



PHILIPPINE EMBASSY
in
WELLINGTON

CITIZEN'S CHARTER
2020 Edition



I. Mandate:

The Philippine Embassy in Wellington is mandated to promote Philippine national interests in the conduct of bilateral relations with New Zealand, the Cook Islands, Fiji, Samoa and Tonga, in order to contribute to the well-being, progress and security of the Filipino people and nation. It was assigned to exercise consular jurisdiction over Niue and French Polynesia, and oversight jurisdiction over Marshall Islands, Micronesia, Palau and Tokelau.

II. 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 endeavor 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.

III. Mission:

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

IV. Service 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 9:00 a.m. to 12:00 noon, 1:30 to 6:00 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 Embassy's email address, wellington.pe@philembassy.org.nz and take corrective measures;



Empower the public through 24/7 access to information on our policies, programs, activities and services through our website www.philembassy.org.nz

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

**Our Mission is to advance the interest of Filipinos,
This we pledge.**



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Philippine Embassy in Wellington, New Zealand

Consular Services

SERVICE SPECIFICATIONS

1. Passport

Includes processing of new passports for first time applicants, renewal of those expiring, and replacement of those lost or mutilated.

Office or Division:	Consular Section	
Classification:	Complex	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	All Filipino nationals	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Personal appearance, with booking confirmation	Embassy's online appointment system
	Application Form	Embassy website
	Copy of data page of passport	Client / applicant to provide
	Original passport	In possession of applicant and should be presented to the Embassy's consular officials on the day of transaction
	PSA Birth certificate or Report of Birth - for first time applicants, applicants whose passports are not ePassports, or for applicant with changes in details in their current passport	Philippine Statistics Authority (PSA) if born in the Philippines or Wellington PE if born in countries under its jurisdiction
	PSA Marriage certificate or Report of Marriage - for applicants whose last name or status have changed due to marriage	PSA if married in the Philippines or Wellington PE if married in countries under its jurisdiction
	Identification Certificate for applicants who retained or reacquired their Filipino citizenship under RA9225	Wellington PE (given only once during Oath Taking ceremony)
	Death certificate of spouse in case of change of status to widow/widower and reverting back to maiden name	<input type="checkbox"/> For Filipino nationals: PSA if married in the Philippines, Wellington PE if married in countries under its jurisdiction <input type="checkbox"/> For Foreign nationals: Death Certificate issued by their country, apostilled/authenticated accordingly
	Marriage certificate with annotation in case of annulment or court-recognized divorce	PSA
	For minor applicant, copy of data page of parents' passports	Client / applicant's parents to provide

For minor applicants, presence of one parent, both parents, or legal guardian				
If accompanied by legal guardian, court order or other pertinent documents to prove legal guardianship		Philippine court, DSWD, etc.		
Marriage certificate of parents, if minor is only accompanied by one parent		PSA		
For lost passport application, Affidavit of Loss		Embassy website for attestation by Justice of Peace (JP), Notary Public or Embassy/Consulate		
For lost passport application, Police Report		Local Police station		
For destroyed or mutilated passport, Affidavit of Mutilation		Embassy website for attestation by JP, Notary Public or Embassy/Consulate		
Payment in cash (New Zealand dollar denomination)		Local bank		
Courier bag with signature required sticker if applicant is unable to pick up the new passport		Local courier/post shop		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain and fill up correct application form; prepare all requirements	Provide correct form (different for adult and minor)	None	10 mins	Consular official
Submit application form and requirements	Check form and requirements for correctness and completeness	None	10 mins	Consular Official
Pay applicable fees	Accept payment and issue official receipt	NZ\$96 - new/renewal; NZ\$144 - lost MRRP/ MRP/any older passport type; NZ\$240 for lost ePassport	10 mins	Cashier/ Collecting Officer
Passport encoding	Encoding and capturing of biometric information	None	10 Mins	Encoder
Receive passport	Cancel	None	Depends	Passport



	old/expiring passport. Release to applicant if s/he picks it up or package and dispatch via courier		on when the new passport is received from the DFA in Manila	Officer
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2. Travel Document

Issued in lieu of a passport, valid for one-way direct travel to the Philippines, with validity not to exceed 30 days, usually in case of emergency or if the applicant does not have access to New Zealand. All passport requirements, according to specific type of application, apply. All fees also apply except for the passport fee itself. The fee for the travel document is charged instead.

