



# CITIZEN'S CHARTER

*November 2022*



# PROCESS FOR PASSPORT APPLICATION (NEW & RENEWAL)

**STEP 1**

**PROCESSING**  
[ Window 1 & 2 ]

**STEP 2**

**PAYMENT**  
[ Window 3 ]

**STEP 3**

**ENCODING**  
[ Encoding Area ]

**STEP 4**

**RELEASING**  
[ Window 1 & 2 ]

## I. PROCESS FOR PASSPORT APPLICATION (NEW & RENEWAL)

| STEP | LOCATION                           | CLIENT   | SERVICE   | DURATION | PERSON IN-CHARGE | FEES   | DOCUMENTS   |
|------|------------------------------------|--|---|----------|------------------|--|---|
| 1    | Windows 1 & 2<br>(Processing area) | Inform processor of appointment schedule or consular service needed  | Receive duly accomplished form & documentary requirements<br><br>If walk-in applicant, ask if already with completed application form and if none, provide application form as needed | 5-10 sec | Processor/s      | None   | Passport application form & requirements contained in <a href="http://passport.gov.ph">passport.gov.ph</a> / <a href="http://barcelonapcg.dfa.gov.ph">barcelonapcg.dfa.gov.ph</a> |
|      |                                    | Present the completed application form and required documents  | Process / review entries on the application and ensure that all requirements are complied with  | 1-2 mins | Processor/s      | None   |   |
| 2    | Window 3<br>(Cashier)              | Pay the necessary service fee, once done with payment, sit at the waiting area and wait for the name to be called for biometrics<br><br>Note: Payment should be made in cash and in euro | Accept payment and issue official receipt; inform applicant to sit down at the waiting area and wait for name to be called for biometrics   | 1 min    | Cashier          | Look at the schedule of fees on the PCG's FB page and/or website | Official Receipt (OR)   |

## PROCESS FOR PASSPORT APPLICATION (NEW & RENEWAL)

| STEP | LOCATION | CLIENT   | SERVICE   | DURATION   | PERSON IN-CHARGE | FEES | DOCUMENTS  |
|------|----------|--|---|--|------------------|------|--|
| 3    | Encoding | <p>Prepare for photo and biometrics' capture;</p> <p>After capture, review all entries seen on the monitor in front before affixing the signature and date</p> | <p>Check applicant's name in the Lookout List</p> <p>If not included, proceed with encoding (if not applied through GOAS) photo and biometrics' capture, and scanning of required documents</p> <p>Request applicant to review all entries seen on then monitor and if all are in order, ask the applicant to affix signature and date</p> <p>Advise applicant on how and when the new passport can be collected; give the official receipt and old passport to the applicant</p> | <p>5 – 7 mins</p> <p>(2-2.5 mins if application was done through GOAS)</p> | Encoder/s        | None | <p>Accomplished Passport Form and required documents</p> <p><b>Passport.gov.ph</b><br/>(Passport application form sent by GOAS web page)</p> <p><b>barcelonapcg.dfa.gov.ph</b></p> |

## PROCESS FOR PASSPORT APPLICATION (NEW & RENEWAL)

| STEP | LOCATION      | CLIENT                                       | SERVICE   | DURATION | PERSON IN-CHARGE | FEE  | DOCUMENTS   |
|------|---------------|--|---|----------|------------------|------|---|
| 4    | Windows 1 & 2 | Present the requirements for passport pickup | Receive the requirements, locate the passport, have the client check the details and then update the status in the system | 2 mins   | Processor/s      | None | Official Receipt, old passport ( <i>applicable to renewals only</i> )<br><br>Authorization letter plus representative's ID ( <i>if applicable</i> ) |



