



# **Philippine Consulate General Agana, Guam**

**Internal / External Services**



## 1. Issuance/Renewal of Passport

**Description: Intake of Passport Appointments and Acceptance of Requirements for Passport Applications**

<b>Office or Division:</b>	CONSULAR SECTION - PASSPORT SECTION			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Filipino nationals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Generated Application Form		Client's email used for passport appointment		
List of requirements: <a href="http://dfa.gov.ph">Requirements for Passport (dfa.gov.ph)</a> per category		Post's official website: ( <a href="http://www.aganapcq.dfa.gov.ph">www.aganapcq.dfa.gov.ph</a> )		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Presentation print out of generated form	Acceptance of generated form and requirements processing, execution of Passport LOL check, issuance of Service Number from Google log sheet  Processing of other documentary requirements per category: New, Renewal, Lost, Mutilated, Minor Applicant, Dual Citizenship	None	5 mins	Consular Staff
2. Payment	Acceptance of payment and issuance of Official Receipt (OR)	Fees: <a href="http://dfa.gov.ph">Requirements for Passport (dfa.gov.ph)</a>	2 mins	Collecting Officer
3. Return to Consular staff	Biometrics capture, signature, confirmation, and issuance of QR Code for passport release	None	7 mins	Consular Staff
4. Receipt and fill up of Client Feedback form	Collection of Client Feedback Form	None	1 min	Consular Staff



<b>SUBTOTAL</b>			
<b>TOTAL</b>	Varies	15 mins	

## 2. Passport Release

**Description: Release of New/Renewed Passports (Released 6 to 8 weeks after application is filed)**

<b>Office or Division:</b>	CONSULAR SECTION - PASSPORT SECTION			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Filipino clients who successfully applied for passport application			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Old Passport (if renewal)		From Client		
Authorization Letter/SPA and ID of representative (if client cannot personally pick-up the passport)		From the Authorized Representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presentation of old passport for cancellation	Cancellation of old passport, Release of new passport and removal of sticker barcode	None	2 mins	Consular Staff
2. Receipt of new passport, signature on booklet and review of data page details	Pasting of sticker barcode on application form and ticking of name of released passport on Google log sheet	None	2 mins	Consular Staff
3. Signature and Receipt on Passport application form	Scanning of sticker barcode or ARN Number of passport released on the Passport Release Module to activate passport	None	2 mins	Consular Staff
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	6 mins	



### 3. Travel Document (TD) Application

**Description: Intake of Travel Document Application (in person or by mail) and acceptance of requirements**

<b>Office or Division:</b>	CONSULAR SECTION - PASSPORT SECTION			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Filipino Nationals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
TD Application Form		Consulate General Office		
Full list of requirements: <a href="http://www.dfa.gov.ph">Travel Document (dfa.gov.ph)</a>		Post's official website: <a href="http://www.aganapcg.dfa.gov.ph">www.aganapcg.dfa.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of all required documents and application form and payment	Intake, encoding in Google log sheet, processing, preparation of TD Triplicates	None	15 mins	Consular Staff
2. Payment	Acceptance of payment and issuance of Official Receipt (OR)	30 USD	2 mins	Collecting Officer
3. None	Checks the details in TD; TD to be signed by the Consular Officer and gives the same back to the Consular Staff	None	5 mins	Collecting Staff
<b>SUBTOTAL</b>				
<b>TOTAL</b>		30 USD	22 mins	

### 4. Release of Travel Document (TD)

**Description: Release of TD to the client (Released 1 to 3 working days after application is filed)**

<b>Office or Division:</b>	CONSULAR SECTION - PASSPORT SECTION
<b>Classification:</b>	Simple Transaction



<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Filipino Nationals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (OR) of the Paid TD Application		Client		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the OR to the Consular Staff	Releases the original copy of the TD	None	3 mins	Consular Staff
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	3 mins	