Office or Division:	Consular Section			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All Filipino nationals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance of the applicant after setting appointment (may be waived upon justification)		Through coordination with Embassy via landline, hotline, email or other media		
Duly completed application form (passport application form also serves as travel document application form)		Embassy website		
Philippine passport if available, or photocopy of old passport or PSA issued birth certificate (BC), whichever applies		Passport copy to be provided by applicant, BC to be secured from the Philippine Statistics Authority (PSA).		
Three (3) passport photos 4.5 cm x 3.5 cm in size, taken within the last six (6) months with white background.		Photos to be provided by applicant		
All other applicable requirements.		Please see requirements corresponding above.		
Processing fee in cash or bank cheque, and other applicable fees.		Local bank. Please see corresponding applicable fees above.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
Obtain and fill up	Provide correct	None	10 mins	Consular

correct application form; prepare all requirements	form (different for adult and minor)			Official
Submit application by appearing personally at the Embassy (to sign form before consular official); or Submit applications via courier (form signed before notary public/Justice of Peace)	Ensure that forms are filled out correctly and completely, let applicant sign the forms and affidavits. Ensure that forms and requirements are correct and complete, forms are properly accomplished and signed.	None	10 mins	Consular Official
Pay applicable fees	Accept payment and issue official receipt	NZ\$48, plus all other applicable fees	10 mins	Cashier/ Collecting Officer
Await processing	Preparation of travel document	None	30 mins (should there be some delays, applicant will be advised)	Passport Officer
Receive travel document	Cancel old/expiring passport. Release travel document to applicant (either for applicant pick up or via courier)	None	10 mins	Passport Officer

3. Assistance to Nationals (ATN)

Service offered to Filipinos in distress within the Embassy's countries of jurisdictions.

Office or Division:	Consular Section
Classification:	Complex
Type of	G2C

Transaction:				
Who may avail:	All Filipino nationals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ATN Form duly accomplished by Overseas Filipino (OF) or his/her next-of-kin (NOK) requesting help		Form to be provided by ATN Officer		
Passport copy of OF in distress		To be provided by OF or NOK		
Full contact details		To be provided by OF or NOK		
Other documents/requirements deemed pertinent upon case evaluation		Will depend on case details/need		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for assistance or report a case	Usually received via call, email, or Department instructions. ATN Officer to obtain necessary personal and contact information of distressed Filipino as well as case details.	None.	Depends on the type or complexity of the case. However, these are acted on immediately and	Assistance-to-Nationals Officer
Further steps depend on requirements of the case.	Further actions depend on case need.	-do-	- do-	-do-

4. Civil Registration: Report of Birth (ROB)

Offered to help Filipino parents record with the Philippine Statistics Authority, in accordance with the country's legal requirements, the live births of their children born in countries under the Embassy's jurisdiction.

Office or Division:	Consular Section
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All Filipino nationals
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
If filing application in person, book appointment	Embassy's online appointment system
Application form, 4 originals, filled out in black ink	Embassy's website

Child's birth certificate, original plus 4 copies	Issued by the appropriate government agency of a country under Embassy's jurisdiction			
Birth certificate of both parents, original plus 4 copies	Philippine Statistics Authority (PSA) for Filipino citizens; appropriate government agency of the country where the foreign spouse was born			
Marriage certificate of parents, original plus 4 copies	PSA			
Passport data page of parents - 4 copies	Copies to be provided by applicant			
Affidavit of Delayed Registration of Birth, if the child was born more than 1 year ago	Form can be secured from the Embassy website; attestation can be done at a notary public, Consulate or the Embassy			
Joint Affidavit of Two Disinterested Persons (who confirm birth of the child to the parents)	Form can be secured from the Embassy website; attestation can be done at a notary public, Consulate or the Embassy			
Affidavit of Admission of Paternity, 4 originals, if parents are not married and child is acknowledged by father	Form can be secured from the Embassy website; attestation can be done at the Embassy			
Affidavit to Use the Surname of the Father, 4 originals, if the parents are not married and child is using the last name of the father	Form can be secured from the Embassy website; attestation can be done at the Embassy			
Sworn Attestation, if the Affidavit to Use the Surname of the Father was not executed by the child's mother	Form can be secured from the Embassy website; attestation can be done at the Embassy			
Certificate of Registration for Affidavit of Admission of Paternity and Affidavit to Use the Surname of the Father	Embassy will issue the certificate			
Affidavit of Illegitimacy, if the child is not acknowledge by father	Form can be secured from the Embassy website; attestation can be done at a notary public, Consulate or the Embassy			
Payment in cash or bank cheque	Local bank			
Courier bag with signature required sticker to return to parents, originals they submitted and one ROB	Local courier/post shop			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain and fill up ROB form; prepare all requirements	Provide template, if needed	None	10 mins	Consular official
Submit application by appearing personally at the Embassy (to sign	Ensure that forms are filled out correctly and completely, let applicant sign	None	10 mins	Consular official

