



**Consulate General of the Philippines  
Chicago, Illinois**

**CITIZEN'S CHARTER**



# 1. Service Name: Notarials

Description of service: The Consulate notarizes documents that will be used or presented in the Philippines.

Office or Division:	Consular Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
NOTARIAL APPLICATION				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Confirmed appointment		Link sent by Consular Assistant		
Personal appearance		Applicant		
Original and photocopy of valid government-issued ID with photo and specimen signature		To be provided by the applicant		
Original document/s to be notarized plus extra copy		To be provided by the applicant		
Fee of USD25.00 cash		To be provided by the applicant		
Prepaid self-addressed envelope with tracking number		USPS / UPS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends email request for appointment ( <a href="mailto:chicagopcg@att.net">chicagopcg@att.net</a> )	Gives link to online appointment system	Not applicable	Upon receipt	Consular Assistant
Appears on appointment schedule and submits notarial application	Verifies requirements  Upon verification, requires client to sign the document/s	Not applicable	15 minutes	Consular Assistant
Pays to the Collecting Officer	Receives payment and issues official receipt	USD25.00 per certification  Expedite: Additional USD10.00 per document	5 minutes	Collecting Officer
Not applicable	Prepares document for signing by Signing Officer  Reviews and signs the document	Not applicable	30 minutes	Consular Assistant  Signing Officer
Not applicable	Scans and releases document by mail	Not applicable	15 minutes	Consular Assistant



<b>SUBTOTAL</b>			
<b>TOTAL</b>			
	USD25.00 per document	Releasing is within 3 days but subject to available appointment slots	
	Expedite: Additional USD10.00 per document	Next business day	

## 2. Service Name: Certifications

Description of service: The Consulate certifies DFA and Post-issued documents.

Office or Division:	Consular Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CERTIFICATION APPLICATION				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original and photocopy of valid government-issued ID with photo and specimen signature		To be provided by the applicant		
Original document/s to be certified plus extra copy		To be provided by the applicant		
Fee of USD25.00 (cash for in-person application / money order for mailed-in application)		To be provided by the applicant		
Prepaid self-addressed envelope with tracking number		USPS / UPS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requirements via mail or in person	Evaluates application	USD25.00 per certification	Upon receipt	Consular Assistant
Pays to the Collecting Officer (for those who submitted in person)	Receives payment and issues official receipt	Expedite: Additional USD10.00 per document	5 minutes	Collecting Officer



(For mailed-in applications)	Verifies completeness of submitted requirements including payment (for issuance of official receipt)	USD25.00 per certification  Expedite: Additional USD10.00 per document	Upon receipt	Consular Assistant  Collecting Officer
Not applicable	Prepares certification  Reviews and signs the document	Not applicable	30 minutes	Consular Assistant  Signing Officer
Not applicable	Scans and releases document by mail	Not applicable	15 minutes	Consular Assistant
<b>SUBTOTAL</b>				
<b>TOTAL</b>		Regular: USD25.00 per document  Expedite: Plus USD10.00 per document	Releasing is within 3 days but subject to the volume of applications  Next business day	

### 3. Service Name: Dual Citizenship

Description of service: The Consulate accepts and processes applications for the Retention or Reacquisition of PHL citizenship under RA 9225 (Dual Citizenship).

<b>Office or Division:</b>	Consular Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Public

#### DUAL CITIZENSHIP APPLICATIONS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed appointment for oath-taking	To be given by the Consulate
Personal appearance during the oath-taking	Applicant