#### 5. Visa Application for 9a, 9c visa types

**Description: Acceptance of 9a, 9c visa applications from visa-free nationals who will stay in the Philippines for more than 30 days**

<b>Office or Division:</b>	CONSULAR SECTION - VISA SECTION			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Visa-free nationals who will stay in the Philippines for more than 30 days			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Full list of requirements: <a href="https://aganapcg.dfa.gov.ph/consular-and-other-services/visa">https://aganapcg.dfa.gov.ph/consular-and-other-services/visa</a>		Post's official website ( <a href="http://www.aganapcg.dfa.gov.ph">www.aganapcg.dfa.gov.ph</a> )		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure visa application form from Consulate or its website	None	None	10 mins	Consular Staff
2. Submission of visa application for 9a, 9c, Crew List with other requirements (may be mailed to the Consulate)	Acceptance of visa application for 9a, 9c, Crew List visa types, along with other requirements	None	10 mins	Consular Staff



3. Payment	Acceptance of payment and issuance of Official Receipt (OR)	Varies (depending on visa type)	2 mins	Collecting Officer
<b>SUBTOTAL</b>				
<b>TOTAL</b>		Varies	22 mins	

### 6. Visa Application for Visa-Required Nationals or Foreign Nationals applying for other type of visas

**Description: Procedures for the acceptance of visa applications of Visa-Required nationals**

<b>Office or Division:</b>	CONSULAR SECTION - VISA SECTION
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	Visa-Required Nationals or Foreign Nationals applying for other type of visas

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Full list of requirements: <a href="https://aganapcg.dfa.gov.ph/consular-and-other-services/visa">https://aganapcg.dfa.gov.ph/consular-and-other-services/visa</a>	Consulate General Office or Post's official website ( <a href="http://www.aganapcg.dfa.gov.ph">www.aganapcg.dfa.gov.ph</a> )

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure visa application form from Consulate or its website	None	None	10 mins	Consular Staff
2. Submission of visa application with other requirements (may be mailed to the Consulate)	Acceptance of visa application other than 9a, 9c visa types, along with other requirements	None	10 mins	Consular Staff
3. Payment	Acceptance of payment and issuance of Official Receipt (OR)	Varies (depending on the visa type)	2 mins	Collecting Officer
4. None	Preparation of fax report/request for NICA clearance and authority to	None	15 mins	Consular Assistant



	issue visa for initial of Consul and signature of Consul General			
5. None	Data encoding in designated links for 9e and multiple entry 9a visa	None	5 min	Consular Staff
6. None	Release of signed fax report/request	None	2 mins	Secretary; Consular Staff
7. None	Receipt of signed report and delivery to Communications Officer for transmission to the Department	None	2 mins	Consular Staff; Communications Officer
<b>TOTAL</b>		Varies	46 mins	

## 7. Visa Release

**Description: Processing of visa sticker once all approvals and requirements are received and Release of Visa (For visa-free nationals applying for single-entry visas for 59 days, visas are released 3 working days after application is filed. For visa-required nationals, at least 5 working days after application is filed.)**

<b>Office or Division:</b>	CONSULAR SECTION			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Foreign Nationals who successfully applied for a Philippine visa			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Full list of requirements: <a href="https://aganapcg.dfa.gov.ph/consular-and-other-services/visa">https://aganapcg.dfa.gov.ph/consular-and-other-services/visa</a>		Visa applicants		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	Upon the approval of the Consular Officer or the Department (for visa-required nationals),	None	15 min	Consular Staff



	printing of the visa sticker and affixing it on the visa page of the passport of the applicant			
2. Receipt of visa on passport	Signature as received	None	3 mins	Consular Staff
3. None	If the visa application was mailed to the Consulate, the passport is mailed back to the applicant. Applicant is notified that the visa and passport will be sent back through the self-addressed envelope	None	5 mins	Consular staff
<b>TOTAL</b>		None	23 mins	