<p>form before consular official); or</p> <p>Submit applications via courier (form signed before notary public/ Justice of Peace)</p>	<p>ROB forms and affidavits.</p> <p>Ensure that forms and requirements are correct and complete, forms are properly accomplished and signed.</p>			
<p>Cash payment if filed in person, bank cheque if filed via courier</p>	<p>Accept payment and issue official receipt</p>	<p>NZ\$40 per application ; additional NZ\$40 for each affidavit and certification if needed</p>	<p>10 mins</p>	<p>Cashier/ Collecting Officer</p>
<p>Await finalization of document</p>	<p>Processing and signing of the ROB forms and needed affidavits and certificates</p>	<p>None</p>	<p>1 week - for ordinary ROB with documents in order; 1-2 weeks for ROB with additional affidavits; and 2-3 weeks for ROB w/ additional affidavits and certificates required</p>	<p>Consular officials in charge of civil registration and notarial</p>
<p>Receive processed document</p>	<p>If released upon personal appearance / pick up; or</p> <p>If released via courier</p>	<p>None</p>	<p>10 mins</p> <p>According to courier delivery time frame</p>	<p>Consular official in charge of notarial</p>

5. Civil Registration: Report of Marriage (ROM)

Offered to help couples, one or both being Filipino nationals, record with the Philippine Statistics Authority, in accordance with the country's legal requirements, their marriage officiated in countries under the Embassy's jurisdiction.

Office or Division:	Consular Section			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All Filipino nationals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If filing application in person, book appointment		Embassy's online appointment system		
Application form, 4 originals, filled out in black ink		Embassy's website		
Marriage certificate, original plus 4 copies		Issued by the appropriate government agency of a country under the Embassy jurisdiction		
Birth certificate of both parties, original plus 4 copies		Philippine Statistics Authority (PSA) for Filipino citizen; appropriate government agency of the country where the foreign spouse was born		
Passport data page, 4 copies		Copies to be provided by applicants		
Marriage Certificate with annotation [1] if the Filipino party has an annulled previous marriage or Philippine court recognized divorce; or [2] divorce decree if the foreigner party's previous marriage was dissolved		PSA for Filipino citizen; appropriate government agency of the country where the foreign divorce was finalized		
Death Certificate of previous spouse, if party is a widow/widower		PSA for Filipino citizen; appropriate government agency of the country where the death is registered		
Affidavit of Delayed Registration of Marriage, if marriage was contracted more than 1 year ago		Form may be secured from the Embassy website; attestation may be done at a notary public, Consulate or the Embassy		
Payment in cash or bank cheque		Local bank		
Courier bag with signature required sticker to return to the couple, originals they submitted, and one ROM		Local courier/post shop		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain and fill up correct document; prepare all requirements	Provide existing template, if needed	None	10 mins	Consular official

<p>Submit application by appearing personally at the Embassy (to sign form before consular official); or</p> <p>Submit applications via courier (form signed before notary public/Justice of Peace)</p>	<p>Ensure that forms are filled out correctly and completely, let applicant sign ROB forms and affidavits.</p> <p>Ensure that forms and requirements are correct and complete, forms are properly filled out and signed.</p>	None	10 mins	Consular official
Cash payment if filed in person, bank cheque if filed via courier	Accept payment and issue official receipt	NZ\$40 per application ; additional NZ\$40 for each affidavit and certification if needed	10 mins	Cashier/ Collecting Officer
Await finalization document	Processing and signing of the Report of Marriage and other relevant affidavits, if needed	None	1 week for ordinary ROM with correct and complete documents ; and 1-2 weeks - for ROMs w/ affidavits required	Consular officials in charge of civil registration and notarial
Receive processed document	<p>If released upon personal appearance / pick up</p> <p>If released via courier</p>	None	<p>10 mins</p> <p>According to courier delivery time frame</p>	Consular official in charge of notarial

6. Civil Registration: Report of Death (ROD)



Offered to help the next-of-kin (NOK) of a Filipino national, record with the Philippine Statistics Authority, in accordance with the country's legal requirements, his/her demise in countries under the Embassy's jurisdiction.

