



**EMBASSY OF THE REPUBLIC OF THE PHILIPPINES
MADRID, SPAIN
CITIZEN'S CHARTER
CONSULAR SECTION**

PASSPORT/TRAVEL DOCUMENT SERVICES*

1. PASSPORT RENEWAL

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM/REQUIREMENTS
1.	Consular Section	<ul style="list-style-type: none"> Submit accomplished passport application form and supporting documents to the Consular staff 	<ul style="list-style-type: none"> Checks if application form is accomplished properly and if supporting documents are complete Assesses and evaluates the completeness and authenticity of the submitted documents to establish applicant's true identity 	3 to 5 mins.	Consular Staff	None	<p>CORE REQUIREMENTS:</p> <ul style="list-style-type: none"> Duly accomplished E-Passport application form Latest original Philippine passport and photocopy of personal data page of the passport Copy of residence permit <p>ADDITIONAL REQUIREMENTS: For married women using spouse's name:</p> <ul style="list-style-type: none"> PSA Marriage Certificate or Report of Marriage (ROM) – original and one (1) photocopy <p>For married women who opt to revert to maiden name:</p> <p>(A) – Annulment/Death of Spouse</p> <ul style="list-style-type: none"> PSA-annotated marriage certificate – original and one (1) photocopy Death Certificate /Report of Death of Spouse – original and one (1) photocopy Copy of Court's Final Decision for annulment <p>(B) – One-time reversion per RA 11983</p> <ul style="list-style-type: none"> An original and photocopy of a PSA-issued Certificate of Live Birth or PSA Report of Birth; An original and photocopy of a PSA Certificate of Marriage or PSA Report of Marriage; Notarized Affidavit of Explanation that includes a request for the reversion of maiden name in the Philippine passport or travel document and stating that the applicant has not hitherto availed of the reversion; Latest-issued Philippine passport or travel document; and Any valid and existing Government-issued ID accepted for passport application, reflecting the maiden name of the passport applicant <p>For Dual Citizens:</p>

							<ul style="list-style-type: none"> ➤ Either one of the dual citizenship documents (Oath of Allegiance, Identification Certificate, Order of Approval) – original and one (1) photocopy ➤ Foreign passport or Residence Card – original and one (1) photocopy <p>For Minors:</p> <ul style="list-style-type: none"> ➤ Proof of filiation such as PSA Birth Certificate or Report of Birth (ROB), PSA Marriage Certificate or Report of Marriage (ROM) of parents – original and one (1) photocopy ➤ Passport or Identification cards of parents <p>For Lost Passport (with copy of lost passport):</p> <ul style="list-style-type: none"> ➤ Affidavit of Loss stating the circumstances under which the passport was lost ➤ Police report/Denuncia (if lost passport is valid) ➤ Photocopy of Lost Passport ➤ Photocopy of residence permit/ID <p>For Lost Passport (with no available copy of lost passport):</p> <ul style="list-style-type: none"> ➤ Affidavit of Loss stating the circumstances under which the passport was lost ➤ Police report/Denuncia (if lost passport is valid) ➤ PSA-Issued Birth Certificate or Report of Birth (ROB) record ➤ PSA-issued Marriage Certificate or Report of Marriage (ROM) record for married women ➤ Valid identification cards with photo
2	Consular Section	<ul style="list-style-type: none"> • Applicant awaits turn in the Cashier and pays the corresponding fees. • Wait for the official receipt. 	<ul style="list-style-type: none"> • Fills out payment slip form and endorse it to the Collecting Officer • Advice the applicant to proceed to the Cashier when his/her name is called. • Gives the official receipt to the applicant. 	2 mins	Consular Staff, Collecting Officer	Passport fee - €60.00 Lost E-Passport - €150.00 Lost Machine Readable Passport (MRP)/green/brown passport - €90.00 Note: Additional fee of €25.00 for Affidavit of Loss or Mutilation whichever is applicable.	Official Receipt
3	Consular Section	<ul style="list-style-type: none"> • When the applicant's name is called, proceed to the Biometric Data Capturing Area 	<ul style="list-style-type: none"> • Encodes the applicant's personal information and scans pertinent documents for electronic file. • Captures applicant's photo and biometric data. 	3-5 mins.	Consular Staff	None	Documentary Requirements
		<ul style="list-style-type: none"> • Check accuracy of information in the monitor, then affix signature when everything is in order 	<ul style="list-style-type: none"> • Requires the applicant to thoroughly check the information before signing on the signature pad • Advise applicant to check the Embassy's official website for the list of available passports ready for release after four (4) to six (6) weeks 	1 to 2 mins.	Consular Staff	None	