Duly-accomplished Application Form	Downloadable from website: <a href="https://www.chicagopcg.com/dualcitizenship.html">https://www.chicagopcg.com/dualcitizenship.html</a>
Original and copy of PSA Birth Certificate	Philippine Statistics Authority (PSA)
Original and copy of Foreign Certificate of Naturalization	USCIS or relevant foreign office issuing Certificate of Citizenship
Original and copy of most recent Philippine passport, if available	DFA
Original and copy US passport, if available	US Department of State
2 pieces identical color photographs (2"x2") with the following specifications: (a) must show clear front view of face (b) taken in plain white background (c) taken within the last six months (d) taken with the applicant in proper attire without eyeglasses	To be provided by the applicant
Copy of PSA- or county clerk-issued marriage certificate, if married  Copy of divorce decree/annulment, if divorced/annulled  Copy of PSA- or county clerk-issued death certificate, if widow/er	PSA or County Clerk's office
If a minor dependent is included in the petition, the following should be submitted:  Original and copy of minor's PSA- or county clerk-issued birth certificate; (b) Photos (same specifications as principal); (c) Original and copy of US passport, if available; (d) Original and copy of Philippine passport, if available	PSA or County Clerk's office  DFA and/or US Department of State
Fee of USD50.00 for principal applicant / USD25.00 for each derivative applicant (cash for in-person application / money order for mailed-in application)	To be provided by the applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requirements via email ( <a href="mailto:chicagopcg@att.net">chicagopcg@att.net</a> ) or in person	Evaluates application and schedules oath-taking	Principal: USD50.00	Upon receipt	Consular Assistant
Pays to the Collecting Officer (for those who submitted in person)	Receives payment and issues official receipt	Derivative: USD25.00	5 minutes	Collecting Officer
Submits original physical form and copy of	Verifies completeness of submitted requirements	Principal: USD50.00	Upon receipt	Consular Assistant



requirements via mail (for those who initially submitted by email)	including payment (for issuance of official receipt)	Derivative: USD25.00		Collecting Officer
Not applicable	Prepares and prints dual citizenship documents  Reviews and signs the dual citizenship certificates	Not applicable	30 minutes	Consular Assistant  Signing Officer
Not applicable	Scans documents	Not applicable	15 minutes	Consular Assistant
Appears for oath-taking on designated schedule, presents original requirements and receives signed certificates	Administers oath of allegiance  Releases signed certificates	Not applicable	1 hour	Signing Officer  Consular Assistant
<b>SUBTOTAL</b>				
<b>TOTAL</b>		Principal: USD50.00  Derivative: USD25.00	Processing is within 7 days but subject to the available schedule of oath-taking and the actual receipt of mailed-in documents	

#### 4. Service Name: Civil Registration

Description of service: The Consulate accepts and processes Civil Registration applications of Filipino Nationals in the US Midwest

<b>Office or Division:</b>	Consular Section
<b>Classification:</b>	Simple to Complex
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Public
<b>CIVIL REGISTRATION</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>REPORT OF BIRTH</b>	



4 originally-signed of duly-accomplished REPORT OF BIRTH (ROB) forms, signed by the Informant and notarized by a local notary	Downloadable from website: <a href="https://www.chicagopcg.com/reportofbirth.html">https://www.chicagopcg.com/reportofbirth.html</a>
1 original and 4 copies of the birth certificate	County Clerk's office
4 copies of the parents' Marriage Certificate or Marriage Contract, if applicable, and of annulment or divorce documents plus the Marriage Certificate/Contract of the previous marriage, if any	PSA / County Clerk's office
4 copies of parents' passports	DFA / US Department of State
4 copies of a proof of Philippine citizenship of both/either parent, as appropriate, at the time of the child's birth, such as permanent residency, or valid visa	US Embassy / USCIS
1 original and 3 copies of the Notarized Affidavit for Delayed Registration, if ROB is filed more than a year after the child was born	Downloadable from website: <a href="https://www.chicagopcg.com/reportofbirth.html">https://www.chicagopcg.com/reportofbirth.html</a>
Additional requirements if the parents were not married at the time of birth (such as Affidavit of Admission of Paternity, Affidavit to Use Surname of the Father)	Downloadable from website: <a href="https://www.chicagopcg.com/reportofbirth.html">https://www.chicagopcg.com/reportofbirth.html</a>
Fee of USD25.00 (cash for in-person application / money order for mailed-in application)	To be provided by the applicant
Prepaid self-addressed envelope with tracking number	USPS / UPS
<b>REPORT OF MARRIAGE</b>	
4 originally-signed of duly-accomplished REPORT OF MARRIAGE (ROM) forms, signed by the party/ies and notarized by a local notary	Downloadable from website: <a href="https://www.chicagopcg.com/reportofmarriage.html">https://www.chicagopcg.com/reportofmarriage.html</a>
1 original and 4 copies of the Marriage Certificate from the County Clerk's office	County Clerk's office
4 copies each of both spouses' passports	DFA / US Department of State
4 copies of a proof of Philippine citizenship of both/either spouse, as appropriate, at the time of the wedding, such as permanent residency, or valid visa	US Embassy / USCIS
4 copies each of both spouses' Birth Certificates	PSA / County Clerk's office
For dual citizens, 4 copies of the Identification Certificate, if the wedding occurred prior to the re-acquisition of Philippine citizenship	Philippine Foreign Service Posts / Philippine Bureau of Immigration
1 original and 3 copies of the Notarized Affidavit for Delayed Registration, if ROM is filed more than a year after the wedding	Downloadable from website: <a href="https://www.chicagopcg.com/reportofmarriage.html">https://www.chicagopcg.com/reportofmarriage.html</a>
Additional requirements in cases of divorce, annulment or death of a former spouse (such as divorce decree, annotated PSA marriage certificate, death certificate)	Court / PSA / County Clerk's Office