Office or Division:	Consular Section			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All Filipino nationals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form, 4 originals, filled out in black ink		Embassy's website		
Death Certificate, original plus 4 copies		Local registrar of deaths or similar authority in the country under the Embassy's jurisdiction		
Coroner's Certificate of the Fact of Death or an interim Death Certificate, original plus 4 copies		Local Coroner's Office or similar authority in the country under the Embassy's jurisdiction		
Passport data page, 4 copies		To be provided by NOK or their representative		
Affidavit of delayed registration stating deceased's name, facts of death, date and place of burial or cremation, and circumstances of failure to report/register within 1 year after death, 1 original		Hospital/clinic administrator or by attendant at death; otherwise, by any NOK or person having legal charge of the deceased when the latter was still alive. Attestation may be done at a notary public, Consulate or the Embassy.		
Payment in cash or bank cheque		Local bank		
Courier bag with signature required sticker if applicant is unable to pick up original ROD		Local courier/post shop		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain and fill up correct document; prepare all requirements	Provide existing template, if needed	None	10 mins	Consular official
Submit application by appearing personally at the Embassy (to sign form before consular official); or Submit	Ensure that forms are filled out correctly and completely, let applicant sign ROD forms and affidavits. Ensure that forms	None	10 mins	Consular official

applications via courier (form signed before notary public/Justice of Peace)	and requirements are correct and complete, forms are properly accomplished and signed.			
Cash payment if filed by NOK/representative in person, bank cheque if filed via courier	Accept payment and issue official receipt	NZ\$40, plus NZ\$40 if with affidavit	10 mins	Cashier/ Collecting Officer
Await finalization of document	Processing and signing of the ROD	None	1 week for regular ROD with complete supporting documents (should there be any delay, applicants are advised)	Consular official in charge of civil registration
Receive processed document	If released upon personal appearance / pick up; or If released via courier	None	10 mins According to courier delivery time frame	Consular official in charge of notarial

7. Consular Mortuary Certificate (CMC)

Issued when the remains or cremains of a deceased person are to be transported to the Philippines. Application is usually filed together with the Report of Death or ROD.

Office or Division:	Consular Section
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	NOK/representative of the departed whose remains or cremains will be brought to the Philippines
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
ROD if Filipino citizen at time of death	Embassy
Death Certificate, original plus 1 copy	Local registrar of deaths or similar authority in a country under the

	Embassy's jurisdiction			
Coroner's Certificate of the Fact of Death or an interim Death Certificate, original plus 1 copy	Local coroner's office in a country under the Embassy's jurisdiction			
Certificate of Embalming and Hermetic Sealing, if remains are to be repatriated, original plus 1 copy.	Undertaker/funeral director in a country under the Embassy's jurisdiction			
Certificate of Non-contagious / Infectious Disease, if remains are to be repatriated, original plus 1 copy	Health ministry of a country under the Embassy's jurisdiction			
Cremation Certificate / Certificate from Crematorium stating that the urn contains only the cremains of the dead, original plus 1 copy	Crematorium/funeral director of a country under the Embassy's jurisdiction			
Passport data page of deceased, 1 copy	Copy to be provided by NOK/funeral home			
Full repatriation/flight details for remains and flight details/airway bill for cremains	NOK/funeral home			
Consignee's complete name and contact details (address, phone numbers and email)	NOK/funeral home			
Payment in cash or bank cheque	Local bank			
Courier bag with signature required sticker if applicant is unable to pick up the new passport	Local courier/post shop			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements by appearing personally at the Embassy; or Submit requirements via courier	Ensure that requirements are complete and in order	None	10 mins	Consular Official
Cash payment if filed by NOK/ representative in person, bank cheque if filed via courier	Accept payment and issue official receipt	NZ\$40, plus	10 mins	Cashier/ Collecting Officer
Await finalization of document	Processing and signing of CMC	None	3-5 working days	Consular official in charge of civil registration

				and notarial
Receive processed document	If released upon personal appearance / pick up; or If released via courier	None	10 mins According to courier delivery time frame	Consular official in charge of notarial