			<ul style="list-style-type: none"> At the end of each day, Signing Officer to review the encoded passport details and transmit the same to DFA Manila for printing 	1 min.	Consular Staff, Signing Officer	None	
TOTAL PROCESSING TIME: 10-15 MINUTES							
4	Consular Section	<ul style="list-style-type: none"> Proceed to the Embassy to pick-up new passport once applicant's name has been posted in the Embassy's official website for available passports Check passport information and sign the new passport after presenting the official receipt and the old passport for cancellation 	<ul style="list-style-type: none"> Cancels the old passport of the applicant and releases the newly issued passport to the applicant or duly authorized representative 	3 mins.	Consular Staff	None	<ul style="list-style-type: none"> Official Receipt Old Passport for Cancellation <p>In case the applicant is unable to claim his/her passport, immediate family members* are allowed to claim the passport in behalf of the applicant:</p> <ul style="list-style-type: none"> Authorization letter (must mention affiliation with applicant), Original DFA issued receipt, Valid ID (original and photocopy) of applicant and representative <p>*Immediate family members of legal age such as parents, brother, sister, spouse or children</p> <p>In case a person other than an immediate family member will claim the applicant's passport:</p> <ul style="list-style-type: none"> Original notarized Special Power of Attorney (SPA) executed by the applicant, issued to the authorized representative Valid ID (original and photocopy) of applicant and representative indicated in the Special Power of Attorney <p>For minor applicants:</p> <ul style="list-style-type: none"> If passport will be claimed by mother, claimant must present original DFA issued receipt and valid ID If passport will be claimed by father, claimant must present original DFA issued receipt, valid ID and PSA documents indicating proof of parental authority over the minor
*Duration of processing and releasing may vary due to unusual circumstances; i.e., unforeseen events beyond the control of concerned government office or agency.							
2. FIRST TIME PASSPORT APPLICATION							
STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM/REQUIREMENTS
1	Consular Section	<ul style="list-style-type: none"> Submit accomplished passport application form and supporting documents to the Consular staff 	<ul style="list-style-type: none"> Checks if application form is accomplished properly and if supporting documents are complete Assesses and evaluates the completeness and authenticity of the submitted documents to establish applicant's true identity 	3-5 mins	Consular Staff	None	<p>CORE REQUIREMENTS:</p> <ul style="list-style-type: none"> Duly accomplished E-Passport Application form PSA Birth Certificate or Report of Birth (ROB) – original and one (1) photocopy Passport of either one or both parents – original and one (1) photocopy <p>ADDITIONAL REQUIREMENTS:</p> <p>For Dual Citizens:</p> <ul style="list-style-type: none"> ➤ Either one of the following Dual citizenship documents: (Oath of Allegiance, Identification Certificate, Order of Approval) – original and one (1) photocopy each. ➤ Foreign passport and/or Residence Card– original and one (1) photocopy

							Additional documents may be requested by the Consular Officer as may be necessary depending on the case of the passport applicant
2	Consular Section	<ul style="list-style-type: none"> Applicant awaits turn in the Cashier and pays the corresponding fees. Wait for official receipt 	<ul style="list-style-type: none"> Fills out payment slip form and it to the Collecting Officer Advice the applicant to proceed to the Cashier when his/her name is called Gives the official receipt to the applicant 	2 mins.	Collecting Officer	Passport fee - €60.00	Official Receipt
3	Consular Section	<ul style="list-style-type: none"> When the applicant's name is called, proceed to the Biometric Data Capturing area 	<ul style="list-style-type: none"> Encodes the applicant's personal information and scans pertinent documents for electronic file Captures applicant's photo and biometric data 	3 – 5 mins.	Consular Staff	None	
		<ul style="list-style-type: none"> Check accuracy of information in the monitor, then affix signature when everything is in order 	<ul style="list-style-type: none"> Requires the applicant to thoroughly check the information before signing on the signature pad Advise applicant to check the Embassy's official website for the list of available passports ready for release after four (4) to six (6) weeks 	1-2 mins.	Consular Staff	None	
			<ul style="list-style-type: none"> At the end of each day, Signing Officer to review the encoded passport details and transmit the same to DFA Manila for printing 	1 mins.	Consular Staff and Signing Officer	None	
TOTAL PROCESSING TIME: 10-15 MINUTES							
4	Consular Section	<ul style="list-style-type: none"> Proceed to the Embassy to pick-up new passport once applicant's name has been posted in the Embassy's official website for available passports Check passport information and sign the new passport after presenting the official receipt 	<ul style="list-style-type: none"> Release the newly issued passport to the applicant or duly authorized representative 	3 mins.	Consular Staff	None	<ul style="list-style-type: none"> Official Receipt <p>In case the applicant is unable to claim his/her passport, immediate family members* are allowed to claim the passport in behalf of the applicant:</p> <ul style="list-style-type: none"> Authorization letter (must mention affiliation with applicant), Original DFA issued receipt, Valid ID (original and photocopy) of applicant and representative <p>*Immediate family members of legal age such as parents, brother, sister, spouse or children</p> <p>In case a person other than an immediate family member will claim the applicant's passport:</p> <ul style="list-style-type: none"> Original notarized Special Power of Attorney (SPA) executed by the applicant, issued to the authorized representative Valid ID (original and photocopy) of applicant and representative indicated in the Special Power of Attorney <p>For minor applicants:</p> <ul style="list-style-type: none"> If passport will be claimed by mother, claimant must present original DFA issued receipt and valid ID If passport will be claimed by father, claimant must present original DFA issued receipt, valid ID and PSA documents indicating proof of parental authority over the minor
3. TRAVEL DOCUMENT							
STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN- CHARGE	FEE	FORM/REQUIREMENTS
1	Consular Section	<ul style="list-style-type: none"> Proceed to the Consular Section 	<ul style="list-style-type: none"> Assesses and evaluates the completeness and authenticity of the documents to establish applicant's true identity 	2-3 mins.	Consular Staff	None	<ul style="list-style-type: none"> Personal appearance Accomplished travel document application form

