



DEPARTMENT OF FOREIGN AFFAIRS
OFFICE OF CONSULAR AFFAIRS (DFA-OCA)
 BRADCO AVE. COR. MACAPAGAL BLVD., ASEANA BUSINESS PARK
 PARAÑAQUE CITY, PHILIPPINES

DFA-OCA SERVICE :DIPLOMATIC AND OFFICIAL PASSPORT SERVICES

WHERE TO APPLY	DFA-OCA ASEANA (Third Floor) Address: Bradco Ave. corner Macapagal Blvd., ASEANA Business Park, Parañaque City, PH Operational hours: Monday to Friday 8:00 am to 5:00 pm
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PASSPORT ISSUANCE (For those who have never been issued any type of Philippine passport)	
REQUIREMENTS	WHERE TO GET
Personal Appearance	
Accomplished DOPS Passport Application Form - DFA-OCA-DOPS-02 (1 original)	DFA OCA Website https://bit.ly/39MHgMe
PSA birth certificate (1 original, 1 photocopy)	Philippine Statistics Authority (PSA) https://bit.ly/341Zrwe
If details in the birth certificate are unreadable: <ul style="list-style-type: none"> Provide the transcribed local copy of the birth certificate 	Local Civil Registrar where the birth was registered https://psa.gov.ph/lcr-directory
For delayed / late registration of birth: <ul style="list-style-type: none"> Submit any public document with the correct date and place of birth (i.e. baptismal certificate, Transcript of Records, Voter's Registration Record etc.) 	Church where the applicant was baptized, university, COMELEC etc.
PSA marriage contract (for married women) (1 original, 1 photocopy) In cases of Annulment of Marriage or Divorce, and for married women who wish to revert back to single name: <ul style="list-style-type: none"> PSA Marriage Certificate duly issued by PSA bearing the annotation of the Annulment of Marriage or Recognition of Divorce, as the case maybe 	Philippine Statistics Authority (PSA) https://bit.ly/341Zrwe
Endorsement letter addressed to OCA Assistant Secretary (1 original)	Government agency where applicant is employed
Signed Travel Authority (1 original / certified true copy)	Government agency where applicant is employed
Invitation (if any) (1 photocopy)	Organizer / Sponsor
Certificate of No Pending Administrative Case (1 original, issued within the last 6 months)	Human Resource Management Office / Legal Office of the government agency where applicant is employed

Latest Service Record (1 original, issued within the last 6 months)	Human Resource Management Office of the government agency where applicant is employed
Appointment paper - for Presidential / CSC appointees (1 certified true copy or photocopy)	Office of the President / Civil Service Commission
Oath of Office (for elected officials) (1 certified true copy or photocopy)	Government agency where applicant is employed
Applicant's office ID (1 photocopy)	Government agency where applicant is employed

PASSPORT RENEWAL (Expired passport, revalidation pages used up, mutilated passport)	
REQUIREMENTS	WHERE TO GET
Personal Appearance	
Accomplished DOPS Passport Application Form - DFA-OCA-DOPS-02 (1 original)	DFA OCA Website https://bit.ly/39MHgMe
Photocopy of the data page of applicant's old regular / official / diplomatic passport with complete name - first time or renewal of official / diplomatic passport (original passport, 1 photocopy)	Applicant
PSA marriage contract (for married women to use her married for the first time) (1 original, 1 photocopy)	Philippine Statistics Authority (PSA) https://bit.ly/341Zrwe
Endorsement letter addressed to OCA Assistant Secretary (1 original)	Government agency where applicant is employed
Signed Travel Authority (1 original / certified true copy)	Government agency where applicant is employed
Invitation (if any) (1 photocopy)	Organizer / Sponsor
Certificate of No Pending Administrative Case (1 original, issued within the last 6 months)	Human Resource Management Office / Legal Office of the government agency where applicant is employed
Latest Service Record (1 original, issued within the last 6 months)	Human Resource Management Office of the government agency where applicant is employed
Appointment paper - for Presidential / CSC appointees (1 certified true copy or photocopy)	Office of the President / Civil Service Commission
Oath of Office (for elected officials) (1 certified true copy or photocopy)	Government agency where applicant is employed
Applicant's office ID (1 photocopy)	Government agency where applicant is employed
ADDITIONAL REQUIREMENTS <i>(On a case by case basis, other documents not stated below may be required for special cases)</i>	WHERE TO GET
For Mutilated Official or Diplomatic Passport <ul style="list-style-type: none"> Notarized Affidavit of Explanation 	Any Notary Public office
For Lost Official or Diplomatic Passport <ul style="list-style-type: none"> Original and photocopy of PSA Birth Certificate if copy of the lost passport is not available. Original and photocopy of PSA Marriage Contract (for married women) In cases of Annulment of Marriage or 	Any Notary Public office

