



## **CITIZEN'S CHARTER**

**Consulate General of the Philippines**  
**999 Canada Place, Suite 660**  
**Vancouver, B.C. V6C 3E1**

### **VISION**

Our vision is a resilient foreign service for a strong Philippines.

### **MISSION**

Our mission is to promote Philippine interests in the global community.

### **SERVICE PLEDGE**

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

## PASSPORT SERVICES

*(Passport service indicated is for renewal of passport of an adult with no change in the passport details. For other types of passport applications, please visit [www.vancouver.pcg.org](http://www.vancouver.pcg.org) for more information)*

| STEP | LOCATION                 | CLIENT  | SERVICE PROVIDER   | DURATION  | PERSON-IN-CHARGE | FEE | FORM                      |
|------|--------------------------|---|--|-----------|------------------|-----|---------------------------|
| 1    |                          | Gets an online appointment via the Consulate General's website:<br><b><a href="http://www.vancouverpcg.org">www.vancouverpcg.org</a></b> .  | Online appointment system assigns applicant the appointed time and date to personally appear and submit his/her documents for passport processing. | 3 minutes | IT Officer       |     | Confirmation email        |
| 2    | <b>PROCESSING WINDOW</b> | <p>Presents confirmation slip at Passport window and submits duly accomplished passport application form, requirements, supporting documents for evaluation and processing.</p> <p>A. Current Philippine Passport- Original and photocopy of data page.</p> <p>B. Original and photocopy of one of the following proofs of Philippine citizenship, whichever is possible:</p> <ul style="list-style-type: none"> <li>● Applicant's Valid Permanent Resident Card, if PR card has been expired for more than 2 years: Status verification from IRCC is required.</li> <li>● Work Permit/ Study Permit/ Latest valid Canadian tourist visa.</li> <li>● Confirmation of Landing (if within 1 year from date of arrival).</li> <li>● Dual Citizenship Identification Certificate issued by Philippine Foreign Service Post.</li> <li>● PSA-authenticated Birth Certificate/ PSA-authenticated Report of Birth for an applicant</li> </ul> | Verifies applicant's appointment confirmation and reviews passport applicant's application.  | 5 minutes | Processor        |     | Passport Application Form |

|                              |                        |   |   |                         |                   |  |                                     |
|------------------------------|------------------------|---|---|-------------------------|-------------------|--|-------------------------------------|
|                              |                        | <p>who possesses dual citizenship by birth.</p> <p>C. A self-addressed prepaid return envelope (Canada Post: Xpresspost envelope) per applicant or from a courier of your choice.</p> |   |                         |                   |  |                                     |
| <b>3</b>                     | <b>CASHIER WINDOW</b>  | Pays the passport fee at the cashier's counter  | Issues receipt for processing fee.  | 2 minutes               | Cashier           | CAD 87.00<br>Lost e-passport:<br>CAD 217.50<br>Lost MRP:<br>CAD 130.50 | Official Receipt                    |
| <b>4</b>                     | <b>ENCODING WINDOW</b> | Proceeds to encoding window.<br><br>Submits himself/herself to biometric/photo capture and data encoding  | Encodes the applicant's information in the computerized enrolment form and captures applicant's biometrics and photo.               | 5-8 minutes             | Encoder           |  | Non-printable enrolment certificate |
|                              |                        | Checks and confirms the accuracy of the information in the enrolment certificate.   | Asks the applicant to affix his/her signature to indicate confirmation of the accuracy and completeness of the information encoded. |                         |                   |  |                                     |
| <b>5</b>                     |                        | Receives the new passport via mail after 8-10 weeks.  | Records details of new passport before mailing to post office.  | 4-6 weeks               | Releasing Officer |  |                                     |
| <b>TOTAL PROCESSING TIME</b> |                        |   |   | <b>15 to 18 MINUTES</b> |                   |  |                                     |