# PROCESS FOR APPLICATION FOR A REPLACEMENT OF LOST AND/OR MUTILATED PASSPORT

**STEP 1**

**PROCESSING**  
[ Window 1 & 2 ]

**STEP 2**

**PAYMENT**  
[ Window 3 ]

**STEP 3**

**ENCODING**  
[ Encoding Area ]

**STEP 4**

**RELEASING**  
[ Window 1 & 2 ]

## II. PROCESS FOR APPLICATION FOR A REPLACEMENT OF LOST AND/OR MUTILATED PASSPORT

| STEP | LOCATION                           | CLIENT  | SERVICE  | DURATION | PERSON IN-CHARGE | FEES | DOCUMENTS   |
|------|------------------------------------|---|--|----------|------------------|------|---|
| 1    | Windows 1 & 2<br>(Processing area) | Inform processor of appointment schedule or consular service needed | <p>Receive duly accomplished form &amp; documentary requirements</p> <p>If walk-in applicant, ask if already with completed application form and if none, provide application form as needed</p>                                   | 5-10 sec | Processor/s      | None | Passport application form (new) & requirements contained in <a href="http://passport.gov.ph">passport.gov.ph</a> / <a href="http://barcelonapcg.dfa.gov.ph">barcelonapcg.dfa.gov.ph</a> |
|      |                                    | Present the completed application form and required documents       | <p>Process / review entries on the application and ensure that all requirements are complied with</p> <p>Inform applicants for a replacement of a lost passport of the 15-day clearing period if lost passport was still valid</p> | 1-2 mins | Processor/s      | None |   |

## PROCESS FOR APPLICATION FOR A REPLACEMENT OF LOST AND/OR MUTILATED PASSPORT

| STEP | LOCATION              | CLIENT   | SERVICE  | DURATION | PERSON IN-CHARGE | FEES   | DOCUMENTS             |
|------|-----------------------|--|--|----------|------------------|--|-----------------------|
| 2    | Window 3<br>(Cashier) | <p>Pay the necessary service fee, once done with payment, sit at the waiting area and wait for the name to be called for biometrics</p> <p>If lost passport was still valid, applicant will be advised to return for biometrics' capture after the 15-day clearing period.</p> <p>Note: Payment should be made in cash and in euro</p> | <p>Accept payment and issue official receipt; inform applicant to sit down at the waiting area and wait for name to be called for biometrics</p> | 1 min    | Cashier          | <p>Look at the schedule of fees for the application for a replacement of lost passport or mutilated passport &amp; affidavit on the PCG's FB page and/or website</p> | Official Receipt (OR) |



## PROCESS FOR APPLICATION FOR A REPLACEMENT OF LOST AND/OR MUTILATED PASSPORT

| STEP | LOCATION | CLIENT   | SERVICE   | DURATION   | PERSON IN-CHARGE | FEES | DOCUMENTS  |
|------|----------|--|---|--|------------------|------|--|
| 3    | Encoding | <p>Prepare for photo and biometrics' capture;</p> <p>After capture, review all entries seen on the monitor in front before affixing the signature and date</p> | <p>Check applicant's name in the Lookout List</p> <p>If not included, proceed with encoding (if not applied through GOAS) photo and biometrics' capture, and scanning of required documents</p> <p>Request applicant to review all entries seen on the monitor and if all are in order, ask the applicant to affix signature and date</p> <p>Advise applicant on how and when the new passport can be collected; give the official receipt to the applicant</p> | <p>5 – 7 mins<br/>(2- 2.5 mins if application was done through GOAS)</p> | Encoder/s        | None | <p>Accomplished Passport Form and required documents</p> <p><a href="http://Passport.gov.ph">Passport.gov.ph</a><br/>(Passport application form sent by GOAS web page)</p> <p><a href="http://barcelonapcg.dfa.gov.ph">barcelonapcg.dfa.gov.ph</a></p> |