**8. Application for Civil Registration (Report of Birth, Report of Marriage, Report of Death), including Petition for Correction of Clerical Errors, Change of Entry, and Supplemental Report of Clerical Errors, Change of Entry, and Supplemental Report**

**Description: Intake, evaluation of appointments for civil registration application with completed forms and documentary requirements**

<b>Office or Division:</b>	CONSULAR SECTION - CIVIL REGISTRY SECTION			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Filipino nationals whose vital events took place under Post's consular jurisdiction			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Report of Birth:</b> <a href="http://dfa.gov.ph">Report of Birth (dfa.gov.ph)</a> <b>For Report of Marriage:</b> <a href="http://dfa.gov.ph">Report of Marriage (dfa.gov.ph)</a> <b>For Report of Death:</b> <a href="http://dfa.gov.ph">Report of Death (dfa.gov.ph)</a>		Consulate General Office or Post's official website <a href="http://www.aganapcg.dfa.gov.ph">www.aganapcg.dfa.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. Secure an appointment through <a href="https://bookmeaganap.cg.setmore.com/">https://bookmeaganap.cg.setmore.com/</a>	Check appointments for civil registration	None	1 min	Client; Consular Staff
2. Appearance on appointment schedule to submit application with complete requirements  *If filed by mail, clients send accomplished notarized civil registry forms (4 sets with original signatures of informant) and copies of supporting documents.	Intake of appointment for civil registration with completed forms and documentary requirements	None	10 mins	Consular Staff
3. Receipt of Transaction Slip	Assignment of Service Number on transaction slip and hand over of the transaction slip to the client	None	1 min	Consular Staff
4. Payment	Cashier receipt of payment, issuance of receipt	25 USD (ROB, ROM, ROD)  25 USD (For each affidavit - AAP, AUSF, Late Reg)  25 USD Certificate of Registration, if needed	1 min	Consular Staff
5. None	Prepares, collates and put the appropriate stamps on the ROB/ ROM/ ROD (4 copies)	None	Varies	Consular Assistant



	<p>Prepares four (4) sets for distribution to the following:</p> <ul style="list-style-type: none"> <li>(1) Personal copy of the applicant;</li> <li>(2) Consulate;</li> <li>(3) Department of Foreign Affairs; and</li> <li>(4) Philippine Statistics Authority</li> </ul> <p>Prepares ROB/ROM/ROD to Consular Officer for signature</p>			Consular Officer
4. None	<p>Checks the entries of civil registration application form and makes sure that requirements are complete</p> <p>Signs the civil registration documents and gives the same to the Consular Staff</p>	None	15 mins	Consular Officer
5. Record Keeping	File and store the ROB, ROM and ROD together with the supporting documents at the Consular Records			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		Varies	Varies	

### 9. Application for Consular Mortuary Certificate

**Description: Intake of application of Consular Mortuary Certificates to Filipinos or former Filipinos/US Citizen**

<b>Office or Division:</b>	CONSULAR SECTION
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Clients who will transport remains or cremains of decedent to the Philippines
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Information on the Deceased Form Death Certificate Passport Copy Mortuary Documents		Information on the Deceased Form from the Consulate or Post's official website ( <a href="http://www.aganapcg.dfa.gov.ph">www.aganapcg.dfa.gov.ph</a> )  Death records from Vital Records Office, and/or Funeral Homes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishment of Information on the Deceased	Receipt of accomplished application and supporting documents	None	5 mins	Consular Staff
2. Submission of the required documents	Intake of presented documents	None	10 mins	Consular Staff
3. Receipt of transaction slip	Log at Google Sheet and Assignment of Service Number on transaction slip and hands over the transaction slip to the client	None	2 mins	Consular Staff
4. Payment	Receipt of payment, issuance of receipt	25 USD Consular Mortuary Certificate  25 USD Certificate of No Objection	2 mins	Collecting Officer
5. None	Prepares the CMC and Certificate of No Objection to Consular Officer for signature	None	10 mins	Consular Staff; Consular Officer
4. None	Checks the entries of civil registration application form and makes sure that requirements are complete	None	15 mins	Consular Officer