		<ul style="list-style-type: none"> Submits accomplished travel document application form and supporting documents to the Consular Assistant 					<ul style="list-style-type: none"> Copy of current passport and residence ID if available Four (4) passport-size photos taken within the last 6 months Police Report (if lost) Affidavit of Loss of Passport/ Affidavit of Mutilation (filed with Embassy) Dual citizenship documents if a dual citizen Flight Itinerary
2	Consular Section	<ul style="list-style-type: none"> Applicant awaits turn in the Cashier and pays the corresponding fees. Wait for official receipt 	<ul style="list-style-type: none"> Fills out payment slip form and endorses it to the Collecting Officer Advise the applicant to proceed to the Cashier when his/her name is called Gives the official receipt to the applicant 	2 mins	Consular Staff, Collecting Officer	Travel document - €30.00 Express fee - €10.00 Note: Additional fee of €25.00 for Affidavit of Loss or Mutilation whichever is applicable	Official Receipt
3	Consular Section	<ul style="list-style-type: none"> Return on the specified releasing schedule. 	<ul style="list-style-type: none"> Prepare the travel document. 	10-15 mins	Consular Staff	None	Travel Document

TOTAL PROCESSING TIME: 14-18 MINUTES

4.	Consular Section	<ul style="list-style-type: none"> Applicant returns to the Consular Section to claim the Travel document by presenting an official receipt/claim stub to the consular personnel at the counter Check correctness of the details in the travel document <p>- Within the same day for expedite processing - Three (3) working days for regular processing</p>	<ul style="list-style-type: none"> Release travel document after the applicant has confirmed correctness of the details and Consular staff has ensured that it is duly signed by the Consular Officer. 	1-2 mins.	Consular staff	None	Official Receipt
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NOTARIAL SERVICES*

ABBREVIATIONS USED

PSA –Philippine Statistics Authority (formerly National Statistics Office or NSO) ; DFA – Department of Foreign Affairs (Philippines)

AFFIDAVITS, ACKNOWLEDGMENT OF CONTRACTS AND SPECIAL POWER OF ATTORNEY, ETC.

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM/REQUIREMENTS
1	Consular Section	<ul style="list-style-type: none"> Proceed to the Consular Section and present the documents for notarization. 	<ul style="list-style-type: none"> Evaluates correctness and veracity of the information on the notarial form, documents to be notarized and supporting documents. 	3 mins.	Consular Staff	None	<ul style="list-style-type: none"> Appropriate consular form <p>CORE REQUIREMENTS:</p> <ul style="list-style-type: none"> Original and duplicate copy of the document/s to be notarized/acknowledged. The Embassy will retain the duplicate copy for record purposes Photocopy of the executor/signatory's valid identification which bears his/her photograph and signature (ex. Passport, residence card, driver's license, etc) <p>ADDITIONAL REQUIREMENTS:</p>

							<ul style="list-style-type: none"> Photocopy of dual citizenship documents for applicants who are dual citizens
2	Consular Section	<ul style="list-style-type: none"> Pays the corresponding fees. Wait for official receipt 	<ul style="list-style-type: none"> Fills out payment slip form and endorses it to the Collecting Officer Advice the applicant to proceed to the Cashier when his/her name is called Gives the official receipt to the applicant 	1-3 minutes	Consular Staff, Collecting Officer	€25.00 Express Fee - €10.00	Official Receipt
3	Consular Section	<ul style="list-style-type: none"> Return on the releasing schedule provided. 	<ul style="list-style-type: none"> Prepares the documents for acknowledgement/notarization. 	5-10 mins.	Consular Staff	None	Notarized/Acknowledged Documents
TOTAL PROCESSING TIME: 9-16 MINUTES							
4	Consular Section	<ul style="list-style-type: none"> Applicant returns to the Consular Section to claim the Notarized document by presenting an official receipt/claim stub to the consular personnel at the counter Check correctness of the details in the notarized document <p>- Within the same day for expedite processing - Three (3) working days for regular processing</p>	<ul style="list-style-type: none"> Release notarized document after the applicant has confirmed correctness of the details and Consular staff has ensured that it is duly signed by the Consular Officer. 	1-2 mins.	Consular Staff	None	Official Receipt
AUTHENTICATION OF DOCUMENTS							
STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM/REQUIREMENTS
1	Consular Section	<ul style="list-style-type: none"> Proceed to the Consular Section and submit the commercial documents for authentication. 	<ul style="list-style-type: none"> Check the commercial document if it has an official English translation and bears the certification stamp of the Official Chamber of Commerce, Industry Services and Navigation of Spain and the signature of the authorized official of the Ministry of Foreign Affairs, European Union and Cooperation. 	1-2 mins.	Consular Staff	None	Limited to commercial documents only (certificate of free sales, manufacturing, pharmaceuticals, trades, products, etc.)
2	Consular Section	<ul style="list-style-type: none"> Pays the corresponding fees. Wait for official receipt 	<ul style="list-style-type: none"> Fills out the payment slip form and endorses it to the Collecting Officer The Collecting Officer receives payment and issues an official receipt to the applicant 	3-10 mins.	Consular Staff Collecting Officer	25.00 euros 10.00 euros (expedite process)	Official Receipt
3	Consular Section	<ul style="list-style-type: none"> Return to collect the document on the specified date of release. 	<ul style="list-style-type: none"> Encodes relevant information in the Notarial logbook. Prepares the Acknowledgement/Authentication Certificate. 	5-10 mins.	Consular Staff	None	Notarized Acknowledgement/Authentication Certificate
TOTAL PROCESSING TIME : 9 – 22 MINUTES							
4	Consular Section	<ul style="list-style-type: none"> Applicant returns to the Consular Section to claim the Authenticated document by presenting an official receipt/claim stub to the consular personnel at the counter Check correctness of the authenticated document <p>- Within the same day for expedite processing - Three (3) working days for regular processing</p>	<ul style="list-style-type: none"> Releases authenticated document after the applicant has confirmed correctness of the details and Consular staff has ensured that it is duly signed by the Consular Officer. 	5 minutes	Consular Staff	None	Official Receipt
* Duration of processing and releasing may vary due to unusual circumstances; i.e., unforeseen events beyond the control of concerned government office or agency.							

