

**PASUGUAN NG PILIPINAS**



**WELLINGTON**

**EMBASSY OF THE PHILIPPINES**

# **CITIZEN'S CHARTER**

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## **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 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.

## **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:**

**D**eliver 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.;

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

**A**ssist our countrymen anytime and anywhere in the Philippines and around the world;

**C**ontinue improvements of existing procedures and explore new ones for the betterment of the service;

**A**dapt world-class norms and standards from both local and international service regulations;

**R**espond to clients' complaints at the soonest possible time through the Embassy's email address, [embassy@wellington-pe.co.nz](mailto:embassy@wellington-pe.co.nz) and take corrective measures;

**E**mpower the public through 24/7 access to information on our policies, programs, activities and services through our website [www.philembassy.org.nz](http://www.philembassy.org.nz)

**S**erve and protect the rights of Filipinos in the Philippines and abroad.

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

# Consular Section

# Passport

## Consular Section

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**Passport Services (00644)8903741/8903742/8903744 Fax: (00644) 8903740**

### **Schedule of Availability of Services:**

Monday – Friday, from 9:00am to 12:00 noon and 1:30 p.m. to 6:00pm

### **Who May Avail of the Service:**

All Filipino citizens

### **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**. If Marriage Certificate or Birth Certificate is blurred, Certified True Copy from Local Civil Registrar's Office is required.

‰ **Supporting documents to prove identity** (refer to the List of Supporting Documents)

#### **In Case of No Birth Record:**

If born after 1950:

‰ Apply for the delayed registration of birth from the Local Civil Registry Office.

‰ Submit authenticated birth certificate from NSO and supporting public document/s with correct date and place of birth (i.e. From 137 with readable dry seal, Voter's Registration Record, Baptismal Certificate with readable dry seal or Office on Muslim Affairs Certificate).

If born on or before 1950:

- %o Certificate of Non-Availability of Birth Record from NSO
- %o Joint Birth Affidavit
- %o Any supporting public document/s with correct date and place of birth (i.e. From 137 with readable dry seal, Voter's Registration Record, Baptismal Certificate with readable dry seal or Office on Muslim Affairs Certificate).

**Additional Requirements:**

**For married women who wants to adopt the surname of her spouse:**

- %o **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:**

- %o **Marriage Contract (MC)** in Security Paper issued by NSO or Certified True Copy issued by the Local Civil Registrar, duly authenticated by NSO.
- %o Original and photocopy of Commission of Filipinos Overseas (CFO) Guidance and Counseling Certificate of Attendance. (CFO-Tel.no. 561-8321)

**FOR MINOR APPLICANT (below 18 years old)**

- %o **Personal appearance of the minor**
- %o **Personal appearance** of either parent, Marriage Contract and proper IDs of the parent (if minor is of legitimate status).
- %o **Personal appearance** of mother and mother's proof of identity (if minor is of illegitimate status).
- %o **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**. If Marriage Certificate or Birth Certificate is blurred, Certified True Copy from Local Civil Registrar's Office is required.
- %o Document of identity, if minor is 8-17 years old (for first time applicants only)
- %o **Original and photocopy of the valid passport of the traveling companion** except if the applicant is traveling alone.

**Additional Requirements:**

**If minor is NOT traveling with either parent or alone:**

- %o Original and photocopy of **DSWD Clearance** (DSWD-525-2445)
- %o **Affidavit of Support and Consent (ASC) from a parent** indicating the name of the traveling companion and relationship to the minor. If illegitimate, minor should execute the ASC.

**If both parents are abroad:**

- %o **Affidavit of Support and Consent (ASC)** from parents indicating the name of the travelling companion and must be authenticated by the nearest Philippine Embassy or Consulate General if not executed before a Consul.
- %o **Special Power of Attorney** designating the representative by name and authorizing him/her to apply for the passport on behalf of the minor and must be authenticated by the nearest Philippine Embassy or Consulate General if not executed before a Consul. In case the authorized party is not the traveling companion, ASC must indicate the name of the traveling companion.
- %o **Passport** and photocopy of the passport of the travelling companion of the minor.
- %o **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 full name of the child.
- ‰ Marriage Contract of the parents from NSO.