Fee of USD25.00 (cash for in-person application / money order for mailed-in application)		To be provided by the applicant		
Prepaid self-addressed envelope with tracking number		USPS / UPS		
REPORT OF DEATH				
4 originally-signed of duly-accomplished REPORT OF DEATH (ROD) forms, signed by the Informant and notarized by a local notary		Downloadable from website: <a href="https://www.chicagopcg.com/reportofdeath.html">https://www.chicagopcg.com/reportofdeath.html</a>		
1 original and 5 copies of the Death Certificate		County Clerk's office		
5 copies of the latest Philippine passport of the deceased		DFA		
5 copies of a proof of Philippine citizenship of the Filipino national, as appropriate, at the time of death, such as permanent residency, or valid visa		US Embassy / USCIS		
1 original and 3 copies of the Notarized Affidavit for Delayed Registration, if ROD is filed more than a year after the Filipino national's death		Downloadable from website: <a href="https://www.chicagopcg.com/reportofdeath.html">https://www.chicagopcg.com/reportofdeath.html</a>		
Fee of USD25.00 (cash for in-person application / money order for mailed-in application)		To be provided by the applicant		
Prepaid self-addressed envelope with tracking number		USPS / UPS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the requirements via mail or in person	Evaluates application	USD25.00	Upon receipt	Consular Assistant
Pays to the Collecting Officer (for those who submitted in person)	Receives payment and issues official receipt	Expedite: Additional USD10.00	5 minutes	Collecting Officer
(For mailed-in applications)	Verifies completeness of submitted requirements including payment (for issuance of official receipt)	USD25.00  Expedite: Additional USD10.00	Upon receipt	Consular Assistant  Collecting Officer
Not applicable	Prepares documents for signing  Reviews and signs the document	Not applicable	30 minutes	Consular Assistant  Signing Officer
Not applicable	Registers the application on the log book	Not applicable	15 minutes  15 minutes	Consular Assistant



	Scans and releases the document by mail			
<b>SUBTOTAL</b>				
<b>TOTAL</b>		USD25.00	Releasing is within 3-5 days but subject to the volume of applications	
		Expedite: Additional USD10.00	Next business day	

#### 5. Service Name: Consular Mortuary Certificate

Description of service: The Consulate issues Consular Mortuary Certificates for the shipment of human remains or cremated remains

<b>Office or Division:</b>	Consular Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Public

#### CONSULAR MORTUARY CERTIFICATE APPLICATION

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter-request signed by the next-of-kin (NOK) with attached proof of NOK status	To be provided by the applicant
5 copies of Shipment Information (3 copies only if the deceased was a non-Filipino)	To be provided by the applicant
5 copies of a proof of Philippine citizenship of the Filipino national, as appropriate, at the time of death, such as permanent residency, or valid visa	US Embassy / USCIS
1 original and 4 copies of the Death Certificate	County Clerk's Office
1 original and 4 copies of the Burial Transit Permit	Funeral Home
1 original and 4 copies of a notarized Mortuary Certificate	Funeral Home
1 original and 4 copies of a notarized Embalmer's Certificate - only for shipment of human remains	Funeral Home
1 original and 4 copies of a notarized Health Department Certificate - only for shipment of human remains	County / State Health Department
Fee of USD25.00 (cash for in-person application / money order for mailed-in application)	To be provided by the applicant



