



PHILIPPINE CONSULATE GENERAL
IN LOS ANGELES

CITIZEN'S CHARTER

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MANDATE

The **Philippine Consulate General in Los Angeles**, as part of the Department of Foreign Affairs (DFA), 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. The Philippine Consulate General in Los Angeles shall continually uphold the principles of good governance, improve its quality management system and adhere to the highest standards of professionalism.

MISSION

- To promote and protect Philippine interests in the global community.
- To implement Philippine foreign policy within its jurisdiction, with a focus on:
 - Consular services
 - Assistance to nationals
 - Promotion of Philippine culture
 - Fostering closer relations with the Filipino-American community
 - Economic diplomacy
 - Fostering closer relations with officials of local government units in the US
 - Overseas Absentee Voting

VISION

A resilient foreign service for a strong Philippines.

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PASSPORT SERVICES

1. Service Name: Passport

Description of service: New / Renewal / Lost Passport

Office or Division:	Passport Section, Philippine Consulate General in Los Angeles			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any Filipino Citizen			
CHECKLIST 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 https://losangelespcg.org/consular-services-2/passp0rt/ 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 https://losangelespcg.org/consular-services-2/passp0rt/ for fees for lost passport renewal), payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check; Credit Card; or in Cash		To be provided by the applicant		
Self-addressed stamped envelope (USPS Priority Mail)		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at passport.gov.ph		None	5 minutes	To be done by the applicant

2. Visit the Philippine Consulate General in Los Angeles on the day of appointment Proceed to the Information Counter and get a queue number	The Passport Processor will call the queing number for processing, based on appointment time.	None	1 minute	Passport Processor
Once applicant's queue number is called, proceed to Passport Window (1 or 2) and present the requirements	Passport Processor receives and requirements; Interviews the applicant; Evaluates and checks the completeness of the documents; Directs client to the Cashier for payment	None	5 minutes	Passport Processor
4. Proceed to Cashier (window 7 or 8) for Payment	Collecting Officer accepts payment; and Issues Official Receipt (with duplicate copy)	\$60.00 for new and regular epassport renewal \$150.00 for lost passport	3 minutes	Collecting Officer
5. Return to the waiting areas and wait for queue number to be called again. Once the queue number is called, proceed to the Window indicated on the screen for encoding Review the encoded Details appearing on the monitor for accuracy	Passport Encoder receives claim stub, Official Receipt, and other requirements Encodes the applicant's passport details Receive the self addressed stamped envelope from the applicant	None	10 minutes	Passport Encoder

6. Receive New Passport in four to six weeks	Upon receipt of the new passport from the Home Office, the Passport Releasing Officer prepares the new passport for mailing. Mailing Officer mails the new passport.	None	5 minutes	Passport Releasing Officer Mailing Officer
SUBTOTAL		\$60.00 for new and regular epassport renewal \$150.00 for lost passport	34 minutes	Collecting Officer
TOTAL		\$60.00 for new and regular epassport renewal \$150.00 for lost passport	34 minutes	Collecting Officer

2. Service Name: Passport (Mobile Outreach)

Description of service: New / Renewal / Lost Passport during mobile outreach missions

Office or Division:	Passport Section, Philippine Consulate General in Los Angeles	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Any Filipino Citizen	
CHECKLIST 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 https://losangelespcg.org/consular-services-2/passp0rt/ 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 https://losangelespcg.org/consular-services-2/passp0rt/ for fees for lost passport renewal), payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check; Credit Card; or in Cash	To be provided by the applicant
Self-addressed stamped envelope (USPS Priority Mail)	To be provided by the applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at passport.gov.ph		None	5 minutes	To be done by the applicant
2. Visit the location of the Mobile Outreach on the day of your appointment Proceed to the Information Counter to receive queue information then proceed to passport waiting area	The Passport Processor will call the queuing number for processing, based on appointment time.	None	5 minute	Passport Processor
Once queue number or applicant's name is called, proceed to Passport counter and present the requirements	Passport Processor receives and requirements; Interviews the applicant;	None	10 minutes	Passport Processor

	Processed, Evaluates and checks the completeness of the documents; Encodes the applicant's passport details Receive the self addressed stamped envelope from the applicant Directs client to the Cashier for payment			
4. Proceed to Cashier counter for Payment	Cashier receives the processed application, requirements and the self addressed stamped envelope from the applicant Collecting Officer accepts payment; and Issues Official Receipt (with duplicate copy)	\$60.00 for new and regular epassport renewal \$150.00 for lost passport	3 minutes	Collecting Officer
6. Receive New Passport in four to six weeks	Upon receipt of the new passport, the Passport Releasing Officer packages the new passport for mailing. Mailing Officer mails the new passport.	None	5 minutes	Passport Releasing Officer Mailing Officer
SUBTOTAL		\$60.00 for new and regular epassport renewal	28 minutes	Collecting Officer

	\$150.00 for lost passport		
TOTAL	\$60.00 for new and regular epassport renewal \$150.00 for lost passport	28 minutes	Collecting Officer

3. Service Name: Travel Document (TD)

Description of service: Travel Document (TD) applications submitted in person

Office or Division:	Passport Section, Philippine Consulate General in Los Angeles		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Any Filipino Citizen whose Passport is Lost, Mutilated, Expired or has Emergency Travel in the Philippines		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly-accomplished and Application Form (Entries must be typewritten or printed legibly)		Form is available at https://losangelespcg.org/travel-document-issuance/	
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 is available at https://losangelespcg.org/consular-services-2/notar1als/	
If the Philippine passport is lost and valid, a police report		To be secured by the applicant	
If the Philippine passport is lost or the expired passport does not contain the complete details of the applicant, one (1)		PSA BC and PSA MC may be requested online at psaserbilis.com.ph	

original and one (1) photocopy of the PSA birth certificate and PSA Marriage Certificate (for Married women)				
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the 6 th Floor, Window 2 and submits requirements to the Passport Officer.	1. Passport Officer receives application form and requirements; Interviews the applicant; Evaluates and checks the completeness of the documents; Issues claim stub; and Directs client to the Cashier for payment		10 minutes	Passport Processor
2. Proceed to Cashier (Window 7 or 8) for payment	Collecting Officer Accepts payment; and Issues Official Receipt (with duplicate copy) and claim stub	\$30.00 (additional \$10.00 is charged for expedite fee)	3 minutes	Collecting Officer

3. Return the Travel application form and Official Receipt to Window 1or 2	Passport Officer receives the application form and Official Receipt Requests applicant to have a seat while the TD is being processed; Encodes TD details; Prints draft TD for applicant's review, initials, and approval for final printing; Prints finalized TD and submits to signing Officer for review, approval, and signature of Signing Officer; Signing Officer reviews, approves, and signs the TD	None	25 minutes	Passport Officer and Signing Officer
4. Receive TD	The Passport Officer requests the applicant to sign, receive the TD, Official Receipt, and claim stub.	None	3 minutes	Passport Officer
SUBTOTAL		\$30.00 (additional \$10.00 is charged for expedite fee)	41 minutes	Passport Officer

TOTAL	\$30.00 (additional \$10.00 is charged for expedite fee)	41 minutes	Passport Officer
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4. Service Name: Travel Document (TD)