**If minor is illegitimate but acknowledged by father:**

- ‰ Amended birth certificate from NSO reflecting surname of father with Affidavit of Acknowledgement and Consent to use the surname of father. (If the birth certificate already reflects the last name of the father, NSO BC is sufficient).

**If minor is born abroad:**

- ‰ Report of birth from the nearest Philippine Embassy or Consulate General, duly authenticated by NSO.

**Foundling:** (if no longer a minor, supporting public documents establishing identity)

- ‰ Certificate of Foundling authenticated by NSO
- ‰ DSWD Clearance
- ‰ Passport of the person who found the applicant
- ‰ Letter of Authority or endorsement from DSWD for the issuance of passport

**Orphaned minor applicant:**

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

**Legally adopted:**

- ‰ Certified true copy of the Court Decision / Order on Adoption and Certificate of Finality
- ‰ NSO birth certificate before adoption
- ‰ NSO amended Birth Certificate
- ‰ DSWD clearance for minor applicant, if traveling with the person other than the adopting parents

**Minor applicant whose mother is likewise a minor:**

- ‰ Personal appearance of the mother and maternal grandparents
- ‰ Affidavit of Support and Consent from maternal grandparents
- ‰ Proof of identity of mother and maternal grandparents
- ‰ Original and photocopy of the passport of the traveling companion
- ‰ DSWD Clearance if traveling with the person other than the maternal grandparents

**FOR MUSLIM APPLICANTS** (same general requirements stated above)

**Additional requirement for late registered Muslim applicants:**

‰ Certificate of Cultural Affiliation from the **Office on Muslim Affairs**

**For converts who would like to use their Muslim name:**

‰ Submit annotated **Birth Certificate** (BC) in Security Paper (SECPA) bearing the Muslim name

‰ Office on Muslim Affairs Certificate of Conversion

## **FOR RENEWAL OF PASSPORT APPLICANT**

**\*PERSONAL APPEARANCE IS REQUIRED**

**For Brown Passport or issued prior to 01 May 1995**

‰ Old Passport and photocopy of passport pages 1,2 and 3 (amendment)

‰ **Birth Certificate to determine complete middle name**

**For Green Passport or issued after 01 May 1995**

‰ **Present passport** and photocopy of the first page and last page showing the signature of the Passport Signing Officer

**Additional Requirements:**

**For married women who wants to use the surname of spouse:**

‰ Marriage Contract (MC) in Security Paper (SECPA) issued by NSO or CTC issued by the Local Civil Registrar, duly authenticated by NSO

**If marriage was held abroad:**

‰ Report of Marriage Report from the nearest Philippine Embassy or Consulate General, duly authenticated by NSO.

## **FOR REPLACEMENT OF LOST PASSPORT**

### **\*PERSONAL APPEARANCE IS REQUIRED**

#### **For LOST VALID PASSPORT**

- %o* Submit same documents required for **first time passport applicants**
- %o* Affidavit of Loss
- %o* Police Report

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

#### **For LOST EXPIRED PASSPORT**

- %o* Submit same documents required for **first time passport applicants**
- %o* Affidavit of Loss

### **LIST OF SUPPORTING DOCUMENTS**

- %o* Marriage Contract
- %o* PRC / IBP ID
- %o* Land Title
- %o* Driver's License
- %o* School ID / Company ID
- %o* Government Service Record
- %o* Old SSS E-1 form / or Digitized SSS ID
- %o* School Form 137 or Transcript of Record with readable dry seal
- %o* Voter's Registration Record
- %o* Baptismal Certificate with readable dry seal
- %o* Seaman's Book
- %o* Income Tax Return (Old)
- %o* Other documents that show full name, birth details of applicant, signature and citizenship

**\*For comments, complaints and assistance, please proceed to the Passport Director's Office / Officer-In-Charge.**

**PASSPORT FEES:**

ePassport - NZ\$84.00

Emergency Passport – NZ\$70.00

Amendment (Surname/Validity of Passport) – NZ\$28.00

For Replacement of Lost valid Passport

MRP/MRRP – NZ\$126.00

ePassport – NZ\$210.00

**Guidelines on Emergency Issuance of Passports**

Passport issuance should follow the scheduled release dates. Immediate issuance should not be granted except for *Emergency Reasons* as may be determined by the responsible Consular Officials. *Immediate Issuance is not a right*. It is a privilege which is subject to the following guidelines:

