



**Department of Foreign Affairs
Regional Consular Office – Bacolod**

**Citizen's Charter
(DRAFT)**

TABLE OF CONTENTS

Vision and Mission.....	1
Performance Pledge.....	2
Customer Feedback and Redress Mechanism.....	3
Passport Service.....	4
Delayed Registration of Reports of Birth, Marriage and Death.....	12
Assistance to Nationals.....	17
Customer Feedback Form.....	19

MISSION

To advance the interest of the Philippines and the Filipino people in the world community

VISION

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

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

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

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

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

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

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

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

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

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

Our personnel are our greatest asset. We are committed to the personal, professional and career development of each employee.

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

PERFORMANCE PLEDGE

We are an organization of competent, dedicated and highly motivated personnel, who adhere to the highest ethical standards of government service, and who devote our energies for the benefit of the Filipino people.

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

Our personnel are our greatest asset and are committed to delivering quality service to the Filipino people. In pursuit of these goals, we pledge to:

Deliver prompt, efficient and courteous service utilizing a highly responsive system manned by competent, dedicated and highly motivated personnel, Mondays to Fridays, from 8:00 a.m. to 5:00 p.m.;

Formulate procedures that comply with service standards which ensure effective delivery of service to the Filipino people;

Assist our countrymen anytime and anywhere in the Philippines and around the world;

Continue improvements of existing procedures and explore new ones for the betterment of the service;

Adapt world-class norms and standards from both local and international service regulations;

Respond to clients' complaints at the soonest possible time through the DFA Action Center and take corrective measures;

Empower the public through 24/7 access to information on our policies, programs activities and services through our website dfa.gov.ph, our Consular Assistance Center 556-0000, our DFA Action Center at 834-3333, DFA Bacolod's tel. no. (034) 435-6358 or 434-8338 and website rcobacolod.6te.net.

Serve and protect the rights of the Filipinos in the Philippines and abroad.

Our Mission is to advance the interest of Filipinos,

This we pledge.

CUSTOMER FEEDBACK AND REDRESS MECHANISM

Comments, suggestions and complaints may be made through any of the following:

- Accomplish the Client Survey and Feedback Form and put in the drop box
- Proceed to the Public Assistance and Complaints Desk (PACD)
- Call us at (034) 435-6358 or 434-8338
- E-mail us at rcobacolod@gmail.com
- Write us on this address:

The Officer-In-Charge
Department of Foreign Affairs Regional Consular Office - Bacolod
2nd Floor East Block Square, Circumferential Rd.,
Villamonte, Bacolod City, 6100

Thank you for helping us improve our services.

PASSPORT SERVICES (Issuance of Regular-Type Electronic Passport)

Telephone numbers: (034)434-8338 Telefax number: (034) 435-6358 Email: rcobacolod@gmail.com

AVAILABILITY OF SERVICE

Monday-Friday, from 8:00 a.m. to 5:00 p.m. - processing of passport application
Monday-Friday, from 8:00 a.m. to 5:00 p.m. – releasing of passports

WHO MAY AVAIL

All Filipino Citizens

WHAT ARE THE REQUIREMENTS

FOR FIRST TIME PASSPORT APPLICANT

***PERSONAL APPEARANCE IS REQUIRED**

- Duly accomplished application form
- Birth certificate (BC) in Security Paper (SECPA) issued by the National Statistics Office (NSO) or Certified True Copy (CTC) of BC issued by the Local Civil Registrar (LCR) & duly authenticated by NSO. Transcribed BC/MC from the LCR is required when entries in NSO BC/MC are blurred.
- Supporting documents to prove identity (please refer to the List of Acceptable IDs and Supporting Documents)

In case of No Birth Record

If born in or after 1950:

- Apply for the delayed registration of birth at the local civil registry office
- Submit authenticated Birth Certificate from the NSO and supporting public document with correct date and place of birth (i.e. form 137, Voter's Registration Record, Baptismal Certificate with readable dry seal or NCMF (OMA) Certificate with photo and readable dry seal, fro Muslim applicants)

If born before 1950

- Certificate of Non-availability of Birth Record from NSO
- Joint Birth Affidavit
- Any public document with correct date and place of birth (i.e. Form 137, Voter Registration record, Baptismal Certificate with readable dry seal or NCMF (OMA) Certificate with photo and readable dry seal)

Additional requirements

For married woman who wants to adopt surname of her spouse:

- Marriage Contract (MC) in Security Paper issued by NSO or Certified True Copy issued by the Local Civil Registrar duly authenticated by NSO