8. Notarial

Attestation and certification of documents for use in the Philippines by a duly authorized administering officer by affixing his/her signature and official seal, mainly stating that the applicant appeared personally to either swear to the truthfulness or validity of the document or just to simply acknowledging that they signed the document. Usual documents processed are Special Power of Attorney (SPA), Affidavit, Sworn Statement and Deposition.

Office or Division:	Consular Section			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All nationals who will be using the documents in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance, with booking confirmation		Embassy's online appointment system		
Copy of passport data page		Applicant to provide		
Original passport		In possession of applicant and should be presented to the Embassy's consular officials on the day of transaction		
Document for processing, to be signed in front of consular officials		Forms may be downloaded from the Embassy website, or may be provided by the company/agency/entity requiring the document		
Payment in cash (New Zealand dollar denomination)		Local bank		
Courier bag with tracking, if applicant is unable to return for the release of the document		Local courier/post shop		
CLIENT STEPS	AGENCY	FEES TO	PROCESSI	PERSON

	ACTIONS	BE PAID	NG TIME	RESPONSIBLE
Obtain pro forma instrument, accomplish form, or draft document	Provide existing template, if needed	None	10 mins	Consular official
Signing and processing of the document	Ensure that forms are filled out correctly, signed accordingly, and all requirements are provided	None	10 mins	Consular official
Pay processing fee	Accepts payment and issues official receipt	NZ\$40 per set of document; additional NZ\$16 if for release the same day	10 mins	Cashier/ Collecting Officer
Await finalizing of document - for same day release, subject to real time situation	Issuance and affixing the Certificate of Acknowledgement or Certificate of Appearance	None	3-5 hours	Consular official in charge of notarial
Await finalizing of document - for regular processing			3-5 working days	
Receive processed document	If released upon personal appearance / pick up; or If released via courier	None	10 mins According to courier delivery time frame	Consular official in charge of notarial

9. Visa

Endorsement made on a foreign national's travel document of entry and duration of stay in the Philippines after proper examination of visa application with the understanding that the final decision on the admission is by the immigration authority at the point of entry.

Office or Division:	Consular Section
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Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All Foreign nationals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Embassy website		
Passport, valid at least 6 months from the return date to point of origin		Appropriate government agency of the country where passports are issued		
Round trip ticket or booking		Travel agency or airline		
Passport size coloured picture with white background, taken within the last 6 months before the date of application		Picture taken and printed in a photo studio to be provided by applicant (scanned photos are not acceptable)		
Proof of financial capacity, i.e. latest bank, employment certificate from employer indicating position and salary, or Affidavit of Support		Employer, bank or guarantor/sponsor of the trip		
For business travel, letter from employer or sponsor of the trip, indicating its specific purpose or nature and length of stay in the Philippines		Employer, bank or guarantor/sponsor of the trip		
Police clearance valid for 6 months		Police Vetting service or Justice Ministry		
For minor applicant travelling on their own, Affidavit of Support and guarantee from either parent		Justice of Peace or Notary Public		
For minor applicant travelling on their own, copy of parents' bank statement		Bank		
Payment in cash or bank cheque (NZ\$ denomination)		Local Bank		
Courier bag with signature required sticker if applicant is unable to pick up the passport with visa sticker affixed		Local courier/post shop		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain and fill up correct form	Provide existing template, if needed	None	10 mins	Visa Officer / consular official
Signing and processing of the document - for personal appearance application	Ensure that forms are filled out correctly and completely, signed accordingly, and all requirements are provided	None	10 mins	Visa Officer / consular official
For applications	Receive the			

submitted via courier	application from courier and ensure that forms are filled out correctly, signed accordingly, and all requirements are provided			
Cash payment if filed in person, bank cheque if filed via courier	Accept payment and issue official receipt	NZ\$48 per application; for applicant belong to the category of restricted nationals, NZ\$64	10 mins	Cashier/ Collecting Officer
Await the evaluation of application	Submit the application for No Derogatory Record check to the Office of Consular Affairs- Visa in Manila; if no derogatory information is received, visa can be issued after 5 working days	None	5 working days	Visa Officer
Receive processed document	If released upon personal appearance / pick up; or If released via courier	None	10 mins According to courier delivery time frame	Visa Officer / consular official