1. The following are considered justifiable reasons for the immediate issuance of passports:
  - 2.1 SERIOUS ILLNESS  
Applicant has to attend to a member of his/her immediate family who is seriously ill;
  - 2.2 DEATH  
Applicant has to attend to the wake or burial of a member of his/her immediate family;
  - 2.3 ASSISTANCE TO NATIONALS (ATN) CASE  
ATN cases referred by OUMWA for immediate passport issuance;
  - 2.4 OTHER ANALOGOUS / EMERGENCY CASES  
As may be determined by the authorized officials.
2. All requests for immediate issuance shall be made in writing and supported by documentary (if applicable) and other evidences.
3. Immediate Issuance of Machine Readable Passports may be granted only by the:
  - 1.1 Secretary of Foreign Affairs
  - 1.2 Assistant Secretary of the Office of Consular Affairs
  - 1.3 Executive Director
  - 1.4 Passport Director
  - 1.5 Assistant Passport Director
  - 1.6 Head, Courtesy Lane

- 1.7 Head, Individual Processing
- 1.8 Head, Agency Processing
- 1.9 Head, Pending Unit
- 1.10 Other Officers or employees of the department who are duly authorized by the Passport Director

4. The applicant must comply with the documentary requirements of the law for the issuance of a passport.

**The following may be considered under “ANALOGOUS / EMERGENCY CASES” at the discretion of the Consular Officers:**

- 1. Training / Education / Scholarship
- 2. Urgent work (OFW)
- 3. Applicant will be severely prejudiced if a passport is not issued.

**Duration:**

PROCESS	DURATION		PROCESS	DURATION
Processing	22 minutes		Releasing	10 minutes

\* Waiting time is not included in the *Duration*.

**Location:**

Consular Section, Ground Floor, Embassy of the Philippines, 50 Hobson Street, Thorndon, Wellington, New Zealand

## How to Avail of the Service:

### Issuance of Passport (Passport Processing)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEE	FORM
1		Get an <i>appointment</i> . Thru phone: call (00644)8903741/8903742/ 8903744	Asks for the name of the applicant, preferred date and time of appointment, contact number and location in New Zealand	10-15 mins.	Consular Personnel		
	Embassy of the Philippines (50 Hobson Street, Thorndon, Wellington, New Zealand)	Go to the Embassy building according to your schedule.	Checks whether or not the applicant is included in the Look-Out-List and if the applicant has a previous passport based on the verified master list.	10 mins	Processor	n/a	Passport Application Form
		Proceed to reception and present documents for processing	Assesses and evaluates the legality of the applicant's documents and establishes his/her true identity.				
			Records the service number on the application form.				
2	Cashier	Payment of passport fee	Accepts payment and issue the official receipt.	2 mins	Cashier	NZ\$84.00	Official Receipt
3	Courier Services	Submits prepaid courier bag	Accepts courier bag or notes in the application form if the passport is to be picked up.	2 mins	Processor	n/a	
	Enrolment and Encoding Section	Proceed to ePassport Encoder	Checks and detaches the application form and submitted documents in preparation for the enrolment	10 mins	Encoder	n/a	Passport Application Form
			Encodes the applicant's personal information and scans pertinent documents for electronic file.				
			Captures applicant's photo and biometrics				
	Prints the Enrolment Certificate and requires the applicant to thoroughly check the information before signing the print out form.						
4	Releasing (Reception)	Applicant comes back at the scheduled release date.			Releasing Officer	n/a	n/a

**AFTER STEP 3 (ENROLMENT), APPLICANT MAY GO BACK TO THE EMBASSY FOR RELEASING OF PASSPORT ACCORDING TO THE RELEASE DATE.**

DURATION: 24minutes (time duration in the queue is not included)

## Releasing of Individual Passport (E-Passport)

STEP	*LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEE	FORM
1	Releasing Section	Proceed to Reception and present receipt or name.	Receives the applicant's receipt and inform the applicant to wait at the Reception holding area.	10 mins	Releasing officer	n/a	n/a
		Wait for the name to be called.	Locates the passport				
			Requests the applicant sign in the <i>RECEIVED NEW PASSPORT</i> section in the application form.				
			Releases the passport				
Check all the details in the passport	n/a	n/a	n/a				
END OF TRANSACTION							