## PROCESSING: NOTARIAL SERVICES

| STEP | LOCATION                | CLIENT  | SERVICE PROVIDER   | DURATION  | PERSON-IN-CHARGE | FEE  | FORM               |
|------|-------------------------|---|--|-----------|------------------|--|--------------------|
| 1    |                         | Gets an online appointment via the Consulate General's website:<br><b>www.vancouverpcg.org.</b>   | Online appointment system assigns applicant the appointed time and date to personally appear and submit his/her documents.   | 3 minutes | IT Officer       |  | Confirmation email |
| 2    | <b>NOTARIALS WINDOW</b> | <p>Proceeds to Notarials window and presents the following:</p> <ul style="list-style-type: none"> <li>- Appointment confirmation</li> <li>- Documents for acknowledgment or jurat (1 original, 1 photocopy);</li> <li>- Two valid photo IDs and 2 photocopies</li> <li>- Xpresspost envelope (for regular processing)</li> </ul> | <p>Verifies applicant's appointment and receives applicant's documents.</p> <p>Evaluates the completeness and due execution of the documents submitted.</p> <p>Inquires whether applicant opts for regular or expedite processing:</p> <ul style="list-style-type: none"> <li>- regular processing - require Xpresspost envelope</li> <li>- expedite processing - inform client of additional payment and schedule of release of document (same day or the following working day)</li> </ul> | 5 minutes | Processor        |  | Endorsement Slip   |
|      |                         | Signs the document in front of the notarial officer.  | Issues endorsement slip.   |           |                  |  |                    |
| 3    | <b>CASHIER WINDOW</b>   | Pays the notarial fee at the cashier's counter.   | Issues receipt for notarial fee.   | 2 minutes | Cashier          | CAD 36.25 per document<br>Expedite fee:<br>CAD 14.50 | Official Receipt   |

**Note: Release of documents: 3-4 working days for regular processing**      **TOTAL PROCESSING TIME**      **10 MINUTES**

*\*Duration of evaluation may vary depending on the applicant's concerns and number of documents.*

## RELEASING: NOTARIAL SERVICES

(for Expedite Processing)

| STEP                         | LOCATION         | CLIENT  | SERVICE PROVIDER   | DURATION         | PERSON-IN-CHARGE  | FEE | FORM |
|------------------------------|------------------|---|--|------------------|-------------------|-----|------|
| 1                            | NOTARIALS WINDOW | Proceeds to Notarials window and presents the official receipt. | Receives the official receipt.   | 3 minutes        | Releasing Officer |     |      |
|                              |                  | Signs on PCG's file copy for acknowledgment.                    | Retrieves notarized document and requests the applicant to acknowledge receipt on PCG's file copy. |                  |                   |     |      |
|                              |                  | Receives the notarized document.                                | Releases the notarized document to applicant.  |                  |                   |     |      |
| <b>TOTAL PROCESSING TIME</b> |                  |   |  | <b>3 MINUTES</b> |                   |     |      |

## PROCESSING: ISSUANCE OF VISA

| STEP | LOCATION                  | CLIENT   | SERVICE PROVIDER  | DURATION   | PERSON-IN-CHARGE | FEE  | FORM                      |
|------|---------------------------|--|---|------------|------------------|--|---------------------------|
| 1    |                           | Gets an online appointment via the Consulate General's website:<br><b><a href="http://www.vancouverpcg.org">www.vancouverpcg.org</a></b> | Online appointment system assigns applicant the appointed time and date to personally appear and submit his/her documents.  | 3 minutes  | IT Officer       |  | Confirma<br>tion<br>email |
| 2    | <b>VISA<br/>WINDOW</b>    | Proceeds to Visa window and submits the accomplished visa application form and requirements.   | <p>Verifies applicant's appointment and receives the documents from applicant.</p> <p>Verifies applicant's name in Visa Blacklist.<br/><i>(Excludable aliens cannot be granted PHL visa)</i></p> <p>Interviews the applicant to verify eligibility and purpose of travel; assesses and evaluates the completeness and authenticity of the documents submitted; and ascertains applicant's identity.</p> <p>Provides claim slip indicating date and time of release of visa.</p> | 15 minutes | Processor        |  | Claim<br>Slip             |
| 3    | <b>CASHIER<br/>WINDOW</b> | Pays the appropriate visa fee at the cashier's counter.  | Issues receipt for visa fee.  | 2 minutes  | Cashier          | Temporary Visitors Visa (9A)<br>Single entry:<br>CAD 43.50 / 58.00<br>Multiple entry (6 mos):<br>CAD 87.00 / 116.00<br>Multiple entry (1 yr): CAD 130.50<br>Non-Quota Immigrant Visa (13A)<br>CAD 217.50 | Official<br>Receipt       |

