

**Embassy of the Republic of the Philippines  
Dili, Timor-Leste**

**CITIZEN'S CHARTER**

## **MISSION**

To advance the interest of the Philippines and the Filipino people in Timor-Leste

## **VISION**

In line with the DEPARTMENT OF FOREIGN AFFAIRS' mandate of pursuing the foreign policy thrusts of the Philippines, the Embassy endeavours to:

- be an organization of competent, dedicated and highly motivated personnel, who devote their energies to the benefit of the Filipino people;
- implement foreign policy with the highest standards of professionalism and commitment;
- pursue bilateral, regional and multilateral relations to advance the interest of the Philippines and the Filipinos;
- 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;
- promote regional and global cooperation in order to achieve peace, prosperity and stability;
- work for social justice especially for the poor, human rights and fundamental freedoms, and a democratic way of life in the international arena;
- secure a world free from serious environmental degradation, transnational crime and proliferation of nuclear weapons;
- be partners of Filipinos overseas in the pursuit of the national interest and in the promotion and protection of their rights and well-being; and
- deliver consular services in a consistent and efficient manner.

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

## **PASSPORT SERVICES**

### **SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday, except during public holidays of the Philippines and/or Timor-Leste, from 9:30 to 11:30 am and 1:00 to 2:30 pm  
*(appointment is strongly encouraged)*

### **WHO MAY AVAIL OF THE SERVICE:**

All Qualified Filipino Citizens

### **REQUIREMENTS:**

#### **For First Time Applicants (Minors born in Timor-Leste)**

- Personal appearance of the minor applicant
- Application form duly accomplished by the parent/s
- Report of Birth issued by the Embassy
- *For parents who are married:* Marriage Contract in Security Paper issued by the National Statistics Office (NSO) of the Philippines
- *For parents who are not married and the child will adopt the surname of the father:* Affidavit of Acknowledgment of Paternity and Consent to Use the Surname of the Father notarized by the Philippine Embassy. Fee: US\$ 25.00
- Photocopies of the parents' passport (data page only)
- Personal appearance of either parent (if minor is of legitimate status) or mother (if minor is of illegitimate status)

#### **For Renewal of Passport**

- Personal appearance of applicant
- Passport application form fully and legibly completed by the applicant
- Latest Philippine passport and photocopies of the data page and last page showing the signature of the passport holder
- For old passports that do not show the exact town/city of birth (e.g. only the province of Pampanga is written), any copy of Philippine Government-issued document, such as birth certificate or previously issued passport, that indicates the complete place of birth (e.g. Lubao, Pampanga)

### **Additional Requirements for Passport Renewal:**

#### For women who would like to use their married name:

- If marriage was held in the Philippines, Marriage Contract in Security Paper issued by NSO
- If marriage was held in Timor-Leste, Report of Marriage issued by the Embassy

#### For minor applicants:

- Personal appearance of either parent (if minor is of legitimate status) or mother (if minor is of illegitimate status)
- Original and photocopies of parents' passport (data page only)

### **For Replacement of Lost Passport**

#### For Lost Valid Passport:

- Personal appearance of applicant
- Passport application form fully and legibly completed by the applicant
- Affidavit of Loss to be notarized by the Philippine Embassy. Fee: US\$ 25.00
- Police Report, with English translation, duly consularized by the Ministry of Foreign Affairs and Cooperation of Timor-Leste
- Birth Certificate in Security Paper issued by the NSO
- Transcription copy of Birth Certificate issued by the Local Civil Registrar (only if entries of the NSO copy are blurred or unreadable)
- Marriage Certificate from NSO (for married women)
- Photocopy of lost passport (if available)
- Other identification cards and proof of identity

Note: Processing of application for lost valid passport is subject to a 15-day clearing period

#### For Lost Expired Passport:

- Personal appearance of applicant
- Passport application form fully and legibly completed by the applicant
- Affidavit of Loss to be notarized by the Philippine Embassy. Fee: US\$ 25.00
- Birth Certificate in Security Paper issued by the NSO

- Transcription copy of Birth Certificate issued by the Local Civil Registrar (only if entries of the NSO copy are blurred or unreadable)
- Marriage Certificate from NSO (for married women)
- Photocopy of lost passport (if available)
- Other identification cards and proof of identity

**PASSPORT FEES:**

Regular Processing (30 working days): US\$ 60  
 Replacement Fee for Lost Passport: US\$ 90 (if lost passport is either manual or machine readable)  
 US\$ 150 (if lost passport is electronic)

**HOW TO AVAIL OF THE SERVICE:**

**Issuance of ePassport**

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in Client/Visitor's logbook	Provide an application form and assist the applicant in accomplishing the form.		Consular staff	N/A	Passport application form with supporting documents
2	Consular Receiving Desk	Submit the accomplished form together with the supporting documents.	Review and evaluate the completeness of the application (including Look-Out List checking)	5 min	Consular staff	N/A	
3	Consular Receiving Desk	Pay the corresponding fee	Accept the payment if application is in order	3 min	Consular staff	US\$ 60 for regular processing; US\$ 90 for lost	

						passport (manual or MRP); US\$150 (ePassport)	
4	Enrolment Section	Go to the opposite side of the receiving desk for encoding of data and capturing of biometrics	Proceed with the encoding of the applicant's personal data and scan pertinent documents	10 min	Consular staff (also acts as the Encoder)	N/A	ePassport Enrolment Certificate
	Capture applicant's photo and biometrics						
	Print the Enrolment Certificate and require the applicant to thoroughly check the information before signing the printout form.						
5	Embassy Consular Reception Area	Return to the Consular Reception Area and wait for the completion of the process.	Transmit the complete set of the documents to the Finance Officer for issuance of official receipt and cashiering on ePassport system	3 min	Finance Officer	N/A	Official receipt and ePassport Enrolment Certificate
			Online signing of Enrolment Certificate	3 min	Vice Consul or Signing Officer	N/A	
6	Consular Receiving Desk		Issue copy of receipt to the applicant with advice on the date of release (approximately after 4 weeks)	2 min	Consular staff	N/A	