CIVIL REGISTRY SERVICES*

1. REPORT OF BIRTH (ROB)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM/REQUIREMENTS
1	Consular Section	<ul style="list-style-type: none"> Proceed to the Consular Section and submits the documentary requirements 	<ul style="list-style-type: none"> Checks if relevant forms are duly accomplished and if requirements are complete. Evaluates the correctness of the information provided and the veracity of the supporting documents. Prepare five (5) sets/copies for each document and ensure that original copies were presented. Stamp original seen for each copies of the documents. 	15 mins.	Consular Staff	None	<p>CORE REQUIREMENTS:</p> <ul style="list-style-type: none"> Duly-accomplished Report of Birth form – four (4) original forms must be filled out and entries must be typewritten or printed legibly. Birth Certificate or Certificado Literal de Nacimiento – original and four (4) photocopies Marriage Certificate of parents (if applicable) – original and four (4) photocopies Original passports of parents and four (4) photocopies of their passport's data page Personal appearance of applicant and one or both parents <p>ADDITIONAL REQUIREMENTS: <i>For Illegitimate Children</i></p> <ul style="list-style-type: none"> Affidavit of Admission of Paternity (AAP) executed by the father Affidavit to Use Surname of Father (AUSF) <ul style="list-style-type: none"> Executed by mother if child is below 7 years' old Executed by child and attested by mother if child is between 7 and 17 years' old Executed by child if 18 years old and above Note: AAP and AUSF must be executed in person
2	Consular Section	<ul style="list-style-type: none"> Pays the corresponding fees . 	<ul style="list-style-type: none"> Fills out the payment slip form and endorses it to the Collecting Officer The Collecting Officer receives payment and issues an official receipt to the applicant 	5 mins.	Consular Staff, Collecting Officer	Report of Birth - €25.00 Express Processing (same day release) - €10.00 Note: Additional fee of €25.00 each for the issuance of AAP, AUSF, Affidavit of Delayed Registration and Certification of Registration of Legal Instruments	Official Receipt
3.	Consular Section	<ul style="list-style-type: none"> Wait while the Report of Birth is being prepared, as civil registry documents are released on the same day. 	<ul style="list-style-type: none"> Prepares the Report of Birth forms and the necessary/applicable affidavits. 	10 mins	Consular Staff	None	Report of Birth
TOTAL PROCESSING TIME: 30 MINUTES							
4.	Consular Section	<ul style="list-style-type: none"> Applicant returns to the Consular Section to claim the Report of Birth by presenting an official receipt/claim stub to the consular personnel at the counter Check correctness of the details in the Report of Birth - Within the same day release. 	<ul style="list-style-type: none"> Release Report of Birth after the applicant has confirmed correctness of the details and Consular staff has ensured that it is duly signed by the Consular Officer. 	2 mins.	Consular Staff	None	Official Receipt

APPLICATION FOR MARRIAGE LICENSE AND SOLEMNIZATION OF MARRIAGE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM/REQUIREMENTS
1	Consular Section	<ul style="list-style-type: none"> Proceed to the Consular Section and submit the documentary requirements. 	<ul style="list-style-type: none"> Checks if the marriage license form is accomplished properly and if requirements are complete. Evaluates correctness of the information on the form and the veracity of the supporting documents. 	3 min.	Consular Staff	None	<p>CORE REQUIREMENTS:</p> <ul style="list-style-type: none"> Duly-accomplished application for Marriage License form Original and three (3) photocopies of Certificate of No Marriage (CENOMAR) issued by PSA valid for 6 months from the date of submission of the application for marriage by contracting parties Four (4) passport size photos each of the contracting party Original and three (3) photocopies of Birth Certificate issued by PSA by the contracting parties Copy of passports of the contracting parties Copy of passport or residence ID of two witnesses <p>ADDITIONAL REQUIREMENTS:</p> <ul style="list-style-type: none"> Affidavit of Parental Consent if both or either of the contracting party is 18-22 years old (authenticated by DFA if parents or either parent is not in Spain) Affidavit of Parental Advice if both or either of the contracting party is 23-25 years old (authenticated by DFA if parents or either parent is not in Spain) Dual Citizenship documents if both or either of the contracting party is a dual citizen Final Court Decision if both or either of the contracting party is annulled or divorced (already filed for recognition in court) PSA-issued Death Certificate of former spouse if both or either of the contracting party is a widow/widower
2	Consular Section	<ul style="list-style-type: none"> Pays the corresponding fees. 	<ul style="list-style-type: none"> Fills out Request for Payment form and endorses it to the Collecting Officer Advice the contracting party to proceed to the Cashier when their names are called Gives the official receipt to the applicants 	1-3 mins.	Consular Staff, Collecting Officer	Marriage License - €25.00 NOTE: Additional fee of €25.00 each for the issuance of Affidavit of Consent and/or Affidavit of Advice (if applicable)	None
3	Consular Section	<ul style="list-style-type: none"> Provides preferred dates for the solemnization of marriage rites Provides contact number/s to the Consular staff to receive notice of confirmation of the date of solemnization of marriage at the Embassy 	<ul style="list-style-type: none"> Prepares Public Notice for the 10-day marriage banns period for the Consular Supervising Officer's signature and for posting at the Consular Section's public area. After the 10-day marriage banns period, set the wedding date with the applicants. Draft the Marriage Contract, Report of Marriage and other related documents and arrangements for the solemnization of marriage. 	6-10 mins.	Consular Staff	None	Marriage Banns Marriage License
4	Consular Section	Review the details of the draft marriage contract and report of marriage and pay required fees.	<ul style="list-style-type: none"> Ensure that details on the marriage contract and report of marriage are correct. Fills out Request for Payment form and endorses it to the Collecting Officer Advice the contracting party to proceed to the Cashier when their names are called Gives the official receipt to the applicants. 	8-13 mins.	Consular Staff and Collecting Officer	Solemnization of Marriage - € 60.00 Report of Marriage € 25.00	Official Receipt

