



**Embassy of the Republic of the Philippines in Lao PDR
CITIZEN'S CHARTER**

MISSION

To advance the interest of the Philippines and the Filipino people in the world community

VISION

THE DEPARTMENT OF FOREIGN AFFAIRS is the prime agency of government responsible for the pursuit of the State's foreign policy and the nerve center for a Foreign Service worthy of the trust and pride of every Filipino.

We are an organization of competent, dedicated and highly motivated personnel, who devote their energies to the benefit of the Filipino people.

We implement foreign policy with the highest standards of professionalism and commitment.

We pursue bilateral, regional and multilateral relations to advance the interest of the Philippines and the Filipinos.

We build partnerships with national security and development agencies, think-tanks, and the academe, the private sector, the media and civil society in the interest of the nation and the people.

We endeavor to promote regional and global cooperation in order to achieve peace, prosperity and stability.

In the global arena, we work for social justice especially for the poor, human rights and fundamental freedoms, and a democratic way of life.

We are committed to secure a world free from serious environmental degradation, transnational crime and proliferation of nuclear weapons.

Our missions abroad are the partners of Filipinos overseas in the pursuit of the national interest and in the promotion and protection of their rights and well-being;

We have a highly responsive system, which ensures effective delivery of services.

Our personnel are our greatest asset.

We are committed to the personal, professional and career development of each employee.

In pursuit of our goals, we strive for and live by the principles of excellence, integrity and patriotism.

PASSPORT APPLICATION PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION ¹	PERSON IN-CHARGE	FEE	FORM
1	Reception Area	Obtain application form	Provides application form to the applicant and explain briefly how to fill-out the form properly	3 mins	Consular Officer/ Assistant	n/a	Passport Application Form
		Fill-out application form completely					
2	Reception Area	Documents Evaluation and Processing Area Submit documents for evaluation and processing.	Checks whether or not the applicant is included in the Look-out-List.	7 mins	Consular Officer/ Assistant	n/a	
			Evaluates the applicant's documents				
			Issues a routing slip (for the Cashier) in order for the applicant to pay the corresponding fee				
3	Reception Area/Office of the Finance Officer	Pay the passport fee	Accepts payment and issues official receipt	2 mins	Finance Officer	60 USD	Official Receipt
4	Enrollment Area	Passport Enrolment Affix signature and thumb mark	Encode the applicant's personal information in the computer	8 mins	Consular Officer/ Assistant	n/a	
			Print the Enrolment Certificate				
			Assists the applicant on the proper way of affixing his/her signature and thumb mark				
5	Reception Area	Go back to the Philippine Embassy for the releasing of passport after twenty (20) working days.			Consular Officer/ Assistant		ePassport

DURATION: 20 minutes

NOTARIAL SERVICES PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEE	FORM
1	Consular Counter	Obtain affidavit or SPA form	Provides appropriate form to the applicant and explain briefly how to fill-out the form properly	5 mins	Consular Officer/ Assistant	n/a	Affidavit/SPA Form
		Fill-out affidavit or SPA form completely		10 mins			
2	Consular Counter	Documents Evaluation and Processing Area Submit documents for evaluation and processing.	Evaluates the applicant's documents	10 mins	Consular Officer/ Assistant	n/a	
			Issues a routing slip (for the Cashier) in order for the applicant to pay the corresponding fee				
3	Consular Counter	Pay the notarial fee	Accepts payment and issues official receipt	2 mins	Finance Officer	25 USD per document	Official Receipt
4	Consular Counter	Go back to the Philippine Embassy for the releasing of the notarized document within the day or after one (1) working day.			Consular Officer/ Assistant		Notarized document

DURATION: 27minutes

VISA APPLICATION PROCEDURE

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEE	FORM
1	Consular Counter	Obtain visa application form	Provides visa application form to the applicant and explain briefly how to fill-out the form properly	5 mins	Consular Officer/ Assistant	n/a	Visa Application Form
		Fill-out application form completely					
2	Consular Counter	Documents Evaluation and Processing Area Submit documents for evaluation and processing.	Checks whether or not the applicant is included in the Look-out-List.	15 mins	Consular Officer/ Assistant	n/a	
			Interviews the applicants for verification of purpose of travel, assesses and evaluates the applicant's documents and establishes his/her true identity.				
			Issues a routing slip (for the Cashier) in order for the applicant to pay the corresponding visa fee				
3	Consular Counter	Pay the visa fee	Accepts payment and issues official receipt	2 mins	Finance Officer	USD\$40.00 for visa-required nationals; USD\$30.00 for non-visa required nationals	Official Receipt
4	Consular Counter	Go back to the Philippine Embassy for the releasing of visa sticker after three (3) working days.			Consular Officer/ Assistant		Visa Sticker