Prepaid self-addressed envelope with tracking number		USPS / UPS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requirements via mail or in person	Evaluates application	USD25.00	Upon receipt	Consular Assistant
Pays to the Collecting Officer (for those who submitted in person)	Receives payment and issues official receipt	Expedite: Additional USD10.00	5 minutes	Collecting Officer
(For mailed-in applications)	Verifies completeness of submitted requirements including payment (for issuance of official receipt)	USD25.00 Expedite: Additional USD10.00	Upon receipt	Consular Assistant Collecting Officer
Not applicable	Prepares the Consular Mortuary Certificate  Reviews and signs the Consular Mortuary Certificate	Not applicable	30 minutes	Consular Assistant Signing Officer
Not applicable	Releases the document by mail	Not applicable	15 minutes	Consular Assistant
<b>SUBTOTAL</b>				
<b>TOTAL</b>		USD25.00  Expedite: Additional USD10.00	Releasing is within 3 days but subject to the volume of applications  Next business day	

#### 6. Service Name: Passport

Description of service: The Consulate processes the passport applications of Filipino nationals

<b>Office or Division:</b>	Consular Section
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<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Public
<b>PASSPORT APPLICATION</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Confirmed appointment	<a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
Duly-accomplished Passport Application Form	E-mailed to the applicant by <a href="http://www.passport.gov.ph">www.passport.gov.ph</a>
Personal appearance	Applicant
Proof of current Philippine citizenship (Original and copy) such as green card, US visa, dual citizenship documents	USCIS, US Embassy
Non-refundable Processing Fee of \$60.00 in cash or Money Order payable to the "Philippine Consulate General"	To be provided by the applicant
If proof of citizenship is unavailable: Supplemental Sworn Statement for Passport Application	Chicago PCG
<b>Additional requirements depending on the application:</b> <i>First-time Applicant; Passport Renewal, Replacement of Lost Passport (Please see below)</i>	
<b>Fees</b>  First-time Applicant: \$60.00 Passport Renewal: \$60.00 Replacement of Lost Passport • ePassport: \$150.00 • Non-ePassport: \$90.00	To be provided by the applicant
Prepaid self-addressed envelope with tracking number	USPS / UPS
<b>Additional Requirements (Passport Renewal)</b>	
Most Recent Philippine Passport (Original and copy)	DFA
<b>For Dual Citizens</b> • RA 9225- original and copy of Identification Certificate, Oath of Allegiance, Order of Approval, or Certificate of Retention/Re-acquisition of Philippine Citizenship or any equivalent document issued by the Bureau of Immigration  • <i>By Birth</i> - original and copy of PSA-issued Birth Certificate or PSA-issued Report of Birth	PSA / Philippine Foreign Service Posts / Philippine Bureau of Immigration
<b>For non-ePassport holder</b> • Original and copy of PSA-issued Birth Certificate or PSA-issued Report of Birth (ROB)	PSA / Chicago PCG



<p>•Married Females (who are using their spouse's last name) must also present Original and copy of PSA-issued Marriage Certificate or Report of Marriage.</p> <p><i>(Note: Non PSA-issued ROM may only be used for up to a year from the date of registration and can only be used if processed at this Consulate.)</i></p>	
<b>Additional Requirements (First-time Applicant)</b>	
<p>Original and copy of PSA-issued Birth Certificate or PSA-issued Report of Birth (ROB).</p> <p><i>(Note: Non PSA-issued ROB may only be used for up to a year from the date of registration and can only be used if processed at this Consulate.)</i></p>	PSA / Chicago PCG
Valid government-issued ID (Original and copy)	PSA, SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/Municipal Hall (OSCA), Philpost, MARINA, DOS, US Embassy, DMV, USCIS, School
<b>Additional Requirements for Minors (New/ Renewal)</b>	
Personal appearance of Parent/s, Guardian, or authorized adult companion	
Original and copy of PSA-issued Birth Certificate or PSA-issued Report of Birth as proof of Filiation, or Philippine court documents as proof of guardianship	PSA
Original and copy of PSA-issued Marriage Contract if the father is accompanying the child	PSA
Notarized Special Power of Attorney (SPA) executed by either parent if married (notarized at a PHL Embassy/ Consulate or <i>apostillized</i> ) authorizing the adult companion (with a copy of the parent's ID/passport as attachment), or executed by the mother if unmarried with the father (with a copy of the mother's ID/passport as attachment)	DFA / Philippine Foreign Service Posts / Local Notary Public (US)
Original and copy of passports / valid IDs of both parents, guardian or authorized adult companion	DFA, PSA, SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/Municipal Hall (OSCA), Philpost, MARINA, DOS, US Embassy, DMV, USCIS
<b>Additional Requirements for Female Applicants</b>	
<p><b>For applicants who will use their husbands' last name for the first time:</b></p> <p>• Original and copy of PSA-issued Marriage Contract or PSA-issued Report of Marriage (ROM).</p> <p><i>(Note: Non PSA-issued ROM may only be used for up to a year from the date of registration and can only be used if processed at this Consulate.)</i></p>	PSA / Chicago PCG