5.	Reception Area of the Embassy	Bride and groom, with witnesses follow the script of the ceremony.	<ul style="list-style-type: none"> • Officiating Consul conducts the solemnization of marriage. • Release to the couple their copy of the duly signed Marriage Contract and Report of Marriage after the ceremony. • Prepare the transmittal of the Report of Marriage to DFA-OCA through Post's diplomatic pouch. 	32-52 mins.	Consular Officer, Consular Staff	None	Marriage Contract Report of Marriage
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TOTAL PROCESSING TIME – 50 minutes to 1 hour and 21 minutes

3. REPORT OF DEATH (ROD)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM/REQUIREMENTS
1	Consular Section	<ul style="list-style-type: none"> • Proceed to the Consular Section and submit the documentary requirements. 	<ul style="list-style-type: none"> • Provides relevant information to the next-of-kin (NOK) or authorize representative • Gives Report of Death form to the NOK or authorized representative • Checks if the civil registry form is accomplished properly and if requirements are complete • Evaluates correctness and veracity of the information on the form and supporting documents 	15 mins.	Consular Staff	None	CORE REQUIREMENTS: <ul style="list-style-type: none"> • Accomplished Report of Death form or Report of Fetal Death form - four (4) original forms must be filled out and entries must be typewritten or printed legibly. • Original Death Certificate issued by the Spanish Civil Registry (Registro Civil) – original and four (4) photocopies • Medical Certification of Death – original and four (4) photocopies • Certificate of Cremation (if remains were cremated) – original and four (4) photocopies • Certificate of Burial (if remains were buried in Spain) – original and four (4) photocopies • Mortuary Certificate (if remains will be shipped/was shipped in the Philippines) – original and four (4) photocopies • Certificate of No Death Record from the PSA (if reported more than a year ago) – original and four (4) photocopies
2	Consular Section	<ul style="list-style-type: none"> • NOK or authorized representative awaits turn in the Cashier and submits payment • Wait for official receipt 	<ul style="list-style-type: none"> • Fills out Request for Payment form and hands it to the Collecting Officer • The Collecting Officer receives payment and issues an official receipt to the applicant 	2 mins.	Consular Staff Collecting Officer	Report of Death - €25.00 Mortuary Certificate for Shipment - €60.00	
3	Consular Section	<ul style="list-style-type: none"> • Return to collect the document on the specified date of release. 	<ul style="list-style-type: none"> • Prepares the Report of Death and the translation of the supporting documents issued by the Spanish authorities. • Prepares the transmittal of the Report of Marriage to DFA-OCA through Post's diplomatic pouch. 	4 mins.	Consular Staff	None	Report of Death

