



REPUBLIC OF THE PHILIPPINES

EMBASSY OF THE PHILIPPINES
DHAKA BANGLADESH

CITIZEN'S CHARTER

MANDATE

The Department of Foreign Affairs, as the prime agency of the government responsible for the conduct of Philippine foreign policy, commits to effectively and efficiently deliver foreign policy, diplomatic, attention to nationals, and consular services that are responsive to the needs of our stakeholders here and abroad.

OUR VISION

A resilient foreign service for a strong Philippines.

OUR MISSION

To promote and protect Philippine interests in the global community.

SERVICE PLEDGE

The Department shall continually uphold the principles of good governance, improve its quality management system and adhere to the highest standards of professionalism.

LIST OF FRONTLINE SERVICES OFFERED

I. PASSPORT

A. New Passport Application (First time applicants)

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|--|--|---|--|--|-------------------------|
| 1 | Submit Report of Birth (ROB) or if not yet registered with the Embassy, submit duly accomplished ROB form (4 original copies), (please refer to III.B. for procedure on report of birth), passport application form and other required docs. | Processor Evaluates the passport application form and documentary requirements | Passport Application Form for Minor (below 18 years old applicants) Report of Birth (ROB) Form Affidavit of Delayed Registration of Birth (if child's birth was not registered with the Embassy within (1) year from birth) | 1. Appointment; 2. Personal appearance; 3. Registered Report of Birth and/or duly accomplished ROB form (4 original copies). Please refer to III.B. for procedure on report of birth; 4. Local Birth Certificate of child (in English) notarized and attested in Bangladesh; 5. Original and copy of Philippine Statistics Authority (PSA) marriage certificate of parents (if married in the Philippines) or Report of Marriage / Marriage Certificate (if married abroad); | N/A | 3 - 5 minutes |
| 2 | Proceed to cashier for payment of fees | Collecting Officer Accepts payment and issues official receipt | | 6. Passport copies of both parents; 7. Affidavit of Delayed Registration of Birth (if applicable); 8. Duly accomplished passport application form; and 9. Should be accompanied by either one of the parents. | (USD 25) or BDT 2300 (Report of Birth) | 3 minutes |
| 3 | Proceed to Passport Encoder | Passport Enrollment Encodes applicant's information, checks if applicant is in the passport look-out-list, and captures applicant's photo and biometrics | Forms can be downloaded from Embassy website or obtain from Consular section of the Embassy | | (USD 25) or BDT 2300 (Affidavit of Delayed Registration) | 8 minutes |
| END OF TRANSACTION | | | | | (USD 60) or BDT 5520 (Passport) | Total: 14 to 16 minutes |

*Release of new passport is approximately after (15) to (22) working days.

B. Passport Renewal

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|--|--|--|--|---------------------------------|-------------------------|
| 1 | Submit duly accomplished passport application form signed by the applicant; if applicant is minor the form should be signed by a parent. | Processor Evaluates the application form and requirements | | <i>Adult:</i> 1. Appointment; 2. Personal appearance; 3. Duly accomplished passport application form; 4. Original passport; | N/A | 3 minutes |
| 2 | Proceed to cashier for payment of passport fee | Collecting Officer Accepts payment and issues official receipt | Passport Application Form for Adult or Passport Application Form for Minor (below 18 years old applicants) | 5. Copy of passport data page; 6. Copy of Philippine Statistics Authority (PSA) birth certificate (if applicable)* <i>Minor:</i> 1. Appointment; 2. Personal appearance; 3. Duly accomplished passport application form; 4. Original passport; | (USD 60) or BDT 5520 (Passport) | 3 minutes |
| 3 | Proceed to Passport Encoder | Passport Enrollment Encodes applicant's information, checks if applicant is in the passport look-out-list, and captures applicant's photo and biometrics | Forms can be downloaded from Embassy website or obtain from Consular section of the Embassy | 5. Copy of passport data page; 6. Copy of Philippine Statistics Authority (PSA) birth certificate (if applicable)*; 7. Should be accompanied by either one of the parents or in absence of parents, a guardian with Special Power of Attorney (SPA); 8. Copy of passport of accompanying parent or guardian | | 5 - 8 minutes |
| END OF TRANSACTION | | | | | | Total: 11 to 14 minutes |

*Release of new passport is approximately after (15) to (22) working days.

