Philippine Consulate General Osaka

Internal / External Services

MISSION

To promote and protect Philippine interests in the global community

VISION

A resilient foreign service for a strong Philippines.

CORE VALUES

Patriotism
Integrity
Professionalism
Excellence
Service

Civil Registry

The Civil Registry services includes marriage license, legal capacity to contract marriage, solemnization, report of birth, report of marriage, and report of death.

Process Name: Processing of Report of Marriage (ROM)
Process Activity: Report of Marriage with Applied Legal Capacity to Contract Marriage (LCCM)n from any Philippine Post in Japan

Office or Division:	Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All clients of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Konin Todoke no kisai Jiko Shomeisho (Certified true copy of marriage certificate)	Japan's City Hall or Legal Affairs Bureau
Kosekitohon (Family registry of the Japanese spouse)	Japan's City Hall
LCCM Certificate	Consulate/Embassy
Valid Passport/Valid ID	Applicant
Birth Certificate	PSA/NSO
Letterpack	Post Office
ROM Form	Consulate/Embassy
Affidavit of Delayed Registration of Marriage	Consulate/Embassy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SUBMISSION Applicant submits the completed ROM form and documentary requirements at the Civil Registry Window.	Front-end Processor evaluates the following: 1. Assess if the place of marriage falls under Osaka PCG's jurisdiction. The areas under Osaka PCG are enumerated and posted on the	-	10 minutes	Civil Registry Front-end Processor

	website. If the place of marriage falls outside Osaka PCG's jurisdiction, accept the application as migrant registration. 2. Check if the ROM is being filed more than one year after the actual date of marriage. If so, the applicant must also submit an Affidavit of Delayed Registration of Marriage. Ensure to stamp or print "**Delayed Registration**' on the upper right side of the ROM form. 3. Assess if the Konin Todoke is a certified true copy issued by the City Hall/Legal Affairs Bureau. Check the seal of the City Hall/Bureau that issued the document. 4. Assess if Kosekitohon is up-to-date showing the couple's date and place of marriage. 5. Ensure that the applicant is the same as the passport holder by checking the passport photo. Also, check the date of validity and			

	signature of the applicant on the passport. 6. If the LCCM Certificate was applied at another Post/Embassy, the Filipino applicant is required to submit a copy of his/her PSA/NSO birth certificate. 7. Assess the authenticity of PSA birth certificates, (hard copy and e-Apostille). For hard copies, check some features of the security paper such as color, font, etc., and the Birth Reference Number (BReN) code that is printed on the middle bottom, or upper part of the document. The BReN code provides information on the year of birth and gender of the applicant. For DFA e-Apostilles, it can be verified in several ways: i. By clicking on the verified link on the e-Apostille cover sheet ii. By scanning the QR Code also			

	found on the cover sheet iii. By visiting the website https://e-app1.apostille.gov.ph/eAppVerification and inputting Apostille's Serial Number and Keycode 8. If the applicant applied for LCCM at Post, retrieve his/her LCCM folder at LCCM storage shelves. 9. Review the checklist of requirements, arrange the documents in four sets, and file the checklist together with the rest of the documents. 10. Prepare a new ROM folder for the applicant.			
	ACCEPTANCE If the documents are complete and in order, the processor prepares the payment slip. Otherwise, the documents are returned to the applicant with a document checklist. The applicant may submit the documents for reevaluation. To prepare the payment slip, go to	3,750 JPY for ROM	2 minutes	Civil Registry Front-end Processor

	the 'Other Consular Services Front End' Module; input the date, names of applicants, gender, service, subservice, and source on the 'Main Form' submodule; and print the payment slip by inputting the service number start and end on the 'Payment Slip' submodule.	3,750 JPY for translation of Konin Todoke no kisai Jiko Shomeisho 3,750 JPY for translation of Kosekitohon (for Japanese Spouse only) 3,750 JPY for Affidavit of Delayed Registration (if delayed) 1,500 JPY for Expedite fees (if expedite)		
PAYMENT The applicant pays the consular fee and brings back the payment slip to the front-end processor.	After payment, the processor encodes the details of the marriage and other necessary information and generates a ROM form. To generate the ROM form, go to the "Other Consular Services Front End' Module; click the "ROM Form' submodule; input the service number then click the 'Search' button. Ensure to input the		15 minutes	Civil Registry Front-end Processor

	name of the signatory, including the husband's and wife's information and details of the marriage. Print four copies of the ROM form to be signed by the applicant/s.			
REVIEW Applicant reviews and signs the ROM forms.	If there is incorrect information on the ROM form, revise the form accordingly. If none, the applicant signs all four ROM forms. The LCCM/ROM folder will be handed over to the translator before the day ends.	-	2 minutes	Civil Registry Front-end Processor
	TRANSLATION The translator translates the Konin Todoke no kisai Jiko Shomeisho and Kosekitohon (if Japanese spouse)	-	15 minutes	Translator
	BACK-END PROCESSING After translation, the LCCM/ROM folder is given to the back-end processor to do the following: 1. Ensure that the entries in the ROM form are correct based on the applicant/s' birth certificate, passport/ID, konin todoke and kosekitohon	-	20 minutes	Civil Registry Back-end Processor

	2. Ensure that the attached documentary requirements are complete including the affidavit of delayed registration, if any. 3. Affix the Post's seal on ROM forms and affidavits, if any. 4. Stamp "PSA Copy', 'Osaka PCG Copy', 'DFA Copy', and 'Applicant's Copy' on the lower right side of the four ROM forms.			
	SIGNING After ensuring the completeness and correctness of the documents, the signing officer signs the ROM forms.	-	10 minutes	Signing Officer
	RELEASING After signing, the back-end processor encodes in the digital logbook the tracking number of the return letter pack and mailing date using the (*BULK UPDATES*) for releasing of Applicants copy. The personal registered copy of the ROM is released to the applicant by mail as per the prescribed turnaround time. If expedited, the	-	10 minutes	Civil Registry Back-end Processor

	applicant's copy is released on the day of their application.			
CORRECTIONS If the applicant identifies any error or discrepancy that requires correction in the ROM, he/she needs to notify the Civil Registry section within one week of receiving the document.	The back-end processor corrects the discrepancy/error and resends the registered personal copy to the applicant.	-	10 minutes	Civil Registry Back-end Processor
	FILING/ARCHIVING The back-end processor files the remaining three copies of the ROM (PSA Copy, DFA Copy, and Osaka PCG Copy) in the Civil Registry Monthly Report Storage Cabinet. The PSA/DFA copies are mailed every 10th of the month to DFA-OCA via diplomatic pouch for onward transmittal to PSA (PSA copies). Osaka PCG copies are turned over to the archivist for scanning and filing.	-		Civil Registry Back-end Processor
	SUBTOTAL	7,500 JPY (min)		
	TOTAL		94 minutes	

Process Name: Processing of Report of Marriage (ROM)
Process Activity: Report of Marriage without Applied Legal Capacity to Contract Marriage (LCCM) from any Philippine Post in Japan

Office or Division:	Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All clients of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Konin Todoke no kisai Jiko Shomeisho (Certified true copy of marriage certificate)	Japan's City Hall or Legal Affairs Bureau
Kosekitohon (Family registry of the Japanese spouse)	Japan's City Hall
Valid Passport/Valid ID	Applicant
Birth Certificate, CENOMAR, Marriage Certificate, Advisory on Marriage, Death Certificate	PSA/NSO
Letterpack	Post Office
Philippine Judicial Declaration of Foreign Divorce (for divorced) or Judicial Decree of Nullity of Marriage (for annulled) with Certificate of Finality issued by a competent Philippine Court	Regional Trial Court in the Philippines
ROM Form, Affidavit of Delayed Registration of Marriage	Consulate/Embassy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SUBMISSION Applicant submits the completed ROM form and documentary requirements at the Civil Registry Window.	Front-end Processor evaluates the following: Front-end Processor evaluates the following: 1. Assess if the place of marriage falls under Osaka PCG's jurisdiction. The areas under Osaka PCG are enumerated and posted on the website. If the place of marriage falls outside Osaka PCG's jurisdiction,	-	10 minutes	Civil Registry Front-end Processor

	accept the application as migrant registration. 2. Check if the ROM is being filed more than one year after the actual date of marriage. If so, the applicant must also submit an Affidavit of Delayed Registration of Marriage. Ensure to stamp or print "**Delayed Registration**' on the upper right side of the ROM form. 3. Assess if the Konin Todoke is a certified true copy issued by the City Hall/Legal Affairs Bureau. Check the seal of the City Hall/Bureau that issued the document. 4. Assess if Kosekitohon is up-to-date showing the couple's date and place of marriage. 5. Ensure that the applicant is the same as the passport holder by checking the passport photo. Also, check the date of validity and signature of the applicant on the passport. 6. Request relevant documentary requirements based on the status of the applicant: If single, CENOMAR. CENOMAR must not be more than six months old from the date of its issuance and all entries in the CENOMAR are correct and consistent			

	with the PSA/NSO birth certificate and passport. If widowed, PSA/NSO marriage certificate, PSA Advisory on Marriage, PSA death certificate, or kosekitohon that shows the date of death of the spouse; If divorced, PSA/NSO annotated marriage certificate, PSA Advisory on Marriage, Philippine Judicial Declaration of Foreign Divorce with Certificate of Finality issued by a competent Philippine Court; and If annulled, PSA/NSO annotated marriage certificate, PSA Advisory on Marriage, Judicial Decree of Nullity of Marriage. 7. For Filipino applicant/s, require a PSA/NSO birth certificate. 8. Assess the authenticity of PSA/NSO certificates, (hard copy and e-Apostille). For hard copies, check some features of the security paper such as color, font, etc., and the Birth Reference Number (BReN) code that is printed on the middle bottom, or upper part of the document. The BReN code provides information on the year of birth and gender of the applicant.			