## PROCESS FOR APPLICATION FOR A REPLACEMENT OF LOST AND/OR MUTILATED PASSPORT

| STEP | LOCATION      | CLIENT                                       | SERVICE   | DURATION | PERSON IN-CHARGE | FEE  | DOCUMENTS   |
|------|---------------|--|---|----------|------------------|------|---|
| 4    | Windows 1 & 2 | Present the requirements for passport pickup | Receive the requirements, locate the passport, have the client check the details and then update the status in the system | 2 mins   | Processor/s      | None | Official Receipt, old passport ( <i>applicable to renewals only</i> )<br><br>Authorization letter plus representative's ID ( <i>if applicable</i> ) |



# PROCESS FOR APPLICATION FOR NOTARIAL SERVICES

**STEP 1**

**PROCESSING**  
[ Window 1 & 2 ]

**STEP 2**

**PAYMENT**  
[ Window 3 ]

**STEP 3**

**RELEASING**  
[ Window 1 & 2 ]

### III. PROCESS FOR APPLICATION FOR NOTARIAL SERVICES

| STEP | LOCATION                           | CLIENT  | SERVICE   | DURATION | PERSON IN-CHARGE | FEES | DOCUMENTS   |
|------|------------------------------------|---|---|----------|------------------|------|---|
| 1    | Windows 1 & 2<br>(Processing area) | Inform processor of appointment schedule or consular service needed | Receive duly accomplished form & documentary requirements<br><br>If walk-in applicant, ask if already with completed application form and if none, provide application form as needed | 5-10 sec | Processor/s      | None | Appropriate application form for the service applied for & corresponding requirements contained in <a href="http://barcelonapcg.dfa.gov.ph">barcelonapcg.dfa.gov.ph</a> |
|      |                                    | Present the completed application form and required documents       | Process / review the submission and ensure that the person executing the documents has affixed his/her signature on the document/s  | 1 min    | Processor/s      | None |   |

## PROCESS FOR APPLICATION FOR NOTARIAL SERVICES

| STEP | LOCATION              | CLIENT  | SERVICE                                   | DURATION | PERSON IN-CHARGE | FEES  | DOCUMENTS   |
|------|-----------------------|---|---|----------|------------------|---|---|
| 2    | Window 3<br>(Cashier) | Pay the necessary service fee<br><br>Note: Payment should be made in cash and in euro | Accept payment and issue official receipt | 1 min    | Cashier          | Look at the schedule of fees on the PCG's FB page and/or website<br><br>Release is within 3 working days; there is an additional fee for expedited release within the same day or within 24 hours | Official Receipt (OR)   |
| 3    | Window 1 or 2         | Pick up document with expedited release   | Release document to the applicant         | 1 min    | Processor        | None  | Show official receipt or if the applicant cannot wait for his document, provide authorization letter together with the official receipt/s |



# PROCESS FOR APPLICATION FOR CIVIL REGISTRATION

**STEP 1**

**PROCESSING**  
[ Window 1 & 2 ]

**STEP 2**

**PAYMENT**  
[ Window 3 ]

**STEP 3**

**RELEASING**  
[ Window 1 & 2 ]

## IV. PROCESS FOR APPLICATION FOR CIVIL REGISTRATION

| STEP | LOCATION                           | CLIENT  | SERVICE   | DURATION | PERSON IN-CHARGE | FEES | DOCUMENTS   |
|------|------------------------------------|---|---|----------|------------------|------|---|
| 1    | Windows 1 & 2<br>(Processing area) | Inform processor of appointment schedule or consular service needed | Receive duly accomplished form & documentary requirements<br><br>If walk-in applicant, ask if already with completed application form and if none, provide application form as needed | 5-10 sec | Processor/s      | None | Appropriate application form for the service applied for & corresponding requirements contained in <a href="http://barcelonapcg.dfa.gov.ph">barcelonapcg.dfa.gov.ph</a> |
|      |                                    | Present the completed application form and required documents       | Process / review the submission and ensure that all requirements are complied with  | 2-3 mins | Processor/s      | None |   |