DURATION: 22 minutes

RELEASING OF PASSPORT

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEE	FORM
1	Consular Counter	Proceed to the counter and present receipt.	Receives the applicant's official receipt and informs the applicant to wait at the reception area.	10 mins	Releasing officer	n/a	n/a
		Wait for the name to be called.	Locates the passport				
			Requests the applicant to check the accuracy of all the entries in his/her passport				
			Requests the applicant sign in the <i>RECEIVED NEW PASSPORT</i> section in the application form/ in the signature pad				
			Releases the passport				
	Check all the details in the passport	n/a	n/a	n/a			
END OF TRANSACTION							

If the owner is unable to claim his/her passport, only immediate family is allowed to receive the passports together with authorization letter of the bearer.

DURATION: 10 minutes

REPORT OF BIRTH, MARRIAGE, DEATH

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEE	FORM
1	Consular Counter	Obtain civil registration form (4 sets)	Provides appropriate forms to the applicant and explain briefly how to fill-out the form properly	5 mins	Consular Officer/ Assistant	n/a	Affidavit/SPA Form
		Fill-out the forms completely		10 mins			
2	Consular Counter	Documents Evaluation and Processing Area Submit documents for evaluation and processing.	Checks application form if properly filled-out	10 mins	Consular Officer/ Assistant	n/a	
			Evaluates the completeness and authenticity of the requirements and documents				
			Issues a routing slip (for the Cashier) in order for the applicant to pay the corresponding fee				
3	Consular Counter	Pay the civil registration fee	Accepts payment and issues official receipt	2 mins	Finance Officer	25 USD	Official Receipt
4	Consular Counter	Go back to the Philippine Embassy for the releasing of the signed Report of Birth/Marriage/Death after one (1) working day.			Consular Officer/ Assistant		Signed Report of Birth/Marriage/Death

DURATION: 27minutes

RELEASING OF VISA

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEE	FORM
1	Consular Counter	Proceed to the counter and present receipt to the Releasing Officer.	Receives the applicant's official receipt and informs the applicant to wait at the reception area.	10 mins	Releasing officer	n/a	n/a
		Wait for the name to be called.	Locates the passport with PH visa				
			Requests the applicant to check the entries in his/her visa sticker				
		Releases the passport with PH visa					
		Check all the details in the PH visa sticker	n/a	n/a	n/a		
END OF TRANSACTION							

An authorized representative may collect the passport on behalf of the applicant.

DURATION: 10 minutes

PROCESSING: AUTHENTICATION

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEE	FORM
1	Consular Counter	Proceed to the Counter	Explain briefly the requirements for authentication of documents	5 mins	Consular Officer/ Assistant	n/a	Affidavit/SPA Form
2	Consular Counter	Documents Evaluation and Processing Area Submit documents for evaluation and processing.	Checks if the documents are complete Evaluates the authenticity of the requirements and documents Issues a routing slip (for the Cashier) in order for the applicant to pay the corresponding authentication fee	10 mins	Consular Officer/ Assistant	n/a	
3	Consular Counter	Pay the authentication fee	Accepts payment and issues official receipt	2 mins	Finance Officer	25 USD	Official Receipt
4	Consular Counter	Go back to the Philippine Embassy for the releasing of the Authenticated document*			Consular Officer/ Assistant		Authenticated Document

*Releasing of Authenticated documents is within 24 hours

DURATION: 17 minutes

Procedure for Filing Complaints

1. Suggestion box and client feedback forms are placed in the Consular Section for comments/complaints and recommendations from the applicants and visitors.
2. Clients can also file complaints through the Embassy website's (www.vientianepe.com) "Quick Response Inquiry" Page.
3. Complete contact details of the Embassy can also be found on its website.

Embassy Address

Ban Saphanthong Kang, Phonthan Road, Sisattanak District, Vientiane.

It is located beside the Rattana Business Administration College (RBAC) and in front of the Lao Women's Union Building.

Trunk Line: (+856 21) 452490-1

Facsimile: (+856 21) 4524932

Email: pevientiane@yahoo.com

Public Hours: Monday-Friday from 8:00 AM to 5:00 PM

On weekends and public holidays, Filipinos in distress who need urgent assistance may call the duty officer at mobile no. (+856 20) 7729 7603.

4. The Consular Officer shall answer all queries, complaints or refer any concerns of the applicants to the concerned personnel/authority.