**EXPECTED DURATION:** 27 minutes (for ideal circumstances; waiting time at the Consular Reception Area and the time spent in accomplishing the required form are not included)

### Releasing of ePassport

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
			Issue formal notification (via call or SMS) to the applicant on the availability of the new passport				
1	Embassy Consular Reception Area	Enter name in Client/Visitor's logbook and present the official receipt and old passport.			Consular staff	N/A	Official receipt
2	Consular Receiving Desk	Wait for the name to be called.	Request the applicant to proceed to the Consular Receiving Desk for the release of the passport	2 min	Consular staff	N/A	
3	Consular Receiving Desk	Check the accuracy of the new passport's details	Cancel the old passport upon release of the new ePassport	3 min	Consular staff	N/A	N/A
			Request the applicant to confirm his/her receipt of the new passport by signing the back of the application form				

**EXPECTED DURATION:** 5 minutes (for ideal circumstances; waiting time at the Consular Reception Area is not included)

**Important:**

1. The applicant may authorize another person to claim his/her ePassport. The authorized representative is required to present the following: a.) latest passport of the applicant; b.) authorization letter signed by the applicant; and c.) original and photocopy of proper ID of the representative.

2. Pursuant to existing DFA regulations, the Embassy is only authorized to keep passports for six (6) months. All passports that are remained unclaimed beyond that period will be accordingly cancelled and forwarded to the DFA for proper disposal.

**FEEDBACK AND COMPLAINT MECHANISM:**

Clients are strongly urged to fill out the feedback form that will be handed out by the Embassy after the consular transaction is concluded. The form would greatly assist the Embassy in its review process to further enhance and streamline its procedures.

Clients may also seek an audience with the Head of the Embassy's Consular Section should they have complaints or grievances on the quality of the consular service that was rendered to them.



## **VISA SERVICES**

### **SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday, except during public holidays of the Philippines and/or Timor-Leste, from 9:30 to 11:30 am

### **WHO MAY AVAIL OF THE SERVICE:**

All Qualified Citizens of Timor-Leste and other foreign nationals

### **REQUIREMENTS:**

#### **Basic Requirements for All Visa Applicants:**

1. Personal appearance of the applicant
2. Visa application form fully and legibly completed in English by the applicant. The data entry for three (3) contact persons **must** be fully completed.
3. One (1) passport size photograph taken no more than 6 months from date of application for Philippine visa. **Scanned photo is not acceptable.**
4. Original passport valid for at least 6 months beyond the contemplated stay in the Philippines
5. **Clear** copy of the applicant's passport containing personal details and amendments.
6. Copy of airline ticket or booking (round trip/return ticket)
7. Photocopy of all the documents being submitted from items 2-6, including additional documents being required by the Embassy.
8. Payment of processing fee (amount depends on the type of visa being applied for). The processing fee is for the evaluation of the visa application and must be paid whether or not a Philippine visa is issued. The Embassy may accommodate requests for early release of visa subject of course to the applicant's payment of expedite processing fee.

Note: The Embassy reserves the right to request the applicant to submit additional credentials as deemed necessary.

### **Additional Requirements per Type of Visa Application:**

#### **Temporary Visitor's Visa for Pleasure (Tourist Visa):**

- Document to establish that applicant has sufficient means to stay in the Philippines, as well as, economic and social connections to return to the country of origin or legal residence (e.g. bank statements)
- Certificate of Current Employment to include employer's full name, address and telephone number, applicant's length of service and salary details
- Leave application form duly approved by the employer (if applicable)

#### **Temporary Visitor's Visa for Business (Business Visa):**

- Letter of Invitation or Acceptance addressed to the Visa applicant from the institution in the Philippines to show that the applicant is invited or accepted to attend the event to be held in the Philippines
- Letter from employer or agency in Timor-Leste addressed to the Embassy of the Philippines endorsing the travel of the applicant
- If student taking a short course or seminar in the Philippines, applicant's Certificate of Enrollment/Admission
- For visa applicants who are invited by nongovernment organizations and private entities: copy of the organization's Certificate of Registration from the Securities and Exchange Commission (SEC) of the Philippines (*if applicable*)
- For Visa applicants going on official travel: Letter from applicant's office addressed to the Embassy of the Philippines, authorizing the applicant to go to the Philippines for official travel and a Note Verbale from the Ministry of Foreign Affairs

#### **Student Visa:**

- Original Notice of Acceptance issued by the school to the student with clear impression of school's dry seal.
- School records duly consularized by the Ministry of Foreign Affairs and Cooperation (MFAC) of Timor-Leste
- Police Clearance duly consularized by the MFAC
- Medical Health Certificate issued by the Guido Valadares National Hospital, including chest x-ray, duly consularized by MFAC
- If enrolled in Medicine or Dentistry, Original Certificate of Eligibility for Admission issued by the Philippine Commission on Higher Education to the student.