Description of service: Travel Document (TD) applications submitted by mail

Office or Division:	Passport Section, Philippine Consulate General in Los Angeles		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Any Filipino Citizen whose Passport is Lost, Mutilated, Expired or with emergency travel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly-accomplished and Notarized Application Form (Entries must be typewritten or printed legibly)		Form may be requested online at phppt.lapcg@gmail.com	
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 is available at https://losangelespcg.org/consular-services-2/notar1als/	
If the Philippine passport is lost and valid, a police report		To be secured by the applicant from a police station in person or online	
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 and PSA Marriage Certificate (for Married women)		PSA BC and PSA MC 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	

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the package containing the application form and requirements to the Passport Section, Philippine Consulate General in Los Angeles, 3435 Wilshire Blvd., Suite 550, Los Angeles California 90010	The mailing officer receives the package. Passport Officer receives the application form and requirements; If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications; Evaluates and checks the completeness of the documents; Proceeds to the Cashier to submit the applicant's payment; Collecting Officer issues Official Receipt (with duplicate copy). Passport Officer receives the Official Receipt and duplicate copy of Official Receipt; Encodes TD details; Prints finalized TD and submits to signing Officer for review,	\$30.00	30 minutes	Passport Officer, Collecting Officer, Signing Officer, Mailing Officer

	approval, and signature of Signing Officer; Signing Officer reviews, approves, and signs the TD. The Passport Officer receives the signed TD, prepares the TD for mailing, and turns over the package to the Mailing Officer. The Mailing Officer mails the package to the applicant.			
SUBTOTAL		\$30.00	30 Minutes	Passport Officer, Collecting Officer, Signing Officer, Mailing Officer
TOTAL		\$30.00	30 Minutes	Passport Officer, Collecting Officer, Signing Officer, Mailing Officer

NOTARIAL SERVICES

5. Service Name: Notarial/Consular Notarization (Expedited Release)

Description of service : Consular Notarization of Documents with expedited processing.

Office or Division:	Notarial Section, Philippine Consulate General in Los Angeles			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any adult who needs self-executed documents to be recognized in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document for notarization, e.g. <i>Power of Attorney, Deed, Contract, Affidavit, Bank Form, NBI Clearance Form.</i> (Original/s and Photocopy) <i>Note: Only self-executed documents are accepted; documents issued by U.S. public and private entities need to be apostilled for use in the Philippines</i>		To be provided by the applicant. Template forms may be downloaded from losangelespcg.org		
Valid government-issued identification card of each person signing the document. (Original/s and Photocopy) <i>Note: Each original document to be notarized must be accompanied by a photocopy of the ID</i>		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; or via Credit Card *If the client opts to have the document released earlier than the normal processing period of 2 weeks, e.g. same/next day		To be provided by the applicant		
Self-Addressed Stamped Envelope (USPS Priority Mail) - only for those who opt for same/next-day mailing		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Philippine Consulate General in Los Angeles on the day of appointment and secure a queue number from the Information Counter	Hall Officer confirms appointment and gives queueing number	None	1 minute	Hall Officer

2. Once the queue number is called, proceed to Window 14 and present the requirements. Sign the document in front of the Notarial Processor.	Notarial Processor: - receives the requirements; - interviews the applicant; - evaluates and checks the completeness of the documents; and - directs applicant to the cashier for payment	None	5 Minutes	Notarial Processor
3. Proceed to the cashier for payment.	Cashier accepts payment and issues Official Receipt (with duplicate copy)	\$25.00 per document + \$10.00 expedite fee	3 Minutes	Collecting Officer
4. Return to Window 14 and submit copy of the Official Receipt, other requirements, document for notarization	Notarial Processor receives the documents; Notarial Encoder encodes and prints the Acknowledgement/Jurat Certificate/s (or stamps on the form/s) and submits to the Signing Officer; Signing Officer reviews and signs the Acknowledgement / Jurat Certificate/s (or stamped form); Assembly Line prepares the notarized document for releasing	None	5 Minutes	Notarial Processor Notarial Encoder Signing Officer Assembly Line
5. Receive the notarized document	Notarial Processor releases the notarized document	None	2 Minutes	Notarial Processor

	Note: Same-day release is only available to applicants who come with an appointment and submit documents before 12 noon			
TOTAL		\$35.00	16 Minutes	

6. Service Name: Notarial (Released by Mail)

Description of service : Consular Notarization of Documents, released via mail.

Office or Division:	Notarial Section, Philippine Consulate General in Los Angeles		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Any adult who needs self-executed documents to be recognized in the Philippines		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Document for notarization, e.g. <i>Power of Attorney, Deed, Contract, Affidavit, Bank Form, NBI Clearance Form.</i> (Original/s and Photocopy) <i>Note: Only self-executed documents are accepted; documents issued by U.S. public and private entities need to be apostilled for use in the Philippines</i>		To be provided by the applicant. Template forms may be downloaded from losangelespcg.org	
Valid government-issued identification card of each person signing the document. (Original/s and Photocopy) <i>Note: Each original document to be notarized must be accompanied by a photocopy of the ID</i>		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; or via Credit Card		To be provided by the applicant	
Self-Addressed Stamped Envelope (USPS Priority Mail)		To be provided by the applicant	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Philippine Consulate General in Los Angeles on the day of appointment and secure a queue number from the Information Counter	Hall Officer confirms appointment and gives queueing number	None	1 minute	Hall Officer
2. Once the queue number is called, proceed to Window 14 and present the requirements. Sign the document in front of the Notarial Processor.	Notarial Processor: - receives the requirements; - interviews the applicant; - evaluates and checks the completeness of the documents; and - directs applicant to the cashier for payment	None	5 Minutes	Notarial Processor
3. Proceed to the cashier for payment.	Cashier accepts payment and issues Official Receipt (with duplicate copy)	\$25.00 per document	3 Minutes	Collecting Officer
4. Return to Window 14 and submit copy of the Official Receipt, other requirements, document for notarization	Notarial Processor receives the documents; Notarial Encoder encodes and prints the Acknowledgement/Jurat Certificate/s (or stamps on the form/s) and submits to the Signing Officer; Signing Officer reviews and signs the Acknowledgement / Jurat	None	8 Minutes	Notarial Processor Notarial Encoder Signing Officer

	Certificate/s (or stamped form); Assembly Line prepares the notarized document for mailing; Assembly line mails the notarized document to the applicant within 2 weeks from processing			Assembly Line
TOTAL		\$25.00	17 Minutes	

7. Service Name: Notarial (Mobile Outreach)

Description of service: Consular Notarization of Documents during mobile outreach missions