	Signs the CMC and CNO and gives the same to the Consular Staff			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		50 USD	19 mins	

**10. Release of Civil Registration Documents and Consular Mortuary Certificate**  
**Description: Process of Releasing of Civil Registration Documents and CMC (Upon receipt of complete documents, released at least 3 working days)**

<b>Office or Division:</b>	CONSULAR SECTION - CIVIL REGISTRY SECTION			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Clients who will transport remains or cremains of decedent to the Philippines			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt of Paid Application		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSON RESPONSIB LE</b>
1. Receipt of Personal Copy of Civil Registry Documents and/or CMC and Certificate of No Objection	Release of Personal Copy of Civil Registry Documents and/or CMC and Certificate of No Objection	None	5 mins	Consular Staff
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	5 mins	

**11. Process of Notarial and other Legalization Applications**  
**Description: Intake and Processing of Notarial and Legalization Applications**

<b>Office or Division:</b>	CONSULAR SECTION - NOTARIALS SECTION			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Clients with documents which need to be notarized or legalized for use in the Philippines			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		



Personal Appearance of the signatory/ies for Acknowledgement, Jurat, Certification Document to be signed Copy of valid ID (original valid ID to be presented to Consular Staff)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Secure an appointment through <a href="https://bookmeaganap.cg.setmore.com/">https://bookmeaganap.cg.setmore.com/</a>	None	None	None	Client
2. Appearance on appointment schedule to submit application with complete requirements	Intake of appointment with completed forms and documentary requirements	None	10 mins	Consular Staff
3. Receipt of Transaction Slip	Assignment of Service Number on transaction slip and hand over of transaction slip to the client	None	2 min	Consular Staff
4. Payment	Receipt of payment and issuance of receipt	25 USD per Document (Acknowledgment, Jurat, Certification)	2 mins	Collecting Officer
<b>SUBTOTAL</b>				
<b>TOTAL</b>		Varies (depending on how many documents)	14 mins	

## 12. Release of Notarial and other Legalization Documents

**Description: Release of notarial and legalization documents to the applicant (Released 2 working days after the application is filed)**

<b>Office or Division:</b>	CONSULAR SECTION - NOTARIALS SECTION
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C



<b>Who may avail:</b>	Clients with documents which need to be notarized or legalized for use in the Philippines			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt of Paid Application		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	Submission of notarial, legalization application to Consular officer for signature	None	2 mins	Consular Staff
2. None	Checks the details in the notarial and legalization documents  Signs the notarial and/or legalization documents and give the same to the Consular Staff	None	Varies	Consular Officer
3. None	Upon signature, scan of notarial, legalization application and storage	None	2 mins	Consular Staff
4. Client appearance before the consular staff and presentation of official receipt to claim application	Release of notarial/legalization application to applicant	None	2 mins	Consular Staff
<b>SUBTOTAL</b>				
<b>TOTAL</b>		None	Varies	

### 13. Dual Citizenship Application

**Description: Intake of Dual Citizenship Petition including Derivatives and Petitions for Inclusion with completed forms and documentary requirements**

<b>Office or Division:</b>	CONSULAR SECTION - DUAL CITIZENSHIP SECTION		
<b>Classification:</b>	Simple Transaction		
<b>Type of Transaction:</b>	G2C		
<b>Who may avail:</b>	Former Filipinos qualified to apply under RA 9225		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
List of full requirements:		Post's official website:	



<a href="https://aganapcg.dfa.gov.ph/consular-and-other-services/dual-citizenship">https://aganapcg.dfa.gov.ph/consular-and-other-services/dual-citizenship</a>		<a href="http://www.aganapcg.dfa.gov.ph">www.aganapcg.dfa.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an appointment through <a href="https://bookmeaganapcg.setmore.com/">https://bookmeaganapcg.setmore.com/</a>	None	None	1 min	Client
2. Appearance on appointment schedule to submit application with complete requirements	Acceptance of the completed forms and documentary requirements	None	10 mins	Consular Staff
3. Payment	Receipt of payment and issuance of OR	50 USD for the Principal  25 USD for Derivative/ Petition for Inclusion	2 mins	Collecting Officer
<b>SUBTOTAL</b>				
<b>TOTAL</b>		Varies	13 mins	