**Note: Release of visa: 3 working days**

**TOTAL PROCESSING TIME**

**20 MINUTES**

## RELEASING: ISSUANCE OF VISA

| STEP                         | LOCATION           | CLIENT  | SERVICE PROVIDER   | DURATION         | PERSON-IN-CHARGE  | FEE | FORM |
|------------------------------|--------------------|---|--|------------------|-------------------|-----|------|
| <b>1</b>                     | <b>VISA WINDOW</b> | Proceeds to Visa window and presents the claim slip and official receipt. | Receives the claim slip and official receipt.  | 3 minutes        | Releasing Officer |     |      |
|                              |                    | Signs on PCG's file copy for acknowledgment.                              | Retrieves visaed passport/document and requests the applicant to acknowledge receipt on PCG's file copy. |                  |                   |     |      |
|                              |                    | Receives the visaed passport or document.                                 | Releases the visaed passport/document to applicant.  |                  |                   |     |      |
| <b>TOTAL PROCESSING TIME</b> |                    |   |  | <b>3 MINUTES</b> |                   |     |      |

| PROCESSING: RE-ACQUISITION OF PHILIPPINE CITIZENSHIP |                         |  |   |                   |                  |  |                                   |
|--|-------------------------|--|---|-------------------|------------------|--|-----------------------------------|
| STEP   | LOCATION                | CLIENT   | SERVICE PROVIDER  | DURATION          | PERSON-IN-CHARGE | FEE  | FORM                              |
| 1  |                         | Gets an online appointment via the Consulate General's website:<br><a href="http://www.vancouverpcg.org">www.vancouverpcg.org</a>  | Online appointment system assigns applicant the appointed time and date to personally appear and submit his/her documents.  | 3 minutes         | IT Officer       |  | Confirmati on email               |
| 2  | DUAL CITIZENSHIP WINDOW | Proceeds to Dual Citizenship window and submits the accomplished dual citizenship application form and corresponding requirements. | Receives the documents and requirements from applicant.<br><br>Assesses and evaluates the completeness and authenticity of the documents submitted; and ascertains identity and eligibility of applicant. | 10 minutes        | Processor        |  | Dual citizenship application form |
|  |                         | Indicates his/her preferred date for oath-taking.  | Schedules the applicant for oath taking if documents are in order.  |                   |                  |  |                                   |
| 3  | CASHIER WINDOW          | Pays the appropriate fee at cashier's counter.   | Issues receipt for dual citizenship processing fee.   | 2 minutes         | Cashier          | Principal: CAD 72.50<br>Dependent: CAD 36.25 | Official Receipt                  |
| <b>TOTAL PROCESSING TIME</b>                         |                         |  |   | <b>15 MINUTES</b> |                  |  |                                   |

*\*Duration of evaluation may vary depending on the applicant's documents.*

| OATH-TAKING: RE-ACQUISITION OF PHILIPPINE CITIZENSHIP |                         |   |   |                  |                       |     |      |
|---|-------------------------|---|---|------------------|-----------------------|-----|------|
| STEP  | LOCATION                | CLIENT  | SERVICE PROVIDER  | DURATIO N        | PERSON-IN-CHARGE      | FEE | FORM |
| 1   | DUAL CITIZENSHIP WINDOW | Proceeds to Dual Citizenship window on the scheduled oath-taking date and checks the correctness of all the entries/details in the Oath of Allegiance Certificate, Order of Approval, and Identification Certificate. | Requests the applicant to affix signature and thumb marks on the reviewed documents, and if requested, explains and clarifies the benefits, rights and privileges of re-acquiring Filipino citizenship. | 3 minutes        | Processor             |     |      |
|   |                         | Takes the Oath of Allegiance to the Republic of the Philippines.  | Signs the certificates and administers the oath-taking.   | 4 minutes        | Consul General/Consul |     |      |
|   |                         | Signs on PCG's file copy for acknowledgment.<br>Receives the original signed certificates.  | Releases the original signed documents to the applicant.  | 2 minutes        | Processor             |     |      |
| <b>TOTAL PROCESSING TIME</b>                          |                         |   |   | <b>9 MINUTES</b> |                       |     |      |