*(if applicable) PSA birth certificate is required if there will be changes on name/s in the passport.

C. Replacement of Lost Passport

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|--|--|--|--|---|---------------|
| 1 | Submit duly accomplished passport application form signed by the applicant; if applicant is minor the form should be signed by a parent. | Processor Evaluates the application form and requirements | Passport Application Form for Adult or Passport Application Form for Minor (below 18 years old applicants) | <i>Adult:</i> 1. Appointment; 2. Personal Appearance; 3. Duly accomplished passport application form; 4. Duly accomplished Affidavit of Lost Passport form; 5. Police report with English translation (if passport is still valid); 6. Copy of passport data page; 7. PSA birth certificate; and 8. at least (2) PH Govt. issued IDs. <i>Minor:</i> 1. Personal Appearance; 2. Duly accomplished passport application form; 3. Duly accomplished Affidavit of Lost Passport form; 4. Police Report with English translation (if passport is still valid); 5. Copy of passport data page; 6. PSA Birth Certificate; 7. Should be accompanied by either one of the parents or in absence of parents, a guardian with Special Power of Attorney (SPA); and 8. Copy of passport of accompanying parent or guardian. | N/A | 3 minutes |
| 2 | Proceed to cashier for payment of lost passport fee | Collecting Officer Accepts payment and issues official receipt | | | (USD 150) or BDT 13,800 (Lost Passport) (USD 25) or BDT 2300 (Affidavit of Loss) | 3 minutes |
| 3 | Proceed to Passport Encoder | Passport Enrollment Encodes applicant's information, checks if applicant is in the passport look-out-list, and captures applicant's photo and biometrics | Forms can be downloaded from Embassy website or obtain from Consular section of the Embassy | | | 5 - 8 minutes |
| END OF TRANSACTION | | | | | Total: 11 to 14 minutes | |

*Release of new passport is approximately after (15) to (22) working days.

D. Passport Renewal for women who wishes to use/adapt their husband's name

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|--|--|---|--|-----------|
| 1 | Submit Philippine Statistics Authority (PSA) Marriage Certificate /or PH Embassy registered Report of Marriage (ROM), or if not yet registered with the Embassy, duly accomplished ROM form (4 original copies), (please refer to III.A. for procedure on report of marriage), passport application form and other required docs. | Processor Evaluates the application form and requirements | Passport Application Form Report of Marriage (ROM) Form (if marriage is not yet registered with Embassy) Affidavit of Delayed Registration of Marriage (if marriage was not registered with the Embassy within (1) year from date of marriage) | 1. Personal appearance; 2. Duly accomplished passport application form; 3. Original PSA Marriage Certificate or PH Embassy Registered Report of Marriage or duly accomplished Report of Marriage (ROM) form (4 original copies); 4. Affidavit of Delayed Registration of Marriage (if applicable); 5. Passport copy of applicant. | N/A | 3 minutes |
| 2 | Proceed to cashier for payment of passport fee | Collecting Officer Accepts payment and issues official receipt | | | (USD 60) or BDT 5520 (Passport) (USD 25) or BDT 2300 (Report of Marriage) (USD 25) or BDT 2300 (Affidavit of Delayed Registration) | 3 minutes |
| 3 | Proceed to Passport Encoder | Passport Enrollment Encodes applicant's information, checks if applicant is in the passport look-out-list, and captures applicant's photo and biometrics | Forms can be downloaded from Embassy website or obtain from Consular section of the Embassy | | 5 - 8 minutes | |
| END OF TRANSACTION | | | | | Total: 11 to 14 minutes | |

*Release of new passport is approximately after (15) to (22) working days.