<p>Divorce, and for married women who wish to revert back to single name, PSA Marriage Certificate duly issued by PSA bearing the annotation of the Annulment of Marriage or Recognition of Divorce, as the case maybe</p> <ul style="list-style-type: none"> • Notarized Affidavit of Loss <p>Note: If lost passport is still valid, submit Police Report and notarized Affidavit of Loss (application is subject to a 15-day clearing period prior to the processing of application for the replacement of lost valid passport)</p>	<p>Nearest Police Station where the passport was lost</p>
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ISSUANCE OF OFFICIAL AND DIPLOMATIC PASSPORTS			
PROCESS	PROCESSING TIME	FEE	PERSON RESPONSIBLE
1. The applicant shall obtain a queuing number from the queuing machine for processing and wait for the number to flash on the monitor	1 minute	PHP 1200 Express Processing 5 working days PHP 950 Regular Processing 7 working days PHP 350 Penalty Fee for Lost Passport None	Consular Assistant / Processor
2. Once the number is called, applicant shall proceed to the designated window and submit pertinent documents for processing	3-8 minutes		Consular Assistant / Processor
3. Applicant will be issued an official receipt for payment of appropriate passport fee at the Cashier at the 2nd floor of the OCA building	3 - 5 minutes (depends on the number of applicants on queue for payment) With additional clearing period of 15 days for lost valid passports		Cashier
4. After payment, applicant shall return to DOPS, give back the validated receipt of payment to the processor and acquire a queuing number for encoding. Applicant will be issued a claim stub for the release of the new passport	4-10 minutes		Consular Assistant / Processor
5. Once encoding number is called, applicant shall proceed to the DOPS Encoding Area for biometrics and for data capturing			Encoder

6. Applicant shall return to DOPS on the date indicated on the claim stub for the release of his / her passport. The applicants must obtain a queuing number for release and wait for his / her number to flash in the monitor	Express Processing 5 working days Regular Processing 7 working days		Consular Assistant / Releasing Officer
7. Once number is called, applicant shall proceed to the designated window and present the claim stub and receipt to the releasing officer	8-10 minutes		Consular Assistant / Releasing Officer

REVALIDATION OF DIPLOMATIC AND OFFICIAL PASSPORTS

REQUIREMENTS	WHERE TO GET
Accomplished DOPS Revalidation Form DFA-OCA-DOPS-04 (1 original)	DFA OCA Website https://bit.ly/2xTKVdO DOPS Office
Original passport and photocopy of data page of applicant's old regular / official / diplomatic passport with complete name	Applicant
Endorsement letter addressed to OCA Assistant Secretary (1 original)	Government agency where applicant is employed
Signed Travel Authority (1 original or certified true copy)	Government agency where applicant is employed
Invitation (if any) (1 photocopy)	Organizer / Sponsor
Certificate of No Pending Administrative Case (1 original, issued within the last 6 months)	Human Resource Management Office / Legal Office of the government agency where applicant is employed
Latest Service Record (1 original, issued within the last 6 months)	Human Resource Management Office of the government agency where applicant is employed
Appointment paper - for Presidential / CSC appointees (1 certified true copy or photocopy)	Office of the President / Civil Service Commission
Oath of Office (for elected officials) (1 certified true copy or photocopy)	Office of the elected official
Applicant's office ID (1 photocopy)	Government agency where applicant is employed