## PROCESSING & RELEASING: CONSULARIZATION OF NBI CLEARANCE APPLICATION

| STEP                         | LOCATION                      | CLIENT   | SERVICE PROVIDER  | DURATION          | PERSON-IN-CHARGE | FEE       | FORM                 |
|------------------------------|-------------------------------|--|---|-------------------|------------------|-----------|----------------------|
| 1                            |                               | Gets an online appointment via the Consulate General's website:<br><b>www.vancouverpcg.org</b>   | Online appointment system assigns applicant the appointed time and date to personally appear and submit his/her documents.  | 3 minutes         | IT Officer       |           | Confirmation email   |
| 2                            | <b>NBI WINDOW</b>             | <p>Proceeds to NBI processing window and submits the following requirements:</p> <ul style="list-style-type: none"> <li>copy of passport</li> <li>and the latest one 2"x2" colored photo , full front view with white background.</li> </ul> <p>Accomplishes NBI form.</p> <p>Submits duly accomplished NBI form to processor.</p> | <p>Provides applicant with the NBI Clearance Form No.5</p> <p>Checks completeness and correctness of entries in the application form.</p> <p>Verifies identity of applicant and affixes photo on accomplished NBI form.</p> | 6 minutes         | Processor        |           | NBI Clearance Form 5 |
| 3                            | <b>CASHIER WINDOW</b>         | Pays the consularization fee at cashier's counter.   | Issues receipt for processing fee.  | 2 minutes         | Cashier          | CAD 36.25 |                      |
| 4                            | <b>FINGERPRINTING STATION</b> | Follows instructions given by processor on the procedure for taking fingerprint impressions on the NBI form.   | Takes fingerprint impressions and affixes PCG seal on consularized NBI form.  | 8 minutes         | Processor        |           |                      |
| 5                            | <b>NBI WINDOW</b>             | <p>Signs on PCG's file copy for acknowledgment.</p> <p>Receives the consularized NBI form.</p>   | <p>Requests the applicant to acknowledge receipt on PCG's file copy.</p> <p>Releases the consularized NBI form to the applicant.</p>  | 2 minutes         |                  |           |                      |
| <b>TOTAL PROCESSING TIME</b> |                               |  |   | <b>21 MINUTES</b> |                  |           |                      |

## PROCESSING: CIVIL REGISTRY

| STEP | LOCATION                     | CLIENT   | SERVICE PROVIDER   | DURATION   | PERSON-IN-CHARGE | FEE | FORM   |
|------|------------------------------|--|--|------------|------------------|-----|--|
| 1    |                              | Gets an online appointment via the Consulate General's website:<br><a href="http://www.vancouverpcg.org">www.vancouverpcg.org</a>  | Online appointment system assigns applicant the appointed time and date to personally appear and submit his/her documents.   | 3 minutes  | IT Officer       |     | Confirmation email   |
| 2    | <b>CIVIL REGISTRY WINDOW</b> | <p>Proceeds to the Civil Registry window and submits the duly-accomplished forms for relevant civil registry service/s, and requirements:</p> <p><b><u>FOR REPORT OF BIRTH</u></b></p> <ul style="list-style-type: none"> <li>● Four (4) original-signed copies of the Report of Birth form;</li> <li>● Original and four (4) copies of Birth Certificate (long form) with parental information/Registration of Live Birth from the Vital Statistics Office;</li> <li>● Original and four (4) photocopies of the bio data page of first passport or Travel Document of the child.</li> <li>● Original and four (4) photocopies of the bio data page of the parents' passports at the time of birth of child. If unavailable, present subsequent or latest passports;</li> <li>● Original and four (4) copies of Parent/s' proof of immigration status i.e., permanent resident card, copy of visa, work permit (if working abroad at the time of birth of the child), Identification Certificate (if dual citizen); Canadian Citizenship Certificate (if parent/s acquired Canadian Citizenship after the child's birth);</li> <li>● Self-addressed Xpresspost envelope with tracking number;</li> <li>● Original and four (4) copies of parents' Marriage Certificate in security paper,</li> </ul> | <p>Receives the documents and requirements from the applicant.</p> <p>Checks application form if properly filled out and signed.</p> <p>Evaluates the completeness and authenticity of the submitted requirements and documents.</p> | 15 minutes | Processor        |     | Report of Birth form and other Affidavits that may be warranted by the circumstances of birth i.e., Affidavit of Delayed Registration; Affidavit to Use the Surname of the Father (AUSF); Affidavit of Admission of Paternity; Affidavit of Legitimation by Subsequent Marriage; Sworn Attestation |