*Note: Authority has to be received first from the Philippine Department of Foreign Affairs before the Embassy can issue the student visa.*

**Missionary Visa:**

- Letter from the inviting religious congregation in the Philippines
- Letter of endorsement from the religious congregation in Timor-Leste
- Police Clearance duly consularized by the MFAC
- Medical Health Certificate issued by Guido Valadares National Hospital, including chest x-ray, duly consularized by MFAC

*Note: Authority has to be received first from the Philippine Department of Foreign Affairs before the Embassy can issue the missionary visa.*

**Additional Requirement for Minors Traveling Unaccompanied by or Not Coming to a Parent:**

- Affidavit executed by the parents (mother and father) and authenticated by the Consular Division of the Ministry of Foreign Affairs and Cooperation of Timor-Leste, stating that they are permitting their child to travel. The name and passport details of the guardian or adult accompanying the child must be given in the Affidavit. The fee for the authentication of this Affidavit is US\$25.00.

**VISA FEES:**

**Regular Processing Fee (after 2 working days):**

Temporary Visitor's Visa: US\$ 40  
Student/Missionary Visa: US\$ 250

**Additional Fees for Expedited Release:**

Same day release: US\$ 30  
Next day release: US\$ 20

## HOW TO AVAIL OF THE SERVICE:

### Processing of Visa

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in Client/Visitor's logbook	Provide an application form and assist the applicant in accomplishing the form.		Consular staff	N/A	Visa application form and with supporting documents
2	Consular Receiving Desk	Submit the accomplished form together with the supporting documents.	Review the completeness of the application and evaluate the credentials of the applicant. (including Look-Out List checking)	10 min	Consular staff	N/A	
3	Consular Receiving Desk	Pay the corresponding fee	Accept the payment if application is in order Issue provisional receipt/claim stub with advice on the date of release of the visa	3 min	Consular staff	<i>Regular processing visa (after 2 working days):</i> Temporary visitor's visa – US\$ 40; Student/missionary visa – US\$ 250  <i>Additional fees for expedited release:</i> US\$ 30 (same day)	

						release); US\$ 20 (next day release)	
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**EXPECTED DURATION:** 13 minutes (for ideal circumstances; waiting time at the Consular Reception Area and the time spent in accomplishing the required form/s are not included)

### Releasing of Visa

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in Client/Visitor's logbook and present the provisional receipt/claim stub.			Consular staff	N/A	Provisional receipt/claim stub
2	Consular Receiving Desk	Wait for the name to be called.	Request the applicant to proceed to the Consular Receiving Desk for the release of the visa	2 min	Consular staff	N/A	N/A
3	Consular Receiving Desk	Check the accuracy of the details of the visa	Release the visa to the applicant or his/her authorized representative	3 min	Consular staff	N/A	Official receipt
			Request the applicant to confirm his/her receipt of the visa by signing the back of the				

			application form				
			Furnish the applicant or his/her representative with the official receipt of the transaction.				

**EXPECTED DURATION:** 5 minutes (for ideal circumstances; waiting time at the Consular Reception Area is not included)

**Important:**

The applicant may authorize another person to claim his/her visa. The authorized representative is required to present the following: a.) authorization letter signed by the applicant; and b.) original and photocopy of proper ID of the representative.

The granting of Philippine visa is only a form of pre-entry clearance. Philippine visa holders are still subject to normal immigration control at the port of entry. Philippine immigration officers have the authority to grant or deny admission.

**FEEDBACK AND COMPLAINT MECHANISM:**

Clients are strongly urged to fill out the feedback form that will be handed out by the Embassy after the consular transaction is concluded. The form would greatly assist the Embassy in its review process to further enhance and streamline its procedures.

Clients may also seek an audience with the Head of the Embassy’s Consular Section should they have complaints or grievances on the quality of the consular service that was rendered to them.

**NOTARIAL SERVICES**

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday, except during public holidays of the Philippines and/or Timor-Leste, from 9:30 to 11:30 am and 1 to 3 pm  
*(appointment is strongly encouraged)*

**WHO MAY AVAIL OF THE SERVICE:**

All Qualified Filipino Citizens

**REQUIREMENTS:**

- Personal appearance of the applicant
- Copy of the document to be notarized with supplied data/information
- Original and photocopy of the passport of the applicant (data page only)

**NOTARIAL FEES:**

Regular Processing Fee (after 2 working days): US\$ 25

Additional Fees for Expedited Release:

Same day release: US\$ 30  
Next day release: US\$ 20

**HOW TO AVAIL OF THE SERVICE:**

**Application for Notarial Services**

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in Client/Visitor's logbook				N/A	
2	Consular Receiving Desk	Present the documents for notarization	Obtain the necessary information that must be reflected in the document to be notarized	6 min	Consular staff	N/A	Template of the Affidavit/SPA
3	Consular Receiving Desk	Pay the corresponding fee	Accept the payment if application is in order Issue provisional receipt/claim stub with advice on the date of release of the document	3 min	Consular staff	<i>Regular processing (after 2 working days):</i> US\$ 25  <i>Additional fees for expedited release:</i> US\$ 30 (same day release); US\$ 20 (next day release)	

**EXPECTED DURATION:** 9 minutes (for ideal circumstances; waiting time at the Consular Reception Area and the time spent in accomplishing the required form/s are not included)



### Releasing of Notarials

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in Client/Visitor's logbook and present the provisional receipt/claim stub.			Consular staff	N/A	Provisional receipt/claim stub
2	Consular Receiving Desk	Wait for the name to be called.	Present the final draft of the notarial	2 min	Consular staff	N/A	N/A
3	Consular Receiving Desk	Review the content of the document	Request the applicant to sign the document	10 min	Consular staff and Officer	N/A	Official receipt
			Transmit the document for the signature of the Consular Officer				
			Affix wet seal and retain copy of the document for the Embassy's file				
			Release the document and have the applicant sign the acknowledgment form				
			Furnish the applicant or his/her representative with the official receipt of the transaction.				