#### 14. Renunciation of Philippine Citizenship

**Description:** Intake of appointment for Renunciation of Philippine Citizenship with complete documentary requirements

<b>Office or Division:</b>	CONSULAR SECTION - DUAL CITIZENSHIP SECTION			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Dual Citizens who wish to renounce their Philippine Citizenship			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form for Renunciation of Philippine Citizenship Affidavit of Renunciation of Philippine Citizenship		Consulate General Office or Post's official website: <a href="http://www.aganapcg.dfa.gov.ph">www.aganapcg.dfa.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure an appointment through <a href="https://bookmeaganap.cg.setmore.com/">https://bookmeaganap.cg.setmore.com/</a>	Check appointment schedule	None	1 mins	Client; Consular Staff
2. Appearance before Processing Window on the appointed time and date.  Fill-up application form for renunciation of Philippine Citizenship and Affidavit of Renunciation of Philippine Citizenship and surrender necessary documents	Acceptance of the application form and evaluation of the applicant's documents, take the submitted documents and Philippine passport	None	10 mins	Client; Consular Staff
3. None	Encoding of name of the applicant in the Google log sheet, issuance of Service Number on Transaction Slip and endorsement of applicant to Cashier for payment, and issuance of Client Feedback Form	None	2 mins	Consular Staff
4. Receipt of the Transaction Slip and proceed to Cashier for payment	Receipt of payment from applicant with the accomplished affidavit and relevant documents and issuance of Official Receipt	100 USD	2 mins	Collecting Officer
5. None	Preparation of accomplished application form and Affidavit for signature of the Consular Officer	None	10 mins	Consular Staff
6. None	Signature of Consular officer on the Affidavit and turnover of the same to the consular staff for release to applicant after three (3) working days	None	5 mins	Consular Officer
7. Appearance at the Consulate with his/her Official Receipt after	Check Official Receipt; Issuance of Renunciation of Philippine Citizenship documents	None	2 mins	Consular Staff





three (3) working days of filing				
<b>SUBTOTAL</b>				
<b>TOTAL</b>		100 USD	32 mins	

**15. Provision of Assistance to Nationals Service**

**Description: Intake and evaluation of ATN Service application via ATN Form (in person, mail, etc.,)**

<b>Office or Division:</b>	ATN SECTION			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Filipinos who need particular ATN Service/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ATN Form Philippine Passport Copy/US Green Card		ATN FORM - From the Consulate General Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If in person: client appearance before ATN staff for accomplishment of ATN Form	Collection of all relevant data and documents, provision and collection of accomplished ATN Form	None	30 mins	ATN Staff
2. If by mail/email or any other electronic means: referral party transmission of message to Post or through another FSP or DFA OUMA to relay initial information regarding Filipino national requiring ATN service under Post jurisdiction	Receipt of information from referral party or ATN staff and routing of the same to the Consul General for general instruction/preliminary action	None	20 mins	ATN Staff
<b>SUBTOTALS</b>				
<b>TOTAL</b>		None	20 or 30 mins	



**16. Provision of Assistance to Nationals Service**

**Description: Performance of appropriate action to ATN case (the completion of ATN assistance depends on its type and complexity)**