Office or Division:	Philippine Consulate General, LA / Notarial Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Any adult who needs self-executed documents to be recognized in the Philippines		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Document for notarization, e.g. <i>Power of Attorney, Deed, Contract, Affidavit, Bank Form, NBI Clearance Form.</i> (Original/s and Photocopy) <i>Note: Only self-executed documents are accepted; documents issued by U.S. public and private entities need to be apostilled for use in the Philippines</i>		To be provided by the applicant. Template forms may be downloaded from losangelespcg.org	
Valid government-issued identification card of each person signing the document. (Original/s and Photocopy) <i>Note: Each original document to be notarized must be accompanied by a photocopy of the ID</i>		To be provided by the applicant	
Non-refundable Processing Fee of \$35.00 per document, payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check; or in Cash; or via Credit Card		To be provided by the applicant	
Self-Addressed Stamped Envelope (USPS Priority Mail)		To be provided by the applicant	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an appointment in accordance with the outreach notice	-	None	None	Applicant
2. Proceed to the venue of the Consular Outreach Mission on the day of appointment	Volunteer confirms name from the list and ushers applicant to the line for notarial clients	None	1 Minute	Outreach Team
3. Once the applicant is called, proceed to the Notarial table and present the requirements. Sign the document in front of the Notarial Processor.	Notarial Processor: - receives the requirements; - interviews the applicant; - evaluates and checks the completeness of the documents; and - directs applicant to the cashier for payment	None	5 Minutes	Notarial Processor
4. Proceed to the cashier for payment.	Cashier accepts payment; and issues Official Receipt (with duplicate copy)	\$35.00 per document	3 Minutes	Collecting Officer
5. Return to the Notarial table and submit copy of the Official Receipt, other requirements, document for notarization	Notarial Processor receives the documents; Notarial Encoder encodes and prints the Acknowledgement/Jurat Certificate/s (or stamps on the form/s) and submits to the Signing Officer; Signing Officer reviews and signs the	None	8 Minutes	Notarial Processor Notarial Encoder Signing Officer

	Acknowledgement / Jurat Certificate/s (or stamped form); Assembly Line prepares the notarized document for mailing; Assembly line mails the notarized document to the applicant within 2 weeks from processing			Assembly Line
TOTAL		\$35.00	17 Minutes	

ASSISTANCE TO NATIONALS

8. Service Name: Assistance to Nationals

Description of service: Assistance provided to distressed Filipino nationals

Office or Division:	Assistance to Nationals Section, Philippine Consulate General in Los Angeles			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any Filipino national in distress			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished ATN Request Form		To be provided by the applicant. Form may be downloaded from losangelespcg.org		
Valid identification document showing current Philippine citizenship		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out and submit the ATN Form with proof of Philippine citizenship in person or via email to lapcg.atn@gmail.com	ATN Officer receives and assesses the documents submitted; interviews the requesting party on the nature of the assistance requested;	None	Varies	ATN Officer
	Supervising Officer provides guidance / instructions;			ATN Supervising Officer
	ATN Officer informs the requesting party of the appropriate actions to be taken consistent with existing regulations			ATN Officer
TOTAL		None	Varies	

CIVIL REGISTRATION

9. Service Name: Report of birth

Description of service: For the birth of Filipino children that occurred in the areas covered by the jurisdiction of the Consulate General

Office or Division:	Civil Registry Section, Philippine Consulate General in Los Angeles			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any Filipino Citizen Born within Southern California, Arizona, and Clark County Nevada whose Birth has not been Registered			
CHECKLIST 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 Application Form (Four Originals). Entries must be printed/typewritten or handwritten in black ink only.		To be provided by the applicant. The template form may be filled-out from https://www.philippineconsulatela.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 https://www.philippineconsulatela.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) – four (4) photocopies		To be provided by the applicant		
Valid Identification Card or US passport of the child (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		To be provided by the applicant		
Draft, Certified Check, or Cashier's Check; or in Cash		To be provided by the applicant		
Self-Addressed Stamped Envelope (USPS/UPS Priority Mail)		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the	Mailing Officer receives	\$25.00		Civil

package containing the requirements by mail to the Civil Registry Section, Philippine Consulate General, 3435 Wilshire Blvd Suite 550 Los Angeles, CA 90010	the package. Civil Registry Officer receives the application form and requirements;		10 mins	Registry Officer
	If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications;			
	Evaluates and checks the completeness of the documents;		10 mins	
	Proceeds to the Cashier to submit the applicant's payment;		5 mins	
	Collecting Officer issues Official Receipt (with duplicate copy).		2 mins	Collecting Officer
	Civil Registry Officer receives the Official Receipt and duplicate copy of Official Receipt;		3 mins	Civil Registry Officer
	Prepares the ROB and submits to signing Officer for review, approval, and signature of Signing Officer		10 mins	
	Signing Officer reviews, approves, and signs the ROM.		10 mins	Signing Officer
	Civil Registry Officer receives the signed ROM, prepares the ROM for mailing, and turns over the package to the Mailing Officer.		5 mins	Civil Registry Officer
			5 mins	

	Mailing Officer mails the package to the applicant.			Mailing Officer
SUBTOTAL		\$25	60 mins	
TOTAL		\$25	60 mins	

10. Service Name: Report of Marriage

Description of service: For marriages of Filipino nationals solemnized in the areas covered by the jurisdiction of the Consulate General

Office or Division:	Civil Registry Section, Philippine Consulate General in Los Angeles		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Any Filipino Citizen Born within Southern California, Arizona, and Clark County Nevada whose Birth has not been Registered		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Cover Letter – indicating the contact details of the person/s reporting the marriage		To be provided by the applicant	
A Report of Marriage Application Form (Four Originals). Each form must be duly signed and notarized. Entries must be printed/typewritten or handwritten in black ink only		To be provided by the applicant. The template form may be filled-out from https://www.philippineconsulatela.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 https://www.philippineconsulatela.org	
Marriage Certificate – original and four (4) photocopies		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 Husband and Wife – four (4) photocopies		To be provided by the applicant	
Proof of Philippine Citizenship of Spouse at the time of marriage (e.g. dual citizenship document, U.S. green card/visa, U.S. naturalization certificate) – four (4)		To be provided by the applicant	

photocopies				
See https://losangelespcg.org 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, Cashier's Check; or in Cash; or via Credit Card		To be provided by the applicant		
Self-Addressed Stamped Envelope (USPS/UPS Priority Mail)		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the package containing the Requirements by mail to the Civil Registry Section, Philippine Consulate General, 3435 Wilshire Blvd Suite 550 Los Angeles, CA 90010	Mailing Officer receives the package.	\$25.00		Civil Registry Officer, Collecting Officer, Signing Officer, Mailing Officer
	Civil Registry Officer receives the application form and requirements;		10 mins	
	If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications;		10 mins	
	Evaluates and checks the completeness of the documents;		5 mins	
	Proceeds to the Cashier to submit the applicant's payment;		2 mins	
	Collecting Officer issues Official Receipt (with duplicate copy).		3 mins	
	Civil Registry Officer receives the Official Receipt and duplicate copy of Official Receipt;		10 mins	

	Prepares the ROM and submits to signing Officer for review, approval, and signature of Signing Officer		10 mins	
	Signing Officer reviews, approves, and signs the ROM.		5 mins	
	Civil Registry Officer receives the signed ROM, prepares the ROM for mailing, and turns over the package to the Mailing Officer.		5 mins	
	Mailing Officer mails the package to the applicant.			
SUBTOTAL		\$25	60 mins	
TOTAL		\$25	60 mins	