E. Passport Validity Extension (Granted only on emergency related cases, working and residence visa related cases)

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|--|--|--|--|---|---------------|
| 1 | Submit duly accomplished form required documents | Processor Evaluates the application form and requirements | Passport Extension Form Forms can be downloaded from Embassy website or obtain from Consular section of the Embassy | 1. Personal appearance; 2. Passport should still be valid; 3. Duly accomplished passport extension form; 4. Documentary proof of declaring an emergency case; 5. Original passport; 6. Copy of passport data page; and 7. Copy of visa page. | N/A | 3 - 4 minutes |
| 2 | Proceed to cashier for payment of fees | Collecting Officer Accepts payment and issues official receipt | | | (USD 30) or BDT 2800 (Passport Extension) | 3 minutes |
| END OF TRANSACTION | | | | | Total: 6 to 7 minutes | |

*Release of extended passport is the next working day.

II. NOTARIALS

A. Authentication of Document

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|---|------|--|---|------------------|
| 1 | Submit at Consular counter the Bangladesh Ministry of Foreign Affairs (MOFA) Consular Wing attested documents | Processor Checks and evaluates the documents if validly attested by MOFA authorized signatories | N/A | 1. Documents should all be attested by Bangladesh Ministry of Foreign Affairs (MOFA) Consular and Welfare Wing; 2. If document is in Bengali language it should be translated into English and attested by Bangladesh MOFA Consular and Welfare Wing. | N/A | 1 - 3 minutes |
| 2 | Proceed to cashier for payment of fees | Collecting Officer Accepts payment and issues official receipt | | | (USD 25) or BDT 2300 (per set of documents) | 3 minutes |
| END OF TRANSACTION | | | | | | Total: 7 minutes |

*Authenticated documents will be released after (1) to (2) working days.

B. Authentication / Acknowledgement of Employment Documents

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|--|---|--|---|------------------|
| 1 | Submit at Consular counter the duly accomplished POEA standard employment contract and other required documents attested by Bangladesh MOFA Consular Wing | Processor Checks and evaluates the documents if validly attested by BD MOFA authorized signatories | POEA Form Form can be downloaded from Embassy website or obtain from Consular section of the Embassy | 1. Duly accomplished POEA standard employment contract notarized by a Dhaka advocate/notary public; 2. Copy of passport of Filipino worker (data page); 3. Copy of Bangladesh Investment Development Authority (BIDA) or Bangladesh Export Processing Zone Authority (BEPZA) request for visa or copy of valid working visa of the Filipino employee; 4. Copy of employer's passport attested by MOFA Consular and Welfare Wing; and 5. Business/Trade License of the Company attested by MOFA Consular and Welfare Wing | N/A | 1 - 3 minutes |
| 2 | Proceed to cashier for payment of fees | Collecting Officer Accepts payment and issues official receipt | | | (USD 25) or BDT 2300 (per set of documents) | 3 minutes |
| END OF TRANSACTION | | | | | | Total: 7 minutes |

*Authenticated / Acknowledged documents will be released after (1) to (2) working days.

C. Acknowledgement / Notarization of SPA, Affidavits, Agreements and other legal documents

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|--|--|---|---|---|------------------|
| 1 | Submit signed original documents in English with complete and accurate data information. | Processor Checks and evaluates the documents | SPA or Affidavit Forms can be downloaded from Embassy website or obtain from Consular section of the Embassy | 1. Personal appearance; 2. Duly accomplished documents; 3. Copy of passport; 4. If applicant / executor of document is a Bangladeshi (document should be notarized or attested by a Dhaka advocate/notary public). | N/A | 1 - 3 minutes |
| 2 | Proceed to cashier for payment of fees | Collecting Officer Accepts payment and issues official receipt | | | (USD 25) or BDT 2300 (per set of documents) | 3 minutes |
| END OF TRANSACTION | | | | | | Total: 7 minutes |

* Acknowledged documents will be released after (1) to (2) working days.

D. NBI Application

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|---|--|--|----------------------|-------------------|
| 1 | Submit duly filled up NBI form with complete and accurate data information. | Processor Checks and evaluates the documents | Original NBI Form Form can be obtained from Consular section of the Embassy | 1. Duly filled up Original NBI Form; 2. Personal appearance of the applicant;; 3. (2) pcs 2x2 size photo; 4. Photocopy of passport (data information page); and 5. Copy of Police Clearance (Bangladesh nationals) | N/A | 3 minutes |
| 2 | Proceed to cashier for payment of fees | Collecting Officer Accepts payment and issues official receipt | | | (USD 25) or BDT 2300 | 3 minutes |
| 3 | Submit the duly accomplished NBI Form and requirements | Processor Assists the applicant on fingerprint impression on the NBI Form | | | N/A | 5 minutes |
| END OF TRANSACTION | | | | | | Total: 11 minutes |

* Authenticated NBI Form will be released the next working day.