**EXPECTED DURATION:** 12 minutes (for ideal circumstances; waiting time at the Consular Reception Area and the time spent in accomplishing the required form/s are not included)

**Important:** The applicant may authorize another person to claim his/her notarized document. The authorized representative is required to present the following: a.) authorization letter signed by the applicant; and b.) original and photocopy of proper ID of the representative.

**FEEDBACK AND COMPLAINT MECHANISM:**

Clients are strongly urged to fill out the feedback form that will be handed out by the Embassy after the consular transaction is concluded. The form would greatly assist the Embassy in its review process to further enhance and streamline its procedures.

Clients may request for an appointment with the Head of the Embassy's Consular Section to convey their concerns, complaints or proposals to further improve the delivery of consular services.

## **LEGALIZATION OF DOCUMENTS (AUTHENTICATION)**

### **SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday, except during public holidays of the Philippines and/or Timor-Leste, from 9:30 to 11:30 am and 1:00 to 2:30 pm  
(for Filipinos only; appointment is strongly encouraged)

### **WHO MAY AVAIL OF THE SERVICE:**

Those Filipinos and other foreign nationals who need to have their Timor-Leste Government-issued documents authenticated for legal use in the Philippines

### **REQUIREMENTS:**

- Personal appearance of the applicant
- Original and photocopy of the Timor-Leste public document duly consularized by the Ministry of Foreign Affairs and Cooperation of Timor-Leste (MFAC)
- Note: There should be an English translation if the original document is issued in either Portuguese or Tetum
- For employment contracts to be submitted to POEA: Should be approved by the State Secretariat for Vocational Training and Professional Employment (SEPFPOPE) and subsequently consularized by the MFAC

### **FEES FOR CERTIFICATE OF AUTHENTICATION:**

Regular Processing Fee (after 2 working days): US\$ 25

#### Additional Fees for Expedited Release:

Same day release: US\$ 30

Next day release: US\$ 20

### **Note:**

The signature of the designated official of the Ministry of Foreign Affairs and Cooperation of Timor-Leste, who attests to the contents of the document, is what the Embassy will authenticate.

## HOW TO AVAIL OF THE SERVICE:

### Application for Authentication Certificates

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in Client/Visitor's logbook				N/A	Documents for authentication
2	Consular Receiving Desk	Present the documents for authentication	Evaluate the completeness of the requirements and authenticity of the documents submitted. Verify the document if there is reasonable doubt	5 min	Consular staff	N/A	
3	Consular Receiving Desk	Pay the corresponding fee	Accept the payment if application is in order Issue provisional receipt/claim stub with advice on the date of release of the document	3 min	Consular staff	<i>Regular processing visa (after 2 working days):</i> US\$ 25  <i>Additional fees for expedited release:</i> US\$ 30 (same day release); US\$ 20 (next day release)	Provisional receipt/claim stub

**EXPECTED DURATION:** 8 minutes (for ideal circumstances; waiting time at the Consular Reception Area and the time spent in accomplishing the required form/s are not included)

**Releasing of Authentication Certificates**

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in Client/Visitor's logbook and present the provisional receipt/claim stub.			Consular staff	N/A	Provisional receipt/claim stub
2	Consular Receiving Desk	Wait for the name to be called.	Request the applicant to proceed to the Consular Receiving Desk for the release of the authenticated document/s.	2 min	Consular staff	N/A	N/A
3	Consular Receiving Desk	Review the the document/s.	Release the document and have the applicant sign the acknowledgment form	3 min	Consular staff	N/A	Official receipt
			Furnish the applicant or his/her representative with the official receipt of the transaction.				

**EXPECTED DURATION:** 5 minutes (for ideal circumstances; waiting time at the Consular Reception Area is not included)

**Important:** The applicant may authorize another person to claim his/her authenticated document. The authorized representative is required to present the following: a.) authorization letter signed by the applicant; and b.) original and photocopy of proper ID of the representative

**FEEDBACK AND COMPLAINT MECHANISM:**

Clients are strongly urged to fill out the feedback form that will be handed out by the Embassy after the consular transaction is concluded. The form would greatly assist the Embassy in its review process to further enhance and streamline its procedures.

Clients may request for an appointment with the Head of the Embassy's Consular Section to convey their concerns, complaints or proposals to further improve the delivery of consular services.

## **REPORT OF BIRTH**

### **SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday, except during public holidays of the Philippines and/or Timor-Leste, from 9:30 to 11:30 am and 1:00 to 2:30 pm  
*(appointment is strongly encouraged)*

### **WHO MAY AVAIL OF THE SERVICE:**

Filipino children who were born in Timor-Leste

### **REQUIREMENTS:**

- Personal appearance of the parents
- Application form duly accomplished by the parents
- Birth Certificate of the child issued by the Ministry of Justice of Timor-Leste (with English translation) duly consularized by the Ministry of Foreign Affairs and Cooperation  
*Note:* The Birth Certificate will also have to be authenticated by the Embassy
- *For parents who are married:* Marriage Contract in Security Paper issued by the National Statistics Office (NSO) of the Philippines (if marriage was held in the Philippines) or Report of Marriage issued by the Embassy (if marriage was administered in Timor-Leste)
- *For parents who are not married and the child will adopt the surname of the father:* Affidavit of Acknowledgment of Paternity and Consent to Use the Surname of the Father notarized by the Philippine Embassy. Fee: US\$ 25.00
- Original and photocopies of the parents' passport (data page only)
- *If applicable:* Affidavit of Delayed Registration of Birth executed by the parents. Fee is US\$ 25.