11. Service Name: Report of Death & Consular Mortuary Certificate

Description of service: For deaths of Filipino nationals that occurred in the areas covered by the jurisdiction of the Consulate General

Office or Division:	Civil Registry Section, Philippine Consulate General in Los Angeles
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any Person whose Filipino Relative Died Outside the Philippines and whose Death has not been Registered
CHECKLIST OF REQUIREMENTS	
Cover Letter – indicating the contact details of the person/s reporting the death	To be provided by the applicant
Report of Death Application Form (Four Originals). Each form must be duly signed and notarized. Entries must be printed/typewritten or handwritten in black ink only	To be provided by the applicant. The template form may be filled-out from https://www.philippineconsulatela.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 (U.S. Visa/Green Card and/or Dual Citizenship documents) – four (4) photocopies		To be provided by the applicant		
See https://www.philippineconsulatela.org/ 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; or via Credit Card		To be provided by the applicant		
Self-Addressed Stamped Envelope (USPS/UPS Priority Mail)		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the package containing the requirements by mail to the Civil Registry Section, Philippine Consulate General, 3435 Wilshire Blvd Suite 550 Los Angeles, CA 90010	Mailing Officer receives the package.	\$25.00	10 mins	Civil Registry Officer, Collecting Officer, Signing Officer, Mailing Officer
	Civil Registry Officer receives the application form and requirements;			
	If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications;		10 mins	
	Evaluates and checks the completeness of the documents;			
	Proceeds to the Cashier to submit the applicant’s payment;		5 mins	
Collecting Officer issues Official Receipt (with duplicate copy).	2 mins			

	Civil Registry Officer receives the Official Receipt and duplicate copy of Official Receipt; Prepares the ROD and/or CMC and submits to signing Officer for review, approval, and signature of Signing Officer; Signing Officer reviews, approves, and signs the ROM and/or CMC. Civil Registry Officer receives the signed ROM and/or CMC, prepares the ROM and/or CMC for mailing, and turns over the package to the Mailing Officer. Mailing Officer mails the package to the applicant.		3 mins 10 mins 10 mins 5 mins 5 mins	
SUBTOTAL		\$25		
TOTAL		\$25	60 mins	

VISA SERVICES

12. Service Name: Issuance of 9a visas (single entry for visa-free nationals)

Description of service: Single-entry Visa issuance to foreigners (visa-free under EO 408) visiting the Philippines for Tourism or Business purposes with a stay of over 30 days.

Office or Division:	Visa Section, Philippine Consulate General in Los Angeles			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Foreigners (under EO 408) Visiting the Philippines for Tourism or Business Purposes with a stay of over 30 days.			
CHECKLIST 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 lapcg.ovas@gmail.com		
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/UPS/DHL)		To be provided by the applicant		
The Philippine Consulate General reserves the right to require additional documents from applicants to determine identity, pursuant to Philippine laws/regulations on Visa.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIB LE
1.Sends copy of application forms and documents by email	Visa Officer checks the application and contacts the applicant to mail the requirements.	Category A nationals USD40.00	15 minutes	Visa Officer

		Category B-1 nationals USD40.00 Category B-2 nationals USD40.00 Category C-1 nationals USD 40.00 Category C-2 nationals USD40.00 Category D nationals USD35.00		
2. Submits the package containing the requirements by mail to the Visa Section, Philippine Consulate General, 3435 Wilshire Blvd Suite 550 Los Angeles, CA 90010	Mailing Officer receives the package. Visa Officer receives the application form and requirements; Proceeds to the Cashier to submit the applicant's payment; Collecting Officer issues Official Receipt (with duplicate copy). Visa Officer receives the Official Receipt and duplicate copy of Official Receipt; Evaluates and checks the completeness of the documents;		45 minutes	Visa Officer, Collecting Officer, Detailed authorized Visa signatory

	If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications; If documents are complete and satisfactory: The Visa Officer prepares the visa and submits it to the Signing Officer for review and approval. Upon approval and signing by the assigned Signing Officer, the visa application is returned to the Visa Officer for mailing. Visa Officer receives the signed visa, makes a scanned copy of the approved visa and records the dates of mailing. After which, the Visa Officer enclosed the passport to the returned envelope for mailing. If application is for refusal, Visa Officer submits the application and documents to the Signing Officer for discussion, review and final decision. Refusal letter is issued - to be included with the documents to be returned to the applicant.		45 minutes	
TOTAL		USD30.00 (regular processing USD40.00	45 minutes	

	(expedite processing)		
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13. Service Name: Issuance of 9a visas (single entry for visa-required nationals)

Description of service: Single-entry Visa issuance to foreigners (visa-free under EO 408) visiting the Philippines for Tourism or Business purposes with a stay of over 30 days.

Office or Division:	Visa Section, Philippine Consulate General in Los Angeles		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Foreigners (under EO 408) Visiting the Philippines for Tourism or Business Purposes with a stay of over 30 days.		
CHECKLIST 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 lapcg.ovas@gmail.com	
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/UPS/DHL)		To be provided by the applicant	
The Philippine Consulate General reserves the right to require additional documents from applicants to determine identity, pursuant to Philippine laws/regulations on Visa.			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sends copy of application forms and documents by email	Visa Officer checks the application and contacts the applicant to mail the requirements.	Category A nationals USD40.00 Category B-1 nationals USD40.00 Category B-2 nationals USD40.00 Category C-1 nationals USD 40.00 Category C-2 nationals USD40.00 Category D nationals USD35.00	15 minutes	Visa Officer
2. Submits the package containing the requirements by mail to the Visa Section, Philippine Consulate General, 3435 Wilshire Blvd Suite 550 Los Angeles, CA 90010	Mailing Officer receives the package. Visa Officer receives the application form and requirements; Proceeds to the Cashier to submit the applicant's payment; Collecting Officer issues		45 minutes	Visa Officer, Collecting Officer, Detailed authorized Visa signatory

	Official Receipt (with duplicate copy). Visa Officer receives the Official Receipt and duplicate copy of Official Receipt; Evaluates and checks the completeness of the documents; If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications; If documents are complete and satisfactory: The Visa Officer drafts fax to the Home Office requesting for No Derogatory records and forwards the same to the Visa Supervisor for review and approval. Once approved by the Visa Supervisor, the fax is forwarded to the Consul General for further review and approval. Once approved, the Consul General endorses the fax to the Communications Officer for e-signature and transmission to the Home Office. Once receipt of approval from the Home Office, the Visa Officer issues the visa and forwards the same to the Visa Supervisor for review and approval. Once the Visa Supervisor approves and signs the		45 minutes	
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	application for visa, the Visa Officer scans the application for visa, encodes the applicant's personal information on the visa applicant's database and prepares the mailing of the passport using the provided return envelope. If application is for refusal, Visa Officer submits the application and documents to the Signing Officer for discussion, review and final decision. Refusal letter is issued - to be included with the documents to be returned to the applicant.			
TOTAL		USD30.00 (regular processing) USD40.00 (expedite processing)	45 minutes	

14. Service Name: Issuance of 9a visas (multiple entry for visa-free nationals)

Description of service: Multiple-entry Visa issuance to foreigners (under EO 408) visiting the Philippines for Tourism or Business for stays of over 30 days.