# NOTARIALS/ AUTHENTICATION



## Consular Section – Notarials/Authentication

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### Processing for Individually Filed/Export/Agency Documents

Consular Information Center: (00644)8903741/8903742/8903744

#### Schedule of Availability of Services:

Monday – Friday, from 9:00am to 12:00 noon and 1:30 p.m. to 6:00pm

#### Who May Avail of the Service:

Those who need their documents to be authenticated by the Embassy.

#### Procedure:

All legal documents may be notarized or authenticated, by clients/applicants personally appearing at the Philippine Embassy in Wellington or at its Honorary Consulates in Auckland and Christchurch, New Zealand or Suva, Fiji (Please check <http://www.philembassy.org.nz/consular-establishments/honorary-consulates.html>). The relevant authentication/notarial forms may be found by checking the link <http://philembassy.org.nz/downloadable-forms-othermenu-32.html> . **PERSONAL APPEARANCE** is required.

**However, in cases where personal appearance is not possible in view of valid circumstances, the following authentication procedures should be followed:**

- The legal document should be notarized by a New Zealand Notary Public or New Zealand Department of Internal Affairs (NZDIA) accredited Justice of the Peace.
- The duly notarized document should then be submitted to the Authentication Unit of the New Zealand Department of Internal Affairs (NZDIA) in Wellington with contact no. 04-4702928 or please follow the link for further information <http://www.dia.govt.nz/Document-authentication> . The Authentication Unit will issue a certification on the notarial seal and signature of the Notary Public who certified the primary document. Payment of NZ\$70 which covers the Department of Internal Affairs and the Ministry of Foreign Affairs charges including its courier, which may be made by cheque or money order payable to the Department of Internal Affairs or by providing Visa/MasterCard details.
- The Certification of the Department of Internal Affairs enclosing the primary document shall thereafter be forwarded to the Consular Division of the New Zealand Ministry of Foreign Affairs and Trade (MFAT) in Wellington. MFAT will further certify the certification issued by the Department of Internal Affairs.
- The client/applicant may request the Authentication Unit of NZDIA to forward the MFAT authenticated document to the Philippine Embassy or Philippine Honorary Consulates for final authentication, by enclosing payment of regular fee NZ\$35 to the Honorary Consulates or expedite fee of NZ\$49 (one day

processing) to the Philippine Embassy and a self addressed signature pre-paid return courier bag. Payment should be in cash, bank cheque or money order only payable to the Embassy of the Philippines or Philippine Honorary Consulates.

**In cases where the legal document originates from Samoa, Cook Islands, Fiji Islands or Kingdom of Tonga, the following shall be applied:**

- The subject document must first be notarized by a Samoan/ Tongan/Fijian/ Cook Islands Notary Public (Solicitor/Barrister) or any other Samoan/ Tongan/ Fijian/ Cook Islands official with authority to perform notarial acts or take statutory oaths.
- The document that has been duly notarized or affirmed shall be forwarded to the Samoan/ Tongan/ Fijian/ Cook Islands Ministry of Foreign Affairs to certify/apostille the notarized document.
- After the Samoan/ Tongan/ Fijian/ Cooks Islands Ministry of Foreign Affairs has made the proper certification, the document shall be forwarded to the Samoa/ Tongan/ Cook Islands High Commission here in Wellington for further certification/apostille. Corresponding fees may be verified from the High Commission. The applicant may request the High Commission to forward the document directly to the Philippine Embassy in Wellington.
- The Embassy's authentication constitutes the final procedure before the subject document could be presented to the Philippine authorities.

Authentication regular fee charged by the Embassy is NZ\$35.00 (3-5 working days processing) or NZ\$49 for expedite processing (1-2 days processing and issuance), payable in cash or bank cheque or money order payable to the Embassy of the Philippines. For the return of the document, please arranged a preferred courier service to pick up the document or you may request the Embassy in writing to forward the document to the Philippines by enclosing additional payment of NZ\$44.20 (NZ Post Express International Courier) and details (name, address with zip code and contact no.) of the recipient in the Philippines.