<p><b>For applicants who will revert to their maiden name:</b></p> <p><b>For widowed applicants:</b></p> <ul style="list-style-type: none"> <li>• Original and copy of PSA-issued Death Certificate or Report of Death (ROD) of spouse or apostillized foreign Death Certificate</li> <li>• Original and copy of PSA-issued Birth Certificate or Report of Birth</li> </ul> <p><b>For annulled marriages or divorced applicants:</b></p> <ul style="list-style-type: none"> <li>• Original and copy of PSA-issued Marriage Certificate or Report of Marriage (ROM) with annotation reflecting the nullity or dissolution of marriage</li> <li>• Original and copy of PSA-issued Certificate of Live Birth or Report of Birth</li> </ul> <p><b>For other reasons of reversion (can only be done once):</b></p> <ul style="list-style-type: none"> <li>• Original and copy of PSA-issued Certificate of Live Birth or Report of Birth</li> <li>• Notarized Affidavit of Explanation that includes request for the reversion and stating the non-availing of the reversion</li> <li>• Most recent Philippine Passport (Original and copy)</li> <li>• Original and copy of valid ID reflecting maiden name</li> </ul>	<p>PSA, DFA, Local Notary Public (US), Chicago PCG, SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/Municipal Hall (OSCA), Philpost, MARINA, DOS, US Embassy, DMV, USCIS</p>
<p align="center"><b>Additional Requirements (Replacement of Lost Passport)</b></p>	
<p>Original and copy of PSA-issued Birth Certificate or PSA-issued Report of Birth (ROB).</p>	<p>PSA</p>
<p>Valid government-issued ID (Original and copy)</p>	<p>PSA, SSS, GSIS, LTO, PRC, OWWA, COMELEC, PNP, City/Municipal Hall (OSCA), Philpost, MARINA, School ID, DOS, US Embassy, DMV, USCIS</p>
<p>Copy of latest issued passport (if available)</p>	<p>To be provided by the applicant</p>
<p>Proof of current Philippine citizenship (Original and copy) such as green card, US visa, dual citizenship documents</p>	<p>USCIS, US Embassy</p>
<p><b>For Dual Citizens</b></p> <ul style="list-style-type: none"> <li>• RA 9225- original and copy of Identification Certificate, Oath of Allegiance, Order of Approval, or Certificate of Retention/Re-acquisition of Philippine</li> </ul>	<p>PSA / Philippine Foreign Service Posts / Philippine Bureau of Immigration</p>



Citizenship or any equivalent document issued by the Bureau of Immigration • <i>By Birth</i> - original and copy of PSA-issued Birth Certificate or PSA-issued Report of Birth				
Notarized Affidavit of Loss		Local Notary Public (US)/ Chicago PCG		
Police Report		Local Police		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Schedules appointment via <a href="http://www.passport.gov.ph">www.passport.gov.ph</a>	Not applicable	Not applicable	10 minutes	Applicant
Appears on appointment schedule and submits application and requirements	Evaluates the application and cancels old passport	Not applicable	10 minutes	Consular Assistant
Pays to the Collecting Officer	Receives payment and issues official receipt	First-time Applicant: <b>\$60.00</b> Passport Renewal: <b>\$60.00</b> Replacement of Lost Passport • ePassport: <b>\$150.00</b> • Non-ePassport: <b>\$90.00</b>	5 minutes	Collecting Officer
Proceeds to encoding	Encodes, captures biometric details and scans documents	Not applicable	10 minutes	Consular Assistant
Not applicable	Upon receipt of the passport from DFA, scans and releases new passport by mail	Not applicable	30 minutes	Consular Assistant
<b>TOTAL</b>		First-time Applicant: <b>\$60.00</b> Passport Renewal: <b>\$60.00</b>	Processing at the Consulate is within 1 hour but subject to available appointment slots and	



	Replacement of Lost Passport • ePassport: <b>\$150.00</b> • Non-ePassport: <b>\$90.00</b>	actual receipt of passport from the DFA (6 to 8 weeks)	
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## 7. Service Name: Travel Document

Description of service: accepts and processes applications for issuance of travel documents for Filipino citizens who have immediate travel to the Philippines.