Office or Division:	Visa Section, Philippine Consulate General in Los Angeles
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Foreigners Visiting the Philippines intending to have multiple stays of over 30 days for Tourism or Business Purposes
CHECKLIST OF REQUIREMENTS	
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 lapcg.ovas@gmail.com

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/UPS/DHL)	To be provided by the applicant

The Philippine Consulate General reserves the right to require additional documents from applicants to determine identity, pursuant to Philippine laws/regulations on Visa.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sends copy of application forms and documents by email	Visa Officer checks the application and contacts the applicant to mail the requirements.	6 months validity USD60.00 1 year validity USD90	15 minutes	Visa Officer
2. Submits the package containing the requirements by mail to the Visa Section, Philippine Consulate General, 3435 Wilshire Blvd Suite 550 Los Angeles, CA 90010	Mailing Officer receives the package. Visa Officer receives the application form and requirements; Proceeds to the Cashier to submit the applicant's payment; Collecting Officer issues Official Receipt (with duplicate copy).			

	Visa Officer receives the Official Receipt and duplicate copy of Official Receipt; Evaluates and checks the completeness of the documents; If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications; If documents are complete and satisfactory: The Visa Officer drafts fax to the Home Office and endorses to the Visa Supervisor for review and approval. Once approved by the Visa Supervisor, the reviewed fax is forwarded to the Consul General for further review and approval. Once approved by the Consul General, the fax is transmitted to the Communications Officer for e-signature and transmission to the Home Office. Once the Home Office grants approval, the Visa Officer prepares the issuance of visa and endorses the same to the assigned Visa Signatory for signature. Once the assigned Visa signatory signs the visa application, the Visa Officer then scans the visa application form, encodes		2-3 working days	Visa Officer, Collecting Officer, Visa Supervisor or of the Visa Section, Consul General, Comms Officer
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	the data in the database for issued visas and mails the passport with stamped visa using the provided returned envelope. If application is for refusal, Visa Officer submits the application and documents to the Signing Officer for discussion, review and final decision. Refusal letter is issued - to be included with the documents to be returned to the applicant.			
TOTAL			2-3 working days	

15. Service Name: Issuance of 9a visas (multiple entry for visa-required nationals)

Description of service: Multiple-entry Visa issuance to foreigners (under EO 408) visiting the Philippines for Tourism or Business for stays of over 30 days.

Office or Division:	Visa Section, Philippine Consulate General in Los Angeles	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Foreigners Visiting the Philippines intending to have multiple stays of over 30 days for Tourism or Business Purposes	
CHECKLIST 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 lapcg.ovas@gmail.com
One (1) recently-taken colored photo 1.77" x 1.37" (3.5 cm x 4.5 cm), front view, white background (no		To be provided by the applicant.

eyeglasses or sleeveless attire)	
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/UPS/DHL)	To be provided by the applicant

The Philippine Consulate General reserves the right to require additional documents from applicants to determine identity, pursuant to Philippine laws/regulations on Visa.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sends copy of application forms and documents by email	Visa Officer checks the application and contacts the applicant to mail the requirements.	6 months validity USD80.00 1 year validity USD120.00	15 minutes	Visa Officer
2. Submits the package containing the requirements by mail to the Visa Section, Philippine Consulate General, 3435 Wilshire Blvd Suite 550 Los Angeles, CA 90010	Mailing Officer receives the package. Visa Officer receives the application form and requirements; Proceeds to the Cashier to submit the applicant's payment; Collecting Officer issues Official Receipt (with duplicate copy). Visa Officer receives the			

	Official Receipt and duplicate copy of Official Receipt; Evaluates and checks the completeness of the documents; If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications; If documents are complete and satisfactory: The Visa Officer drafts fax to the Home Office and endorses to the Visa Supervisor for review and approval. Once approved by the Visa Supervisor, the reviewed fax is forwarded to the Consul General for further review and approval. Once approved by the Consul General, the fax is transmitted to the Communications Officer for e-signature and transmission to the Home Office. Once the Home Office grants approval, the Visa Officer prepares the issuance of visa and endorses the same to the assigned Visa Signatory for signature. Once the assigned Visa signatory signs the visa application, the Visa Officer then scans the visa application form, encodes the data in the database for issued visas and mails the passport with stamped visa		2-3 working days	Visa Officer, Collecting Officer, Visa Supervisor or of the Visa Section, Consul General, Comms Officer
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	using the provided returned envelope. If application is for refusal, Visa Officer submits the application and documents to the Signing Officer for discussion, review and final decision. Refusal letter is issued - to be included with the documents to be returned to the applicant.			
TOTAL			2-3 working days	

16. Service Name: Issuance of 9(c) Seafarer's Visa (visa-free nationals)

Description of service: For crew member of a vessel arriving at port of the Philippines from any country

Office or Division:	Visa Section, Philippine Consulate General in Los Angeles		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Crew member of a vessel arriving at port of the Philippines from any country		
CHECKLIST 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 lapcg.ovas@gmail.com	
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.	
Letter from employer or shipping company stating the vessel and the Philippine port where the applicant will work and board.		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	

Copy of Seaman's book or a Seafarers' Identity Document	To be provided by the applicant
Non-refundable Processing Fee of \$20 (individual), 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/UPS/DHL)	To be provided by the applicant

The Philippine Consulate General reserves the right to require additional documents from applicants to determine identity, pursuant to Philippine laws/regulations on Visa.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends copy of application forms and documents by e-mail	1. Visa Officer checks the application and contacts the applicant to mail the requirements.		15 minutes	
2. Mail the visa application and the requirements to the Visa Section, Philippine Consulate General, 3435 Wilshire Blvd Suite 550 Los Angeles, CA 90010	2. Mailing Officer receives the package. Visa Officer receives the application form and requirements; Proceeds to the Cashier to submit the applicant's payment; Collecting Officer issues Official Receipt (with duplicate copy). Visa Officer receives the Official Receipt and duplicate copy of Official Receipt; Evaluates and checks the completeness of the documents; If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications;	Seaman's Visa: Individual: \$20 Crew up to 40: \$100 Crew from 41- 100 pax: \$150 Crew from 101-200 pax: \$200 Crew in excess of 200 pax: \$400	45 minutes	Mailing Officer Visa Officer Collecting Officer Signing Officer, Supervisor of the Visa Section, Consul General,

	If documents are complete and satisfactory: The Visa Officer prepares the visa and submits the same to the assigned Visa signatory for signature. Once approved and signed, the Visa Officer scans the visa application form, encodes the issuance of visa on the database, encodes in the data for mailed visas and prepares the passport for mail using the provided envelope. If application is denied, Visa Officer submits the application and documents to the Signing Officer for discussion, review and final decision. Refusal letter is issued - to be included with the documents to be returned to the applicant.			
TOTAL		Varies (see above)	45 minutes	

17. Service Name: Issuance of 9(c) Seafarer's Visa - Visa-required nationals

Description of service: For crew member of a vessel arriving at port of the Philippines from any country

Office or Division:	Visa Section, Philippine Consulate General in Los Angeles
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Crew member of a vessel arriving at port of the Philippines from any country