TOTAL PROCESSING TIME : 21 MINUTES

4	Consular Section	<ul style="list-style-type: none"> • NOK or authorized representative returns to the Consular Section to claim the Report of Death by presenting an official receipt/claim stub to the consular personnel at the counter • Check correctness of the details in the Report of Death <p>- Three (3) working days for regular processing</p>	<ul style="list-style-type: none"> • Releases Report of Death after the NOK and authorized representative has confirmed correctness of the details and Consular staff has ensured that it is duly signed by the Consular Officer 	3 min.	Consular Staff	None	Official Receipt
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4. REPORT OF MARRIAGE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM/REQUIREMENTS
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1	Consular Section	Submit duly accomplished Report of Marriage form and requirements to Consular staff	<ul style="list-style-type: none"> Checks if the civil registry form is accomplished properly and if requirements are complete Evaluates correctness and veracity of the information on the form and supporting documents Prepare four (4) copies for each document and ensure that all original documents were presented. Stamp original seen for each photocopies. 	15 min.	Consular Staff	None	<p>CORE REQUIREMENTS:</p> <ul style="list-style-type: none"> Duly accomplished Report of Marriage form – four (4) original forms must be filled out and entries must be typewritten. Marriage Certificate (MC) or Certificado Literal de Matrimonio – original and four (4) photocopies Original passports of both spouses and four (4) photocopies <p>ADDITIONAL REQUIREMENTS:</p> <p>For applicants who were previously married to another person and later applied for annulment</p> <ul style="list-style-type: none"> Court decision declaring the marriage annulled, with Certificate of Finality authenticated by the DFA and four (4) photocopies Copy of Marriage Certificate with the previous spouse with the annotation of the annulment printed on NSO security paper and authenticated and authenticated by the DFA <p>For widowed applicants who have remarried</p> <ul style="list-style-type: none"> Death Certificate of former spouse and four (4) photocopies. If the previous spouse died in the Philippines, the Death Certificate should be on PSA security paper and duly authenticated by the DFA <p>For applicants whose foreign spouse is divorced</p> <ul style="list-style-type: none"> Final decree of divorce and four (4) photocopies <p>For Filipino applicants whose marriage took place more than one year ago</p> <ul style="list-style-type: none"> Negative Certification of Marriage Record from PSA (CENOMAR)
2	Consular Section	<ul style="list-style-type: none"> Applicant awaits turn in the Cashier and pays the corresponding fees. Wait for official receipt. 	<ul style="list-style-type: none"> Fills out Request for Payment form and endorses it to the Collecting Officer The Collecting Officer receives payment and issues an official receipt to the applicant 	7 mins.	Consular Staff, Collecting Officer	Report of Marriage – €25.00 Express Processing (same day release) - €10.00	Official Receipt
3	Consular Section	<ul style="list-style-type: none"> Wait for the release of the Report of Marriage. <ul style="list-style-type: none"> Check correctness of the details in the Report of Marriage <p>* Report of Marriage is released on the same day.</p>	<ul style="list-style-type: none"> Prepares the Report of Marriage. Ensures that the documents submitted are in order and the forms are duly signed by the applicant and the Consul. Prepares a transmittal of the Report of Marriage to OCA CRD through its diplomatic pouch. 	16 mins	Consular Staff	None	Report of Marriage

TOTAL PROCESSING TIME : 38 MINUTES

DUAL CITIZENSHIP

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM / REQUIREMENTS
1	Consular Section	<ul style="list-style-type: none"> Submit duly accomplished Dual Citizenship form and requirements to Consular staff 	<ul style="list-style-type: none"> Checks if the dual citizenship form is accomplished properly and if requirements are complete. Evaluates correctness and veracity of the information on the form and supporting documents. 	5 mins.	Consular Staff	None	<p>CORE REQUIREMENTS:</p> <ul style="list-style-type: none"> Duly accomplished Petition for Retention/Reacquisition of Philippine Citizenship under R.A. 9225 - two (2) originals

							<ul style="list-style-type: none"> Philippine Birth Certificate or Report of Birth (ROB) – original and two (2) photocopies Old/latest Philippine passport – original (if available) and two (2) photocopies of the data page Philippine Marriage Certificate (if married in the Philippines) or foreign Marriage Certificate with English translation – original and two (2) photocopies Certificate of Naturalization for naturalized citizen with English translation – original and two (2) photocopies Current foreign passport – original and two (2) photocopies Four (4) recent passport-size photos with white background <p>ADDITIONAL REQUIREMENTS:</p> <ul style="list-style-type: none"> Affidavit of Explanation if old/latest Philippine passport is lost Affidavit of Explanation stating the circumstances by which the foreign citizenship was acquired in the absence of the Certificate of Naturalization <p>For each unmarried minor child included in the petition:</p> <ul style="list-style-type: none"> Birth Certificate or Literal de Nacimiento with English translation - original and two (2) photocopies Foreign passport – original and two (2) photocopies Four (4) recent passport size photos with white background <p>In case of discrepancy between the Petitioner’s name in his/her Philippine Birth Certificate and in his/her foreign passport and other documents:</p> <ul style="list-style-type: none"> Affidavit of Explanation of Discrepancy in Name Two (2) government or private documents in support of the affidavit, showing the correct name – original and two (2) photocopies <p>If the petitioner and his/her minor child/children are registered aliens in the Philippines:</p> <ul style="list-style-type: none"> Alien Certificate of Registration (ACR) or I-Card – original and two (2) photocopies Immigrant Certificate of Residence (ICR) or Certificate of Residence for Temporary Visitors (CRTV) – original and two (2) photocopies
2	Consular Section	<ul style="list-style-type: none"> Applicant awaits turn in the Cashier and pays the corresponding fees. Wait for the official receipt. 	<ul style="list-style-type: none"> Fills out Request for Payment form and hands it to the Collecting Officer. The Collecting Officer receives payment and issues an official receipt to the applicant. 	2 mins.	Consular Staff, Collecting Officer	Dual Citizenship - €50.00 For each child included in the petition - €25.00 Express Processing (same day release and oath before the Consul) - €10.00	Official Receipt

						NOTE: Additional fee of €25.00 each for the issuance of an Affidavit (if applicable)	
3	Consular Section	<ul style="list-style-type: none"> Wait for their turn to take the oath before the Consul. 	<ul style="list-style-type: none"> Prepares the Identification Certificate, Oath of Allegiance and Order of Approval for signature of the applicant and the Consul. Assists the Consul / Consul General in officiating the Oath of Allegiance. Updates the digital logbook and drafts transmittal addressed to OTLA. All approved dual citizenship applications are transmitted through its monthly diplomatic pouch to DFA. 	8 mins.	Consul General/ Consul, Consular staff	None	<ul style="list-style-type: none"> Oath of Allegiance