E. Travel Tax Exemption Certificate

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|--|---|------|---|-----|------------------|
| 1 | Submit original and copy of Philippine passport data page, No Visa Required (NVR) visa page, and airline tickets | Processor Assesses and evaluates the documents submitted by the applicant | N/A | 1. Original PH Passport 2. Copy of the passport data page; 3. Copy of NVR visa; and 4. Copy of airline ticket; | N/A | 1 - 3 minutes |
| END OF TRANSACTION | | | | | | Total: 3 minutes |

* Certificate will be released the next working day.

III. CIVIL REGISTRATIONS

A. Report of Marriage

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|--|--|---|--|--|------------------|
| 1 | Submit Report of Marriage (ROM) form and other documentary requirements at the Consular counter. ROM form is downloadable from the Embassy's website | Processor Checks and evaluates the form and requirements | Report of Marriage (ROB) Form and Affidavit of Delayed Registration (<i>if marriage was not registered with the Embassy within (1) year from date of marriage</i>). | 1. Duly accomplished ROM form ; 2. Local Marriage Certificate/Nikahnama notarized and attested in Bangladesh; 3. Copy of passports of couple; and 4. Affidavit of delayed registration (if applicable). | (USD 25) or BDT 2300 (Report of Marriage) | 5 minutes |
| 2 | Proceed to cashier for payment of ROM and Affidavit (if applicable) | Collecting Officer Accepts payment and issues official receipt | | | (USD 25) or BDT 2300 (Affidavit of Delayed Registration) | 3 minutes |
| END OF TRANSACTION | | | | | | Total: 8 minutes |

* Report of Marriage will be transmitted to DFA after (22) working days.

B. Report of Birth

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|--|---|--|--|------------------|
| 1 | Submit Report of Birth (ROB) form and other documentary requirements at the Consular counter. ROB form is downloadable from the Embassy's website | Processor Checks and evaluates the form and requirements | Report of Birth Form and Affidavit of Delayed Registration (<i>if the birth was not registered with the Embassy within (1) year from birth</i>) | 1. Duly accomplished ROB form ; 2. Local Birth Certificate notarized and attested in Bangladesh; 3. Copy of marriage certificate of parents; 4. Affidavit of delayed registration, (if applicable); and 5. Copy of passports of child's parents. | (USD 25) or BDT 2300 (Report of Birth) | 5 minutes |
| 2 | Proceed to cashier for payment of ROB and Affidavit (if applicable) | Collecting Officer Accepts payment and issues official receipt | | | (USD 25) or BDT 2300 (Affidavit of Delayed Registration) | 3 minutes |
| END OF TRANSACTION | | | | | | Total: 8 minutes |

* Report of Birth will be transmitted to DFA after (22) working days.

C. Report of Death

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|--|----------------------|---|--|------------------|
| 1 | Submit Report of Death (ROD) form and other documentary requirements at the Consular counter. ROD form is downloadable from the Embassy's website | Processor Checks and evaluates the form and requirements | Report of Death Form | 1. Duly accomplished ROD form executed by attending physician / nurse / company representative or next of kin; 2. Local Death Certificate notarized and attested in Dhaka; 3. Passport copy of the deceased Filipino; 4. Copy of cause of death / certificate of sealing / certificate of embalm / from local Public Health Authorities. | (USD 25) or BDT 2300 (Report of Death) | 5 minutes |
| 2 | Proceed to cashier for payment of ROD and Affidavit (if applicable) | Collecting Officer Accepts payment and issues official receipt | | | | 3 minutes |
| END OF TRANSACTION | | | | | | Total: 8 minutes |

* Report of Death will be transmitted to DFA after (22) working days.