<b>Office or Division:</b>	ATN SECTION			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Filipinos who need particular ATN Service/s			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
ATN Form Philippine Passport Copy/US Green Card			ATN FORM - From the Consulate General Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSON RESPONSIB LE</b>
1. None	<p>Concerned ATN staff or Consular Officer performance of appropriate action to ATN case:</p> <p>Referral to and coordination with concerned host government offices and PH government agencies;</p> <p>Processing of regular repatriation, medical repatriation, repatriation of remains/cremains;</p> <p>Provision of legal representation;</p> <p>Jail/welfare visits;</p> <p>End of service benefits processing</p>	None	1 to 5 working days	Consular Officer and/or ATN Staff
2. None	Depending on the nature and gravity of case, ATN staff performance of any of the following in coordination with the client or the NOK of the client:	None	Covered under 5 working days	Consular Officer and/or ATN Staff



	<p>Referral of case to concerned MWO-OWWA office or PHL agencies (DOJ, NBI)</p> <p>Preparation of consular documents (ROD, CMC or TD) and fax endorsement to facilitate medical repatriation, or repatriation or cremains or remains</p> <p>Coordination with concerned host government agencies (Justice, Health, Attorney General, etc.)</p> <p>Schedule of jail visits or welfare visits as appropriate in coordination with host government agencies</p> <p>Coordination with host government local or Federal Labor Office to facilitate release of end of service benefits</p>			
<b>SUBTOTALS</b>				
<b>TOTAL</b>		None	20 or 30 mins	

**17. Provision of Assistance to Nationals Service**

**Description: Endorsement of case to DFA as appropriate (request for funding, arrival assistance, etc.,)**

<b>Office or Division:</b>	ATN SECTION
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Filipinos who need particular ATN Service/s
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



ATN Form Philippine Passport Copy/US Green Card		ATN FORM - From the Consulate General Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIB LE
1. None	<p>ATN staff preparation of fax endorsement, in DFA OUMWA-prescribed format, for initial of Consular Officer and signature of Consul General on cases requiring funding such as:</p> <p>Medical repatriation (or repatriation of remains/cremains) of undocumented worker, tourist or student</p> <p>Travel of NOK of ATN client to Post</p> <p>Conduct of jail or welfare visits in other jurisdictions requiring air/sea travel.</p>	None	60 mins	Consular Officer and/or ATN Staff
2. None	Post's Secretary release of the signed fax transmittal to concerned staff	None	2 mins	Consular Staff; Secretary
3. None	Post's Secretary release of the signed fax transmittal to concerned staff	None	2 mins	Consular Staff; Secretary
4. None	Receipt by Communications Officer of reply of OUMA on the endorsed case, sent to the Consul General for routing to concerned ATN staff and Consular Officer for disbursement of the approved ORS and budget	None	10 mins	Communications Officer



5. None	Upon disbursement of the authority and ORS, Finance Officer and ATN staff preparation of respective reports on the utilization of approved budget	None	120 mins	Finance Officer; ATN Officer
6. None	Note:  As needed, ATN staff also monitors arrival of medical patients, remains, or cremains in the Philippines in coordination with the NOK or concerned agency (POEA, OUMA, DOJ, DSWD, etc.)	None	120 mins	ATN Staff
<b>SUBTOTALS</b>				
<b>TOTAL</b>		None	314 mins	

## FEEDBACK AND COMPLAINTS MECHANISM

How do I send feedback?	<p><b>DO NOT EDIT THIS FIELD.</b> The Department of Foreign Affairs has adopted the Harmonized Client Satisfaction Measurement<sup>1</sup> which is a standardized framework in measuring client satisfaction across all levels of the government.</p> <p>To provide feedback, the applicant/stakeholder may fill out the digital Service Quality Feedback Form (SQFF) by scanning the QR Code posted in conspicuous spaces around the office or by visiting the corresponding link of form where the service was availed:</p> <ul style="list-style-type: none"> <li>● Home Office: <a href="https://bit.ly/SQFFHO">bit.ly/SQFFHO</a></li> <li>● NCR Consular Office: <a href="https://bit.ly/SQFFNCR">bit.ly/SQFFNCR</a></li> <li>● Luzon Consular Office: <a href="https://bit.ly/LuzonCO">bit.ly/LuzonCO</a></li> <li>● Visayas Consular Office: <a href="https://bit.ly/VisayasCO">bit.ly/VisayasCO</a></li> <li>● Mindanao Consular Office: <a href="https://bit.ly/MindanaoCO">bit.ly/MindanaoCO</a></li> </ul>
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<sup>1</sup> [Anti-Red Tape Act Memorandum Circular No. 2022-05](#)