## PROCESS FOR APPLICATION FOR CIVIL REGISTRATION

| STEP | LOCATION              | CLIENT  | SERVICE                                   | DURATI<br>ON | PERSON IN-<br>CHARGE | FEES   | DOCUMENTS   |
|------|-----------------------|---|---|--------------|----------------------|--|---|
| 2    | Window 3<br>(Cashier) | Pay the necessary service fee<br><br>Note: Payment should be made in cash and in euro | Accept payment and issue official receipt | 1 min        | Cashier              | Look at the schedule of fees on the PCG's FB page and/or website<br><br>There is an additional fee for expedited release | Official Receipt (OR)   |
| 3    | Window 1 or 2         | Pick up document with expedited release   | Release document to the applicant         | 1 min        | Processor            | None   | Show official receipt or if the applicant cannot wait for his document, provide authorization letter together with the official receipt/s |





# PROCESS FOR APPLICATION FOR DUAL CITIZENSHIP

**STEP 1**

**PROCESSING**  
[ Window 1 & 2 ]

**STEP 2**

**PAYMENT**  
[ Window 3 ]

**STEP 3**

**ADVICE**  
[ Window 1 & 2 ]

## V. PROCESS FOR APPLICATION FOR DUAL CITIZENSHIP

| STEP | LOCATION                           | CLIENT  | SERVICE   | DURATION | PERSON IN-CHARGE | FEES | DOCUMENTS   |
|------|------------------------------------|---|---|----------|------------------|------|---|
| 1    | Windows 1 & 2<br>(Processing area) | Inform processor of appointment schedule or consular service needed | Receive duly accomplished form & documentary requirements<br><br>If walk-in applicant, ask if already with completed application form and if none, provide application form as needed         | 5-10 sec | Processor/s      | None | Appropriate application form for the service applied for & corresponding requirements contained in <a href="http://barcelonapcg.dfa.gov.ph">barcelonapcg.dfa.gov.ph</a> |
|      |                                    | Present the completed application form and required documents       | Process / review the submission and ensure that all requirements are complied with. During the processing, the applicant will be asked to choose a day of his/her preference to take the oath | 2-3 mins | Processor/s      | None |   |

## PROCESS FOR APPLICATION FOR DUAL CITIZENSHIP

| STEP | LOCATION              | CLIENT  | SERVICE   | DURATION | PERSON IN-CHARGE | FEES  | DOCUMENTS               |
|------|-----------------------|---|---|----------|------------------|---|-------------------------|
| 2    | Window 3<br>(Cashier) | Pay the necessary service fee<br><br>Note: Payment should be made in cash and in euro | Accept payment and issue official receipt   | 1 min    | Cashier          | Look at the schedule of fees on the PCG's FB page and/or website<br><br>There is an additional fee for expedited processing | Official Receipt/s (OR) |
| 3    | Window 1 or 2         | Wait for the advice on the schedule of oath-taking                                    | Inform the applicant of the schedule of oath-taking (every Tuesday and Thursday at 14h00 and every Wednesday 11h00) | 5-10 sec | Processor/s      | None  | None                    |

## PROCESS FOR APPLICATION FOR DUAL CITIZENSHIP

| STEP | LOCATION      | CLIENT                                       | SERVICE  | DURATION | PERSON IN-CHARGE | FEE  | DOCUMENTS   |
|------|---------------|--|--|----------|------------------|------|---|
| 4    | Windows 1 & 2 | Present the requirements for document pickup | Receive the requirements, locate the document, have the client check the details and then issue the document | 2 mins   | Processor/s      | None | Official Receipt<br><br>Authorization letter plus representative's ID<br><i>(if applicable)</i> |