### **FEES:**

Regular Processing Fee (after 2 working days): US\$ 25

#### Additional Fees for Expedited Release:

Same day release: US\$ 30  
Next day release: US\$ 20

**HOW TO AVAIL OF THE SERVICE:**

**Application for Report of Birth**

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in Client/Visitor's logbook and obtain a copy of the Report of Birth form	Assist the applicant in filling out the form.			N/A	Report of Birth with supporting documents
2	Consular Receiving Desk	Present the accomplished form and supporting documents.	Evaluate the completeness of the requirements and authenticity of the documents submitted. Verify the document if there is reasonable doubt	5 min	Consular staff	N/A	
3	Consular Receiving Desk	Pay the appropriate fees	Accept the payment if application is in order Issue provisional receipt/claim stub with advice on the date of release of the document	3 min	Consular staff	<i>Regular processing (after 2 working days):</i> US\$ 25	Provisional receipt/claim stub

**EXPECTED DURATION:** 8 minutes (for ideal circumstances; waiting time at the Consular Reception Area and the time spent in accomplishing the required form/s are not included)

Note: Applicant refers to the minor's parents.



### Releasing of Report of Birth

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in Client/Visitor's logbook and present the provisional receipt/claim stub.			Consular staff	N/A	Provisional receipt/claim stub
2	Consular Receiving Desk	Wait for the name to be called.	Present the final printout of the Report of Birth	2 min	Consular staff	N/A	Report of Birth
3	Consular Receiving Desk	Review the content of the document	Request the applicant to sign the document in quadruplicate copies	10 min	Consular staff and Officer	N/A	Report of Birth and official receipt
			Transmit the document for the signature of the Consular Officer				
			Affix wet seal and retain a copy of the document for the Embassy's file. The other two copies shall be forwarded to the Department of Foreign Affairs of the Philippines.				
			Release one original copy to the applicant				
			Furnish also the applicant or his/her representative with the official receipt of the transaction.				

**EXPECTED DURATION:** 12 minutes (for ideal circumstances; waiting time at the Consular Reception Area and the time spent in accomplishing the required form/s are not included)

Note: Applicant refers to the minor's parents.

**FEEDBACK AND COMPLAINT MECHANISM:**

Clients are strongly urged to fill out the feedback form that will be handed out by the Embassy after the consular transaction is concluded. The form would greatly assist the Embassy in its review process to further enhance and streamline its procedures.

Clients may request for an appointment with the Head of the Embassy's Consular Section to convey their concerns, complaints or proposals to further improve the delivery of consular services.

## **REPORT OF MARRIAGE**

### **SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday, except during public holidays of the Philippines and/or Timor-Leste, from 9:30 to 11:30 am and 1:00 to 2:30 pm  
(*appointment is strongly encouraged*)

### **WHO MAY AVAIL OF THE SERVICE:**

Filipinos who were married in Timor-Leste

### **REQUIREMENTS:**

- Personal appearance of the contracting parties
- Application form duly accomplished by the parties
- *If marriage was registered in the civil registry records of Timor-Leste:* Marriage Contract issued by the Ministry of Justice of Timor-Leste (with English translation) duly consularized by the Ministry of Foreign Affairs and Cooperation  
*Note:* The Marriage Contract will also have to be authenticated by the Embassy
- *If marriage was solemnized at the Embassy:* Marriage License issued by the Embassy
- Original and photocopies of the passports (data page only) of the contracting parties

### **FEES:**

Regular Processing Fee (after 2 working days): US\$ 25

#### Additional Fees for Expedited Release:

Same day release: US\$ 30

Next day release: US\$ 20

**HOW TO AVAIL OF THE SERVICE:**

**Application for Report of Marriage**

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in the Client/Visitor's logbook and obtain a copy of the Report of Marriage form	Assist the applicant in filling out the form.			N/A	Report of Marriage form and supporting documents
2	Consular Receiving Desk	Present the accomplished form and supporting documents.	Evaluate the completeness of the requirements and authenticity of the documents submitted.	5 min	Consular staff	N/A	
			Verify the document if there is reasonable doubt				
3	Consular Receiving Desk	Pay the appropriate fees	Accept the payment if application is in order	3 min	Consular staff	<i>Regular processing (after 2 working days):</i> US\$ 25	Provisional receipt/claim stub
			Issue provisional receipt/claim stub with advice on the date of release of the document				

**EXPECTED DURATION:** 8 minutes (for ideal circumstances; waiting time at the Consular Reception Area and the time spent in accomplishing the required form/s are not included)

### Releasing of Report of Marriage

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in the Client/Visitor's logbook and present the provisional receipt/claim stub.			Consular staff	N/A	Provisional receipt/claim stub
2	Consular Receiving Desk	Wait for the name to be called.	Present the final printout of the Report of Marriage	2 min	Consular staff	N/A	Report of Marriage
3	Consular Receiving Desk	Review the content of the document	Request the applicant to sign the document in quadruplicate copies	10 min	Consular staff and Officer	N/A	Report of Marriage and official receipt
			Transmit the document for the signature of the Consular Officer				
			Affix wet seal and retain a copy of the document for the Embassy's file. The other two copies shall be forwarded to the Department of Foreign Affairs of the Philippines.				
			Release one original copy to the applicant				
			Furnish also the applicant or his/her representative with the official receipt of the transaction.				