<b>Office or Division:</b>	Consular Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Public

### TRAVEL DOCUMENT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly-accomplished Application Form	Downloadable from website: <a href="https://www.chicagopcg.com/passport.html">https://www.chicagopcg.com/passport.html</a>
Notarized Affidavit on Travel Document Application	Downloadable from website: <a href="https://www.chicagopcg.com/passport.html">https://www.chicagopcg.com/passport.html</a>
Original Philippine Passport (and copy of data page) - additional requirements for lost passport	DFA
4 identical colored photos (2x2") with plain white background taken within the last 6 months printed in photo paper.	To be provided by the applicant
Photocopy of green card or US visa (or supplemental affidavit)	US Embassy / USCIS
Original notarized Affidavit of Consent executed by both parents (for minors)	Downloadable from website: <a href="https://www.chicagopcg.com/passport.html">https://www.chicagopcg.com/passport.html</a>
Copy of airline ticket/itinerary of travel to the Philippines	Airline / Travel Agency
Fee of USD30.00 (cash for in-person application / money order for mailed-in application)	To be provided by the applicant
Prepaid self-addressed envelope with tracking number	USPS / UPS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Submits requirements via mail or in person	Evaluates application	USD30.00	Upon receipt	Consular Assistant
Pays to the Collecting Officer (for those who submitted in person)	Receives payment and issues official receipt	Expedite: Additional USD10.00	5 minutes	Collecting Officer
(For mailed-in applications)	Verifies completeness of submitted requirements including payment (for issuance of official receipt)	USD30.00 Expedite: Additional USD10.00	Upon receipt	Consular Assistant Collecting Officer
Not applicable	Prepares the travel document  Signs the travel document	Not applicable	30 minutes	Consular Assistant Signing Officer
Not applicable	Releases the document by mail	Not applicable	15 minutes	Consular Assistant
<b>SUBTOTAL</b>				
<b>TOTAL</b>		USD30.00  Expedite: Additional USD10.00	Releasing is within 3 days but subject to the volume of applications  Next business day	

## 8. Service Name: Visa

Description of service: The Consulate issues non-immigrant visas to foreign nationals who intend to enter the Philippines. Also, the Consulate issues 13a Visa (Immigrant Visa) to the foreign spouse or to the foreign child (unmarried under 21 years of age) of a Filipino national.

<b>Office or Division:</b>	Consular Section
<b>Classification:</b>	Simple to Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Public
<b>9A TEMPORARY VISITOR, 9B TRANSIT and 9C SEAMAN VISAS</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Confirmed appointment (for visa-required nationals)	Via <a href="mailto:chicagopcq@att.net">chicagopcq@att.net</a>