# PROCESS FOR APPLICATION FOR PHILIPPINE VISA

**STEP 1**

**PROCESSING**  
[ Window 1 & 2 ]

**STEP 2**

**PAYMENT**  
[ Window 3 ]

**STEP 3**

**ADVICE**  
[ Window 1 & 2 ]

**STEP 4**

**RELEASING**  
[ Window 1 & 2 ]

## VI. PROCESS FOR APPLICATION FOR PHILIPPINE VISA<sup>1</sup>

| STEP | LOCATION                           | CLIENT  | SERVICE  | DURATION | PERSON IN-CHARGE | FEES | DOCUMENTS   |
|------|------------------------------------|---|--|----------|------------------|------|---|
| 1    | Windows 1 & 2<br>(Processing area) | Inform processor of appointment schedule or consular service needed | <p>Receive duly accomplished form &amp; documentary requirements</p> <p>If walk-in applicant, ask if already with completed application form and if none, provide application form as needed</p>                           | 5-10 sec | Processor/s      | None | Duly accomplished Visa application form and corresponding requirements contained in OVAS ( <a href="http://visa.gov.ph">visa.gov.ph</a> ) |
|      |                                    | Present the completed application form and required documents       | <p>Process / review the submission and ensure that all requirements are complied with.</p> <p>Check the name of the applicant against the Visa Watchlist</p> <p>Processor may conduct an interview if deemed necessary</p> | 2-3 mins | Processor/s      | None |   |

## PROCESS FOR APPLICATION FOR PHILIPPINE VISA<sup>1</sup>

| STEP | LOCATION              | CLIENT  | SERVICE  | DURATION | PERSON IN-CHARGE | FEES   | DOCUMENTS   |
|------|-----------------------|---|--|----------|------------------|--|---|
| 2    | Window 3<br>(Cashier) | Pay the necessary service fee<br><br>Note: Payment should be made in cash and in euro | Accept payment and issue official receipt  | 1 min    | Cashier          | Look at the schedule of fees on the PCG's FB page and/or website | Official Receipt/s (OR)   |
| 3    | Windows 1 & 2         | Await advice on the pickup schedule   | Inform the applicant of the pickup schedule and the requirements needed                                      | 5-10 sec | Processor/s      | None   | None  |
| 4    | Windows 1 & 2         | Present the requirements for pickup   | Receive the requirements, locate the document, have the client check the details and then issue the document | 2 mins   | Processor/s      | None   | Official Receipt<br><br>Authorization letter plus representative's ID (if applicable) |

<sup>1</sup> This is only for temporary visitor's visa. Application for other types of visa may require additional procedure.



# PROCESS FOR RENDERING ASSISTANCE TO NATIONALS (ATN)

## STEP 1

**INFORM THE  
CONSULATE**

[ In Person / By Phone / Email ]

## STEP 2

**MAKE A  
FOLLOW UP**

[ In Person / By Phone / Email ]



## VII. PROCESS FOR RENDERING ASSISTANCE TO NATIONALS (ATN)

| STEP | CLIENT  | OFFICER IN-CHARGE OF ATN  | FORM                                  | DURATION  |
|------|---|---|---------------------------------------|---|
| 1    | Client contacts the PCG by phone, email or by personal appearance and inform the PCG of the assistance the he/she needs | <p>ATN officer does the initial interview by phone or in-person (if the client is present)</p> <p><u>Personal Appearance of Client:</u><br/>If the client personally appeared at the PCG, ATN officer requests him to fill the ATN Form detailing his circumstance and the assistance he needs.</p> <p>ATN officer provides her initial assessment and extends the necessary assistance immediately required by the client.</p> <p>ATN officer includes in the PCG's ATN data base the case for records purposes.</p> <p>ATN Officer reports to HoP and drafts a report to DFA (OUMWA) if needed, especially if further action is required and assistance (e.g. financial) from the Department is necessary. Concerned PH Agencies/Post's (Madrid PE, POLO and OWWA Madrid, SSS) are also copied with the PCG's communication when needed and, in case, their actions are required, PCG also refers the case to them.</p> | ATN form; sworn statement (if needed) | <p>20 – 30 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>Within the day</p> |