**EXPECTED DURATION:** 12 minutes (for ideal circumstances; waiting time at the Consular Reception Area and the time spent in accomplishing the required form/s are not included)

## **FEEDBACK AND COMPLAINT MECHANISM**

Clients are strongly urged to fill out the feedback form that will be handed out by the Embassy after the consular transaction is concluded. The form would greatly assist the Embassy in its review process to further enhance and streamline its procedures.

Clients may request for an appointment with the Head of the Embassy's Consular Section to convey their concerns, complaints or proposals to further improve the delivery of consular services.

## **REPORT OF DEATH**

### **SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday, except during public holidays of the Philippines and/or Timor-Leste, from 9:30 to 11:30 am and 1:00 to 2:30 pm  
(*appointment is strongly encouraged*)

### **WHO MAY AVAIL OF THE SERVICE:**

For Filipinos who died in Timor-Leste

### **REQUIREMENTS:**

- Application form duly accomplished by the family member/relative/friend of the deceased Filipino
- Death Certificate issued by the Ministry of Justice of Timor-Leste (with English translation) duly consularized by the Ministry of Foreign Affairs and Cooperation
- Original and photocopy (data page only) of the passport of the deceased
- Certificate of Post-Mortem Examination and Non-Contagious Disease issued by the Forensics Department of the Guido Valadares National Hospital (HNGV)
- Transit Permit (injection of formaldehyde) issued by HNGV
- *If remains will be shipped to the Philippines:* Flight details and name and contact details of the consignee in Manila

### **FEES:**

Regular Processing Fee (after 2 working days): US\$ 25

#### Additional Fees for Expedited Release:

Same day release: US\$ 30

Next day release: US\$ 20

**HOW TO AVAIL OF THE SERVICE:**

**Application for Report of Death**

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in the Client/Visitor's logbook and obtain a copy of the Report of Death form	Assist the applicant in filling out the form.			N/A	Report of Death form and supporting documents
2	Consular Receiving Desk	Present the accomplished form and supporting documents.	Evaluate the completeness of the requirements and authenticity of the documents submitted.	5 min	Consular staff	N/A	
			Verify the document if there is reasonable doubt				
3	Consular Receiving Desk	Pay the appropriate fees	Accept the payment if application is in order	3 min	Consular staff	<i>Regular processing (after 2 working days):</i> US\$ 25	Provisional receipt/claim stub
			Issue provisional receipt/claim stub with advice on the date of release of the document				

**EXPECTED DURATION:** 8 minutes (for ideal circumstances; waiting time at the Consular Reception Area and the time spent in accomplishing the required form/s are not included)



### Releasing of Report of Death

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in the Client/Visitor's logbook and present the provisional receipt/claim stub.			Consular staff	N/A	Provisional receipt/claim stub
2	Consular Receiving Desk	Wait for the name to be called.	Present the final printout of the Report of Death which was already signed by the Consular Officer	2 min	Consular staff	N/A	Report of Death
3	Consular Receiving Desk	Review the content of the document	If the document is in order, retain a copy for the Embassy's file. The other copies shall be forwarded to the Department of Foreign Affairs of the Philippines.	6 min	Consular staff and Officer	N/A	Report of Death and official receipt
			Release one original copy to the applicant's immediate family member if the latter is also based in Timor-Leste				
			Furnish also the applicant or his/her representative with the official receipt of the transaction.				

**EXPECTED DURATION:** 8 minutes (for ideal circumstances; waiting time at the Consular Reception Area and the time spent in accomplishing the required form/s are not included)

**FEEDBACK AND COMPLAINT MECHANISM:**

Clients are strongly urged to fill out the feedback form that will be handed out by the Embassy after the consular transaction is concluded. The form would greatly assist the Embassy in its review process to further enhance and streamline its procedures.

Clients may request for an appointment with the Head of the Embassy's Consular Section to convey their concerns, complaints or proposals to further improve the delivery of consular services.

## **SOLEMNIZATION OF MARRIAGE (MARRIAGE LICENSE)**

**SCHEDULE OF AVAILABILITY OF SERVICES:** Monday – Friday, except during public holidays of the Philippines and/or Timor-Leste, from 9:30 to 11:30 am and 1:00 to 2:30 pm  
*(appointment is strongly encouraged)*

**WHO MAY AVAIL OF THE SERVICE:** Filipinos of legal age who wish to have their marriage solemnized by the Embassy

### **REQUIREMENTS:**

#### **General Requirements:**

- Personal appearance of both parties
- Certificate of No Record of Marriage (CENOMAR) of both parties issued by the National Statistics Office (NSO)
- Birth Certificate of both parties issued by the NSO
- Original passports of both parties, including copies of the data pages of their passports
- Original passports of the two (2) witnesses, including copies of the data pages of their passports

#### **Additional Requirements:**

- Affidavit of Parental Consent if one/both of the contracting parties is/are between 18 to 21 years old. Fee is US\$ 25.
- Affidavit of Parental Advice if one/both of the contracting parties is/are between 21 to 25 years old. Fee is US\$ 25.