**Location:**

Embassy of the Philippines, 50 Hobson Street, Thorndon, Wellington

## **Consular Section – Consular Records**

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**Registration Process for Registration of Birth, Marriage and Death**  
**Consular Information Center: (00644) 8903741/8903742/8903744**

**Schedule of Availability:**

Monday-Friday, from 9:00am to 12:00 noon, 1:30pm to 4:00pm

**Who May Avail of the Service:**

Filipinos who have given birth, married or whose relatives died in New Zealand.

**Duration:**

14 Minutes

### How to Avail the Service:

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Reception Area	Person applying for the Registration of Birth, Marriage and Death can proceed to Reception Area and submits documents for evaluation.	Required documents are evaluated and processed.	10 mins.	Processor	n/a	- FA Form No. 40 (Birth) - Form Prescribed by FSC 75-94 (Marriage) -FA Form No. 39 (Death)
2	Cashier	After completing the necessary requirements, a consular fee shall be paid for the registration	Receives applicant's payment	2 mins	Cashier	NZ \$ 35.00	n/a
3	Reception	Receives copy of the Report of Birth, Marriage or Death	Gives the copy of Report of Birth, Death or Marriage	2 mins			
END OF TRANSACTION							

Visa

## **Consular Section – Visa**

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### **Process for Visa Issuance**

**Consular Information Center: (00644) 8903741/8903742/8903744**

### **Schedule of Availability:**

Monday-Friday, from 9:00am to 12:00 noon, 1:30pm to 4:00pm

### **Who May Avail of the Service:**

Foreigners who wants to enter the Philippines.

### **Duration:**

14 Minutes

### How to Avail the Service:

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Reception Area	Person applying for visa submits documents for evaluation and courier bag for return of passport with visa.	Required documents are evaluated and processed.	10 mins.	Processor	n/a	Visa application form
2	Cashier	A consular fee (whenever applicable) shall be paid for the registration	Receives applicant's payment	2 mins	Cashier	Please see schedule of fee	n/a
3	Release	Awaits arrival of couriered passport	Passport with required visa is couriered to the applicant	2 mins			
END OF TRANSACTION							

# Assistance to Nationals



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**Telephone Numbers: (+644) 8903741 / 8903744**

**Fax Number: (+644) 8903740    E-mail address: [embassy@wellington-pe.co.nz](mailto:embassy@wellington-pe.co.nz)**

### **SCHEDULE OF AVAILABILITY OF SERVICE**

Monday to Friday

9:00 a.m. to 12:00 noon

1:30 p.m. to 6:00 p.m.

### **WHO MAY AVAIL OF THE SERVICE**

- Distressed Filipino National/s
- NOK of distressed Filipino National/s
- Host Government Agencies
- Media
- Non-government organizations

### **REQUIREMENTS**

- Certain documents may be required as deemed necessary.

## Walk in Client:

### How to Avail of the Service:

STEP	CLIENT	Location	SERVICE PROVIDER	PERSON-IN-CHARGE	FEE	FORM	DURATION
1	Inform the personnel on duty upon arrival at the Reception Area.	Embassy Reception Counter	Ask the Client of his / her concerns	Personnel on Duty	None	None	3 mins.
2	Write the concerns	Embassy Reception Counter	Provide paper and pen	Personnel on Duty	None	None	10 mins.
3	Submit to the Personnel on Duty	Embassy Reception Counter	Receive and review information indicated by client. Refer to Legal / ATN Officer.	Personnel on Duty	None	None	3 mins.
4	Undergo interview by Legal Officer	Embassy Reception Counter	a) Legal Officer interviews the client. b) Explain to the client the actions to be done by the Embassy on the case. c) Advice the client that updates will be relayed from time to time.	Legal Officer	None	None	20 mins.
5	Obtain contact information of the Legal Officer	Embassy Reception Counter	Provide client with the contact information of the Embassy	Legal Officer	None	Contact list of the Embassy	2 mins.

6	Follow-up with Legal Officer (walk-in or telephone).		Provide updates based on DFA's report	Legal Officer	None		
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Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary due to some other factors.