IV. SOLEMNIZATION OF MARRIAGE (Filipino couples only)

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM/S | REQUIREMENTS | FEE | DURATION |
|--------------------|---|---|--|---|--|-------------------|
| 1 | Submit all the required documents | Processor Checks and evaluates the documents and requirements | Joint Affidavit of Single Status Form | 1. PSA BC of 2 parties (Original); 2. PSA CENOMAR (Original) of 2 parties; 3. Passport copies of the applicants; 4. Joint Affidavit of Single status; 5. Duly filled up application for marriage license; | N/A | 10 minutes |
| 2 | Proceed to cashier for payment | Collecting Officer Accepts payment and issues official receipt | And | 6. Notarized Affidavit of Parental Consent (if either applicant is 18-21 years old); 7. Notarized Parental Advise (if either applicant is 21-25 years old). Parent/s of the applicant should inform the Embassy in writing. If such advise is not obtained or is unfavorable, the marriage license shall be issued (3) months following the publication of the application of the marriage license; 8. Certificate of Marriage Counseling (if either applicant is 18-25 years old); 9. Two (2) pictures of each applicant; 10. Notice of Marriage to be posted in public for 10 days. | (USD 25) or BDT 2300 (Joint Affidavit) | 3 minutes |
| 3 | Book for an appointment of the marriage ceremony to be solemnized by the Consul/ Vice Consul at Post. | Processor Provides the schedule of the marriage ceremony (date and time of the wedding) | Marriage License Application Form Forms can be downloaded from Embassy website or obtain from Consular section of the Embassy | | (USD 25) or BDT 2300 (Marriage License Form) | 5 minutes |
| END OF TRANSACTION | | | | | | Total: 18 minutes |

* Report of Marriage will be transmitted to DFA after (22) working days.

V. RENUNCIATION OF PHILIPPINE CITIZENSHIP

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|--|---|---|-----------------------------|------------------|
| 1 | Submit duly accomplished form, affidavit of renunciation and other required documents | Processor Assesses and checks the applicant's documents and requirements | Affidavit of Renunciation Form and Application Form | 1. Personal appearance; 2. Original Passport; 3. Duly accomplished application form; 4. Duly accomplished affidavit of renunciation of Philippine citizenship; 5. Two (2) photos 2x2 size | N/A | 5 minutes |
| 2 | Proceed to cashier for payment | Collecting Officer Accepts payment and issues official receipt | Forms can be downloaded from Embassy website or obtain from Consular section of the Embassy | | (USD 50) or BDT 4,600 | 3 minutes |
| END OF TRANSACTION | | | | | | Total: 8 minutes |

* Affidavit of Renunciation of PH citizenship will be released the next working day.

VI. REACQUISITION OF PHILIPPINE CITIZENSHIP (R.A. 9225)

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|--|--|--|-----------------------------|------------------|
| 1 | Submit duly accomplished form, affidavit of renunciation and other required documents | Processor Assesses and checks the applicant's documents and requirements | Petition for Reacquisition of Philippine Citizenship Form | 1. Personal appearance; 2. Duly accomplished Petition Form (3); 3. PSA Birth Certificate and PSA Marriage Certificate (if married); 4. Copy of old Philippine passport (if available); 5. Four (4) photos passport size; 6. Copy of current Foreign Passport; 7. Other documents which the Embassy may consider relevant and necessary for the approval of the petition. | N/A | 5 minutes |
| 2 | Proceed to cashier for payment | Collecting Officer Accepts payment and issues official receipt | Form can be downloaded from Embassy website or obtain from Consular section of the Embassy | | (USD 50) or BDT 4,600 | 3 minutes |
| END OF TRANSACTION | | | | | | Total: 8 minutes |

* Approval of the Petition will be after two (2) working days.