For Spouse of foreign national:

- Marriage Contract (MC) in Security Paper issued by NSO or Certified True Copy issued by the Local Civil Registrar duly authenticated by NSO
- Original and photocopy of Commission of Filipino Overseas (CFO) Guidance Counseling Certificate of Attendance

FOR MINOR APPLICANTS (Below 18 years old)

- Personal appearance of the applicant
- Personal appearance of either parent, Marriage Contract and proper ID of parents (if minor is legitimate status)
- Personal appearance of the mother and the mother's proof of identity (if minor is of illegitimate status)
- Birth Certificate from NSO
- Document of identity, if minor is 8-17 years old (for first time & renewal applicant) such as school ID, Form 137 with readable seal
- Original and photocopy of the valid passport of the travelling companion except if the applicant is travelling alone

Additional requirements

If Minor is not travelling with either parent:

- Original and photocopy of DSWD Clearance
- Affidavit of Support and Consent (ASC) from a parent indicating the name of the travelling companion and relationship to the minor. If minor is illegitimate, mother should execute the ASC.

If both parents are abroad:

- Affidavit of Support and Consent (ASC) from a parent indicating the name of the travelling companion (must be authenticated by the nearest Philippines Embassy or Consulate General if not executed before a Consul)
- Special power of Attorney (must be authenticated by the nearest Philippine Embassy or Consulate General if not executed before a Consul designating the representative by name and authorizing him to apply for a passport on behalf of the minor)
- Passport and photocopy of the passport of the travelling companion of the minor
- Original and photocopy of proper ID of the duly authorized representative

If minor is legitimated by subsequent marriage of parents:

- Authenticated Birth Certificate from NSO with annotation regarding new status as legitimated and the full name of the child
- Marriage Contract of parents from NSO

If minor is illegitimate but acknowledged by father:

- Amended birth certificate from NSO reflecting the surname of the father with Affidavit of Acknowledgement and Consent to use the surname of father

Founding: (If no longer a minor, supporting public documents establishing identity)

- Certificate of Founding authenticated by NSO
- DSWD Clearance
- Passport of the person who found the applicant
- Letter of authority or endorsement form DSWD for the issuance of the passport

Orphaned minor applicant:

- Authenticated birth certificate from NSO
- Authenticated Death Certificates of parents from NSO
- Court order awarding guardianship of the orphaned minor applicant or substitute parental authority under Article 214 & 216 of the Family Code
- DSWD Clearance
- Original and photocopy of the valid passport of the travelling companion

Legally adopted:

- Certified True Copy of the Court Decision/Order on Adoption and Certificate of Finality
- NSO Birth Certificated before adoption (required only if the adopting parents are foreigners)
- NSO amended Birth Certificate (BC after adoption)
- DSWD Clearance for minor applicant, if travelling with the person other than the adopting parents

Minor applicant under the Inter-Country Adoption:

- Request Letter from the Inter-Country Adoption Board (ICAB)
- Birth Certificate from NSO or Certificate of Founding authenticated by NSO
- Deed of voluntary Commitment signed by the parents or guardian or Court Order declaring the minor as abandoned or neglected or Certificate signed by the DSWD Secretary declaring the minor to be legally available for adoption
- DSWD Clearance
- Clearance for Inter-Country Adoption or Endorsement from the DSWD Regional/Field Office or Certificate signed by the DSWD Secretary declaring the minor to be available for adoption
- Placement of authority from ICAB
- Certificate for the Issuance of Passport
- Case Study Report

Minor Applicant whose mother is likewise a minor:

- Personal appearance of mother and maternal grandparents
- Affidavit of Support and Consent from maternal grandparents
- Proof of identity of mother and maternal grandparents
- DSWD Clearance if travelling with the person other than the maternal grandparents

FOR MUSLIM APPLICANT (same general requirements as stated above)

Additional requirements for late registered Muslim Applicants:

- Certificate of Cultural Affiliation form the National Commission on Muslim Filipinos (NCMF)

For converts who would like to use their Muslim name:

- Submit annotated Birth Certificate (BC) in Security Paper (SECPA) bearing the Muslim name
- NCMF (OMA) Certificate of Conversion

FOR RENEWAL OF PASSPORT

***PERSONAL APPEARANCE IS REQUIRED**

Brown Passport or issued prior to 01 May 1995

- Old passport and photocopy of passport pages 1,2,3 (amendment)
- Birth Certificate from NSO or LCR to determine complete middle name
- Original and photocopy of ID (please refer to List of Accepted IDs)

Green Passport or issued after 01 May 1995

- Present passport and photocopy of inside and back cover
- Original and photocopy if ID (please refer to list of Accepted IDs)

Additional requirements

For married woman who wants to use the surname of the spouse:

- Marriage Contract (MC) in Security Paper issued by NSO or CTC issued by the Local Civil Registrar duly authenticated by NSO.