	For DFA e-Apostilles, it can be verified in several ways: i. By clicking on the verified link on the e-Apostille cover sheet ii. By scanning the QR Code also found on the cover sheet iii. By visiting the website https://e-app1.apostille.gov.ph/eAppVerification and inputting Apostille's Serial Number and Keycode 9. Review the checklist of requirements, arrange the documents in four sets, and file the checklist together with the rest of the documents. 10. Prepare a new ROM folder for the applicant.			
	ACCEPTANCE If the documents are complete and in order, the processor prepares the payment slip. Otherwise, the documents are returned to the applicant with a document checklist. The applicant may submit the documents for reevaluation. To prepare the payment slip, go to the 'Other Consular Services Front End' Module; input the date, names of applicants, gender, service, subservice, and source on the 'Main Form' submodule; and	3,750 JPY for ROM 3,750 JPY for translation of	2 minutes	Civil Registry Front-end Processor

	print the payment slip by inputting the service number start and end on the 'Payment Slip' submodule.	Konin Todoke no kisai Jiko Shomeisho 3,750 JPY for translation of Kosekitohon (for Japanese Spouse only) 3,750 JPY for Affidavit of Delayed Registration (if delayed) 1,500 JPY for Expedite fees (if expedite)		
PAYMENT The applicant pays the consular fee and brings back the payment slip to the front-end processor.	After payment, the processor encodes the details of the marriage and other necessary information and generates a ROM form. To generate the ROM form, go to the "Other Consular Services Front End' Module; click the "ROM Form' submodule; input the service number then click the 'Search' button. Ensure to input the name of the		15 minutes	Civil Registry Front-end Processor

	signatory, including the husband's and wife's information and details of the marriage. Print four copies of the ROM form to be signed by the applicant/s.			
REVIEW Applicant reviews and signs the ROM forms	If there is incorrect information on the ROM form, revise the form accordingly. If none, the applicant signs all four ROM forms. The LCCM/ROM folder will be handed over to the translator before the day ends.	-	2 minutes	Civil Registry Front-end Processor
	TRANSLATION A translator translates the Konin Todoke no kisai Jiko Shomeisho and Kosekitohon	-	15 minutes	Translator
	BACK-END PROCESSING After translation, the LCCM folder is given to the back-end processor to do the following: 1. Ensure that the entries in the ROM form are correct based on the applicant/s' birth certificate, passport/ID, konin todoke and kosekitohon 2. Ensure that the attached documentary requirements are complete including the affidavit of delayed registration, if any. 3. Affix the Post's seal on ROM forms and affidavits, if any. 4. Stamp "PSA Copy', 'Osaka PCG Copy', 'DFA	-	20 minutes	Civil Registry Back-end Processor

	Copy', and 'Applicant's Copy' on the lower right side of the four ROM forms.			
	SIGNING After ensuring the completeness and correctness of the documents, the signing officer signs the ROM form and affidavits, if any.	-	10 minutes	Signing Officer
	RELEASING After signing, the back-end processor encodes in the digital logbook the tracking number of the return letter pack and mailing date using the (*BULK UPDATES*) for releasing of Applicants copy. The personal registered copy of the ROM is released to the applicant by mail as per the prescribed turnaround time. If expedited, the applicant's copy is released on the day of their application.	-	10 minutes	Civil Registry Back-end Processor
CORRECTIONS If the applicant identifies any error or discrepancy that requires correction in the ROM, he/she needs to notify the Civil Registry section within one week of receiving the document.	The back-end processor corrects the discrepancy/error and resends the registered personal copy to the applicant.	-	10 minutes	Civil Registry Back-end Processor

	FILING/ARCHIVING The back-end processor files the remaining three copies of the ROM (PSA Copy, DFA Copy, and Osaka PCG Copy) in the Civil Registry Monthly Report Storage Cabinet. The PSA/DFA copies are mailed every 10th of the month to DFA-OCA via diplomatic pouch for onward transmittal to PSA (PSA copies). Osaka PCG copies are turned over to the archivist for scanning and filing.	-		Civil Registry Back-end Processor
	SUBTOTAL	7,500 JPY (min)	94 minutes	
	TOTAL			

Process Name: Processing of Report of Marriage (ROM)
Process Activity: Registration of marriage outside Osaka PCG's jurisdiction

Office or Division:	Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All clients of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Foreign Marriage Certificate	Issuing Authority
Valid Passport/Valid ID	Applicant
Birth Certificate, CENOMAR, Marriage Certificate, Advisory on Marriage, Death Certificate	PSA/NSO
Philippine Judicial Declaration of Foreign Divorce (for divorced) or Judicial Decree of Nullity of Marriage (for annulled) with Certificate of Finality issued by a competent Philippine Court	Regional Trial Court in the Philippines
ROM Form, Affidavit of Delayed Registration of Marriage	Consulate/Embassy
Letterpack	Post Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SUBMISSION Applicant submits the completed ROM form and documentary requirements at the Civil Registry Window.	Front-end Processor evaluates the following: 1. Check the place of marriage in the foreign marriage certificate. 2. Check the requirements listed on the website of the Post where the marriage will be registered. 3. Check if the ROM is being filed more than one year after the actual date of marriage. If so, the applicant must also submit an Affidavit of Delayed Registration of Marriage. Ensure to stamp or print "**Delayed Registration**' on the upper right side of the ROM form. 4. Ensure that the applicant is the same as the passport holder by checking the passport photo. Also, check the date of validity and signature of the applicant on the passport. 5. Assess the authenticity of PSA/NSO	-	10 minutes	Civil Registry Front-end Processor

	certificates (hard copy and e-Apostille). For hard copies, check some features of the security paper such as color, font, etc., and the Birth Reference Number (BReN) code that is printed on the middle bottom, or upper part of the document. The BReN code provides information on the year of birth and gender of the applicant. For DFA e-Apostilles, it can be verified in several ways: i. By clicking on the verified link on the e-Apostille cover sheet ii. By scanning the QR Code also found on the cover sheet iii. By visiting the website https://e-app1.apostille.gov.ph/eAppVerification and inputting Apostille's Serial Number and Keycode 6. Review the checklist of requirements, arrange the			

	documents in four sets, and file the checklist together with the rest of the documents. 7. Prepare a ROM folder for the applicant.			
	ACCEPTANCE If the documents are complete and in order, the processor prepares the payment slip. Otherwise, the documents are returned to the applicant with a document checklist. The applicant may submit the documents for reevaluation. To prepare the payment slip, go to the 'Other Consular Services Front End' Module; input the date, names of applicants, gender, service, subservice, and source on the 'Main Form' submodule; and print the payment slip by inputting the service number start and end on the 'Payment Slip' submodule.	3,750 JPY for ROM 3,750 JPY for translation of Konin Todoke no kisai Jiko Shomeisho 3,750 JPY for translation of Kosekitohon (for Japanese	2 minutes	Civil Registry Front-end Processor

		Spouse only) 3,750 JPY for Affidavit of Delayed Registration (if delayed)		
PAYMENT The applicant pays the consular fee and brings back the payment slip to the front-end processor.	After payment, the processor encodes the details of the marriage and other necessary information and generates a ROM form. To generate the ROM form, go to the “Other Consular Services Front End’ Module; click the “ROM Form’ submodule; input the service number then click the ‘Search’ button. Ensure to input the name of the signatory, the husband’s and wife’s information, and details of the marriage. Leave the following details blank to be filled up by the accepting Post where the marriage will be registered: 1. Name of the Philippine Foreign Service Post on the upper middle and	Refer to the schedule of fees posted on the website.	15 minutes	Civil Registry Front-end Processor

	lower portions (no. 22) of the ROM form 2. Date of Registration 3. Registry Number 4. Date, Document, and Service Numbers Print four copies of the ROM form to be signed by the applicant/s.			
REVIEW Applicant reviews and signs the ROM forms.	If there is incorrect information on the ROM form, revise the form accordingly. If none, the applicant signs all four ROM forms. The ROM folder will be handed over to the back-end processor before the day ends.	-	2 minutes	Civil Registry Front-end Processor
	BACK-END PROCESSING The back-end processor evaluates the following: 1. Ensure that the entries in the ROM form are correct based on the applicant/s' birth certificate, passport/ID, and other relevant documents. 2. Ensure that the attached documentary requirements are complete including	-	20 minutes	Civil Registry Back-end Processor

	the affidavit of delayed registration, if any. 3. Affix the Post's seal on ROM forms and affidavits, if any. 4. Stamp "PSA Copy', 'Osaka PCG Copy', 'DFA Copy', and 'Applicant's Copy' on the lower right side of the four ROM forms.			
	SIGNING After ensuring the completeness and correctness of the documents, the signing officer signs the notarial portion of the ROM forms.	-	10 minutes	Signing Officer
	TRANSMITTAL After signing, the back-end processor prepares the cover memo forwarding the documents to OCA-CRD via diplomatic pouch for onward submission to the concerned Philippine Embassy/Philippine Consulate.		5 minutes	Civil Registry Back-end Processor
	APPROVAL The concerned Post assesses and signs the ROM forms. Post prepares the transmittal of the ROM (PSA, DFA, and Applicant's		2-3 months	Concerned Philippine Embassy/Philippine Consulate

	copies) and related documents to DFA-OCA. DFA-OCA through the Civil Registry Division, checks and prepares the documents for onward transmittal to the PSA, while the applicant's copy is forwarded to Osaka PCG.			
	RELEASING After signing, the back-end processor encodes in the digital logbook the tracking number of the return letter pack and mailing date using the (*BULK UPDATES*) for releasing of Applicants copy. The personal registered copy of the ROM is released to the applicant by mail as per the prescribed turnaround time.	-	10 minutes	Civil Registry Back-end Processor
	SUBTOTAL	7,500 JPY (min)		
	TOTAL		77 minutes	

Process Name: Processing of Legal Capacity to Contract Marriage (LCCM)
Process Activity: Processing for Single Applicants

Office or Division:	Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All clients of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Kosekitohon (Family registry of the Japanese fiancé/fiancée)	Japan's City Hall
Certificate of LCCM or its equivalent from his/her Embassy or Consulate in Japan with its official English translation, if non-Japanese national	Consulate/Embassy
Valid Passport/Valid ID/Residence Card	Applicant
Birth Certificate, CENOMAR	PSA/NSO
Letterpack	Post Office
LCCM Form for Filipino National, Affidavit of Civil Status, Information Sheet, LCCM Application for Japanese	Consulate/Embassy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SUBMISSION Applicant submits accomplished LCCM form and documentary requirements at the Civil Registry Window.	Front-end Processor evaluates the following: 1. Ensure that the applicant is the same as the passport holder by checking the passport photo. Also, check the date of validity and signature of the applicant on the passport. 2. For Filipino applicant/s, require a PSA/NSO birth certificate and CENOMAR. CENOMAR must not be more than six months old from the date of its issuance and all entries in the CENOMAR are correct and consistent with the PSA/NSO birth	-	10 minutes	Civil Registry Front-end Processor

	certificate and passport. 3. Assess the authenticity of PSA/NSO certificates, (hard copy and e-Apostille). For hard copies, check some features of the security paper such as color, font, etc., and the Birth Reference Number (BReN) code that is printed on the middle bottom, or upper part of the document. The BReN code provides information on the year of birth and gender of the applicant. For DFA e-Apostilles, it can be verified in several ways: i. By clicking on the verified link on the e-Apostille cover sheet ii. By scanning the QR Code also found on the cover sheet iii. By visiting the website https://e-app1.apostille.gov.ph/eAppVerification and inputting Apostille's Serial Number and Keycode			

	4. If the applicant is 18-20 years old, submit an Affidavit of Parental Consent (with copies of parents' passports). If the applicant is 21-25 years old, submit an Affidavit of Parental Advice (with copies of parents' passports). 5. If the fiancé/fiancée is a Japanese national, check if the kosekitohon shows previous records of marriage/divorce/death of a spouse. 6. If the fiancé/fiancée is a non-Japanese national, require a Certificate of LCCM or its equivalent from his/her Embassy or Consulate in Japan with its official English translation. 7. Review the checklist of requirements, arrange the documents, and file the checklist together with the rest of the documents. 8. Prepare an LCCM folder for the applicant.			
	ACCEPTANCE If the documents are complete and in		2 minutes	Civil Registry Front-end Processor

	order, the processor prepares the payment slip. Otherwise, the documents are returned to the applicant with a document checklist. The applicant may submit the documents for reevaluation. To prepare the payment slip, go to the 'Other Consular Services Front End' Module; input the date, names of applicants, gender, service, subservice, and source on the 'Main Form' submodule; and print the payment slip by inputting the service number start and end on the 'Payment Slip' submodule.	3,750 JPY for LCCM 3,750 JPY for LCCM Application 3,750 JPY for Affidavit of Civil Status 3,750 JPY for translation of Kosekitohon (if partner is Japanese) 1,500 JPY for expedited services (if expedite)		
PAYMENT The applicant pays the consular fee	After payment, the LCCM folder will be handed over to the translator before the day ends.		10 minutes	Civil Registry Front-end Processor

and brings back the payment slip to the front-end processor.				
	TRANSLATION Translator translates the Kosekitohon	-	10 minutes	Translator
	BACK-END PROCESSING After translation, the LCCM folder is given to the back-end processor to do the following: 1. Ensure that the attached documentary requirements are correct and complete 2. Affix Post's seal/signing officer's name on the LCCM application and Affidavit/s 3. Generate and print the LCCM Certificate To generate the LCCM Certificate, go to the "Other Consular Services Front End' Module; click the "LCCM Form' submodule; input the service number then click the 'Search' button. Ensure to input the name of the signatory, age, and marital status. Print one copy of the LCCM	-	20 minutes	Civil Registry Back-end Processor