*Note: The affidavit must be authenticated by the Department of Foreign Affairs in Manila if it was executed in the Philippines.*

**PROCESSING FEE:** US\$ 60

**HOW TO AVAIL OF THE SERVICE:**

**Procedure for Solemnization of Marriage**

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in the Client/Visitor's logbook and obtain a copy of the required form	Assist the applicant in filling out the form.			N/A	Application form and supporting documents
2	Consular Receiving Desk	Present the accomplished form and supporting documents.	Evaluate the completeness of the requirements and authenticity of the documents submitted. Verify the document if there is reasonable doubt	5 min	Consular staff	N/A	
3	Consular Receiving Desk	Pay the appropriate fees	Accept the payment if application is in order Issue provisional receipt/claim stub with advice on the date of release of the document	3 min	Consular staff	<i>Processing Fee:</i> US\$ 60	Provisional receipt/claim stub
4			Post the notice of the parties' intention to contract marriage at the Embassy premises	10 days			
5	Consular Section	Claim the marriage license and decide on the date and time of the solemnization rites	Release the marriage license Set an appointment for the solemnization of the marriage in consultation with the Consular Officer	5 min	Consular staff and Officer		Marriage license
6	Consular Section	Appear at the Embassy, with two	Conduct wedding solemnization rites		Consular Officer		Marriage certificate

		witnesses					
		Sign the marriage contract (including the witnesses)	Sign also the marriage contract				
			Advise the applicants to file for a Report of Marriage				

**EXPECTED DURATION:**

- Application for Marriage License:*      *8 minutes*      (for ideal circumstances; waiting time at the Consular Reception Area and the time spent in accomplishing the required form/s are not included)
  
- Releasing of Marriage License:*      *5 minutes*      (for ideal circumstances; waiting time at the Consular Reception Area is not included)

**FEEDBACK AND COMPLAINT MECHANISM:**

Clients are strongly urged to fill out the feedback form that will be handed out by the Embassy after the consular transaction is concluded. The form would greatly assist the Embassy in its review process to further enhance and streamline its procedures.

Clients may request for an appointment with the Head of the Embassy’s Consular Section to convey their concerns, complaints or proposals to further improve the delivery of consular services.

**PASSPORT CERTIFICATION**

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday, except during public holidays of the Philippines and/or Timor-Leste, from 9:30 to 11:30 am and 1:00 to 2:30 pm  
*(appointment is strongly encouraged)*

**WHO MAY AVAIL OF THE SERVICE:**

Filipinos who apply for a Timor-Leste working visa

**REQUIREMENTS:**

- Original valid Philippine passport with photocopy of the data page
- Copy of employment contract that will be submitted to the Ministry of Foreign Affairs and Cooperation of Timor-Leste and the State Secretariat for Vocational Training and Professional Employment (SEPFPOPE).

**FEES:**

Regular Processing Fee (after 2 working days): US\$ 25

Additional Fees for Expedited Release:

Same day release: US\$ 30

Next day release: US\$ 20

## HOW TO AVAIL OF THE SERVICE:

### Issuance of Passport Certification

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in the Client/Visitor's logbook				N/A	
2	Consular Receiving Desk	Present the prescribed documents	Review the applicant's compliance with the requirements	5 min	Consular staff	Regular processing fee (after 2 working days): US\$ 25	Prescribed requirements
3	Consular Receiving Desk		Issue claim stub/temporary receipt if application is in order	2 min			Provisional receipt/ claim stub

**EXPECTED DURATION:** 7 minutes (for ideal circumstances; waiting time at the Consular Reception Area is not included)

### Releasing of Passport Certification

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in the Client/Visitor's logbook and present the provisional receipt/claim stub.			Consular staff	N/A	Provisional receipt/claim stub
2	Consular Receiving Desk	Wait for the name to be called.	Request the applicant to proceed to the Consular Receiving Desk for the release of the passport certification	2 min	Consular staff	N/A	N/A
3	Consular Receiving Desk	Check the accuracy of the details of the visa	Release the document to the applicant or his/her authorized representative	3 min	Consular staff	N/A	Official receipt
			Request the applicant or his/her representative to confirm his/her receipt of the certification by signing the acknowledgment form.				
			Furnish the applicant or his/her representative with the official receipt of the transaction.				

**EXPECTED DURATION:** 5 minutes (for ideal circumstances; waiting time at the Consular Reception Area is not included)



**Important:**

The applicant may authorize another person to claim his/her passport certification. The authorized representative is required to present the following: a.) authorization letter signed by the applicant; and b.) original and photocopy of proper ID of the representative.

**FEEDBACK AND COMPLAINT MECHANISM:**

Clients are strongly urged to fill out the feedback form that will be handed out by the Embassy after the consular transaction is concluded. The form would greatly assist the Embassy in its review process to further enhance and streamline its procedures.

Clients may request for an appointment with the Head of the Embassy's Consular Section to convey their concerns, complaints or proposals to further improve the delivery of consular services.

**TRAVEL DOCUMENT**

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday, except during public holidays of the Philippines and/or Timor-Leste, from 9:30 to 11:30 am and 1:00 to 2:30 pm  
*(appointment is strongly encouraged)*

**WHO MAY AVAIL OF THE SERVICE:**

Filipinos with emergency trips to the Philippines but with no valid Philippine passports

**REQUIREMENTS:**

- Personal appearance of the applicant
- Three (3) passport photographs (4.5 cm x 3.5 cm), taken within the last six (6) months
- Copy of Birth Certificate or old Philippine passport
- Flight itinerary

**FEES:**

Regular Processing Fee (after 2 working days): US\$ 30

Additional Fees for Expedited Release:

Same day release: US\$ 30

Next day release: US\$ 20

## HOW TO AVAIL OF THE SERVICE:

### Issuance of Travel Document

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in the Client/Visitor's logbook.				N/A	
2	Consular Receiving Desk	Fill out application form and present the prescribed documents	Review the applicant's compliance with the requirements	5 min	Consular staff	<i>Regular processing fee (after 2 working days):</i> US\$ 30	Application form
3	Consular Receiving Desk		Issue claim stub/temporary receipt if application is in order	2 min			Provisional receipt/ claim stub