## PROCESS FOR RENDERING ASSISTANCE TO NATIONALS (ATN)

| STEP | CLIENT   | OFFICER IN-CHARGE OF ATN  | FORM   | DURATION  |
|------|--|---|--|---|
| 1    | <p>Client contacts the PCG by phone, email or by personal appearance and inform the PCG of the assistance the he/she needs</p> | <p><u>Provision of Initial Assistance by Phone or Email:</u></p> <p>If the client calls the PCG to request assistance, the person who first receives the call refers it to the ATN officer.</p> <p>The ATN officer interviews the client, gathers the necessary information, and provides an initial assessment of the case. The ATN officer may invite the client/s involved to the PCG, depending on the needs of the case.</p> <p>ATN officer includes in the PCG’s ATN database, the case for records purposes.</p> <p>ATN officer reports to HoP and drafts a report to DFA (OUMWA) if needed, especially if further action is required and assistance (e.g., financial) from the Department is necessary. Concerned PH agencies/posts (Madrid PE, POLO &amp; OWWA Madrid, SSS) are also copied with the PCG’s communication when needed and, in case, their actions are required, PCG also refers the case to them.</p> | <p>ATN form; sworn statement (if needed)</p> | <p>Immediately upon receipt of the call or within the day</p> <p>Immediately upon receipt of the call or within the day</p> <p>Within the day of the interview with the ATN client</p> <p>Within the day of the interview with the ATN client</p> |

**PROCESS FOR RENDERING ASSISTANCE TO NATIONALS (ATN)**

| <b>STEP</b> | <b>CLIENT</b>                              | <b>OFFICER IN-CHARGE OF ATN</b>  | <b>FORM</b> | <b>DURATION</b>  |
|-------------|--|--|-------------|--|
| 2           | Client follows up with the PCG/ATN officer | <p>ATN officer provides the client updates based on the PCG report and/or follow-up actions.</p> <p>ATN officer monitors ATN cases until they are resolved</p> |             | <p>Within the day the follow-up is made if the information is available. Otherwise, the ATN officer advises the client that the PCG will call him/her when an update is available.</p> |

## VIII. PROCESS FOR YELLOW CARD APPLICATION

| STEP | LOCATION                           | CLIENT  | SERVICE   | DURATION | PERSON IN-CHARGE | FEES | DOCUMENTS   |
|------|------------------------------------|---|---|----------|------------------|------|---|
| 1    | Windows 1 & 2<br>(Processing area) | Inform the processor of the appointment schedule or the consular service needed | Receive duly accomplished form & documentary requirements<br><br>If walk-in applicant, ask if already with completed application form and if none, provide application form as needed | 5-10 sec | Processor/s      | None | Duly accomplished Yellow Card Application Form & corresponding requirements contained in <a href="http://barcelonapcg.dfa.gov.ph">barcelonapcg.dfa.gov.ph</a> |
| 2    | Windows 1 & 2                      | Await advice on the pickup schedule   | Inform the applicant of the pickup schedule and the requirements needed   | 5-10 sec | Processor/s      | None | None  |



# PROCESS FOR SOLEMNIZATION OF MARRIAGE

**STEP 1**

**PROCESSING**  
[ Window 1 & 2 ]

**STEP 2**

**PAYMENT**  
[ Window 3 ]

**STEP 3**

**ADVICE**  
[ Window 1 & 2 ]

## IX. PROCESS FOR SOLEMNIZATION OF MARRIAGE<sup>2</sup>

| STEP | LOCATION                           | CLIENT  | SERVICE  | DURATION | PERSON IN-CHARGE | FEES | DOCUMENTS   |
|------|------------------------------------|---|--|----------|------------------|------|---|
| 1    | Windows 1 & 2<br>(Processing area) | Inform the processor of the appointment schedule or the consular service needed | <p>Receive duly accomplished form &amp; documentary requirements</p> <p>If walk-in applicant, ask if already with completed application form and if none, provide application form as needed</p> | 2 mins   | Processor/s      | None | Appropriate application form for the service applied for & corresponding requirements contained in <a href="http://barcelonapcg.dfa.gov.ph">barcelonapcg.dfa.gov.ph</a> |
|      |                                    | Present the completed application form and required documents                   | <p>Process / review the submission and ensure that all requirements are complied with.</p> <p>Processor may conduct an interview with the groom and bride if deemed necessary.</p>               | 3-4 mins | Processor/s      | None |   |