	<ul style="list-style-type: none"> <li>• Philippine Embassy, Consulates General, or Mission: <a href="http://bit.ly/SQFFSP">bit.ly/SQFFSP</a></li> </ul> <p>A valid feedback must at least contain the following information:</p> <ul style="list-style-type: none"> <li>• Date of Transaction or Request</li> <li>• Office Visited</li> <li>• Service/s Availed</li> <li>• Service Quality Dimensions Rating</li> </ul> <p><b>Note:</b> Some DFA Units have paper-based version of the SQFF and drop box available at counters.</p>
How are feedbacks processed?	<p><b>DO NOT EDIT THIS FIELD.</b> Each organizational unit is required to monitor the database assigned to them for any unfavorable negative feedback and take appropriate actions to address them. Actions on pertinent feedback are reflected in the database of each organizational unit.</p> <p>The DFA's QMS Unit also use the data from the master database to report on customer satisfaction and feedback during the regular Management Review. The DFA-CART, on the other hand, will be in charge of submitting a Service Quality Feedback Report (SQFR) to relevant external regulatory bodies. A copy of the report will be uploaded in the <a href="#">DFA Official Website</a>.</p>
How do I file a complaint?	<p>Complaints can be filed via the following mode:</p> <ol style="list-style-type: none"> <li>By email: <a href="mailto:agana.pcg@dfa.gov.ph">agana.pcg@dfa.gov.ph</a> or <a href="mailto:pcgagana@gmail.com">pcgagana@gmail.com</a>;</li> <li>By phone: +16716464630 or the 24/7 emergency hotline +16714884630; or</li> <li>By Client Feedback, which is given after consular services were rendered; and</li> <li>In person at the Consulate General of the Philippines.</li> </ol>
How are complaints processed?	<ol style="list-style-type: none"> <li>If a complaint is received via email or phone call, this is referred to concerned personnel (Supervising Officer and Staff) to clarify, explain, and provide response to client, highlighting DFA guidelines and regulations; and</li> <li>If in person, the complainant will be referred to the Supervising Officer and concerned Staff to handle the issue at hand. However, when dealing with in-person</li> </ol>



	<p>complaints, personnel are guided by the Code of Conduct and Ethical Standards for Public Officials and Employees (Republic Act No. 6713), to prevent any untoward incident or escalation of the situation. Officer and Staff have to exhibit their:</p> <ol style="list-style-type: none"> <li>Commitment to public interest;</li> <li>Professionalism;</li> <li>Justness and sincerity; and</li> <li>Responsiveness to the public.</li> </ol> <p>This manner of handling any situation would help pacify the situation and be able to resolve any issues and convey important information as clearly as possible.</p>
<p>Contact Information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan (CCB)</p>	<p><b>DO NOT EDIT THIS FIELD.</b></p> <p><b>ARTA</b> 8478 5091 8478 5099 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>PCC</b> 8888</p> <p><b>CCB</b> 0908 881 6565 (SMS)</p>

Office / Foreign Service Post	Address	Contact Information
<p>Philippine Consulate General in Agana, Guam</p>	<p><b>Physical Address:</b> Suite 601, ITC building, 590 S. Marine Corps Drive, Tamuning, Guam 96913</p>	<p><b>24/7 Hotline:</b> +1 671 488 4630 (for emergency cases only)</p> <p><b>Email Address:</b> <a href="mailto:agana.pcg@dfa.gov.ph">agana.pcg@dfa.gov.ph</a>; <a href="mailto:pcgagana@gmail.com">pcgagana@gmail.com</a></p>