Personal appearance (for visa-required nationals)	Applicant
Fee: Varies according to visa type and nationality (cash for in-person application / money order for mailed-in application)	To be provided by the applicant
Prepaid self-addressed envelope with tracking number	USPS/ UPS
<b>9A TEMPORARY VISITOR VISA</b>	
Duly-accomplished and notarized Visa Application Form (FA Form No. 2A) with a passport-size photograph taken within the last 6 months	Downloadable from website: <a href="https://www.chicagopcq.com/visa.html">https://www.chicagopcq.com/visa.html</a>
Air tickets or travel itinerary	Airline / Proposed itinerary to be prepared by the applicant
Original passport ( <i>together with a copy of the data page of the passport</i> ) with a validity of at least 6 months beyond the proposed stay in the Philippines	Passport-issuing Authority
Proof of financial capacity (such as <i>bank statement of the latest 6 months, employment certificate, notarized letter of invitation/support, or equivalent document</i> )	Bank / Company
For non-US citizens, valid US Visa or Green Card	USCIS / US Embassy
For Chinese nationals, Social Insurance Record Certificate ( <i>issued by China registered for at least 6 months before the visa application</i> ) or an equivalent type of social insurance record issued in the place of legal residence ( <i>except for students enrolled in primary, secondary, or college education, and retirees above 55 years old</i> )	Chinese authorities / SSA / School
For multiple-entry visa applications, proUSCIS / US Embassy civil of purpose/reason ( <i>such as documents showing family, property or business in the Philippines</i> )	To be provided by the applicant
<b>9B TRANSIT VISA</b>	
Duly-accomplished and notarized Visa Application Form (FA Form No. 2A) with a passport-size photograph taken within the last 6 months	Downloadable from website: <a href="https://www.chicagopcq.com/visa.html">https://www.chicagopcq.com/visa.html</a>
Air tickets or travel itinerary	Airline
Original passport ( <i>together with a copy of the data page of the passport</i> ) with a validity of at least 6 months beyond the proposed stay in the Philippines	Passport-issuing Authority
For non-US citizens, US Visa or Green Card	USCIS / US Embassy
For multiple-entry visa applications, proof of multiple transit	Airline
<b>9C SEAMAN VISA</b>	
Duly-accomplished and notarized Visa Application Form (FA Form No. 2A) with a passport-size photograph taken within the last 6 months	Downloadable from website: <a href="https://www.chicagopcq.com/visa.html">https://www.chicagopcq.com/visa.html</a>



Original passport ( <i>together with a photocopy of the data page of the passport</i> ) with a validity of at least six 6 months beyond the proposed stay in the Philippines		Passport-issuing Authority		
Air tickets or travel Itinerary		Airline		
Letter from the Shipping Company		Shipping Company		
For non-US citizens, valid US Visa or Green Card		USCIS / US Embassy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requirements via mail or in person (for visa-required nationals personal appearance is required via a request for appointment through <a href="mailto:chicagopcg@att.net">chicagopcg@att.net</a> )	Evaluates application	Varies according to visa type and nationality	Upon receipt	Consular Assistant
Pays to the Collecting Officer (for those who submitted in person)	Receives payment and issues official receipt		5 minutes	Collecting Officer
(For mailed-in applications)	Verifies completeness of submitted requirements including payment (for issuance of official receipt)	Varies according to visa type and nationality	Upon receipt	Consular Assistant Collecting Officer
(For mailed-in applications)	Prepares documents for signing	Not applicable	30 minutes	Consular Assistant
	Reviews and approves visa application			Signing Officer
(For clearance-required nationals)	Upon receipt of clearance, prepares documents for signing	Not applicable	30 minutes	Consular Assistant
	Reviews and approves visa application			Signing Officer
(For multiple-entry visa applications)	Upon receipt of authority, prepares documents for signing	Not applicable	30 minutes	Consular Assistant
	Reviews and approves visa application			Signing Officer
Not applicable	Scans and releases visa by mail	Not applicable	15 minutes	Consular Assistant



TOTAL	Varies according to visa type and nationality	Releasing is within 3-7 days depending on the nationality. For multiple entry applications subject to receipt of authority from the DFA	
	Expedite: Additional USD10.00	Next business day (applicable only to single entry applications of nationals who do not require clearance)	

<b>Office or Division:</b>	Consular Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Public

### 13A IMMIGRANT VISA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Appointment	Via <a href="mailto:chicagopcq@att.net">chicagopcq@att.net</a>
Personal Appearance	Applicant
2 duly-accomplished Visa application forms (FA Form No. 3) with the prescribed photograph	Downloadable from website: <a href="https://www.chicagopcq.com/visa.html">https://www.chicagopcq.com/visa.html</a>
Original and 2 copies of passport	Passport-issuing Authority
If a foreign spouse, original and copy of Marriage Contract / Report of Marriage issued by the Philippine Statistics Authority (PSA)	PSA
If a foreign child (unmarried and under 21 years old), original and copy of Birth Certificate	PSA / County Clerk's office