VII. PETITION FOR CORRECTION OF CLERICAL ERROR IN CIVIL REGISTRATION (ROB, ROM, ROD) (R.A. 9048)

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|--|---|---|-----------------------------|------------------|
| 1 | Submit the petition form and other required documents | Processor Assesses and checks the applicant's documents and requirements | Petition for Correction of Clerical Error Form Forms can be downloaded from Embassy website or obtain from Consular section of the Embassy | 1. Personal appearance or representative; 2. Duly accomplished Petition Form (3); 3. PSA Birth Certificate, or Marriage Certificate, or Death Certificate; 4. At least two (2) public or private documents showing the correct entry or entries upon which the correction or change shall be based: Accepted documents are: Voter's ID, employment record, medical record, driver's license, insurance, NBI clearance, Police clearance, and any other public or private documents to support your petition; 5. Affidavit of Explanation explaining the circumstances, reason and need for filing the petition; 6. Passport copy of the applicant; 7. Other documents which the Embassy may consider relevant and necessary for the approval of the petition. | N/A | 5 minutes |
| 2 | Proceed to cashier for payment | Collecting Officer Accepts payment and issues official receipt | | | (USD 50) or BDT 4,600 | 3 minutes |
| END OF TRANSACTION | | | | | | Total: 8 minutes |

* Approval of the Petition will be based on the time of grant of petition from the PSA-Office of the Civil Registrar General.

VIII. ASSISTANCE TO FILIPINO NATIONALS

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|--|--|---|-----|---------------------------|
| 1 | Inquire at Consular counter or email the Embassy thru dhaka.pe@dfa.gov.ph or call 01915477731, 9881590 | Processor / ATN Officer Provides the ATN form | Assistance to Nationals Form (ATN Form) | 1. Duly accomplished ATN Form; 2. Documents which the ATN Officer may consider relevant and necessary to process the request for assistance. | N/A | 10 minutes |
| 2 | Present duly accomplished form and other relevant documents | ATN Officer Interviews and assesses the applicant's case | Form can be downloaded from Embassy website or obtain from Consular section of the Embassy | | | Depends on case |
| 3 | Appropriate advise will be provided to the client by the ATN Officer | ATN Officer Render appropriate action needed on the case and reports to the Department | | | | Depends on case |
| END OF TRANSACTION | | | | | | Total: 10 minutes or more |

* Filipino national will be updated accordingly on status of his/her case.

IX. VISA

| STEP | CLIENT / Accredited Travel Agency | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|---|---|--|---|------------------|
| 1 | Submit the accomplished visa application form through an Embassy accredited travel agency and other documentary requirements. | Visa Officer Evaluates and checks the application form and documentary requirements | | 1. Documentary proof of financial capability such as assets/ownership, proof of tax payment; 2. Bank statement of visa applicant or letter/proof of financial support by the sponsor; 3. Round trip airline ticket; 4. Confirmed hotel accommodation/ invitation letter from sponsor (stating address in Philippines) and sponsor's passport copy; 5. Travel itinerary; 6. Passport valid for not less than (6) months after sojourn in the Philippines; 7. Two copies of 2x2 recent photographs; 8. Passport photocopy; 9. National ID; 10. Police clearance. 11. <i>For Businessmen:</i> Trade License (in English translation); 12. <i>For Employees:</i> Certificate of employment and employees tax certificate / TIN. | N/A | 3 minutes |
| 2 | Proceed to cashier for payment of passport fee | Collecting Officer Accepts payment and issues official receipt | Visa Application Form Form can be downloaded from Embassy website or obtain from Consular section of the Embassy | | (USD 40) or BDT 3680 (Single entry – 3 Months) (USD 120) or BDT 11,040 (Multiple entry - 1 Year) | 3 minutes |
| 4 | After 7 to 9 days agency / applicant will submit the passport for visa issuance. | Visa Officer Receives passport for issuance of appropriate visa | | | | 1 minute |
| END OF TRANSACTION | | | | | | Total: 7 minutes |

*Issuance of visa will be after (7) to (9) working days.

