PHILIPPINE CONSULATE GENERAL NEW YORK

CITIZEN’S CHARTER

PASSPORT SERVICES

Pre-Processing
Waiting Area (10 minutes)
• Get a queuing number from the Customer Service Kiosk.
• Check your documents: Photocopy of data page of e-passport, properly filled-up application form, other documents described in our website for special cases.

Processing
Processing Windows 2 to 5
(5 to 10 minutes)
• Once your number is called, proceed to the Window.
• Present your documents and requirements. Provide additional documents as may be required by Processor.
• Sign the undertaking for cancellation of passport.
• For special cases, proceed to the Interview Room for evaluation of the Supervisor.
• Prepare payment and wait for your name to be called by the Cashier.

Payment
Cashier (1 minute)
• Hand the payment in cash (US$60.00 for New/Renewal; US$150.00 for Replacement ePassport; US$90.00 for Replacement MRP Passport; US$10.00 for Passport Clearance Fee; US$30.00 for Travel Document & US$20.00 for Amendment), money order, or manager’s check to the Cashier.
• Wait for Encoding

Encoding
Encoding Window 1 or 2
(12 minutes)
• Remove jewelry, head dress/ hat, colored contact lenses, outer coat.
• Review entries encoded on the Passport Preview screen according to your information.
• Follow instructions from Encoder on posture, camera angle, etc. for standard passport photo.
• Sign on the electronic signature pad.
• Imprint thumb and finger marks on the electronic scanner.
• Once all entries are reviewed correct, sign on the space provided and click “Save Enrollment” to finish the application.
• Get claim stub.

PASSPORT RELEASING

Queuing
Waiting Area
• Give your Claim Stub to the reception or the Releasing Assistant.

Releasing
Releasing Window
• Present old passport or other required documents as indicated in the claim stub.

*Average cycle times are based on normal processing and average client volume. Times may vary due to completeness of requirements and volume of applicants.
PHILIPPINE CONSULATE GENERAL NEW YORK

CITIZEN’S CHARTER

NOTARIZATION, ACKNOWLEDGMENT, AUTHENTICATION SERVICES

**Pre-Processing**
Waiting Area (5 minutes)

- Get queuing number from the Customer Service Automated Kiosk
- Check that documents are complete. Make 1 duplicate copy of each set for the Consulate’s files.
- For notarial and acknowledgment, signatories have to be present to sign the documents and show valid IDs.
- For authentication, the document/s need to be signed and sealed by Consulate-accredited Notaries Public, or the Secretary of State (CT, DE, MA, ME, NH, RI, VT, PA) or County Clerk (NJ, NY)

**Processing**
Processing Windows 2 to 5 (5 minutes)

- Present the documents to the Processor.
- Fill up the Legal Services Application form.

**Payment**
Cashier (1 minute)

- Hand the payment in cash(US$25.00), Money Order, or manager’s check to the Cashier.
- Take the claim stub and receipt. Take note of pick up date and time.

**Releasing**
Window 1 (5 minutes)

- Form a line in front of Legal Services Window.
- First come, first served at 4 PM.
- Present Claim Stub and wait for your document.
- Check accuracy of documents: spelling, names, signatures.

OPTIONAL SERVICES

**Overseas Voter Registration**

- Fill up application form and present passport.
- Have your biometrics encoded in the system.
- Get acknowledgment stub as proof of registration.

**Client Feedback**

- Complete the Customer Feedback form and drop at the Comments and Suggestions Box.

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PHILIPPINE CONSULATE GENERAL NEW YORK

CITIZEN’S CHARTER

CIVIL REGISTRY - REPORT OF BIRTH, REPORT OF MARRIAGE, REPORT OF DEATH

Pre-Processing
Waiting Area

Processing
Processor’s Desk (5 - 10 minutes)

Payment
Cashier, Basement (1 minute)

Encoding/Typing
Processor’s Desk (30 minutes - 1 hour)

Releasing 4PM
(5 minutes)

• Get a queuing number from the Customer Service Automated Kiosk.
• Check your documents: properly filled up application form, Photocopy of data page of Philippine passport, other requirements described in our website for the service applied for, and other special cases.

• Once your number is called, proceed to the Processor’s desk.
• Present your documents and requirements. Provide additional documents as may be required by Processor for special cases.

• Hand the payment to the Collecting Officer. The Consulate accepts cash (US$25.00), money order, or manager’s check only.

• Return to the Processing Clerk with the receipt and the documents.

• Return to the Processing Clerk, present receipt and take your documents.

REACQUISITION OF PHILIPPINE CITIZENSHIP (Republic Act 9225)

Pre-Processing

Processing
Processor's Desk (5 - 10 minutes)

Payment
Cashier, Basement (1 minute)

Encoding/Typing
Processing Desk (15-20 minutes)

Oath-Taking
Waiting Area 3 PM

• Get a queuing number from the Customer Service Automated Kiosk.
• Check your documents: properly filled up application form, Photocopy of data page of Philippine and US passport, US Naturalization Certificate, Philippine Birth Certificate, other requirements described in our website for special cases.

• Once your number is called, proceed to the Processor’s desk.
• Present your documents and requirements. Provide additional documents as may be required by Processor for special cases.

• Hand the payment to the Collecting Officer. The Consulate accepts cash (US$50.00 for Principal & US$25.00 for Derivative Citizenship [per Dependent]) , money order, or manager’s check only.

• Return to the Processing Clerk with the receipt and the documents.

• Applicant waits to be called at designated time.
• Applicant takes the oath of allegiance.

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