CHECKLIST 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 lapcg.ovas@gmail.com		
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.		
Letter from employer or shipping company stating the vessel and the Philippine port where the applicant will work and board.		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		
Copy of Seaman’s book or a Seafarers’ Identity Document		To be provided by the applicant		
Non-refundable Processing Fee of \$20 (individual), 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/UPS/DHL)		To be provided by the applicant		
<i>The Philippine Consulate General reserves the right to require additional documents from applicants to determine identity, pursuant to Philippine laws/regulations on Visa.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends copy of application forms and documents by email	1. Visa Officer checks the application and contacts the applicant to mail the requirements.		15 minutes	
2. Mail the visa application and the requirements to the Visa Section, Philippine Consulate General, 3435 Wilshire Blvd Suite 550 Los Angeles, CA 90010	2. Mailing Officer receives the package. Visa Officer receives the application form and requirements; Proceeds to the Cashier to submit the applicant’s payment; Collecting Officer issues Official Receipt (with	Seaman’s Visa: Individual: \$20 Crew up to 40: \$100 Crew from 41- 100 pax:		Mailing Officer Visa Officer

	duplicate copy). Visa Officer receives the Official Receipt and duplicate copy of Official Receipt; Evaluates and checks the completeness of the documents; If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications; If documents are complete and satisfactory: The Visa Officer drafts fax to the Home Office requesting for No Derogatory Record of the visa applicant and the same will be forwarded to the Visa Supervisor for review and approval. Once approved by the Visa Supervisor, the fax is forwarded to the Consul General for further review and approval. Once approved by the Consul General, the fax is endorsed to the Communications Officer for e-signature and transmission to the Home Office. Once the Home Office approves the application for visa, the Visa Officer prepares the issuance of visa per EO 408 and endorses to the assigned visa signatory for signature. Once the assigned visa	\$150 Crew from 101-200 pax: \$200 Crew in excess of 200 pax: \$400	45 minutes	Collecting Officer Signing Officer, Supervisor of the Visa Section, Consul General
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	signatory signs the visa, the Visa Officer scans the visa application, encodes the applicant's information data, encodes the applicant's data on the mailed visas and prepares the mail to the visa applicant using the provided envelope. If derogatory information is found or approval is not given, refusal letter is issued - to be included with the documents to be returned to the applicant.			
SUBTOTAL				
TOTAL		Varies (see above)	60 minutes	

18. Service Name: Issuance of 9(e) Foreign Government Officials Visa

Description of service: For authorized Foreign Government Officials, their Families, and Attendants

Office or Division:	Visa Section, Philippine Consulate General in Los Angeles		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Authorized Foreign Government Officials, their Families, and Attendants		
CHECKLIST 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	
Accomplished non-immigrant visa form		To be submitted personally by the applicant	
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.	
Note Verbal or letter from the mission/international organization		To be provided by the applicant	
For Spouse/Child of a Foreign Government Agency: legal proof of relationship to principal, i.e. marriage certificate, birth certificate		To be provided by the applicant	
For Household member: photocopy of Principal's		To be provided by the applicant	

data page and visa stamp				
The Philippine Consulate General reserves the right to require additional documents from applicants to determine identity, pursuant to Philippine laws/regulations on Visa.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit personally the visa application form and the requirements to the Visa Section, Philippine Consulate General, 3435 Wilshire Blvd Suite 550 Los Angeles, CA 90010	1. Visa Officer receives the application form and requirements; Evaluates and checks the completeness of the documents; The Visa Officer drafts fax to the Home Office to request authority to issue the requested 9(e) visa and forwards the same to the Visa Supervisor for review and approval. Once the Visa Supervisor approves the draft, the fax is forwarded to the Consul General for further review and approval. Once the Consul General grants approval, the fax is endorsed to the Communications Officer for e-signature and transmission to the Home Office. Visa Officer uploads the signed fax with supporting documents to the dedicated Google Form link. The Visa Officer tracks the status of the visa application within 15-20 business days for the authority to issue the 9(e) visa. Once authority is received.	Gratis	20 days	Visa Officer, Signing Officer, Visa Supervisor, Consul General, Comms Office

	the Visa Officer issues the visa and endorses the application for visa to the assigned visa signatory for signature. Once the application for visa is signed, the Visa Officer notifies the applicant to receive the approved visa application.			
Processing Time	1 hour + 15 to 20 days waiting time for authority to issue the 9e visa.			
TOTAL		None	15-20 days	

19. Service Name: Issuance of 13(a) Non-Quota Immigrant Visa (visa-free nationals)

Description of service: Issuance to foreigners, married to a Filipino Citizen, who intends to permanently stay in the Philippines

Office or Division:	Visa Section, Philippine Consulate General in Los Angeles		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Foreigners, married to a Filipino citizen, who intends to permanently stay in the Philippines.		
CHECKLIST 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 https://www.philippineconsulatela.org	
Four (4) 2” x 2” size photograph taken within the last (6) months, 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 Local State Police Clearance obtained within the last (6) months.		To be provided by the applicant	

Medical Certificate (FA Form No. 11) accomplished by a local Physician	To be provided by the applicant
One (1) photocopy of the Philippine Passport of Filipino spouse	To be provided by the applicant
Request Letter from Filipino spouse for the issuance of visa	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/UPS/DHL)	To be provided by the applicant

The Philippine Consulate General reserves the right to require additional documents from applicants to determine identity, pursuant to Philippine laws/regulations on Visa.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the package containing the requirements to the Visa Section, Philippine Consulate General, 3435 Wilshire Blvd. Suite 550 Los Angeles, CA 90010	1. Mailing Officer receives the package. Visa Officer receives the application form and requirements; Proceeds to the Cashier to submit the applicant's payment; Collecting Officer issues Official Receipt (with duplicate copy). Visa Officer receives the Official Receipt and duplicate copy of Official Receipt; Evaluates and checks the completeness of the documents; If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications;	USD150.00	1 hour	Mailing Officer Visa Officer Collecting Officer Visa Supervisor

	Prepares the visa and submits to Signing Officer for review and approval, Once the assigned Visa signatory signs the visa, the Visa Officer scans the application for visa, encodes the visa applicant's personal information, encodes the personal information. The Visa Officer encloses all the necessary documents in a sealed envelope marked "Only to be open by Philippine Immigration authorities". The Visa Officer notifies the visa applicant to claim the passport. If application was sent through mail, the Visa Officer ensures that passport and sealed envelope addressed to the Philippine Immigration authorities are mailed. Once the visa applicant claims the passport, the visa applicant will affix his/her name and date received on the visa application form. In addition, the Visa Officer will ask the applicant to receive the sealed envelope containing his documents and reminded that it would be surrendered to the Philippine Immigration Officer upon arrival in the Philippine port.			
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TOTAL	USD150.00	1 hour	
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20. Service Name: Issuance of 13(a) Non-Quota Immigrant Visa (visa required nationals)

Description of service: Visa issuance to visa-required foreigners, married to a Filipino Citizen, who intends to permanently stay in the Philippines

Office or Division:	Visa Section, Philippine Consulate General in Los Angeles
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Foreigners, married to a Filipino citizen, who intends to permanently stay in the Philippines.