	Certificate, add the gold seal, and affix the dry seal. Give the LCCM folder to the signing officer for his/her signature.			
	SIGNING After ensuring the completeness and correctness of the documents, the signing officer signs the LCCM certificate, LCCM form, and Affidavit/s	-	10 minutes	Signing Officer
	RELEASING After signing, the back-end processor encodes in the digital logbook the tracking number of the return letter pack and mailing date using the (*BULK UPDATES*) for releasing of Applicants copy. The LCCM certificate is released to the applicant by mail as per the prescribed turnaround time. If expedited, the applicant's copy is released on the day of their application.		10 minutes	Civil Registry Back-end Processor
	FILING/ARCHIVING The back-end processor files the LCCM folder at the LCCM storage shelves. The folders are stored			Civil Registry Back-end Processor

	alphabetically based on the surname of the Filipina/Filipino.			
	SUBTOTAL	11,250 JPY (min)		
	TOTAL		77 minutes	

Process Name Processing of Legal Capacity to Contract Marriage (LCCM)
Process Activity Processing for Widow/Widower Applicants Applicants

Office or Division:	Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All clients of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Kosekitohon (Family registry of the Japanese fiancé/fiancée/spouse)	Japan's City Hall
Certificate of LCCM or its equivalent from his/her Embassy or Consulate in Japan with its official English translation, if non-Japanese national	Consulate/Embassy
Valid Passport/Valid ID/Residence Card	Applicant
Birth Certificate, Marriage Certificate, Advisory on Marriage, Death Certificate	PSA/NSO
Letterpack	Post Office
LCCM Form for Filipino National, Affidavit of Civil Status, Information Sheet, LCCM Application for Japanese	Consulate/Embassy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SUBMISSION Applicant submits accomplished LCCM form and documentary requirements at the Civil Registry Window	Front-end Processor evaluates the following: 1. Ensure that the applicant is the same as the passport holder by checking the passport photo. Also, check the date of validity and signature of the	-	10 minutes	Civil Registry Front-end Processor

	applicant on the passport. 2. For Filipino applicant/s, require a PSA/NSO birth certificate, PSA/NSO Marriage certificate, and PSA Advisory of Marriage showing the record of marriage/s 3. PSA Death certificate for Filipino and for the non-Japanese spouse or kosekitohon/shibo todoke indicating the date of death of the Japanese spouse 4. Assess the authenticity of PSA/NSO certificates, (hard copy and e-Apostille). For hard copies, check some features of the security paper such as color, font, etc., and the Birth Reference Number (BReN) code that is printed on the middle bottom, or upper part of the document. The BReN code provides information on the year of birth and gender of the applicant. For DFA e-Apostilles, it can be verified in several ways:			

	i. By clicking on the verified link on the e-Apostille cover sheet ii. By scanning the QR Code also found on the cover sheet iii. By visiting the website https://e-app1.apostille.gov.ph/eAppVerification and inputting Apostille's Serial Number and Keycode 5. If the fiancé/fiancée is a Japanese national, check if the kosekitohon shows previous records of marriage/divorce/death of a spouse. 6. If the fiancé/fiancée is a non-Japanese national, require a Certificate of LCCM or its equivalent from his/her Embassy or Consulate in Japan with its official English translation. 7. Review the checklist of requirements, arrange the documents, and file the checklist together with the rest of the documents. 8. Prepare an LCCM folder for the applicant.			
	ACCEPTANCE		2 minutes	Civil Registry Front-end Processor

	If the documents are complete and in order, the processor prepares the payment slip. Otherwise, the documents are returned to the applicant with a document checklist. The applicant may submit the documents for reevaluation. To prepare the payment slip, go to the 'Other Consular Services Front End' Module; input the date, names of applicants, gender, service, subservice, and source on the 'Main Form' submodule; and print the payment slip by inputting the service number start and end on the 'Payment Slip' submodule.	3,750 JPY for LCCM 3,750 JPY for LCCM Application 3,750 JPY for Affidavit of Civil Status 3,750 JPY for translation of Kosekitohon (if partner is Japanese) 1,500 JPY for expedited services (if expedite)		

PAYMENT The applicant pays the consular fee and brings back the payment slip to the front-end processor.	After payment, the LCCM folder will be handed over to the translator before the day ends.		10 minutes	Civil Registry Front-end Processor
	TRANSLATION The translator translates the Kosekitohon/shibo todoke, if applicable	-	15 minutes	Translator
	BACK-END PROCESSING After translation, the LCCM folder is given to the back-end processor to do the following: 1. Ensure that the attached documentary requirements are correct and complete 2. Affix Post's seal/signing officer's name on the LCCM application and Affidavit/s 3. Generate and print the LCCM Certificate To generate the LCCM Certificate, go to the "Other Consular Services Front End' Module; click the "LCCM Form' submodule; input the service number then click the 'Search' button. Ensure to input the name of the	-	20 minutes	Civil Registry Back-end Processor

	signatory, age, and marital status. Print one copy of the LCCM Certificate, add the gold seal, and affix the dry seal. Give the LCCM folder to the signing officer for his/her signature.			
	SIGNING After ensuring the completeness and correctness of the documents, the signing officer signs the LCCM certificate, LCCM form, and Affidavit/s	-	10 minutes	Signing Officer
	RELEASING After signing, the back-end processor encodes in the digital logbook the tracking number of the return letter pack and mailing date using the (*BULK UPDATES*) for releasing of Applicants copy. The LCCM certificate is released to the applicant by mail as per the prescribed turnaround time. If expedited, the applicant's copy is released on the day of their application	-	10 minutes	Civil Registry Back-end Processor
	FILING/ARCHIVING The back-end processor files the LCCM folder at the LCCM storage shelves. The folders	-		Civil Registry Back-end Processor

	are stored alphabetically based on the surname of the Filipina/Filipino.			
	SUBTOTAL	11,250 JPY (min)		
	TOTAL		77 minutes	

Process Name: Processing of Legal Capacity to Contract Marriage (LCCM)
Process Activity: Processing for Divorced/Annulled Applicants

Office or Division:	Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All clients of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Kosekitohon (Family registry of the Japanese fiancé/fiancée)	Japan's City Hall
Certificate of LCCM or its equivalent from his/her Embassy or Consulate in Japan with its official English translation, if non-Japanese national	Consulate/Embassy
Valid Passport/Valid ID/Residence Card	Applicant
Birth Certificate, Annotated Marriage Certificate/ROM, Advisory on Marriage	PSA/NSO
Philippine Judicial Declaration of Foreign Divorce (for divorced) or Judicial Decree of Nullity of Marriage (for annulled) with Certificate of Finality issued by a competent Philippine Court	Regional Trial Court in the Philippines
LCCM Form for Filipino National, Affidavit of Civil Status, Information Sheet, LCCM Application for Japanese	Consulate/Embassy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SUBMISSION Applicant submits accomplished LCCM form and	Front-end Processor evaluates the following: 1. Ensure that the applicant is the	-	10 minutes	Civil Registry Front-end Processor

documentary requirements at the Civil Registry Window.	same as the passport holder by checking the passport photo. Also, check the date of validity and signature of the applicant on the passport. 2. For Filipino applicant/s, require a PSA/NSO birth certificate, PSA/NSO Marriage certificate, and PSA Advisory of Marriage showing a record of marriage/s 3. Assess the authenticity of PSA/NSO certificates, (hard copy and e-Apostille). For hard copies, check some features of the security paper such as color, font, etc., and the Birth Reference Number (BReN) code that is printed on the middle bottom, or upper part of the document. The BReN code provides information on the year of birth and gender of the applicant. For DFA e-Apostilles, it can			

	be verified in several ways: i. By clicking on the verified link on the e-Apostille cover sheet ii. By scanning the QR Code also found on the cover sheet iii. By visiting the website https://e-app1.apostille.gov.ph/eAppVerification and inputting Apostille's Serial Number and Keycode 4. Require apostilled Philippine Judicial Declaration of Foreign Divorce (for divorced) or Judicial Decree of Nullity of Marriage (for annulled) with Certificate of Finality issued by a competent Philippine Court. If the annotation is with the declaration of absolute nullity of marriage – the status of the applicant is single; If annulment, the status is annulled; If with the foreign decree of divorce – the status is divorced 5. If the fiancé/fiancée is a Japanese national, check if			

	kosekitohon shows previous records of marriage/divorce/death of a spouse 6. If the fiancé/fiancée is a non-Japanese national, require a Certificate of LCCM or its equivalent from his/her Embassy or Consulate in Japan with its official English translation. 7. Review the checklist of requirements, arrange the documents, and file the checklist together with the rest of the documents. 8. Prepare an LCCM folder for the applicant.			
	ACCEPTANCE If the documents are complete and in order, the processor prepares the payment slip. Otherwise, the documents are returned to the applicant with a document checklist. The applicant may submit the documents for reevaluation. To prepare the payment slip, go to the 'Other Consular Services Front End'	3,750 JPY for LCCM	2 minutes	Civil Registry Front-end Processor

	Module; input the date, names of applicants, gender, service, subservice, and source on the 'Main Form' submodule; and print the payment slip by inputting the service number start and end on the 'Payment Slip' submodule.	3,750 JPY for LCCM Application 3,750 JPY for Affidavit of Civil Status 3,750 JPY for translation of Kosekitohon (if partner is Japanese) 1,500 JPY for expedited services (if expedite)		
PAYMENT The applicant pays the consular fee and brings back the payment slip to the front-end processor.	After payment, the LCCM folder will be handed over to the translator before the day ends.		10 minutes	Civil Registry Front-end Processor
	TRANSLATION A translator translates the Kosekitohon, if applicable.	-	10 minutes	Translator
	BACK-END PROCESSING After translation, the LCCM folder is given to the back-end processor to do the following:	-	20 minutes	Civil Registry Back-end Processor

	1. Ensure that the attached documentary requirements are correct and complete 2. Affix Post's seal/signing officer's name on the LCCM application and Affidavit/s 3. Generate and print the LCCM Certificate To generate the LCCM Certificate, go to the "Other Consular Services Front End' Module; click the "LCCM Form' submodule; input the service number then click the 'Search' button. Ensure to input the name of the signatory, age, and marital status. Print one copy of the LCCM Certificate, add the gold seal, and affix the dry seal. Give the LCCM folder to the signing officer for his/her signature.			
	SIGNING After ensuring the completeness and correctness of the documents, the signing officer signs the LCCM form,	-	10 minutes	Signing Officer