## PROCESS FOR SOLEMNIZATION OF MARRIAGE<sup>2</sup>

| STEP | LOCATION                        | CLIENT   | SERVICE  | DURATION | PERSON IN-CHARGE | FEES   | DOCUMENTS   |
|------|---------------------------------|--|--|----------|------------------|--|---|
| 2    | Window 3<br>(Cashier)           | Pay the necessary service fee<br><br>Note: Payment should be made in euro and in cash only | Accept payment and official receipt  | 1 min    | Cashier          | Parental Consent/Advice (for aged 18-21)<br><br>Look at the schedule of fees on the PCG's FB page and/or website | Official Receipt/s (OR)   |
| 3    | Windows 1 & 2 (Processing area) | Wait for the advice on the schedule & procedure for the solemnization of marriage          | The "Intent to Marry" will be posted at the PCG for 10 days after the submission of the required documents by the contracting parties;<br><br>Thereafter, the processor will contact the couple for the schedule of the marriage ceremony (Solemnization is done every Friday afternoon) | 2 mins   | Processor        | None   | Applicants will be informed that the name of the couple will be posted on the Consulate's bulletin board for 10 days.<br><br>After the 10-day posting, the couple will have 120 days to get married at the Consulate. |

<sup>2</sup> The service of Solemnization of Marriage is only possible if both applicants are FILIPINO at the time of Marriage.



# PROCESS FOR TRAVEL DOCUMENT APPLICATION

**STEP 1**

**PROCESSING**  
[ Window 1 & 2 ]

**STEP 2**

**PAYMENT**  
[ Window 3 ]

**STEP 3**

**ADVICE**  
[ Window 1 & 2 ]

**STEP 4**

**RELEASING**  
[ Window 1 & 2 ]



## X. PROCESS FOR TRAVEL DOCUMENT APPLICATION

| STEP | LOCATION                     | CLIENT  | SERVICE   | DURATION | PERSON IN-CHARGE | FEES | DOCUMENTS   |
|------|------------------------------|---|---|----------|------------------|------|---|
| 1    | Windows 1 & 2<br>(Processor) | Inform the processor of the appointment schedule or the consular service needed | Receive duly accomplished form & documentary requirements<br><br>If walk-in applicant, ask if already with completed application form and if none, provide application form as needed | 5-10 sec | Processor        | None | Appropriate application form for the service applied for & corresponding requirements contained in <a href="http://barcelonapcg.dfa.gov.ph">barcelonapcg.dfa.gov.ph</a> |
|      |                              | Present the completed application form and required documents                   | Process / review the submission and ensure that all requirements are complied with  | 2-3 mins | Processor        | None |   |

## PROCESS FOR TRAVEL DOCUMENT APPLICATION

| STEP | LOCATION              | CLIENT   | SERVICE  | DURATION | PERSON IN-CHARGE | FEES  | DOCUMENTS               |
|------|-----------------------|--|--|----------|------------------|---|-------------------------|
| 2    | Window 3<br>(Cashier) | Pay the necessary fee<br><br>Note: Payment should be made in euro and in cash only | Accept payment and official receipt  | 1 min    | Cashier          | Look at the schedule of fees on the PCG's FB page and/or website<br><br>There is an additional fee for expedited processing | Official Receipt/s (OR) |
| 3    | Windows 1 & 2         | Await advice on the pickup schedule  | Inform the applicant of the pickup schedule and the requirements needed                                      | 5-10 sec | Processor/s      | None  | None                    |
| 4    | Windows 1 & 2         | Present the requirements   | Receive the requirements, locate the document, have the client check the details and then issue the document | 2 mins   | Processor/s      | None  | Official Receipt        |