receives the signed visa, prepares the passport (containing the visa) for mailing, and turns over the package to the Mailing Officer.</p> <p>Mailing Officer mails the package to the applicant.</p>			
PROCESSING TIME	1 hour			

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the client feedback form available at the following:</p> <ul style="list-style-type: none"> • Physical forms at the windows • Through our website https://pcgsanfrancisco.org/client-feedback • Through Google: https://q.page/r/CTy6OUHZqTq0EAI/review
How feedback is processed	Feedback is reviewed and processed monthly and consolidated reports are transmitted to the Department of Foreign Affairs.
How to file a complaint?	<p>E-mail: sanfrancisco.pcg@dfa.gov.ph</p> <p>Kindly provide the following information:</p> <ul style="list-style-type: none"> - Details of Incident, including Evidence - Name of person being complained of
How complaints are processed	Complaints received are reviewed and investigated. Whenever necessary, further interviews are conducted with clients and concerned personnel. Complainants are duly provided feedback on action taken.

CONTACT DETAILS

SECTION	Contact Details
Main Trunkline / E-mail	Tel. 415-433-6666 E-mail: sanfrancisco.pcg@dfa.gov.ph
Passport Section	E-mail: passport@pcgsanfrancisco.org
Civil Registry Section	E-mail: civil@pcgsanfrancisco.org
Notarials Section	E-mail: legal@pcgsanfrancisco.org
Dual Citizenship Section	E-mail: dual@pcgsanfrancisco.org
Visa Section	E-mail: visa@pcgsanfrancisco.org