	LCCM certificate, and Affidavit/s			
	RELEASING After signing, the back-end processor encodes in the digital logbook the tracking number of the return letter pack and mailing date using the (*BULK UPDATES*) for releasing of Applicants copy. The LCCM certificate is released to the applicant by mail as per the prescribed turnaround time. If expedited, the applicant's copy is released on the day of their application.	-	10 minutes	Civil Registry Back-end Processor
	FILING/ARCHIVING The back-end processor files the LCCM folder at the LCCM storage shelves. The folders are stored alphabetically based on the surname of the Filipina/Filipino.	-		Civil Registry Back-end Processor
	SUBTOTAL	11,250 JPY (min)		
	TOTAL		77 minutes	

Process Name: Processing of Marriage License (ML)
Process Activity: Processing for Single Applicants

Office or Division:	Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

Who may avail:	Filipinos, All clients of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Passport & Residence Card	Applicant
Birth Certificate, CENOMAR	PSA/NSO
Letterpack	Post Office
Marriage License Form, Affidavit of Civil Status	Consulate/Embassy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SUBMISSION Applicant submits accomplished ML form, affidavit of civil status, and other documentary requirements at the Civil Registry Window.	Front-end Processor evaluates the following: 1. Ensure that the applicant is the same as the passport holder by checking the passport photo. Also, check the date of validity and signature of the applicant on the passport. 2. For Filipino applicants, require a PSA/NSO birth certificate and CENOMAR. CENOMAR must not be more than six months old from the date of its issuance and all entries in the CENOMAR are correct and consistent with the PSA/NSO birth certificate and passport. 3. Assess the authenticity of PSA/NSO certificates, (hard	-	10 minutes	Civil Registry Front-end Processor

	copy and e-Apostille). For hard copies, check some features of the security paper such as color, font, etc., and the Birth Reference Number (BReN) code that is printed on the middle bottom, or upper part of the document. The BReN code provides information on the year of birth and gender of the applicant. For DFA e-Apostilles, it can be verified in several ways: i. By clicking on the verified link on the e-Apostille cover sheet ii. By scanning the QR Code also found on the cover sheet iii. By visiting the website https://e-app1.apostille.gov.ph/eAppVerification and inputting Apostille's Serial Number and Keycode 3. If the applicant is 18-20 years old, submit an Affidavit of Parental Consent (with copies of parents' passports).			

	If the applicant is 21-25 years old, submit an Affidavit of Parental Advice (with copies of parents' passports). 4. Review the checklist of requirements, arrange the documents, and file the checklist together with the rest of the documents. 5. Prepare an ML folder for the applicants.			
	ACCEPTANCE If the documents are complete and in order, the processor prepares the payment slip. Otherwise, the documents are returned to the applicant with a document checklist. The applicant may submit the documents for reevaluation. To prepare the payment slip, go to the 'Other Consular Services Front End' Module; input the date, names of applicants, gender, service, subservice, and source on the 'Main Form' submodule; and print the payment slip by inputting the	Marriage License ¥ 7,500 (for two) Affidavit of Civil Status ¥ 7,500 (for two)	2 minutes	Civil Registry Front-end Processor

	service number start and end on the 'Payment Slip' submodule. The applicants must also confirm the date they intend to marry. Once the date is finalized, ensure to include the names of the couple in the solemnization schedule tracker.	Affidavit of Parental Consent / Affidavit of Parental Advice ¥ 3,750 Solemnization of Marriage ¥ 9,000		
PAYMENT Applicants pay the consular fee and return the payment slip back to the front-end processor.	After payment, the front-end processor will remind the applicants of the following: 1. To arrive at least 30 minutes prior to the time of the solemnization to give time to prepare the documents and pay for the applicable fees. 2. To provide two witnesses who are of legal age, and will attend the marriage ceremony and sign as witnesses in the Contract of Marriage. 3. Rings and vows may also be prepared		5 minutes	Civil Registry Front-end Processor
	POSTING The processor prepares the Notice of Posting to be signed by the	-	20 minutes	Civil Registry Front-end Processor

	solemnizing officer and posts it on the Bulletin Board for the mandatory 10-day publication of the marriage banns.			
	On the day of the solemnization of marriage, the processor prepares the payment slip, ROM, Marriage Contract (MC), Certificate of Posting, and other documents. To generate the ROM form, go to the “Other Consular Services Front End’ Module; click the “ROM Form’ submodule; input the service number then click the ‘Search’ button. Ensure to input the name of the signatory, including the husband’s and wife’s information and details of the marriage. Print four copies of the ROM form to be signed by the applicants and signing officer. On the other hand, to generate the MC form, go to the “Other Consular Services Front End’ Module; click the		20 minutes	Civil Registry Front-end Processor

	"MC Form' submodule; input the service number then click the 'Search' button. Ensure to input the name of the signatory, including the husband's and wife's information and details of the marriage. Print four copies of the MC form to be signed by the applicants, witnesses, and signing officer. Also, print the Certificate of Posting, Guide for the Wedding Ceremony, and Wedding Vows.			
	The back-end processor prepares the wedding solemnization venue.	-	10 minutes	Civil Registry Back-end Processor
REVIEW Applicants review the ROM and MC	**SOLEMNIZATION** The back-end processor assists the solemnizing officer during the ceremony. Ensure that the couple, witnesses, and solemnizing officer sign all four copies of the ROM and MC.	-	30 minutes	Civil Registry Back-end Processor Solemnizing Officer
	BACK-END PROCESSING After the ceremony, the processor must do the following:		20 minutes	Civil Registry Back-end Processor

	1. Ensure that the entries in the ROM/MC forms are correct based on the applicant's birth certificate, and passport/ID. 2. Ensure that the attached documentary requirements are complete including the affidavit of civil status. 3. Affix the Post's seal on ROM/MC forms and affidavit/s. 4. Stamp "PSA Copy', 'Osaka PCG Copy', 'DFA Copy', and 'Applicant's Copy' on the lower right side of the four ROM forms. 5. Prepare the cover memo for OCA-CRD			
	SIGNING After ensuring the completeness and correctness of the documents, the signing officer signs the forms and Affidavit/s	-	10 minutes	Signing Officer
	RELEASING After signing, the back-end processor encodes in the digital logbook the tracking number of the return letter pack and mailing date using the (*BULK UPDATES*) for releasing of		10 minutes	Civil Registry Back-end Processor

	Applicants copy. The signed copy of the ML/ROM/MC is released to the applicant as per the prescribed turnaround time.			
CORRECTIONS If the applicant identifies any error or discrepancy that requires correction in the MC/ROM, he/she needs to notify the Civil Registry section within one week of receiving the document.	The back-end processor corrects the discrepancy/error and resends the registered personal copy to the applicant.		10 minutes	Civil Registry Back-end Processor
	FILING/ARCHIVING The back-end processor files the remaining three copies of the ROM (PSA Copy, DFA Copy, and Osaka PCG Copy) in the Civil Registry Monthly Report Storage Cabinet. The PSA/DFA copies are mailed every 10th of the month to DFA-OCA via diplomatic pouch for onward transmittal to PSA (PSA copies). Osaka PCG copies are turned over to the archivist for scanning and filing.			

SUBTOTAL	15,000 JPY (min)		
TOTAL		147 minutes	

Output: Marriage License, Report of Marriage, Marriage Certificate
Frequency: Daily
Turnaround Time: 147 minutes
Policy Basis: Family Code of the Philippines, Civil Code of the Philippines
System/Tools Needed: MS Word, Google Sheets, Google Drive, Google Documents, Gmail, PDF

Process Name: Processing of Marriage License (ML)
Process Activity: Processing for Widow/Widower Applicants

Office or Division:	Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipinos, All clients of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Passport & Residence Card	Applicant
Birth Certificate, Marriage Certificate, Advisory on Marriage, Death Certificate	PSA/NSO
Marriage License Form, Affidavit of Civil Status	Consulate/Embassy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SUBMISSION Applicant submits accomplished ML form, affidavit of civil status, and other documentary requirements at the Civil Registry Window.	Front-end Processor evaluates the following: 1. Ensure that the applicant is the same as the passport holder by checking the passport photo. Also, check the date of validity and signature of the applicant on the passport. 2. For Filipino applicant/s,	-	10 minutes	Civil Registry Front-end Processor

	require a PSA/NSO birth certificate, PSA/NSO Marriage certificate, and PSA Advisory of Marriage showing record of marriage/s 3. Death certificate of Filipino/non-Japanese spouse or kosekitohon/shibotodoke indicating date of death of Japanese spouse 4. Assess the authenticity of PSA/NSO certificates, (hard copy and e-Apostille). For hard copies, check some features of the security paper such as color, font, etc., and the Birth Reference Number (BReN) code that is printed on the middle bottom, or upper part of the document. The BReN code provides information on the year of birth and gender of the applicant. For DFA e-Apostilles, it can			

	be verified in several ways: i. By clicking on the verified link on the e-Apostille cover sheet ii. By scanning the QR Code also found on the cover sheet iii. By visiting the website https://e-app1.apostille.gov.ph/eAppVerification and inputting Apostille's Serial Number and Keycode 5. Review the checklist of requirements, arrange the documents, and file the checklist together with the rest of the documents. 6. Prepare an ML folder for the applicants.			
	ACCEPTANCE If the documents are complete and in order, the processor prepares the payment slip. Otherwise, the documents are returned to the applicant with a document checklist. The applicant may submit the		2 minutes	Civil Registry Front-end Processor

	documents for reevaluation. To prepare the payment slip, go to the 'Other Consular Services Front End' Module; input the date, names of applicants, gender, service, subservice, and source on the 'Main Form' submodule; and print the payment slip by inputting the service number start and end on the 'Payment Slip' submodule. The applicants must also confirm the date they intend to marry. Once the date is finalized, ensure to include the names of the couple in the solemnization schedule tracker.	Marriage License ¥ 7,500 (for two) Affidavit of Civil Status ¥ 7,500 (for two) Affidavit of Parental Consent / Affidavit of Parental Advice ¥ 3,750 Solemnization of Marriage ¥ 9,000		
PAYMENT Applicants pay the consular fee and return the payment slip back to the front-end processor.	After payment, the front-end processor will remind the applicants of the following: 1. To arrive at least 30 minutes before the time of the solemnization to give time to prepare the documents and		5 minutes	Civil Registry Front-end Processor

	pay for the applicable fees. 2. To provide two witnesses who are of legal age, and will attend the marriage ceremony and sign as witnesses in the Contract of Marriage.			
	POSTING The processor prepares the Notice of Posting to be signed by the solemnizing officer and posts it on the Bulletin Board for the mandatory 10-day publication of the marriage banns.	-	20 minutes	Civil Registry Front-end Processor
	On the day of the solemnization of marriage, the processor prepares the payment slip, ROM, Marriage Contract (MC), Certificate of Posting, and other documents. To generate the ROM form, go to the “Other Consular Services Front End’ Module; click the “ROM Form’ submodule; input the service number then click the ‘Search’ button. Ensure to		20 minutes	Civil Registry Front-end Processor

	input the name of the signatory, including the husband's and wife's information and details of the marriage. Print four copies of the ROM form to be signed by the applicants and signing officer. On the other hand, to generate the MC form, go to the "Other Consular Services Front End' Module; click the "MC Form' submodule; input the service number then click the 'Search' button. Ensure to input the name of the signatory, including the husband's and wife's information and details of the marriage. Print four copies of the MC form to be signed by the applicants, witnesses, and signing officer. Also, print the Certificate of Posting, Guide for the Wedding Ceremony, and Wedding Vows.			
	The back-end processor	-	10 minutes	Civil Registry Back-end Processor