X. INQUIRIES (through walk-in / duty phone call / landline call / email / Dhaka PE FB account)

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|--|--|------|---|-----|-----------------------|
| 1 | Inquires information | Provides answer to the query or forwards it to the concerned action officer | N/A | 1. Information or documents which would be considered relevant to process the inquiry | N/A | 1 to 2 minutes |
| 2 | Provides additional information if necessary | Action Officer Render appropriate information and action to the client | | | | 2 to 5 minutes |
| END OF TRANSACTION | | | | | | Total: 3 to 7 minutes |

XI. OVERSEAS VOTING REGISTRATION

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|---|--|---|-----|---------------------------|
| 1 | Submit the duly accomplished OVF No. 1 to Voter Registration Machine (VRM) Operator | VRM Operator Verifies the applicant's name on the Nationals List of Overseas Voters (NLOV) thru Voter Search System (VSS) | OAV No.1 Form can be downloaded from Embassy website or obtain from Consular section of the Embassy | Overseas Filipinos: 1. Duly accomplished OVF No. 1; and 2. Copy of Passport data page Seafarers: 1. Duly accomplished OVF No. 1; and 2. Copy of Seaman's Book; Dual Citizens: 1. Duly accomplished OVF No. 1; and 2. Order of approval to retain or reacquire Filipino citizenship issued by Post; | N/A | 2 minutes |
| | | VRM Operator If not included in the NLRV the VRM operator encodes applicant's information and captures his/her photo and biometrics | | | | 5 minutes |
| | | Administering Officer Verifies if the OVF Form No. 1 form has been duly initialed by the VRM operator and the required documents are attached. If initialed, administer the oath. | | | | 5 minutes |
| 2 | Claim the acknowledgement receipt from the Administering Officer | Administering Officer Accomplishes and detaches the acknowledgement receipt of the OVF No. 1 Form and hands it to the applicant | | | | 5 minutes |
| 3 | N/A | Resident Election Registration Board (RERB) The RERB will act on the applications and conduct the scheduled hearings. | | | | 30 minutes |
| END OF TRANSACTION | | | | | | Total: 17 minutes or more |

*Overseas voter will be informed if his/her registration is approved after the scheduled RERB hearing.

XII. FEEDBACK AND COMPLAINTS

| STEP | CLIENT | EMBASSY STAFF/SERVICE PROVIDER | FORM | REQUIREMENTS | FEE | DURATION |
|--------------------|---|---|--|--|-----|----------------------------------|
| 1 | Fill up the client feedback/complaint form and drop it at the designated drop box at Consular Counter | On daily basis, the Administrative Officer opens the drop box and compiles and records all feedback / complaints submitted. | Client Feedback/Complaint Form | <i>Feedback:</i> 1. Duly accomplished feedback form. | N/A | 1 minute |
| 2 | Client may also send feedback or file complaints via phone 01915477731, 9881590, thru email dhaka.pe@dfa.gov.ph or thru Embassy FB messenger account | Administrative Officer Feedback/Complaints requiring answers are forwarded to the relevant officer or staff and is required to answer within three (3) days of receipt of the feedback / complaint. | Form can be downloaded from Embassy website or obtain from Consular section of the Embassy | <i>Complaints:</i> 1. Duly accomplished feedback/complaint form; 2. Name of person being complained; 3. Incident; 4. Evidence, if necessary. | | Within one (1) to three (3) days |
| 3 | Receives reply to the feedback or complaint of the client that requires answer from the Embassy. | Administrative Officer Response of the Embassy is relayed to the client | | | | 3 minutes |
| END OF TRANSACTION | | | | | | Total: 1 to 3 days |

*Feedback forms are provided at every consular transaction.

EMBASSY OFFICIALS

Mr. H.E. VICENTE VIVENCIO T. BANDILLO
Ambassador Extraordinary and Plenipotentiary

Mr. Leo Marco C. Vidal
Third Secretary and Vice Consul / RERB Chairperson

Ms. Mary Ann E. Lumang
Administrative Officer and Attaché / RERB Member

Ms. Joan Q. Jose
Finance Officer and Attaché / RERB Member

Mr. Marcelino A. Solano, Jr.
Communications / Records / Protocol Officer and Attaché / VRM Operator

Mr. Berlin A. Tolosa
Property Officer and Attaché / Alternate VRM Operator

Mr. Gerard Pol S. San Jose
ATN Officer and Attaché

Ms. Lauren S. Arce
Cultural Officer and Attaché / Administering Officer

Ms. Norma A. Laut-Mamainte
Consular Assistant and Attaché / Alternate Administering Officer

CONTACT DETAILS

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