10. Retention and Re-acquisition of Philippine Citizenship

Service offered to former natural-born Filipino citizens who acquired foreign citizenship through naturalization and who wish to re-acquire Philippine citizenship. A former Filipino can re-acquire Philippine citizenship by taking the oath of allegiance to the Republic of the Philippines, provided they qualify based on conditions specified under Republic Act (RA) No. 9225 or the Citizenship Retention and



Reacquisition Act of 2003, through evaluation of their applications and the supporting documents they have submitted.

Office or Division:	Consular Section			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All former natural-born Filipino nationals who did not lose their Filipino citizenship through renunciation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form		Embassy website		
Birth certificate, original plus 2 copies		Philippine Statistics Authority (PSA)		
3 passport size photos taken within the last 6 months with white background		Picture taken and printed in a photo studio to be provided by applicant (scanned photos are not acceptable)		
Certificate of Naturalization, original plus 2 copies		Appropriate government agency of the country that granted the foreign citizenship		
Copies of data pages of old Philippine passport and latest foreign passport		Copies to be provided by applicant		
Marriage Certificate (MC) or Report of Marriage (ROM), if applicable, 2 copies		MC from the Philippine Statistics Authority (PSA), or if marriage was registered with the Embassy, ROM, or MC from the appropriate agency of the country where marriage took place		
For minor applicant included as dependent, Birth Certificate (BC) or Report of Birth (ROB), original plus 2 copies		BC from PSA, or if birth was registered with the Embassy, ROB, or BC from the appropriate government agency of the country where the child was born		
For minor applicant included as dependent, passport data page, 2 copies		Copies to be provided by applicant		
For minor applicant included as dependent, 2 passport size photos taken within the last 6 months, with white background		Picture taken and printed in a photo studio to be provided by applicant (scanned photos are not acceptable)		
Payment in cash or bank cheque (NZ\$ denomination)		Local Bank		
Courier bag with signature required sticker if applicant wishes to receive originals earlier submitted in advance of oath-taking		Local courier/post shop		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain and fill up application form	Provide existing template, if needed	None	10 mins	Consular official

Submit requirements by appearing personally at the Embassy; or Submit requirements via courier	Ensure that form is accomplished properly, signed accordingly, and requirements are complete and in order	None	10 mins	Consular Official
Cash payment if filed in person, bank cheque if filed via courier	Accept payment and issue official receipt	NZ\$80 per application; NZ\$40 for minor dependents	10 mins	Cashier/ Collecting Officer
Await the evaluation of application	Ensure the eligibility of the applicant to reacquire or retain Filipino citizenship	None	1-2 weeks	Consular official in charge of RA9225
Receive notice of approval of application and set schedule for Oath Taking Ceremony	Issue and transmit notice of approval	None	1 day - will depend on the response time of the applicant	Consular official in charge of RA9225
Attend Oath Taking ceremony	Administer the Oath, signing and thumbprinting of RA9225 documents; release originals to successful applicants	None	1 day	Consular official in charge of RA9225 and administering officer

11. NBI Fingerprinting and Certification of NBI Form No. 5

Service offered to those previously issued clearance certificates by the National Bureau of Investigation (NBI) from 2013 or earlier; first time applicants; newly married female applicants; or foreign nationals. The fingerprinted and certified form is only one of the requirements that would have to be submitted to the NBI Mailed Clearance Section where the actual processing of the clearance is performed.