	prepares the wedding solemnization venue.			
REVIEW Applicants review the ROM and MC	**SOLEMNIZATION** The back-end processor assists the solemnizing officer during the ceremony. Ensure that the couple, witnesses, and solemnizing officer sign all four copies of the ROM and MC.	-	30 minutes	Civil Registry Back-end Processor Solemnizing Officer
	BACK-END PROCESSING After the ceremony, the processor must do the following: 1. Ensure that the entries in the ROM/MC forms are correct based on the applicant's birth certificate, and passport/ID. 2. Ensure that the attached documentary requirements are complete including the affidavit of civil status. 3. Affix the Post's seal on ROM/MC forms and affidavit/s. 4. Stamp "PSA Copy', 'Osaka PCG Copy', 'DFA Copy', and 'Applicant's Copy' on the lower right		20 minutes	Civil Registry Back-end Processor

	side of the four ROM forms. 5. Prepare the cover memo for OCA-CRD			
	SIGNING After ensuring the completeness and correctness of the documents, the signing officer signs the forms and Affidavit/s	-	10 minutes	Signing Officer
	RELEASING After signing, the back-end processor encodes in the digital logbook the tracking number of the return letter pack and mailing date using the (*BULK UPDATES*) for releasing of Applicants copy. The signed copy of the ML/ROM/MC is released to the applicant as per the prescribed turnaround time.		10 minutes	Civil Registry Back-end Processor
CORRECTIONS If the applicant identifies any error or discrepancy that requires correction in the MC/ROM, he/she needs to notify the Civil Registry	The back-end processor corrects the discrepancy/error and resends the registered personal copy to the applicant.		10 minutes	Civil Registry Back-end Processor

section within one week of receiving the document				
	FILING/ARCHIVING The back-end processor files the remaining three copies of the ROM (PSA Copy, DFA Copy, and Osaka PCG Copy) in the Civil Registry Monthly Report Storage Cabinet. The PSA/DFA copies are mailed every 10th of the month to DFA-OCA via diplomatic pouch for onward transmittal to PSA (PSA copies). Osaka PCG copies are turned over to the archivist for scanning and filing.			
	SUBTOTAL	15,000 JPY (min)		
	TOTAL		147 minutes	

Process Name: Processing of Marriage License (ML)
Process Activity: Processing for Divorced/Annulled Applicants

Office or Division:	Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipinos, All clients of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Valid Passport & Residence Card	Applicant
Birth Certificate, Annotated Marriage Certificate/ROM, Advisory on Marriage	PSA/NSO
Philippine Judicial Declaration of Foreign Divorce (for divorced) or Judicial Decree of Nullity of Marriage (for annulled) with Certificate of Finality issued by a competent Philippine Court	Regional Trial Court in the Philippines
Marriage License Form, Affidavit of Civil Status	Consulate/Embassy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SUBMISSION Applicant submits accomplished ML form, affidavit of civil status and other documentary requirements at the Civil Registry Window	Front-end Processor evaluates the following: 1. Ensure that the applicant is the same as the passport holder by checking the passport photo. Also, check the date of validity and signature of the applicant on the passport. 2. For Filipino applicant/s, require a PSA/NSO birth certificate, PSA/NSO Marriage certificate, and PSA Advisory of Marriage showing a record of marriage/s 3. Assess the authenticity of PSA/NSO certificates, (hard copy and e-Apostille). For hard copies, check some features of the security paper such	-	10 minutes	Civil Registry Front-end Processor

	as color, font, etc., and the Birth Reference Number (BReN) code that is printed on the middle bottom, or upper part of the document. The BReN code provides information on the year of birth and gender of the applicant. For DFA e-Apostilles, it can be verified in several ways: i. By clicking on the verified link on the e-Apostille cover sheet ii. By scanning the QR Code also found on the cover sheet iii. By visiting the website https://e-app1.apostille.gov.ph/eAppVerification and inputting Apostille's Serial Number and Keycode 4. Require apostilled Philippine Judicial Declaration of Foreign Divorce (for divorced) or Judicial Decree of Nullity of Marriage (for annulled) with Certificate of Finality issued by a competent Philippine Court.			

	If the annotation is with the declaration of absolute nullity of marriage – the status of the applicant is single; If annulment, the status is annulled; If with the foreign decree of divorce – the status is divorced 5. Review the checklist of requirements, arrange the documents, and file the checklist together with the rest of the documents. 6. Prepare an ML folder for the applicants.			
	ACCEPTANCE If the documents are complete and in order, the processor prepares the payment slip. Otherwise, the documents are returned to the applicant with a document checklist. The applicant may submit the documents for reevaluation. To prepare the payment slip, go to the 'Other Consular Services Front End' Module; input the date, names of applicants, gender,	Marriage License ¥ 7,500 (for two) Affidavit of Civil	2 minutes	Civil Registry Front-end Processor

	service, subservice, and source on the 'Main Form' submodule; and print the payment slip by inputting the service number start and end on the 'Payment Slip' submodule. The applicants must also confirm the date they intend to marry. Once the date is finalized, ensure to include the names of the couple in the solemnization schedule tracker.	Status ¥ 7,500 (for two) Affidavit of Parental Consent / Affidavit of Parental Advice ¥ 3,750 Solemnization of Marriage ¥ 9,000		
PAYMENT Applicants pay the consular fee and return the payment slip back to the front-end processor	After payment, the front-end processor will remind the applicants of the following: 1. To arrive at least 30 minutes prior to the time of the solemnization to give time to prepare the documents and pay for the applicable fees. 2. To provide two witnesses who are of legal age, and will attend the marriage ceremony and sign as witnesses in the Contract of Marriage.		5 minutes	Civil Registry Front-end Processor
	POSTING The processor prepares the Notice of Posting to be signed by the	-	20 minutes	Civil Registry Front-end Processor

	solemnizing officer and posts it on the Bulletin Board for the mandatory 10-day publication of the marriage banns			
	On the day of the solemnization of marriage, the processor prepares the payment slip, ROM, Marriage Contract (MC), Certificate of Posting, and other documents To generate the ROM form, go tothe “Other Consular Services Front End’ Module; click the “ROM Form’ submodule; input the service number then click the ‘Search’ button. Ensure to input the name of the signatory, including the husband’s and wife’s information and details of marriage. Print four copies of the ROM form to be signed by the applicants and signing officer. On the other hand, to generate the MC form, go to the “Other Consular Services Front End’ Module; click the	Refer to the schedule of fees posted on the website	20 minutes	Civil Registry Front-end Processor

	"MC Form' submodule; input the service number then click the 'Search' button. Ensure to input the name of the signatory, including the husband's and wife's information and details of marriage. Print four copies of the MC form to be signed by the applicants, witnesses, and signing officer. Also, print the Certificate of Posting, Guide for Wedding Ceremony and Wedding Vows.			
	The back-end processor prepares the wedding solemnization venue	-	10 minutes	Civil Registry Back-end Processor
REVIEW Applicants review the ROM and MC	**SOLEMNIZATION** The back-end processor assists the solemnizing officer during the ceremony. Ensure that the couple, witnesses, and solemnizing officer sign all four copies of the ROM and MC.	-	30 minutes	Civil Registry Back-end Processor Solemnizing Officer
	BACK-END PROCESSING After the ceremony, the processor must do the following: 1. Ensure that the entries in the ROM/MC forms are			Civil Registry Back-end Processor

	correct based on the applicant's birth certificate, and passport/ID. 2. Ensure that the attached documentary requirements are complete including the affidavit of civil status. 3. Affix the Post's seal on ROM/MC forms and affidavit/s. 4. Stamp "PSA Copy', 'Osaka PCG Copy', 'DFA Copy', 'Applicant's Copy' on the lower right side of the four ROM forms. 5. Prepare the cover memo for OCA-CRD			
	SIGNING After ensuring the completeness and correctness of the documents, the signing officer signs the forms and Affidavit/s	-	10 minutes	Signing Officer
	RELEASING After signing, the back-end processor encodes in the digital logbook the tracking number of the return letter pack and mailing date using the (*BULK UPDATES*) for releasing of Applicants copy. The signed copy of the ML/ROM/MC is		10 minutes	Civil Registry Back-end Processor

	released to the applicant as per the prescribed turnaround time.			
CORRECTIONS If the applicant identifies any error or discrepancy that requires correction in the MC/ROM, he/she needs to notify the Civil Registry section within one week of receiving the document	The back-end processor corrects the discrepancy/error and resends the registered personal copy to the applicant.		10 minutes	Civil Registry Back-end Processor
	FILING/ARCHIVING The back-end processor files the remaining three copies of the ROM (PSA Copy, DFA Copy and Osaka PCG Copy) in the Civil Registry Monthly Report Storage Cabinet. The PSA/DFA copies are mailed every 10th of the month to DFA-OCA via diplomatic pouch for onward transmittal to PSA (PSA copies). Osaka PCG copies are turned over to the archivist for scanning and filing.			
	SUBTOTAL	15,000 JPY (min)		

TOTAL		147 minutes	

Process Name : Processing of Report of Birth
Process Activity : Biological Parents are Married and Registration is Within One Year from the Date of Birth

Office or Division:	Osaka PCG - Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens born in Japan under the jurisdiction of Osaka PCG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Appearance of the Informant (at least of the parents) is required	Parents
ROB form must be properly filled out and entries must be typewritten or printed legibly	Official website of PCG Osaka (Forms)
Shussei Todoke Kisai Jiko Shomeisho (one original and four (4) photocopies)	Japan's City Hall or Legal Affairs Bureau
PSA/NSO Birth Certificate of Filipino parent/s (one original and four (4) photocopies)	Philippine Statistics Authority Philippine Foreign Service Posts (FSPs)
PSA/NSO Marriage Certificate or Report of Marriage (ROM) of parents (one original and four (4) photocopies)	Philippine Statistics Authority Philippine Foreign Service Posts (FSPs)
An original valid passport and four (4) photocopies of the data page of the passports of the parents or Valid ID and four (4) photocopies for the Foreign Nationals	Parents
If the child being registered has a Japanese or foreign passport, please submit four (4) copies of the data page of the Japanese/foreign passport	Applicant
One (1) self-addressed Red Letterpack (for mailing of the ROB)	JP Post or any convenience store

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Report of Birth appointment at Osaka PCG website (*Other Consular Services Appointment System*)	https://philippineconsulategeneralosaka.setmore.com/	none	-	Civil Registry Processor

Personal appearance of the Parents at Osaka PCG	The Civil Registry Front-end Processor will check their appointment date and time.	none	1 minute	Civil Registry Front-end Processor
Submit requirements (https://osakapcg.dfa.gov.ph/consular-services/consular-requirements/civil-registry/report-of-birth)	Civil Registry Front-end Processor will get and evaluate the requirements based on the checklist if it's complete (*ask additional questions if necessary*).	none	15 minutes	Civil Registry Front-end Processor
Payment	Prepare payment slips on the Other Consular Services Books.	none	2 minutes	Civil Registry Front-end Processor
Payment	The Front-end Processor will give the payment slip to the applicant.	Report of Birth ¥ 3,750 Translation of Shusei Todoke Kisai Jiko Shomeisho ¥ 3,750	2 minutes	Cashier
ROB form for signature of parents	Encode the details on the ROB form (*Applicants personal information, e.g. Name, DOB, POB, et. al*). Parents will review and sign the ROB form.	none	10 minutes	Civil Registry Front-end Processor
	The translator will translate the Shussei Todoke.	none	15 minutes	Translator