REVALIDATION OF DIPLOMATIC AND OFFICIAL PASSPORTS			
PROCESS	PROCESSING TIME	FEE	PERSON RESPONSIBLE
1. The applicant shall obtain a queuing number from the queuing machine for processing and wait for the number to flash on the monitor	1 minute	None	Consular Assistant / Processor
2. Once the number is called, applicant shall proceed to the designated window and submit pertinent documents required for the service being availed, for processing. Once approved, the applicant will be issued a claim stub for the release of revalidated passport	3 to 8 minutes upon receipt of form and documents		Consular Assistant / Processor
3. Applicant shall return to DOPS on the date of release indicated on the claim stub for the release of revalidated passport. Applicants must obtain a queuing number for release and wait for his / her number to flash on the monitor	8 to 10 minutes		Consular Assistant / Releasing Officer
4. Once number is called, applicant shall proceed to the designated window and present the claim stub and receipt to the releasing officer	3 to 5 minutes		Consular Assistant / Releasing Officer
NOTE: Regular Processing - Two (2) working days			

ISSUANCE OF NOTE VERBALE AND LETTER VISA ENDORSEMENT TO HOLDERS OF DIPLOMATIC AND OFFICIAL PHILIPPINE PASSPORTS	
REQUIREMENTS	WHERE TO GET
Accomplished DOPS Request for Note Verbale Form (DFA-OCA-DOPS-07)	DFA OCA Website https://bit.ly/3bWRmLV DOPSOoffice
Photocopy of the data page of applicant's official / diplomatic passport	Applicant
Signed Travel Authority (1 original or certified true copy)	Government agency where applicant is employed
Flight itinerary -for transit (1 photocopy)	Applicant / Organizer / Sponsor
Brief job description - for travel / transit in the United States of America	Applicant / Human Resource Management Office of the government agency where applicant is employed

ISSUANCE OF NOTE VERBALE AND LETTER VISA ENDORSEMENT TO HOLDERS OF DIPLOMATIC AND OFFICIAL PHILIPPINE PASSPORTS

PROCESS	PROCESSING TIME	FEE	PERSON RESPONSIBLE
1. The applicant shall obtain a queuing number from the queuing machine for processing and wait for the number to flash on the monitor	1 minute	None Regular Processing Two (2) working days	Consular Assistant / Processor
2. Once the number is called, applicant shall proceed to the designated window and submit pertinent documents for processing	3 to 8 minutes upon receipt of form and documents		Consular Assistant / Processor
3. Applicant shall return to DOPS on the date of release indicated on the claim stub for issuance of the Note Verbale / letter visa endorsement. Applicant to obtain a queuing number for release and wait for his / her number to flash on the monitor	8 to 10 minutes		Consular Assistant / Releasing Officer
4. Once number is called, applicant shall proceed to the designated window and present the claim stub and receipt to the releasing officer		None	Consular Assistant / Releasing Officer
NOTE: Regular Processing - Two (2) working days			

FEEDBACK AND COMPLAINTS

How to send feedback?	<p>Fill out the client feedback form distributed by staff or available at the counter.</p> <p>Drop accomplished form at the designated drop box located at the front desk.</p> <p>Contact info: +632 8651-9419 / 8556-0000 local 2974 or oca.dops@dfa.gov.ph or online via this link: http://tiny.cc/dzcdmz</p>
How to file a complaint?	<p>For filing of complaints, please fill out the Public Assistance and Complaints (PAC) Form and submit to the PAC Desk Officer</p> <p>Complaints may also be filed via email at oca.dops@dfa.gov.ph and/or orca.concerns@dfa.gov.ph</p> <p>Kindly provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained of - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: +632 8651-9419 / 8556-0000 local 2974</p>

DFA Diplomatic and Official Passport Section	+632 8651-9419 +632 8556-0000 local 2974 oca.dops@dfa.gov.ph
Presidential Complaints Center (PCC)	8888
CSC Contact Center ng Bayan (CCB)	0908-881-6565 (SMS)
Anti-Red Tape Authority (ARTA)	8478-5091/ 8478-5099