Office or Division:	Consular Section
Classification:	Complex

Type of Transaction:	G2C			
Who may avail:	All nationals who lived in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance, with booking confirmation	Embassy's online appointment system			
Duly accomplished NBI Form No. 5 (different for Filipino and foreign nationals, thumbprinting to be administered at the Embassy)	Cardstock form supplied by NBI to the Embassy, and thus, may be obtained from the Embassy.			
Passport	In possession of applicant and should be presented to the Embassy's consular officials on the day of transaction			
2x2 or passport size photo with white background taken within the last 6 months	Picture taken and printed in a photo studio to be provided by applicant (scanned photos are not acceptable)			
Payment in cash (NZ\$ denomination)	Local bank			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present passport, obtain and fill up correct NBI fingerprint form	Provide correct form based on the passport presented	None	10 mins	Consular official
Signing and processing of the document	Ensure that forms are filled out correctly and signed accordingly	None	10 mins	Consular official
Payment	Accept payment and issue official receipt	NZ\$40	10 mins	Cashier/ Collecting Officer
Undergo fingerprinting procedure	Capture fingerprints of applicant in accordance with NBI guidelines	None	10 mins	Consular official
Finalizing the document	Processing and signing of the form	None	15 mins (if there are delays, applicant will be advised)	Consular official
Receive processed document	Release the finalized document - personal/pick up	None	10 mins	Consular official in charge of Notarials

12. Overseas Voting Registration



Registration, reactivation or updating of information for Overseas Voting

Office or Division:	Consular Section			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All Filipino nationals 18 year old and above during the next national elections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passport		In possession of applicant and should be presented to the Embassy's consular officials on the day of transaction		
Marriage Certificate, if applicable, for change of name application		Philippine Statistics Authority (PSA) if married in the Philippines or Report of Marriage if marriage is registered with the Embassy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain application form (OVR Form No.1)	Provide application form and give guidance in filling it out properly	None	10 minutes	Embassy Staff
Submit accomplished form and required documents	Determine identity of applicant: verify passport / other documents	None	3 minutes	Embassy Staff
Proceed to DCM Operator for Biometrics Capturing	Affix application form number sticker on accomplished form and encode applicant's demographics into Data Capturing System; capture biometrics data.	None	10 minutes	VRM Operator
Proceed to the administering officer	Administer the Oath, sign and give the acknowledgment receipt (lowest portion) of the OAV Form No.1	None	3 minutes	Administering Officer/Consular Officer

13. Individual Employment Contract Verification (for OEC)

Contract verification as primary requirement for the issuance by the Philippine Overseas Employment Administration (POEA) of Overseas Employment Certificates (OECs) for Balik-Manggagawa (BM) OFWs in countries under the Embassy's jurisdiction.

Office or Division:	Philippine Overseas Labor Office (POLO Wellington)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Vacationing workers with valid work visa and Employment Contract			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hard copy of original contract		Employer/OFW		
Addendum to the Contract or Insurance Policy with Repatriation Provision (specifying repatriation cover, particularly for serious medical condition or death)		Addendum template downloadable from Embassy website; insurance policy may be procured from an insurance provider in New Zealand or the Philippines		
Work Visa		Immigration New Zealand through employer		
Passport with 6 months validity		In possession of the OFW		
Recent payslip or Certificate of Employment		To be supplied by OFW or employer		
Sworn Statement (for OFWs not registered with POEA or who changed employers on-site)		By OFW, typewritten or handwritten and duly signed, explaining how he/she was hired by the current employer		
Self-addressed return courier bag with tracking sticker		Post Shop		
Payment of NZD16 (Cash or Bank Cheque)		Local bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements through personal appearance; or	Ensure that requirements are complete and in order; and verification and signing	None.	1-2 days	POLO Technical Staff /Labor Attaché
through courier			10 minutes	
Pay fee in cash if filing by personal appearance or	Accept payment and issue official receipt	NZ\$16	2 minutes	POLO Technical Staff

bank cheque if via courier				
Receive the verified documents	If released by personal appearance or pick up; or If released via courier	None	5 minutes According to courier delivery time frame	POLO Technical Staff

14. Employer Accreditation

Screening process, in compliance with 2016 POEA Rules and Regulations, for Foreign Placement Agency (FPA) and Direct Employers on their fitness to recruit and employ Filipino workers. Those who qualify are included in the registry of qualified labour hire companies and employers.