	The Back-end Processor will check the translated Shussei Todoke if it is correct based on the signed ROB form, put the official seal on the translation and have it photocopied for the 4 sets of ROB. Check the attached requirements. Correct the ROB form for any discrepancies. Affix Post's seal and Signing Officer on ROB form.	none	20 minutes	Civil Registry Back-end Processor
	The Officer will do the final checking and sign the ROB form, if the documents are correct and complete based on the category of ROB application	none	10 minutes	Signing Officer
	The Back-end Processor will ensure that the 4 sets of ROB forms are properly signed. Update the digital logbook (*BULK UPDATES*) for releasing of Applicants copy of ROB. Segregate the 4 sets of ROB and pack the Applicant's copy together with the original documents submitted (*it will be sent back to the applicant*) and the reminders (*for any discrepancies on the documents and how to get a PSA copy*) on	none	15 minutes	Civil Registry Back-end Processor

	the letter pack provided by the applicant. The letterpack will be brought to the Post office for mailing.			
	The PSA/DFA copies are mailed every 10th of the month to DFA-OCA via diplomatic pouch for onward transmittal to PSA (PSA copies). Osaka PCG copies are turned over to the archivist for scanning and filing.			
Inform PCG Osaka of the discrepancies (*ROB Form/Translation*) if any. Return the Applicant's copy to Post.	The Back-end Processor will correct the details on the said document. Send it back to the applicant		10 minutes	Civil Registry Back-end Processor
	SUBTOTAL	**JPY 7,500 (min)**		
	TOTAL		**100 minutes**	

Output: Registered Report of Birth
Frequency: Daily
Turnaround Time: 2-4 weeks
Policy Basis: Family Code, Civil Code of the Philippines
System/Tools Needed: Gmail, Google Drive, MS Word, Google Sheets

Process Name : Processing of Report of Birth
Process Activity : Biological Parents are Married and Registration is After One Year from the Date of Birth

Office or Division:	Osaka PCG - Civil Registry Section
Classification:	Simple
Type of Transaction:	Citizen to Government
Who may avail:	Filipino Citizens born in Japan under the jurisdiction of Osaka PCG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Appearance of the Informant (at least of the parents) is required *The informant could be the mother, legal guardian, or the child himself/herself if the child is 18 years old and above	Parents or Legal Guardian of the Applicant
ROB form properly filled out and entries must be typewritten or printed legibly	Official website of PCG Osaka
Shussei Todoke Kisai Jiko Shomeisho (one original and four (4) photocopies)	Japan's City Hall or Legal Affairs Bureau
PSA/NSO Birth Certificate of Filipino parent/s (one original and four (4) photocopies)	Philippine Statistics Authority Philippine Foreign Service Posts (FSPs)
PSA/NSO Marriage Certificate or Report of Marriage (ROM) of parents (one original and four (4) photocopies)	Philippine Statistics Authority Philippine Foreign Service Posts (FSPs)
An original valid passport and four (4) photocopies of the data page of the passports of the parents or Valid ID and four (4) photocopies for the Foreign Nationals	Parents
If the child being registered has a Japanese or foreign passport, please submit four (4) copies of the data page of the Japanese/foreign passport	Applicant
One (1) self-addressed Red Letterpack (for mailing of the ROB)	JP Post or any convenience store
Affidavit of Delayed Registration if filing is beyond one year from the birth of the child (4 copies, all with original signature)	PCG Osaka
If the child is already ve (5) years old and above, please submit a PSA / NSO Certificate of No Birth Record	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Secure Report of Birth appointment at Osaka PCG website (*Other Consular Services Appointment System*)	https://philippineconsulategeneralosaka.setmore.com/	none	-	Civil Registry Processor
Personal appearance of the Parents at Osaka PCG	The Civil Registry Front-end Processor will check their appointment date and time.	none	1 minute	Civil Registry Front-end Processor
Submit requirements (https://osakapcg.dfa.gov.ph/consular-services/consular-requirements/civil-registry/report-of-birth)	The Civil Registry Front-end Processor will get and evaluate the requirements based on the checklist, if it's complete (*ask additional questions if necessary*).	none	15 minutes	Civil Registry Front-end Processor
Payment	Prepare payment slip on the Other Consular Services books.	none	2 minutes	Civil Registry Front-end Processor
Payment	The Front-end Processor will give the payment slip to the applicant.	JPY 11,250 Report of Birth ¥ 3,750 Translation of Shusei Todoke Kisai Jiko Shomeisho ¥ 3,750 Affidavit of Delayed Registration ¥ 3,750	2 minutes	Cashier

ROB form for signature of parents/legal guardian	Encoding and finalization of ROB form (*Applicants personal information, e.g. Name, DOB, POB, et. al*). Parents will review and sign the ROB form.	none	10 minutes	Civil Registry Front-end Processor
	The translator will translate the Shussei Todoke.	none	15 minutes	Translator
	The Back-end Processor will check the translated Shussei Todoke if it is correct based on the signed ROB form, put the official seal on the translation and have it photocopied for the 4 sets of ROB. Check the attached requirements. Correct the ROB form for any discrepancies. Affix Post's seal and Signing Officer on ROB form and Affidavits.	none	20 minutes	Civil Registry Back-end Processor
	The Officer will do the final checking and sign the ROB form and Affidavits, if the documents are correct and complete based on the category of ROB application.	none	10 minutes	Signing Officer
	The Back-end Processor will ensure that the 4 sets of ROB form and Affidavits are signed.	none	15 minutes	Civil Registry Back-end Processor

	Update the digital logbook (*BULK UPDATES*) for releasing of Applicants copy of ROB. Segregate the 4 sets of ROB and pack the Applicant's copy together with the original documents submitted *(it will be sent back to the applicant*) and the reminders *(any discrepancies on the documents and how to get a PSA copy*) on the letter pack provided by the applicant. The letterpack will be brought to the Post office for mailing.			
	The PSA/DFA copies are mailed every 10th of the month to DFA-OCA via diplomatic pouch for onward transmittal to PSA (PSA copies). Osaka PCG copies are turned over to the archivist for scanning and filing.			
Inform PCG Osaka of the discrepancies (*ROB Form/Translation*) if any. Return the Applicant's copy to Post.	The Back-end Processor will correct the details on the said document. Send it back to the applicant.		10 minutes	Civil Registry Back-end Processor
	SUBTOTAL	**JPY 11, 250**		

TOTAL		100 minutes	

Process Name : Processing of Report of Birth
Process Activity : Biological Parents were Married after the Child's Birth

Office or Division:	Osaka PCG - Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens born in Japan under the jurisdiction of Osaka PCG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Appearance of the Informant (both of the parents) is required	Parents
ROB form properly filled out and entries must be typewritten or printed legibly	Official website of PCG Osaka (Forms)
Shussei Todoke Kisai Jiko Shomeisho (one original and four (4) photocopies)	Japan's City Hall or Legal Affairs Bureau
PSA/NSO Birth Certificate of Filipino parent/s (one original and four (4) photocopies)	Philippine Statistics Authority Philippine Foreign Service Posts (FSPs)
PSA/NSO Marriage Certificate or Report of Marriage (ROM) of parents (one original and four (4) photocopies)	Philippine Statistics Authority Philippine Foreign Service Posts (FSPs)
An original valid passport and four (4) photocopies of the data page of the passports of the parents or Valid ID and four (4) photocopies for the Foreign Nationals	Parents
If the child being registered has a Japanese or foreign passport, please submit four (4) copies of the data page of the Japanese/foreign passport	Applicant
One (1) self-addressed Red Letterpack (for mailing of the ROB)	JP Post or any convenience store
Affidavit of Delayed Registration if filing is beyond one year from the birth of the child (4 copies, all with original signature)	PCG Osaka
If the child is already ve (5) years old and above, please submit a PSA / NSO Certificate of No Birth Record	Philippine Statistics Authority
Valid Certificate of Non-appearance in Marriage Registry (CENOMAR) issued by PSA/NSO original and one (1) photocopy *Must not be more than six	Philippine Statistics Authority

months old from the date of its issuance *Please ensure that all entries in the CENOMAR are correct and consistent with the PSA/NSO birth certificate and passport. (Important: *Children whose parents were not free to marry at the time of the child's birth are not eligible for legitimation, in any case, parents can still apply through an Affidavit of Admission of Paternity and Affidavit to Use the Surname of the Father*)	
A Joint Affidavit of Legitimation (four (4) original signed affidavits) Must be executed and signed by both parents.	PCG Osaka

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Report of Birth appointment at Osaka PCG website (*Other Consular Services Appointment System*)	https://philippineconsulategeneralosaka.setmore.com/	none	-	Civil Registry Processor
Personal appearance of the Parents at Osaka PCG	The Civil Registry Front-end Processor will get and evaluate the requirements based on the checklist, if it's complete (*ask additional questions if necessary*).	none	1 minute	Civil Registry Front-end Processor
Submit requirements (https://osakapcg.dfa.gov.ph/consular-services/consular-requirements/civil-registry/report-of-birth)	The Civil Registry Front-end Processor will get and evaluate the requirements based on the checklist, if it's complete (*ask additional questions if necessary*).	none	15 minutes	Civil Registry Front-end Processor
Payment	Prepare payment slip on the OCS books.	none	2 minutes	Civil Registry Front-end Processor

Payment	The Front-end Processor will give the payment slip to the applicant.	JPY 11,250 Report of Birth ¥ 3,750 Translation of Shusei Todoke Kisai Jiko Shomeisho ¥ 3,750 Affidavit of Legitimation ¥ 3,750	2 minutes	Cashier
ROB form for signature of parents	Encoding and finalization of ROB form (*Applicants personal information, e.g. Name, DOB, POB, et. al*). Parents will review and sign the ROB form.	none	10 minutes	Civil Registry Front-end Processor
	The translator will translate the Shussei Todoke.	none	15 minutes	Translator
	The Back-end Processor will check the translated Shussei Todoke if it is correct based on the signed ROB form, put the official seal on the translation and have it photocopied for the 4 sets of ROB. Check the attached requirements. Correct the ROB form for any discrepancies.	none	20 minutes	Civil Registry Back-end Processor

	Affix Post's seal and Signing Officer on ROB form and Affidavits.			
	The Officer will do the final checking and sign the ROB form and Affidavits, if the documents are correct and complete based on the category of ROB application.	none	10 minutes	Signing Officer
	The Back-end Processor will ensure that the 4 sets of ROB form and Affidavits are signed. Update the digital logbook (*BULK UPDATES*) for releasing of Applicants copy of ROB. Segregate the 4 sets of ROB and pack the Applicant's copy together with the original documents submitted *(it will be sent back to the applicant*) and the reminders (*any discrepancies on the documents and how to get PSA copy*) on the letter pack provided by the applicant. The letterpack will be brought to the Post office for mailing.	none	15 minutes	Civil Registry Back-end Processor
	The PSA/DFA copies are mailed every 10th of the month to			

	DFA-OCA via diplomatic pouch for onward transmittal to PSA (PSA copies). Osaka PCG copies are turned over to the archivist for scanning and filing.			
- Inform PCG Osaka for the discrepancies (*ROB Form/Translation*) if any - Return the Applicant's copy to Post	The Back-end Processor will correct the details on the said document. Send it back to the applicant.		10 minutes	Civil Registry Back-end Processor
	SUBTOTAL	**JPY 11, 250**		
	TOTAL		**100 minutes**	