For married woman who would like to revert to her maiden name:

- Birth Certificate from NSO/BC-LCR authenticated by NSO
- If already widowed: Death Certificate from NSO of the deceased husband
- If marriage is annulled: Certified true copy of the first page and the dispositive portion of the judgment on annulment and NSO-issued MC with the annotation on the annulment decree.
- If divorced: Certified true copy and photocopy of the first page and the dispositive portion of the judgment on divorce authenticated by the Philippine Embassy or Consulate where the divorce was obtained. However, divorce should be duly recognized by a Philippine Court and the marriage contract should have the annotation of the divorce decree.

For minor applicants, requirements for the first time minor applicants are still prescribed, in addition to passport of minor.

FOR PLACEMENT OF LOST PASSPORT

***PERSONAL APPEARANCE IS REQUIRED**

- Affidavit of Loss. If the lost passport is still valid, submit Police Report
- Submit same documents required for first time passport applicants

Note: There will be a 15-day clearing period prior to the processing of application of replacement of LOST VALID PASSPORT

LIST OF ACCEPTABLE IDs (At least 1 of the following):

- Government issued IDs such as digitized SSS ID, Voter's ID, Driver's License, PRC ID, OWWA ID, digitized BIR ID
- Other acceptable IDs such as old college ID, Alumni ID, or old Employment IDs

LIST OF SUPPORTING DOCUMENTS (At least 2 of the following):

- NSO Marriage Contract
- Land Title
- Seaman's Book
- School Form 137 or transcript of Records with readable dry seal
- Government Service Record
- Old Document issued at least 2 years ago that show a picture and signature of applicant such as SSS E-1 form, Income Tax return, Voter's Certification, List of Voters and Voters Registration Record (with attached receipt), NBI clearance, Police Clearance, Community Tax Certificate, and Barangay Clearance

Note: The Department may require additional supporting documents as may be necessary, especially for applicants with dual citizenship and with foreign sounding family names to prove citizenship.

PASSPORT FEES

Regular Processing

(20 working days) – Php 950.00

Expedite Processing

(10 working days) – Php 1,200.00

For Replacement of Lost Valid Passport

Additional P200.00 for Lost Valid MRRP / MRP

Additional P350.00 for Lost Valid ePassport

HOW TO AVAIL OF THE SERVICE:

Issuance of Regular – Type Electronic Passport

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	CAPAC (Public Assistance Desk)	Obtain application form Fill-out application form completely Present application form and documents to CAPAC	Provides application form to the applicant and explain briefly how to fill-out the form properly. Forwards the application form to the verification window	2 min.	Public Assistance Clerk	n/a	Passport Application Form
2	Verification (Window 2)	Wait while the verifier verifies the application.	Verifies the applicant if he/she is included in the Department's look out list.	1 min.	Verifier	n/a	Passport Application Form
3	Processing (Windows 2 & 4)	Proceed to windows 2 or 4 for evaluation of documents and processing.	Evaluates the applicant's documents.	3 min.	Processor	n/a	Passport Application Form
4	Cashier (Window 5)	Pay the passport fee.	Accepts payment. Issue receipt.	2 min.	Cashier	Php 1,200.00 – express Php 950.00 – regular	Official receipt
5	Encoding (Inside Office Area)	Proceed to passport enrolment. Affix signature and thumb mark. Read the entries to double check and sign at the enrolment certificate	Encodes the applicant's personal information in the computer. Prints the enrolment certificate. Assist the applicant on the proper way of affixing her/his thumb mark and signature.	3 min.	Encoder	n/a	Enrolment Certificate
6	Releasing (Window 1)	Go back to RCO Bacolod for releasing of passport according to the release date as stated in the receipt.					

*Duration: 11 minutes (time duration in the queue is not included). Duration may vary depending on the applicant's concerns.

*Priority shall be given to senior citizens, persons with disabilities, pregnant women and infants.

*Lost receipt should secure Affidavit of Loss of Receipt.