**EXPECTED DURATION:** 7 minutes (for ideal circumstances; waiting time at the Consular Reception Area is not included)

### Releasing of Travel Document

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Fill out the logbook and present the provisional receipt/claim stub.			Consular staff	N/A	Provisional receipt/claim stub
2	Consular Receiving Desk	Wait for the name to be called.	Request the applicant to proceed to the Consular	2 min	Consular staff	N/A	N/A

			Receiving Desk for the release of the travel document				
3	Consular Receiving Desk	Check the accuracy of the details of the visa	Release the document to the applicant or his/her authorized representative	3 min	Consular staff	N/A	Official receipt
			Request the applicant or his/her representative to confirm his/her receipt of the travel document by signing the acknowledgment form.				
			Furnish the applicant or his/her representative with the official receipt of the transaction.				

**EXPECTED DURATION:** 5 minutes (for ideal circumstances; waiting time at the Consular Reception Area is not included)

**Important:**

The applicant may authorize another person to claim his/her travel document. The authorized representative is required to present the following: a.) authorization letter signed by the applicant; and b.) original and photocopy of proper ID of the representative.

**FEEDBACK AND COMPLAINT MECHANISM:**

Clients are strongly urged to fill out the feedback form that will be handed out by the Embassy after the consular transaction is concluded. The form would greatly assist the Embassy in its review process to further enhance and streamline its procedures.

Clients may request for an appointment with the Head of the Embassy's Consular Section to convey their concerns, complaints or proposals to further improve the delivery of consular services.

## **NBI CLEARANCE**

### **SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday, except during public holidays of the Philippines and/or Timor-Leste, from 9:30 to 11:30 am and 1:00 to 2:30 pm  
(*appointment is strongly encouraged*)

### **WHO MAY AVAIL OF THE SERVICE:**

All Qualified Filipino Citizens

### **REQUIREMENTS:**

- Personal appearance
- Duly-accomplished NBI Fingerprint Card form (to be obtained from the Embassy)
- Colored 2” x 2” photograph, taken within three (3) months before the date of application, showing a clear front view of applicant’s face, with a white background. No sleeveless attire. Blurred or low quality photos are not accepted.

### **FEE:**

This service is free of charge

### **HOW TO AVAIL OF THE SERVICE:**

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in the Client/Visitor’s logbook.				N/A	
2	Consular Receiving Desk	Fill out the NBI Fingerprint Card Form	Assist the applicant in accomplishing the form		Consular staff	N/A	NBI Fingerprint Card Form
3	Consular		Assist the applicant in	10 min	Consular		

	Receiving Desk		impressing his/her fingerprints on the appropriate spaces of the form		staff		
4		Wait at the Consular Reception Area for the completion of the process.	Sign/authenticate the form	3 min	Consular Officer		NBI Fingerprint Card Form
5			Release the form and retain a copy for the Embassy's reference	2 min	Consular staff		

**EXPECTED DURATION:** 8 minutes (for ideal circumstances; waiting time at the Consular Reception Area is not included)

**Important:** It is the applicant who will send the Fingerprint Card form duly signed by the Embassy to the National Bureau of Investigation of the Philippines for issuance of clearance.

**FEEDBACK AND COMPLAINT MECHANISM:**

Clients are strongly urged to fill out the feedback form that will be handed out by the Embassy after the consular transaction is concluded. The form would greatly assist the Embassy in its review process to further enhance and streamline its procedures.

Clients may request for an appointment with the Head of the Embassy's Consular Section to convey their concerns, complaints or proposals to further improve the delivery of consular services.

## **TRAVEL TAX EXEMPTION**

### **SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday, except during public holidays of the Philippines and/or Timor-Leste, from 9:30 to 11:30 am and 1:00 to 2:30 pm  
(*appointment is strongly encouraged*)

### **WHO MAY AVAIL OF THE SERVICE:**

All Qualified Filipino Citizens

### **REQUIREMENTS:**

- Personal appearance of the applicant
- Original valid Philippine passport, including copy of the data page
- Original and photocopy of valid working visa/special stay visa/ residence permit
- Original and photocopy of passport page showing the first immigration arrival stamp in Timor-Lest

### **FEE:**

This service is free of charge

### **HOW TO AVAIL OF THE SERVICE:**

Step	Location	Client	Service Provider	Duration	Person in Charge	Fee	Form
1	Embassy Consular Reception Area	Enter name in the Client/Visitor's logbook.				N/A	N/A
2	Consular Receiving Desk	Present the prescribed documents	Review the applicant's compliance with the requirements	3 min	Consular staff	N/A	N/A
3	Consular		Issue claim stub if application is	2 min	Consular		Claim stub

	Receiving Desk		in order		staff		
4		Claim the document after two (2) working days	Release the tax exemption certificate and retain a copy for the Embassy's file.		Consular staff		Claim stub

**EXPECTED DURATION:** 5 minutes (for ideal circumstances; waiting time at the Consular Reception Area is not included)

**FEEDBACK AND COMPLAINT MECHANISM**

Clients are strongly urged to fill out the feedback form that will be handed out by the Embassy after the consular transaction is concluded. The form would greatly assist the Embassy in its review process to further enhance and streamline its procedures.

Clients may request for an appointment with the Head of the Embassy's Consular Section to convey their concerns, complaints or proposals to further improve the delivery of consular services.