Process Name : Processing of Report of Birth
Process Activity : Biological Parents are not Married but the Child will use the Father's Surname

Office or Division:	Osaka PCG - Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens born in Japan under the jurisdiction of Osaka PCG.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Appearance of the Informant (both of the parents) is required.	Parents
ROB form properly filled out and entries must be typewritten or printed legibly	Official website of PCG Osaka (Forms)
Shussei Todoke Kisai Jiko Shomeisho (one original and four (4) photocopies)	Japan's City Hall or Legal Affairs Bureau
PSA/NSO Birth Certificate of Filipino parent/s (one original and four (4) photocopies)	Philippine Statistics Authority Philippine Foreign Service Posts (FSPs)
An original valid passport and four (4) photocopies of the data page of the passports of the parents or Valid ID and four (4) photocopies for the Foreign Nationals	Parents

If the child being registered has a Japanese or foreign passport, please submit four (4) copies of the data page of the Japanese/foreign passport.	Applicant
One (1) self-addressed Red Letterpack (for mailing of the ROB)	JP Post or any convenience store
Affidavit of Delayed Registration if filing is beyond one year from the birth of the child (4 copies, all with original signature)	PCG Osaka
If the child is already five (5) years old and above, please submit a PSA / NSO Certificate of No Birth Record.	Philippine Statistics Authority
Affidavit of Admission of Paternity (four (4) original signed affidavits) Must be executed and signed by the father.r	PCG Osaka
Affidavit to Use the Surname of the Father (four (4) original signed affidavits) Must be executed and signed by either of the following: ● Mother, if the child is below seven (7) years old; ● Child and attested by the mother, if the child is between 7 and 17 years old; ● Child, if 18 years old and above.	PCG Osaka
Certificate of Registration The Consulate will issue the Certificate of Registration upon submission of the Affidavit of Acknowledgement of Paternity and/or the Affidavit to Use Surname of the Father.	PCG Osaka
Rikon Todoke Juri Shomeisho (one original and four (4) photocopies) If the mother is divorced, submit the acceptance of divorce issued by the City Hall/Ward Office.	Japan's City Hall or Legal Affairs Bureau

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Report of Birth appointment at Osaka PCG website (*Other Consular Services Appointment System*)	https://philippineconsulategeneralosaka.setmore.com/	none	-	Civil Registry Processor
Personal appearance of the	The Civil Registry Front-end Processor will check their	none	1 minute	Civil Registry Front-end Processor

Parents at Osaka PCG	appointment date and time.			
Submit requirements (https://osakapcg.dfa.gov.ph/consular-services/consular-requirements/civil-registry/report-of-birth)	The Civil Registry Front-end Processor will get and evaluate the requirements based on the checklist if it's complete (*ask additional questions if necessary*).	none	15 minutes	Civil Registry Front-end Processor
Payment	Prepare payment slips on the Other Consular Services Books.	none	2 minutes	Civil Registry Front-end Processor
Payment	The Front-end Processor will give the payment slip to the applicant.	JPY 22,250 Report of Birth ¥ 3,750 Translation of Shusei Todoke Kisai Jiko Shomeisho ¥ 3,750 Affidavit of Admission of Paternity ¥ 3,750 Affidavit to Use the Surname of the Father ¥ 3,750 Certificate of Registration ¥ 3,750	2 minutes	Cashier

		Translation of Rikon Todoke ¥ 3,750		
ROB form for signature of parents	Encoding and finalization of ROB form (*Applicants personal information, e.g. Name, DOB, POB, et. al*). Parents will review and sign the ROB form.	none	10 minutes	Civil Registry Front-end Processor
	The translator will translate the Shussei Todoke.	none	15 minutes	Translator
	The Back-end Processor will check the translated Shussei Todoke if it's correct based on the signed ROB form, put the official seal on the translation,n and have it photocopied for the 4 sets of ROB. Check the attached requirements. AAP, AUSF, and/or Sworn Attestation must be accompanied by a Certificate of Registration. Correct the ROB form for any discrepancies. Affix Post's seal and Signing Officer on ROB form and Affidavits.	none	30 minutes	Civil Registry Back-end Processor

	The Officer will do the final checking and sign the ROB form, Affidavits, and COR if the documents are correct and complete based on the category of ROB application.	none	10 minutes	Signing Officer
	The Back-end Processor will ensure that the 4 sets of ROB forms, Affidavits, and COR are signed. Update the digital logbook (*BULK UPDATES*) for releasing of Applicants copy of ROB. Segregate the 4 sets of ROB and pack the Applicant's copy together with the original documents submitted (*it will be sent back to the applicant*) and the reminders (*any discrepancies on the documents and how to get a PSA copy*) on the letter pack provided by the applicant. The letterpack will be brought to the Post office for mailing.	none	15 minutes	Civil Registry Back-end Processor
	The PSA/DFA copies are mailed every 10th of the			

	month to DFA-OCA via diplomatic pouch for onward transmittal to PSA (PSA copies). Osaka PCG copies are turned over to the archivist for scanning and filing.			
- Inform PCG Osaka for the discrepancies (*ROB Form/Translation*) if any - Return the Applicant's copy to Post	The Back-end Processor will correct the details on the said document. Send it back to the applicant.	none	10 minutes	Civil Registry Back-end Processor
	SUBTOTAL	**JPY 22, 500**		
	TOTAL		**110 minutes**	

Process Name : Processing of Report of Birth
Process Activity : Biological Parents are not Married and the Child will not use the Father's Surname

Office or Division:	Osaka PCG - Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens born in Japan under the jurisdiction of Osaka PCG.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Appearance of the Informant (at least of the parents) is required *The informant could be the mother, legal guardian, or the child himself/herself if the child is 18 years old and above.	Parents or Legal Guardian of the Applicant
ROB form properly filled out and entries must be typewritten or printed legibly	Official website of PCG Osaka
Shussei Todoke Kisai Jiko Shomeisho (one original and four (4) photocopies)	Japan's City Hall or Legal Affairs Bureau

PSA/NSO Birth Certificate of Filipino parent/s (one original and four (4) photocopies)	Philippine Statistics Authority Philippine Foreign Service Posts (FSPs)
Affidavit of Admission of Paternity (four (4) original signed affidavits) Must be executed and signed by the father.	PCG Osaka
Certificate of Registration. The Consulate will issue the Certificate of Registration upon submission of the Affidavit of Acknowledgement of Paternity.	PCG Osaka
An original valid passport and four (4) photocopies of the data page of the passports of the parents or Valid ID and four (4) photocopies for the Foreign Nationals	Parents
If the child being registered has a Japanese or foreign passport, please submit four (4) copies of the data page of the Japanese/foreign passport.	Applicant
One (1) self-addressed Red Letterpack (for mailing of the ROB)	JP Post or any convenience store
Affidavit of Delayed Registration if filing is beyond one year from the birth of the child (4 copies, all with original signature)	PCG Osaka
If the child is already ve (5) years old and above, please submit a PSA / NSO Certificate of No Birth Record.	Philippine Statistics Authority
Rikon Todoke Juri Shomeisho (one original and four (4) photocopies) If the mother is divorced, submit the acceptance of divorce issued by the City Hall/Ward Office.	Japan's City Hall or Legal Affairs Bureau

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Report of Birth appointment at Osaka PCG website (*Other Consular Services Appointment System*)	https://philippineconsulategeneralosaka.setmore.com/	none	-	Civil Registry Processor
Personal appearance of the Parents/Legal Guardian at Osaka PCG	The Civil Registry Front-end Processor will check their appointment date and time.	none	1 minute	Civil Registry Front-end Processor

Submit requirements. (https://osakapcg.dfa.gov.ph/consular-services/consular-requirements/civil-registry/report-of-birth)	The Civil Registry Front-end Processor will get and evaluate the requirements based on the checklist if it's complete (*ask additional questions if necessary*).	none	15 minutes	Civil Registry Front-end Processor
Payment	Prepare payment slips on the Other Consular Services Books.	none	2 minutes	Civil Registry Front-end Processor
Payment	The Front-end Processor will give the payment slip to the applicant.	JPY 18, 750 Report of Birth ¥ 3,750 Translation of Shusei Todoke Kisai Jiko Shomeisho ¥ 3,750 Translation of Rikon Todoke ¥ 3,750 Affidavit of Admission of Paternity ¥ 3,750 Certificate of Registration ¥ 3,750	2 minutes	Cashier
ROB form for signature of parents/legal guardian.	Encoding and finalization of ROB form (*Applicants personal information, e.g.*	none	10 minutes	Civil Registry Front-end Processor

	Name, DOB, POB, et. al). Parents will review and sign the ROB form.			
	The translator will translate the Shussei Todoke.	none	15 minutes	Translator
	The Back-end Processor will check the translated Shussei Todoke if it is correct based on the signed ROB form, put the official seal on the translation, and have it photocopied for the 4 sets of ROB. Check the attached requirements. AAP must be accompanied by COR. Correct the ROB form for any discrepancies. Affix Post's seal and Signing Officer on ROB form and Affidavits.	none	30 minutes	Civil Registry Back-end Processor
	The Officer will do the final checking and sign the ROB form, Affidavit/s and COR if the documents are correct and complete based on the category of ROB application.	none	10 minutes	Signing Officer
	The Back-end Processor will ensure that the 4 sets of ROB forms, Affidavit/s, and COR are signed. Update the digital logbook (*BULK UPDATES*) for	none	15 minutes	Civil Registry Back-end Processor

	releasing of Applicants copy of ROB. Segregate the 4 sets of ROB and pack the Applicant's copy together with the original documents submitted (*it will be sent back to the applicant*) and the reminders (*any discrepancies on the documents and how to get a PSA copy*) on the letter pack provided by the applicant. The letterpack will be brought to the Post office for mailing.			
	The PSA/DFA copies are mailed every 10th of the month to DFA-OCA via diplomatic pouch for onward transmittal to PSA (PSA copies). Osaka PCG copies are turned over to the archivist for scanning and filing.			
Inform PCG Osaka for the discrepancies (*ROB Form/Translation*) if any. Return the Applicant's copy to Post.	The Back-end Processor will correct the details on the said document. Send it back to the applicant.		10 minutes	Civil Registry Back-end Processor
	SUBTOTAL	**JPY 18, 750**		
	TOTAL		**110 minutes**	

Process Name : Processing of Report of Birth
Process Activity : Single Parent

Office or Division:	Osaka PCG - Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens born in Japan under the jurisdiction of Osaka PCG.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Appearance of the Informant (at least of the parents) is required *The informant could be the mother, legal guardian, or the child himself/herself if the child is 18 years old and above.	Parents or Legal Guardian of the Applicant
ROB form properly filled out and entries must be typewritten or printed legibly	Official website of PCG Osaka
Shussei Todoke Kisai Jiko Shomeisho (one original and four (4) photocopies)	Japan's City Hall or Legal Affairs Bureau
PSA/NSO Birth Certificate of Filipino parent (one original and four (4) photocopies)	Philippine Statistics Authority Philippine Foreign Service Posts (FSPs)
An original valid passport and four (4) photocopies of the data page of the passports of the mother	Mother
One (1) self-addressed Red Letterpack (for mailing of the ROB)	JP Post or any convenience store