Releasing of Electronic Passport

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Releasing (Window 1)	<p>Proceed to window 1 and present receipt.</p> <p>Wait for the name to be called.</p> <p>Check all the details in the passport.</p>	<p>Receives the applicant's receipt and inform the applicant to wait while passport is being located.</p> <p>Request the applicant to sign in the RECEIVED NEW PASSPORT section in the application form and in the signature pad.</p> <p>Releases the passport.</p>	10 min.	Releasing Officer	n/a	n/a
End of transaction.							

*If owner is unable to claim his/her passport, only immediate family members (parents, siblings, spouse, and children of legal age) are allowed to receive the passport together with the authorization letter of the bearer.

*Passport unclaimed after six (6) months will be cancelled per Department Order No. 37-03.

*Applicants who lost their receipts shall secure Affidavit of Loss

DELAYED REGISTRATION OF BIRTH, MARRIAGE AND DEATH

Telephone numbers: (034) 434-8338 Telefax number: (034)435-6358 Email: rcobacolod@gmail.com

AVAILABILITY OF SERVICE

Monday – Friday, from 8:00 a.m. to 5:00 p.m

WHO MAY AVAIL

Filipinos who have come back to the Philippines and failed to register at the Foreign Service Posts (FSP)

WHAT ARE THE REQUIREMENTS

For Delayed Registration of Report of Birth

Bring Originals and Four (4) Sets of Photocopies

For Tokyo and Osaka, Five (5) Sets of Photocopies

(Please arrange the documents according to the order below)

1. **Report of Birth Form** (FA Form No. 40)
 - a. Entries must be TYPEWRITTEN OR PRINTED LEGIBLY
 - b. Entries must be at the time of birth of the child/subject
 - c. Must contain the printed names and signatures of witnesses (disinterested persons)
 - d. For applicants born within the jurisdiction of Chicago, New York, Washington DC, Tokyo and Osaka, form should be notarized by the notary public.
2. **Negative Certification of Birth Record** from the National Statistics Office(CRS Form no.1)
3. **Birth Certificate**
 - For Birth Certificates not in English language, kindly submit an English Translation of the BC
 - For applicants born within the jurisdiction of Sweden, Germany, Denmark, Estonia, Finland, Latvia, Lithuania and India, the Ministry of Foreign Affairs of the country of birth must authenticate the birth certificate.
4. **First passport** of the child or **Travel Document**
 - Photocopies of bio-data and data pages

- In case of unavailability, execute an Affidavit on the non-submission of document plus copy of valid/recent passport

5. NSO authenticated **Marriage Certificate** of Parents/Foreign Marriage Contract

6. **Passport** of parents used at the time of birth of the child

- Photocopies of bio-data and data pages
- In case of unavailability, execute an Affidavit on the non-submission of documents plus copy of valid/recent passport or other identification (valid IDs, birth certificate, death certificate)

7. Four (4) recent **passport size photos** of the child/subject

8. Notarized Affidavit of **Delayed registration**

9. Notarized Affidavit of **Two (2) Disinterested persons**

Note: The Action Officer may require additional proof or documents from applicant to determine the child's citizenship, identity or eligibility for registration of birth under Philippine Laws.

For Delayed Registration of Report of Marriage

Bring Originals and Four (4) Sets of Photocopies

For Tokyo and Osaka, Five (5) Sets of Photocopies

(Please arrange the documents according to the order below)

1. **Report of Marriage Form** (form prescribed under FSC 75-94)
2. **Negative Certification of Marriage Record** from the National Statistics Office (CRS Form No. 1)
 - a. Entries must be TYPEWRITTEN OR PRINTED LEGIBLY
 - b. Entries must be at the time of marriage

3. Marriage Contract/Certificate

- For Marriage Certificates not in English language, kindly submit an English translation of MC.
- For applicants married in Sweden, Germany, Denmark, Estonia, Finland, Latvia, Lithuania and India, the ministry of Foreign Affairs of the country of marriage must authenticate the marriage contract / certificate.

4. Marriage License or Certificate of Legal Capacity to Contract Marriage

5. Birth Certificate of Both Parties

- A. For Filipino Citizens: Authenticated birth certificate issued by the NSO.
- B. For Foreign Nationals: Birth Certificate from origin of birth.