TOTAL PROCESSING TIME: 15 MINUTES

5	Consular Section	<ul style="list-style-type: none"> Applicants receive original copy of the Identification Certificate, Oath of Allegiance, and Order of Approval after they take an oath before the Consul. <p>*Dual citizenship documents are released on the same day.</p>	<ul style="list-style-type: none"> Release dual citizenship documents after the applicant has confirmed correctness of the details and Consular staff has ensured that it is duly signed by the Consular Officer 	3-10 mins.	Consular staff	None	Official Receipt
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VISA SERVICES*

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM / REQUIREMENTS
1	Visa Officer	<ul style="list-style-type: none"> Applicant sends an email requesting for a visa. 	<ul style="list-style-type: none"> Verify applicant's nationality, purpose of travel and length of stay in the Philippines. Provides the list of requirements for initial assessment. Provides appointment to the applicant once initial assessment is completed. 	1-3 mins.	Visa Officer	None	<p>PHOTOCOPIES OF THE FOLLOWING DOCUMENTS:</p> <ul style="list-style-type: none"> Accomplished visa application form Original and Photocopy of current passport or travel document valid for at least six (6) months beyond the intended period of stay in the Philippines One (1) recently taken ID photographs showing the subject in proper or decent attire and taken not earlier than six (6) months before the application for a visa (attach photograph to the application) Copy of travel itinerary/confirmed flight details in the Philippines (including return or onward journey to the next port of destination) Copy of confirmed hotel booking in the Philippines Other document/s as may be required by the Consular Section to support the application <p>ADDITIONAL REQUIREMENTS:</p> <ul style="list-style-type: none"> Note Verbale for government officials traveling to the Philippines reporting for their assignments at their respective embassies/international organizations Letter of Acceptance in colleges/universities and all supporting documents for foreign students Proof of financial capacity for students and other foreigners, if deemed necessary by the Visa Officer Valid proof of residence in Spain, for other nationals residing in Spain

							<ul style="list-style-type: none"> For journalists—accreditation permit from the International Press Center and all documentary requirements (application form, storyline, list of equipment, list and designation of crew, work samples) Police clearance for restricted nationals Authority from the DFA for students, foreign government officials, religious missionaries/volunteers, journalists For seafarer, valid seaman's book and letter of endorsement from the shipping company
2	Consular Section	<ul style="list-style-type: none"> Applicant personally submits duly accomplished visa application form and all supporting documents to Consular Processor 	<ul style="list-style-type: none"> Verify the authenticity and veracity of the documents submitted. If documents are in order proceed to cashier for payment of the corresponding fees. 	3-5 mins.	Consular Staff	None	<p>CORE REQUIREMENTS: (ORIGINAL COPIES OF THE DOCUMENTS ARE REQUIRED)</p> <ul style="list-style-type: none"> Personal appearance Accomplished visa application form Original and Photocopy of current passport or travel document valid for at least six (6) months beyond the intended period of stay in the Philippines One (1) recently taken ID photographs showing the subject in proper or decent attire and taken not earlier than six (6) months before the application for a visa (attach photograph to the application) Copy of travel itinerary/confirmed flight details in the Philippines (including return or onward journey to the next port of destination) Copy of confirmed hotel booking in the Philippines Other document/s as may be required by the Consular Section to support the application <p>ADDITIONAL REQUIREMENTS:</p> <ul style="list-style-type: none"> Note Verbale for government officials traveling to the Philippines reporting for their assignments at their respective embassies/international organizations Letter of Acceptance in colleges/universities and all supporting documents for foreign students Proof of financial capacity for students and other foreigners, if deemed necessary by the Visa Officer Valid proof of residence in Spain, for other nationals residing in Spain For journalists—accreditation permit from the International Press Center and all documentary requirements (application form, storyline, list of equipment, list and designation of crew, work samples) Police clearance for restricted nationals Authority from the DFA for students, foreign government officials, religious missionaries/volunteers, journalists For seafarer, valid seaman's book and letter of endorsement from the shipping company <p>**Payment of the Visa Processing Fee is NOT a guarantee of the approval of the applicant's visa. The Embassy reserves the right to deny applications. The</p>