|  |  |   |  |  |  |  |   |
|--|--|---|--|--|--|--|---|
|  |  | <p>issued by the Philippine Statistics Authority (PSA);</p> <ul style="list-style-type: none"> <li>● Notarized Affidavit of Delayed Registration of Birth, if birth is reported more than one year after the birth of the child;</li> <li>● For child whose parents were married only after the child's birth, submit Affidavit of Legitimation by Subsequent Marriage (ALSM) signed by both parents. The parents must also submit their Certificate of No Marriage Record or Advisory on Marriage issued by the Philippine Statistics Authority (PSA), together with the PSA-authenticated Birth Certificate of the mother.</li> <li>● If the child is using the surname of the father, the father shall execute an Affidavit of Admission of Paternity (AAP); the mother/guardian shall execute an Affidavit to Use the Surname of the Father (AUSF1); the mother/guardian shall execute a Sworn Attestation, if applicable;</li> <li>● If the child is using the surname of the mother, there shall be no entry for the item on the child's middle name.</li> </ul> <p><b><u>FOR REPORT OF MARRIAGE</u></b></p> <ul style="list-style-type: none"> <li>● Four (4) original-signed copies of the Report of Marriage form;</li> <li>● Original and four (4) copies of Certificate of Marriage (where place of birth of spouses are indicated) issued by the Vital Statistics Office of Canada;</li> <li>● Original and four (4) copies of Passport data page of both parties valid at the time of marriage. In case of unavailability, execute an Affidavit of Explanation, and attach a copy of a valid/recent passport or any valid ID;</li> <li>● Original and four (4) copies of Proof of Status of both parties e.g., Permanent Resident (PR) card / Visa (if tourist,</li> </ul> |  |  |  |  | <p>Report of Marriage (form);<br/>Affidavit of Delayed Registration (if applicable)</p> |
|--|--|---|--|--|--|--|---|

|  |  |   |  |  |  |  |  |
|--|--|---|--|--|--|--|--|
|  |  | <p>leisure or business purpose) / Work Permit (if working abroad at the time of marriage) / Proof of Dual Citizenship (i.e., Identification Certificate or Order of Approval);</p> <ul style="list-style-type: none"><li>● Original and four (4) copies of Birth Certificate of both parties:<ul style="list-style-type: none"><li>○ For Filipino Nationals – Authenticated Birth Certificate from the PSA</li><li>○ For Foreign Nationals – Birth Certificate issued by the country of birth (with official English translation, if applicable);</li></ul></li><li>● Original and four (4) Certificate of Naturalization, if parties were naturalized Filipinos and had acquired foreign citizenship (i.e., American, Australian, British or Canadian) after the marriage;</li><li>● Notarized Affidavit of Late Registration of Marriage, if being reported after twelve (12) months from the time of marriage (To be consularized/ notarized by the Consulate if application is filed in person at the Consulate. No need to book a separate appointment!);</li><li>● Original and four (4) copies of Judicial Decree of Divorce or Annulment if either spouse was previously married and divorced, or previously married and marriage was subsequently annulled, plus original and four (4) copies of an annotated PSA Marriage Certificate reflecting the annulment/divorce decree;</li><li>● Original and four (4) copies of Death Certificate of deceased spouse if either spouse is a widow/widower; and</li><li>● Self-addressed Xpresspost envelope with tracking number.</li></ul> |  |  |  |  |  |
|--|--|---|--|--|--|--|--|

|   |                       |  |   |                   |           |           |                      |
|---|-----------------------|--|---|-------------------|-----------|-----------|----------------------|
|   |                       | <p><b>FOR REPORT OF DEATH</b></p> <ul style="list-style-type: none"> <li>● Four (4) original-signed copies of the Report of Death Form;</li> <li>● Original and four (4) copies of the Certificate of Death issued by the Vital Statistics Office;</li> <li>● Original and four (4) copies of the data page of the Philippine passport of the deceased;</li> <li>● Original and four (4) copies of Proof of Status of the deceased e.g., Permanent Resident (PR) card / Visa (if tourist, leisure or business purpose) / Work Permit (if working abroad at the time of marriage) / Proof of Dual Citizenship (i.e. Identification Certificate or Order of Approval);</li> <li>● Original and four (4) copies of the Mortuary Certificate (and attachments) issued by the Philippine Consulate General (in case of shipment of human remains or urns for repatriation to the Philippines);</li> <li>● Self-addressed Xpresspost envelope with tracking number.</li> </ul> |   |                   |           |           | Report of Death form |
| 2   | <b>CASHIER WINDOW</b> | Pays the appropriate fee at the cashier's counter.   | Issues receipt for processing fee.<br>Endorses documents to the processor.      | 2 minutes         | Cashier   | CAD 36.25 | Official receipt     |
| 3   |                       | Receives personal copy of submitted documents via mail after 4-5 business days.  | Mails personal copy of the processed civil registry documents to the applicant. |                   | Processor |           |                      |
| <b>TOTAL PROCESSING TIME</b>  |                       |  |   | <b>20 MINUTES</b> |           |           |                      |
| <i>*Duration of evaluation may vary depending on the applicant's concerns and documents. **Civil registry records are transmitted to DFA-CRD for onward transmittal to the Philippine Statistics Authority (PSA).</i> |                       |  |   |                   |           |           |                      |