6. Passport of both parties used at the time of marriage

- Photocopies of bio-data and data pages.
- In case of unavailability, execute an Affidavit on non-submission of documents plus copy of valid/recent passport

7. Four (4) recent passport size photos of both parties

8. Notarized Affidavit of Delayed Registration

9. Notarized Affidavit of Two (2) Disinterested persons

- *** For Divorced or annulled or legally separated Filipino spouse: Kindly submit a copy of Marriage Contract issued by the NSO with proper annotation.
- For widowed Filipino spouse: Death Certificate issued by the NSO or foreign death certificate of previous spouse
- For divorced, annulled or legally separated foreign spouse: Kindly submit copy of foreign decree/decision
- For widowed foreign spouse: Death certificate of previous spouse

Note: The Action Officer may require additional proof or documents from applicant/s to determine their citizenship, identify or eligibility for registration of marriage under Philippine Laws.

For Late Registration of Report of Death

1. Request Form

2. Death Certificate issued by the Hospital with English Translation

3. Certificate of Sealing of Casket

4. Autopsy/Embalming Report

5. Photocopies of Passport of the deceased (data pages only)

HOW TO AVAIL OF THE SERVICE:

DELAYED REGISTRATION OF REPORT OF BIRTH, MARRIAGE AND DEATH

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	RCO ENTRANCE	Inform the guard of your concern. Register name at the security guard's log book.	Guard will refer the applicant to the ATN Officer	2 min.	Security Guard	n/a	
2	ATN Reception Area (Inside RCO Office)	Request list of requirements	Provides list of requirements to the applicant for him/her to comply for the application of delayed registration. Explain procedure for delayed registration.	15 min.	ATN Officer	n/a	FA Form No. 40 Birth Form prescribed by FSC 75-94 (Marriage) FA Form No. 39 (Death)
3	ATN Reception Area (Inside RCO Office)	After completing the necessary requirements, pay the consular fee for the registration.	Receive applicant's payment Issue receipt.	2 min.	Cashier	US \$25.00 (Peso Equivalent)	
4	ATN Reception Area (Inside RCO Office)	Obtain contact information of RCO Bacolod	Give contact information to client and advise him/her to call from time to time for availability of dispatch number.	2 min.	ATN Officer	n/a	
5		Get the dispatch number (walk-in or by phone)	Give the dispatch number based on DFA-Manila or Post Report	2 min.	ATN Officer	n/a	
6		Present the dispatch # to National Statistics Office to acquire NSO copy of birth, marriage and/or death certificate.					
END OF TRANSACTION							

ASSISTANCE TO NATIONALS

Telephone numbers: (034) 434-8338 Telefax number: (034) 435-6358 Email: rcobacolod@gmail.com

AVAILABILITY OF SERVICE

Monday – Friday, from 8:00 a.m. to 5:00 p.m

WHO MAY AVAIL:

- Distressed OFWs
- NOK of distressed OFWs
- Other Government Agencies
- Media
- Non-Government organizations

WHAT ARE THE REQUIREMENTS

- Certain documents may be required as deemed necessary

HOW TO AVAIL OF THE SERVICE:

ASSISTANCE TO NATIONALS (WALK-IN CLIENT)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Entrance	Inform guard of your concern. Register at the security guard's log book.	Security guard will refer client to the ATN Officer.	2 min.	Security Guard	n/a	n/a
2	ATN Reception Area (Inside RCO Office)	Secure ATN Request Form	Provide ATN request form. Explain to client how to fill-up ATN Form.	5 min.	ATN Officer	n/a	ATN Form
3	ATN Reception Area (Inside RCO Office)	Fill out ATN Form and submit to ATN Officer	Receive and review information indicated by client in the ATN form.	10 min.	ATN Officer	n/a	ATN Form
4	ATN Reception Area (Inside RCO Office)	Undergo interview by the ATN Officer	Interview the client. Require documents as deemed necessary	20 min.	ATN Officer	n/a	
5	ATN Reception Area (Inside RCO Office)	Obtain contact information of RCO and name of ATN Officer	Provide client with contact information of RCO and name of ATN Officer	2 min.	ATN Officer	n/a	
6		Follow-up with ATN Officer (walk-in or by phone)	Provide update to client based on DFA-Manila or Foreign Service Post's report.				

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirements may vary due to some other factors.

DEPARTMENT OF FOREIGN AFFAIRS – BACOLOD
 2/F EAST BLOCK SQUARE, CIRCUMFERENTIAL RD.
 VILLAMONTE, BACOLOD CITY 6100
 TEL. # (034) 434-8338
 FAX # (034) 435-6358

To help us better serve you, please complete this survey and return it to us at your convenience. Thank you!

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Employees manifest polite, kind and thoughtful behavior in manners of speech and actuations.					
Employees are courteous.					
Employees are helpful.					
Employees are professional.					
My overall satisfaction with your service is high.					
Additional comments:					