							Embassy is not under any obligation to provide reasons for the exclusion of applicants.
3	Consular Section	<ul style="list-style-type: none"> Pays the corresponding fees. 	<ul style="list-style-type: none"> Fill-out prepayment slip form and hand it over to the Cashier 	1-3 mins.	Consular Staff, Collecting Officer	Non-Restricted Nationals: 3 mos. –Single Entry: €30.00 6 mos. – Multiple Entry: €60.00 1 year – Multiple Entry: €90.00 Restricted Nationals: 3 mos. – Single Entry: €40.00 6 mos. – Multiple Entry: €80.00 1 year – Multiple Entry: €120.00 €20.00- Crewmembers/ Seafarers €25.00-Chinese Nationals €160.00- 13A Applicants Expedite Fee: €10.00	Official Receipt
4	Consular Section	Return on the specified releasing date.	<ul style="list-style-type: none"> Encodes pertinent visa details in the visa database. Ensures that all information in the application form and pertinent documents are correct and complete for the signature of the Consul. Prints the visa stickers and stamp it to the applicant's passport. 	5-10 mins.	Consul General/ Consul, Consular Staff	None	Appropriate Visa
TOTAL PROCESSING TIME : 10– 21 MINUTES							
3	Consular Section	<ul style="list-style-type: none"> Applicant returns to the Consular Section to claim visa by presenting an official receipt/claim stub to the consular personnel at the counter Applicant acknowledges receipt of visa by affixing a signature on the application form and photocopy of the visa <p>- Within the same day for expedite processing - Three (3) working days for regular processing - Seven (7) working days or more for applications to be verified with the Department of Foreign Affairs in Manila)</p>	<ul style="list-style-type: none"> Accepts the official receipt/claim stub and retrieve the applicant's visa application form and passport with visa sticker Requests applicant to check the correctness of the details in the visa sticker Requires the applicant to acknowledge the release of the visa by signing the application form and the photocopy of the visa 	1-3 mins	Consular Staff	None	Official Receipt
ASSISTANCE TO NATIONALS (ATN) SERVICES*							
STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM / REQUIREMENTS
1	Consular Section	<ul style="list-style-type: none"> Proceed to the Consular Section/Consultation Area 	<ul style="list-style-type: none"> Gives ATN form to the applicant 	1 min,	ATN Officer	None	<ul style="list-style-type: none"> Accomplished ATN form and passport copy if available Other documents relevant to the case or complaint such as pay slips, payroll vouchers, receipts, medical records/reports, police investigation report, death records, etc.
2	Consular Section/	<ul style="list-style-type: none"> Submits accomplished ATN form and relevant documents relative to the case 	<ul style="list-style-type: none"> Checks if the ATN form is accomplished properly and if requirements are complete 	10-20 mins.	ATN Officer	None	

	Consultation Area		<ul style="list-style-type: none"> • Interviews the client and provide appropriate assistance/guidance. • Informs client that an update will be communicated as soon as it becomes available. 				
TOTAL PROCESSING TIME : 11-20 minutes							
BACK END							
1	Consular Section	<ul style="list-style-type: none"> • Awaits for update from the ATN Officer 	<ul style="list-style-type: none"> • In cases of financial assistance, repatriation and other welfare assistance requests, official communication is transmitted to OUMA for its approval/comments. 	10-12 mins.	ATN Officer	None	
<i>* Duration of case may vary due to different internal and external factor relevant to the case</i>							
EMBASSY REGISTRATION AND I.D. CARD ISSUANCE							
1	Consular Section	<ul style="list-style-type: none"> • Fill out the online form for the Tarjeta Consular • Wait for an email acknowledging receipt of his/her online application. 	<ul style="list-style-type: none"> • Monitors application received online and updates the database for the Tarjeta Consular. <p>Note: An email notification will be sent to the applicant within five (5) working days stating that the Tarjeta Consular is already available for collection.</p>	5 mins	Consular Staff	None	
2	Consular Section	<ul style="list-style-type: none"> • Present the email notification stating that the Tarjeta Consular is already available for collection. • Present the original passport and Residence Card or Empadronamiento. 	<ul style="list-style-type: none"> • Capture the photo and biometrics of the applicant. • Assesses and evaluates the completeness and authenticity of the documents. 	5-10 mins	Consular Staff		<ul style="list-style-type: none"> • Passport • Empadronamiento • Residence Card
3.	Consular Section	<ul style="list-style-type: none"> • Reviews the data encoded. 	<ul style="list-style-type: none"> • Prints the Tarjeta Consular and release to the applicant. 	2 mins	Consular Staff	None	Tarjeta Consular
TOTAL PROCESSING TIME : 12-17 minutes							
NBI Card Fingerprinting Form							
1	Consular Area	<ul style="list-style-type: none"> • Proceed to the Consular Section • Submits copy of valid passport and photos. 	<ul style="list-style-type: none"> • Checks the passport data and photos submitted. 	3 mins	Consular Staff	None	<ul style="list-style-type: none"> • One (1) 2x2 photo with white background, taken within the last 6 months • Copy of valid passport
2	Consular Area	<ul style="list-style-type: none"> • Pay the corresponding fees. 	<ul style="list-style-type: none"> • Fills out Request for Payment form • The Collecting Officer receives payment, and issues an official receipt • Gives the official receipt and the NBI Fingerprint Card Form to the applicant 	2 mins	Consular Staff, Collecting Officer	€25.00	<ul style="list-style-type: none"> • Official Receipt • NBI fingerprint Card Form
3	Consular Area	<ul style="list-style-type: none"> • Fill out the Fingerprint Card Form • Proceeds to Notarials counter to be assisted by the Consular staff in the capturing of the fingerprints on the NBI Clearance Application Form 	<ul style="list-style-type: none"> • Takes the applicant's fingerprints in the NBI Fingerprint Card Form 	3-5 mins	Consular Staff	None	
4	Consular Area	<ul style="list-style-type: none"> • Wait for the specified releasing schedule. 	<ul style="list-style-type: none"> • Encodes the applicant's information in the notarial database. • Affix wet seal and signature of the Consul in the NBI Fingerprint Card Form. 	3 mins.	Consular Officer	None	NBI Fingerprint Card Form
TOTAL PROCESSING TIME : 11-13 minutes							
5	Consular Section	<ul style="list-style-type: none"> • Processing takes three (3) working days, however, it may also be claimed on the same day upon presentation of any proof of urgency or if applicant lives outside Madrid. 	<ul style="list-style-type: none"> • <i>Releases the document</i> 	1-2 mins.	Consular Staff	None	Official Receipt