Original and 2 copies of Proof of Philippine Citizenship of the spouse or parent (such as Passport or Dual Citizenship Certificate)		DFA / Philippine Foreign Service Posts / Philippine Bureau of Immigration		
Original and copy of notarized Letter of Request for an Immigrant Visa signed by the Filipino spouse or parent		To be provided by the applicant		
Original and copy of local Police Clearance obtained within the last 6 months		Local Police		
2 copies of proof of Financial Capacity (such as bank statement of the latest 6 months, employment certificate, property or income documents)		Bank / Company		
2 Medical Certificates (F.A. Form No. 11) accomplished by a local physician, with all supporting documents in duplicate (2 copies): CD of chest X-ray plate and results of 1) stool (ova/parasite and occult blood); 2) urinalysis; and 3) complete blood test (blood serology and chemistry), and with the prescribed photograph		Form downloadable from website: <a href="https://www.chicagopcg.com/visa.html">https://www.chicagopcg.com/visa.html</a>		
Prepaid self-addressed envelope with tracking number		To be provided by the applicant		
Fee of USD150.00 cash				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends email request for appointment ( <a href="mailto:chicagopcg@att.net">chicagopcg@att.net</a> )	Gives appointment to the applicant	Not applicable	Upon receipt	Consular Assistant
Appears on appointment schedule and submits requirements	Verifies requirements	Not applicable	10 minutes	Consular Assistant
Pays to the Collecting Officer	Receives payment and issues official receipt	USD150.00  Expedite: Additional USD10.00	5 minutes	Collecting Officer
Not applicable	Prepares documents for signing  Reviews and approves visa application	Fee	30 minutes	Consular Assistant  Signing Officer
(For clearance-required nationals)	Upon receipt of clearance/authority, prepares documents for signing	Not applicable	30 minutes	Consular Assistant



	Reviews and approves visa application			Signing Officer
Not applicable	Scans and releases visa documents by mail	Not applicable	15 minutes	Consular Assistant
TOTAL		USD150.00	Releasing is within 3-5 days (for nationals who do not require authority). For those requiring authority, subject to receipt of the same from DFA	
		Expedite: Additional USD10.00	Next business day (applicable only to nationals who do not require authority)	

**9. Service Name: Assistance-to-Nationals (ATN)**

Description of service: The Consulate provides assistance to distressed Filipino nationals.



<b>Office or Division:</b>	ATN Unit			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Public			
<b>ASSISTANCE TO NATIONALS</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Assistance-to-Nationals form		Downloadable from website: <a href="https://www.chicagopcg.com/atn.html">https://www.chicagopcg.com/atn.html</a>		
Pertinent documents to support the request		To be provided by the applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits request for assistance either by email ( <a href="mailto:chicagopcg@att.net">chicagopcg@att.net</a> ) or in person	Evaluates request  Provides advice/feedback or asks client to provide additional details/ documents, if necessary	Not applicable	1 hour	ATN Officer
(For cases that need referral to DFA)	Upon receipt of feedback, provides the same to the client	Not applicable	1 hour	ATN Officer
(For successive actions on the same case)	Continuously coordinates with client	Not applicable	1 hour	ATN Officer
<b>TOTAL</b>		Not applicable	Initial feedback within 3 days but subject to the type of assistance and to coordination with DFA (if warranted)	





## 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> <li>• Philippine Embassy, Consulates General, or Mission: <a href="https://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><i>Indicate the process of filing complaints in this field</i></p>

<sup>1</sup> Anti-Red Tape Act Memorandum Circular No. 2022-05



	<b>Note: Inputs of offices/posts in this section will be used to create a standard complaints mechanism procedure that will be included in the consolidated Citizen's Charter.</b>
How are complaints processed?	<p><i>Indicate the process of filing complaints in this field</i></p> <p><b>Note: Inputs of offices/posts in this section will be used to create a standard complaints mechanism procedure that will be included in the consolidated Citizen's Charter.</b></p>
Contact Information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan (CCB)	<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
	122 S Michigan Avenue, Suite 1600, Chicago, IL 60603	<a href="mailto:chicagopcg@att.net">chicagopcg@att.net</a> (312)583-0621







## FEEDBACK AND COMPLAINTS MECHANISM

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How do I file a complaint?	Indicate the process of filing complaints in this field

<sup>2</sup> Anti-Red Tape Act Memorandum Circular No. 2022-05



	<b>Note: Inputs of offices/posts in this section will be used to create a standard complaints mechanism procedure that will be included in the consolidated Citizen's Charter.</b>
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	122 S Michigan Avenue, Suite 1600, Chicago, IL 60603	<a href="mailto:chicagopcg@att.net">chicagopcg@att.net</a> (312)583-0621

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