CHECKLIST 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 https://www.philippineconsulatela.org
Four (4) 2" x 2" size photograph taken within the last (6) months, 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 Local State Police Clearance obtained within the last (6) months.	To be provided by the applicant
Medical Certificate (FA Form No. 11) accomplished by a local Physician	To be provided by the applicant
One (1) photocopy of the Philippine Passport of Filipino spouse	To be provided by the applicant
Request Letter from Filipino spouse for the issuance of visa	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/UPS/DHL)	To be provided by the applicant

The Philippine Consulate General reserves the right to require additional documents from applicants to determine identity, pursuant to Philippine laws/regulations on Visa.

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the package containing the requirements to the Visa Section, Philippine Consulate General, 3435 Wilshire Blvd. Suite 550 Los Angeles, CA 90010	1. Mailing Officer receives the package. Visa Officer receives the application form and requirements; Proceeds to the Cashier to submit the applicant's payment; Collecting Officer issues Official Receipt (with duplicate copy). Visa Officer receives the Official Receipt and duplicate copy of Official Receipt; Evaluates and checks the completeness of the documents; If necessary, interviews the applicant by phone or e-mails the applicant for further clarifications; The Visa Officer drafts fax to the Home Office to request authority to issue a 13 (a) visa and forwards the same to the Visa Supervisor for review and approval. Once the Visa Supervisor approves the draft, the fax is forwarded to the Consul General for further review and approval.	USD150.00	1 hour	Mailing Officer Visa Officer Collecting Officer Visa Supervisor

	Once the Consul General grants approval, the fax is endorsed to the Communications Officer for e-signature and transmission to the Home Office. The Visa Officer uploads the signed fax with supporting documents to the dedicated Google Form link. The Visa Officer tracks the status of the visa application within 15-20 business days for the authority to issue the 13 (a) visa. Once authority is received from the Home Office, the Visa Officer issues the visa and endorses the application for visa to the assigned visa signatory for signature. Once the application for visa is signed by the assigned visa signatory, the Visa Officer notifies the applicant to receive the approved visa application. The Visa Officer scans the application for visa, encodes the visa applicant's personal information, encodes the personal information. The Visa Officer encloses all the necessary documents in a sealed envelope marked "Only to be open by Philippine Immigration authorities".			
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	The Visa Officer notifies the visa applicant to claim the passport. If application was sent through mail, the Visa Officer ensures that passport and sealed envelope addressed to the Philippine Immigration authorities are mailed. Once the visa applicant claims the passport, the visa applicant will affix his/her name and date received on the visa application form. In addition, the Visa Officer will ask the applicant to receive the sealed envelope containing his documents and reminded that it would be surrendered to the Philippine Immigration Officer upon arrival in the Philippine port.			
SUBTOTAL				
TOTAL		USD150.00	1 hour	

21. Service Name: e-Visa Services (9A)

Description of service: Processing and review of eVisa (9A) applications via the official eVisa platform, including evaluation and issuance/decision notification

Office or Division:	Visa Section, Philippine Consulate General in Los Angeles		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Foreign nationals eligible for Philippine eVisa under current DFA policy and within Post jurisdiction.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Completed online eVisa application submitted through the official eVisa platform		Applicant (online submission)	

Valid passport bio-page scan (passport validity as required for entry)	Applicant			
Recent digital photograph (as per eVisa specification)	Applicant			
Supporting documents based on visa category/purpose of travel (e.g., itinerary, proof of accommodation, financial capacity, invitation/endorsement as applicable)	Applicant / Host / Sponsor (as applicable)			
Proof of legal stay/residency in the United States (if required by policy)	Applicant			
Payment confirmation/receipt (online)	Applicant (eVisa platform)			
<i>The Philippine Consulate General reserves the right to require additional documents from applicants to determine identity, pursuant to Philippine laws/regulations on Visa.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submit eVisa application online with complete uploads; pay applicable fee.	Monitor eVisa queue; conduct initial screening for completeness/legibility; issue request for additional documents/clarifications if needed.	US\$30-40 depending on citizenship of applicant.	7-14 working days	Visa Unit / Processor
2. Provide additional documents/clarifications if requested within the prescribed period.	Evaluate eligibility and supporting documents; perform required checks; prepare recommendation; obtain Consular Officer approval/decision in system (as applicable).	None		Visa Unit / Consular Officer
3. Receive eVisa decision/notification and downloadable eVisa (if approved); comply with conditions of issuance.	Release/confirm decision through eVisa system; record transaction; respond to post-decision inquiries as needed.	None		Visa Unit

TOTAL	US\$30-40 depending on citizenship of applicant.	7-14 working days	
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DUAL CITIZENSHIP

22. Service Name: Dual Citizenship

Description of service: Re-acquisition/Retention of Philippine Citizenship with Issuance of Dual Certificate

Office or Division:	Dual Citizenship			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Former Natural-Born Filipinos who were Naturalized as Foreigners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly-accomplished Petition for Dual Citizenship		Application Form is generated after the applicant fills-out an online form at https://losangelespcg.org/		
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)		
Three (3) 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		
Name of applicant should be written at the back of the photographs				
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 minor dependents in the petition, the following documents are required for each minor (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		
Name of the minor(s) should be written at the back of the photographs				
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; or via Credit Card		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://losangelespcg.org/			5 minutes	
2. Proceed to the 5 th floor and present appointment confirmation to get a	Hall Officer receives and checks applicant's appointment confirmation	NONE	1 minute	Hall Officer

queueing number for Dual processing				
3. Once applicant's Queueing number is called, proceed to Window 9 and present the petition and supporting requirements	Dual Officer receives the petition and requirements; Interviews the applicant; Evaluates and checks the completeness of the documents; Directs the client to the Cashier for payment	NONE	5 minutes	Dual Citizenship officer
4. Proceed to Cashier for Payment	Collecting Officer receives application Accepts payment; and Issues Official Receipt (with Duplicate copy)	\$50.00 (additional \$25.00 is charged for every Affidavit required to support of the application , and an additional \$25.00 is charged per minor derivative applicant)	3 minutes	Collecting Officer
5. Return to Dual Citizenship window and submit the a) Official Receipt, duplicate copy of Official Receipt, and Application	Dual Citizenship Officer receives application, Official Receipt, and duplicate copy of Official Receipt; Encodes and prints dual citizenship documents (Identification Certificate, Oath of	NONE	5 minutes	Dual Citizenship Officer

	Allegiance, Order of Approval);			
6. Review Accuracy of Dual Citizenship documents; Sign on Identification Certificate and Oath of Allegiance; Affix thumbprints on Identification Certificate; and Signs affidavits, if applicable, and submits these documents back to the Dual Citizenship Officer	Dual Citizenship Officer informs the applicant to wait for oath taking; Submits dual citizenship documents to Signing Officer; Signing Officer reviews, approves, and signs the dual citizenship documents; and Notarizes Affidavits executed by the applicant (if applicable). Dual Citizenship Officer compiles the dual citizenship documents for distribution.	NONE	10 minutes	Dual Citizenship Officer, Signing Officer
7. Take Oath of Allegiance for Dual Citizenship	The Signing Officer briefs the clients regarding their rights, privileges and responsibilities as Dual Citizens and leads the Oath of Allegiance for Dual Citizenship.	NONE	8 minutes (see note below on Processing Time)	Signing Officer
8. Receive Dual Citizenship Documents	Dual Citizenship Officer distributes dual citizenship documents.	NONE	2 minutes	Dual Citizenship Officer
SUBTOTAL		\$50.00 (additional \$25.00 is charged for every Affidavit required to support of the application , and an	39 minutes	Dual Citizenship Officer, Signing Officer

	additional \$25.00 is charged per minor derivative applicant)		
TOTAL	\$50.00 (additional \$25.00 is charged for every Affidavit required to support of the application , and an additional \$25.00 is charged per minor derivative applicant)	39 minutes	Dual Citizenship Officer, Signing Officer