Office or Division:	Philippine Overseas Labor Office (POLO Wellington)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Foreign Placement Agency and/or Direct Employer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Recruitment Agreement (between FPA and Philippine Recruitment Agency or PRA)		Provided by FPA and PRA		
Service Agreement (between Direct Employer and PRA)		Provided by FPA and Direct Employer		
Job Order		Provided by FPA		
Manpower Request (by Direct Employer to FPA)		Provided by Direct Employer		
Master Employment Contract with Addendum to the contract signed on all pages by all parties		Executed by FPA, Direct Employer and PRA		
Business Registration		https://companies-register.companiesoffice.govt.nz/		
Visa guarantee letter		Provided by FPA and Direct Employer		
Contingency Plan		Provided by FPA		
Affidavit of Undertaking		Provided by FPA and Direct Employer		
Comprehensive Insurance Policy (for driver positions)		Accredited Insurance Provider of Direct Employer		
Payment of NZD 144.00 (Cash or Bank Cheque)		Local bank		
Self Addressed Courier Bag with tracking sticker		Post Shop		
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON

	ACTIONS	BE PAID	G TIME	RESPONSIBLE
Submit requirements through personal appearance; or through courier	Ensure that requirements are complete and in order; and verification and signing	None.	20-30 minutes 2-3 days	POLO Technical Staff /Labor Attaché
Pay fee in cash if filing by personal appearance or bank cheque if via courier	Accept payment and issue official receipt	NZ\$144	2 minutes	POLO Technical Staff
Receive the verified documents	If released by personal appearance or pick up; or If released via courier	None	5 minutes According to courier delivery time frame	POLO Technical Staff

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Through client feedback forms available at the counter or by sending a message via the Embassy's email or Facebook (FB) Messenger. Feedbacks were also received via phone calls and letters.
How feedback is processed	<ul style="list-style-type: none"> <input type="checkbox"/> Rating received through the client feedback forms are tallied and the comments, noted and addressed. <input type="checkbox"/> For those received via email and FB, replies are sent and appropriate action is taken. <input type="checkbox"/> For feedback received via calls, concerns are dealt with immediately if possible. Otherwise, a follow up call is made. <input type="checkbox"/> Reports are prepared on these and submitted to the Department of Foreign Affairs in Manila. <input type="checkbox"/> If necessary, letters are issued to the concerned individual who issued the feedback.
How to file a complaint	<ul style="list-style-type: none"> <input type="checkbox"/> Although complaints may be filed either through FB or phone call, for serious incidents, we encourage you to submit them through the client feedback forms, email or letter. <input type="checkbox"/> Describe the events or acts that transpired, focusing on facts and specific detail, among others, date, time and place of the incident, type of transaction, name and description of the consular official involved, actual events, relevant conversations, other people present other than your friends and family who can support your narrative. Kindly keep it as short as possible. <input type="checkbox"/> Provide your full name and contact details. We need this to be able to act on your complaint, seek clarification and provide feedback.
How complaints are processed	Based on the details provided, the incident is investigated and according to findings, appropriate measures are taken, including disciplinary action.
Contact Information for lodging	Querobine Deapera Laccay, <i>Consul and Head of</i>

complaints

Consular

Phone no.: +64 4 890 37 41/42/44 EXT. 702

Email: querobine.laccay@philembassy.org.nz

Feamor Vyn S. Tiosen, Vice Consul and
Administrative Officer

Phone no.: +64 4 890 37 41/42/44 EXT. 703

Email: feamor.tiosen@philembassy.org.nz

For complaints concerning the above two
officials, address them to Ambassador Jesus S.
Domingo at wellington.pe@philembassy.org.nz



List of Offices

Office	Address	Contact Details
Philippine Embassy in Wellington	50 Hobson Street, Thorndon Wellington, New Zealand 6011	Tel. Nos.: (+644) 8903741; (+644) 8903742; (+644) 8903744 Fax No. (+644) 8903740 Cellphone (Emergency Hotline 24/7): (+64) 022 074 6517 E-mail: wellington.pe@philembas sy.org.nz
Philippine Overseas Labor Office (POLO)	Level 1, 286 Thorndon Quay, Pipitea, Wellington, New Zealand 6011	Telephone: 04-2601161 Email: polo.newzealand@philembassy.org.nz
Philippine Consulate in Auckland	133A Central Park Drive, Henderson, New Zealand 0610 1 Beaumont Street, Freemans Bay, New Zealand 1011 (Thursday-Friday)	Email: consulate.auckland@phil embassy.org.nz
Philippine Consulate in Christchurch	150 Lichfield Street Christchurch, New Zealand 8011	Email: ph.consulate.chc@gmail.com