23. Service Name: Renunciation of Philippine Citizenship

Description of service: Renunciation of Philippine Citizenship with Issuance of Certificate of Renunciation

Office or Division:	Dual Citizenship		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Former Natural-Born Filipinos who were Naturalized as Foreigners and US born children with Filipino Parents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly-accomplished Petition for Renunciation		Application Form is generated after the applicant fills-out an online form at https://losangelespcg.org/	
PSA Birth Certificate (Original and 3 Photocopy)		PSA BC may be requested online at psaserbilis.com.ph	
Foreign Naturalization Certificate (Original and 3 Photocopy) , Parents Naturalization Certificate (For Us Born Children) (3 copies per parent)		Naturalized US citizens may obtain their Certificates from the USCIS (https://www.uscis.gov/n-565)	
Three (3) 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;		To be provided by the applicant	

(d) taken with the applicant in proper attire without eyeglasses.	
Name of applicant should be written at the back of the photographs	
Most recent Philippine passport (Original and 3 Photocopy)	To be provided by the applicant
U.S. passport (Original and 4 Photocopy)	To be provided by the applicant
If married, marriage certificate (4 Photocopy)	To be provided by the applicant
If divorced/annulled, divorce/annulment decree (4 Photocopy)	To be provided by the applicant
If widowed, death certificate of spouse (4 Photocopy)	To be provided by the applicant
Duly accomplished Affidavit of Renunciation (2 copies)	To be provided by the applicant
Non-refundable Processing Fee of \$25.00 (principal applicant) and \$25.00 (Affidavit of Renunciation), payable to the "Philippine Consulate General" in Money Order, Bank Draft, Certified Check, or Cashier's Check; or in Cash; or via Credit Card	To be provided by the applicant

The Philippine Consulate General reserves the right to require additional documents from applicants to determine identity, pursuant to Philippine laws/regulations on Visa.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No appointment needed, just walk-in				
2. Proceed to the 5 th floor and present appointment confirmation to get a queueing number for Dual processing	Hall Officer receives and checks applicant's appointment confirmation	NONE	1 minute	Hall Officer
3. Once applicant's Queueing number is called, proceed to Window 9 and present the petition and supporting requirements	Dual Officer receives the petition and requirements; Interviews the applicant; Evaluates and checks the completeness of the documents; Directs the client to the Cashier for payment.	NONE	5 minutes	Dual Citizenship Officer
4. Proceed to Cashier for Payment	Collecting Officer receives application	\$25 for Renunciation and \$25 for Affidavit	3 minutes	Collecting Officer

	Accepts payment; and Issues Official Receipt (with Duplicate copy)	of renunciat n		
5. Return to Dual Citizenship window and submit the a) Official Receipt, duplicate copy of Official Receipt, and Application	Dual Citizenship Officer receives application, Official Receipt, and duplicate copy of Official Receipt; Encodes and prints Renunciation documents	NONE	5 minutes	Dual Citizenship Officer
6. Review Accuracy of Renunciation documents; Sign on Certificate of Renunciation and Affidavit of Renunciation Signs affidavits, and submits these documents back to the Dual Citizenship Officer	Dual Citizenship Officer informs the applicant to wait for release of certificate of renunciation Submits Renunciation documents to Signing Officer; Signing Officer reviews, approves, and signs the Renunciation documents; and Notarized Affidavits executed by the applicant Dual Citizenship Officer compiles the Renunciation documents for Filing and release.	NONE	10 minutes	Dual Citizenship Officer, Signing Officer
SUBTOTAL		\$25 for Renunciat n and \$25 for Affidavit of renunciat n	24 Minutes	Dual Citizenship Officer, Signing Officer

TOTAL		\$25 for Renunciatio n and \$25 for Affidavit of renunciatio n	24 Minutes	Dual Citizenship Officer, Signing Officer
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FEEDBACK AND COMPLAINTS MECHANISM

How do I send feedback?	The Department of Foreign Affairs has adopted the Harmonized Client Satisfaction Measurement which is a standardized framework in measuring client satisfaction across all levels of the government. To provide feedback, the applicant/stakeholder may fill out the digital Service Quality Feedback Form (SQFF) by scanning the QR Code posted in conspicuous spaces around the office or by visiting the corresponding link of form where the service was availed: • Home Office: bit.ly/SQFFHO • NCR Consular Office: bit.ly/SQFFNCR • Luzon Consular Office: bit.ly/LuzonCO • Visayas Consular Office: bit.ly/VisayasCO • Mindanao Consular Office: bit.ly/MindanaoCO • Philippine Embassy, Consulates General, or Mission: bit.ly/SQFFSP A valid feedback must at least contain the following information: • Date of Transaction or Request • Office Visited • Service/s Availed • Service Quality Dimensions Rating Note: Some DFA Units have paper-based version of the SQFF and drop box available at counters.
How are feedback processed?	Each organizational unit is required to monitor the database assigned to them for any unfavorable negative feedback and take appropriate actions to address them. Actions on pertinent feedback are reflected in the database of each organizational unit. The DFA's QMS Unit also use the data from the master database to report on customer satisfaction and feedback during the regular Management Review. The DFA-CART, on the other hand, will be in charge of submitting a Service

	Quality Feedback Report (SQFR) to relevant external regulatory bodies. A copy of the report will be uploaded in the DFA Official Website .
How do I file a complaint?	Complaints may be sent via email to losangeles.pcg@dfa.gov.ph. In order for us to verify the complaint, please include the name of the applicant/client, transaction type, transaction date and details of the complaint. Complaints may also be indicated in the “Comments/Suggestions” portion of the Service Quality Feedback Form (SQFF).
How are complaints processed?	Upon receipt of a complaint, it is routed to the head of the office, as well as to the concerned section’s supervisor, for appropriate action. After investigating the incident, a response is sent to the complainant addressing the latter’s concerns.
Contact Information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan (CCB)	ARTA 8478 5091 8478 5099 complaints@arta.gov.ph PCC 8888 CCB 0908 881 6565 (SMS)

Office / Foreign Service Post	Address	Contact Information
Philippine Consulate General in Los Angeles	3435 Wilshire Blvd Suite 550 Los Angeles, California 90010 USA	Email: losangeles.pcg@dfa.gov.ph Main Trunkline: +1 (213) 639-0980 Consular Hotline (after office hours): +1 (213) 268-9990 Assistance to Nationals Hotline: +1 (323) 528-1528