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Report of Birth appointment at Osaka PCG website (*Other Consular Services Appointment System*)	https://philippineconsulategeneralosaka.setmore.com/	none	-	Civil Registry Processor
Personal appearance of the Parents/Legal Guardian at Osaka PCG	The Civil Registry Front-end Processor will check their appointment date and time.	none	1 minute	Civil Registry Front-end Processor

Submit requirements (https://osakapcg.dfa.gov.ph/consular-services/consular-requirements/civil-registry/report-of-birth)	The Civil Registry Front-end Processor will get and evaluate the requirements based on the checklist if it's complete (*ask additional questions if necessary*).	none	15 minutes	Civil Registry Front-end Processor
Payment	Prepare payment slip.	none	2 minutes	Civil Registry Front-end Processor
Payment	The Front-end Processor will give the payment slip to the applicant.	Report of Birth ¥ 3,750 Translation of Shusei Todoke Kisai Jiko Shomeisho ¥ 3,750 Affidavit of Delayed Registration ¥ 3,750	2 minutes	Cashier
ROB form for signature of parents/legal guardian	Encoding and finalization of ROB form (*Applicants personal information, e.g. Name, DOB, POB, et. al*). Parents will review and sign the ROB form.	none	10 minutes	Civil Registry Front-end Processor
	The translator will translate the Shussei Todoke.	none	15 minutes	Translator
	The Back-end Processor will check the translated Shussei Todoke if it is correct based on the signed ROB	none	20 minutes	Civil Registry Back-end Processor

	form, put the official seal on the translation, and have it photocopied for the 4 sets of ROB. Check the attached requirements. Correct the ROB form for any discrepancies. Affix Post's seal and Signing Officer on ROB form.			
	The Officer will do the final checking and sign the ROB form if the documents are correct and complete based on the category of ROB application.	none	10 minutes	Signing Officer
	The Back-end Processor will ensure that the 4 sets of ROB forms are signed. Update the digital logbook (*BULK UPDATES*) for releasing of Applicants copy of ROB. Segregate the 4 sets of ROB and pack the Applicant's copy together with the original documents submitted (*it will be sent back to the applicant*) and the reminders (*any discrepancies on the documents and how to get a PSA copy*) on the letter pack	none	15 minutes	Civil Registry Back-end Processor

	provided by the applicant. The letterpack will be brought to the Post office for mailing.			
	The PSA/DFA copies are mailed every 10th of the month to DFA-OCA via diplomatic pouch for onward transmittal to PSA (PSA copies). Osaka PCG copies are turned over to the archivist for scanning and filing.			
Inform PCG Osaka for the discrepancies (*ROB Form/Translation*) if any Return the Applicant's copy to Post	The Back-end Processor will correct the details on the said document. Send it back to the applicant.		10 minutes	Civil Registry Back-end Processor
	SUBTOTAL	**JPY 7,500 (min)**		
	TOTAL		**100 minutes**	

Process Name : Processing of Report of Birth
Process Activity : If the Child is born under Osaka's jurisdiction but was reported in another Post in Japan (Migrant Registration)

Office or Division:	Osaka PCG - Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens born under the jurisdiction of Osaka but was reported in another Post in Japan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Checklist on Osaka PCG's website (Consular Services_ROB)	Official website of PCG Osaka

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
File ROB at PE Tokyo/Nagoya PCG (*Post will send the application to Osaka PCG*)	The Back-end Processor will receive the documents by mail from the Communications Officer. Check the attached requirements based on the checklist of Osaka PCG and log the application to Other Consular Services books for the ROB registry number. Update the necessary details on the ROB form (*Dates, ROB Registry Number, Receipt number, et.al*). Affix Post's seal and Signing Officer on ROB form (*Item No. 22 only*).	none	25 minutes	Civil Registry Back-end Processor
	The Officer will do the final checking and sign the ROB form, if the documents are correct and complete based on the category of ROB application.	none	10 minutes	Signing Officer
	The Back-end Processor will ensure that the 4 sets of ROB forms are signed. Update the digital logbook (*BULK*	none	15 minutes	Civil Registry Back-end Processor

	UPDATES) for releasing of Applicants copy of ROB. Segregate the 4 sets of ROB and pack the Applicant's copy together with the original documents (*it will be sent back to the applicant*) and the reminders (*any discrepancies on the documents and how to get a PSA copy*) on the letter pack provided by the applicant. The letterpack will be brought to the Post office for mailing.			
	The PSA/DFA copies are mailed every 10th of the month to DFA-OCA via diplomatic pouch for onward transmittal to PSA (PSA copies). Osaka PCG copies are turned over to the archivist for scanning and filing.			
Inform PCG Osaka for the discrepancies *(ROB Form*) if any Return the Applicant's copy to Post	The Back-end Processor will correct the details on the said document. Send it back to the applicant.		10 minutes	Civil Registry Back-end Processor
	SUBTOTAL	**0 JPY**		
	TOTAL		**55 minutes**	

Process Name : Processing of Report of Birth
Process Activity : If the Child is born under the jurisdiction of another Post in Japan (Migrant Registration)

Office or Division:	Osaka PCG - Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens born in Japan but not under the jurisdiction of Osaka PCG.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Checklist on the Concerned Post	Official website (*concerned Post*)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Report of Birth appointment at Osaka PCG website (*Other Consular Services Appointment System*)	https://philippineconsulategeneralosaka.setmore.com/	none	-	Civil Registry Processor
Personal appearance of the Parents/Legal Guardian at Osaka PCG	The Civil Registry Front-end Professor will check their appointment date and time.	none	1 minute	Civil Registry Front-end Processor
Submit requirements based on the concerned Post.	- Civil Registry Front-end Processor will get and evaluate the requirements based on the checklist of the concerned Post if it's complete (*ask additional questions if necessary*)	none	15 minutes	Civil Registry Front-end Processor
Payment	The Front-end Processor will prepare the payment slip on the Other Consular Services Books.		2 minutes	Civil Registry Front-end Processor
Payment	The Front-end Processor will give	JPY 7,500	2 minutes	Cashier

	the payment slip to the applicant.	Report of Birth ¥ 3,750 Translation of Shusei Todoke Kisai Jiko Shomeish o ¥ 3,750 Affidavit of Delayed Registratio n ¥ 3,750		
ROB form for signature of parents/legal guardian	Encoding and finalization of ROB form (Applicants personal information, e.g. Name, DOB, POB, et.al). Parents/Legal Guardians will review and sign the ROB form (*Item no. 20 - Notarial Authority only*).	none	10 minutes	Civil Registry Front-end Processor
	The translator will translate the Shussei Todoke.	none	15 minutes	Translator
	The Back-end Processor will check the translated Shussei Todoke if it is correct based on the signed ROB form, put the official seal on the translation, and have it photocopied for the 4 sets of ROB. Check the attached requirements based on the checklist of the concerned Post. Correct the ROB form for any discrepancies.	none	20 minutes	Civil Registry Back-end Processor

	Affix Post's seal and Signing Officer on ROB form (*Item no. 20 - Notarial Authority only*).			
	The Officer will do the final checking and sign the ROB form if the documents are correct and complete based on the category of ROB application on the concerned Post.	none	10 minutes	Signing Officer
	The Back-end Processor will ensure that the 4 sets of ROB forms are properly signed. Make a corresponding fax memo to the concerned Post regarding the ROB application signed by the Head of the Post. Pack the set of ROB applications together with the signed memo and give it to the Communications Officer for pouch list and mailing to the concerned Post within Japan.	none	15 minutes	Civil Registry Back-end Processor
	SUBTOTAL	**7,500 JPY (min)**		
	TOTAL		**90 minutes**	

Process Name : Processing of Report of Birth
Process Activity : If the Child is born under Osaka's jurisdiction but was reported in the Philippines - OCA/Consular Office (Migrant Registration)

Office or Division:	Osaka PCG - Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens born in Japan under the jurisdiction of Osaka PCG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Checklist on DFA-OCA/CO	Official website of DFA-OCA/CO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
File ROB at OCA/CO OCA/CO will send the application to Osaka PCG	The Back-end Processor will receive the documents through a diplomatic pouch from the Communications Officer. Check the attached requirements based on the checklist of Osaka PCG and log the application to Other Consular Services books for ROB registry number. The translator will translate the Shussei Todoke. Update the necessary details on ROB form (*Dates, ROB Registry Number, Receipt number, et.al*). Affix Post's seal and Signing Officer on ROB form (*Item No. 22 only*).	none	50 minutes	Civil Registry Back-end Processor and Translator
	The Officer will do the final checking	none	10 minutes	Signing Officer

Process Name : Processing of Report of Birth

Process Activity : If the Child is born under Osaka's jurisdiction but was reported at Foreign Service Post outside Japan (Migrant Registration)

Office or Division:	Osaka PCG - Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

Who may avail:	Filipino Citizens born in Japan under the jurisdiction of Osaka PCG
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Checklist on Osaka PCG's website	Official website of Osaka PCG (*Other Consular Services*)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing the ROB at the nearest Post. The post will send the application to Osaka PCG through DFA	The Back-end Processor will receive the documents through a diplomatic pouch from the Communications Officer. Check the attached requirements based on the checklist of Osaka PCG and log the application to Other Consular Services books for the ROB registry number. The translator will translate the Shussei Todoke. Update the necessary details on the ROB form (*Dates, ROB Registry Number, Receipt number, et.al*). Affix Post's seal and Signing Officer on ROB form (*Item No. 22 only*).	none	50 minutes	Civil Registry Back-end Processor and Translator
	The Officer will do the final checking and sign the ROB form if the documents are correct and complete based on the category of ROB application.	none	10 minutes	Signing Officer

	The Back-end Processor will ensure that the 4 sets of ROB forms are properly signed (*Item no. 22 only*). Make the corresponding memo to OCA, copy and furnish the concerned Post regarding the ROB application signed by the Head of Post. Pack the DFA, PSA, and Applicant copy of the ROB application together with the signed memo and give it to the Communications Officer for pouch number and mailing to OCA through Diplomatic pouch. The Osaka PCG copy will be given to the Records Officer (*monthly*).	none	40 minutes	Civil Registry Back-end Processor
	SUBTOTAL	**0 JPY**		
	TOTAL		**100 minutes**	

Process Name : Processing of Report of Birth
Process Activity : If the Child is born under the jurisdiction of another Post outside Japan (Migrant Registration)

Office or Division:	Osaka PCG - Civil Registry Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens born in Japan but not under the jurisdiction of Osaka PCG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Checklist on the Concerned Post	Official website (*concerned Post*)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Report of Birth appointment at Osaka PCG website (Other Consular Services Appointment)	https://philippineconsulategeneralosaka.setmore.com/	none	-	Civil Registry Processor
Personal appearance of the Parents/Legal Guardian at Osaka PCG	Check their appointment date and time	none	1 minute	Civil Registry Front-end Processor
Submit requirements based on the concerned Post	The Civil Registry Front-end Processor will get and evaluate the requirements based on the checklist if it's complete.	none	15 minutes	Civil Registry Front-end Processor
Payment	Prepare payment slips on the Other Consular Services Books.		2 minutes	Civil Registry Front-end Processor
Payment	The Front-end Processor will give the payment slip to the applicant.	Report of Birth ¥ 3,750	2 minutes	Cashier
ROB form for signature of parents/legal guardian	Encoding and finalization of ROB form (Applicants personal information, e.g. Name, DOB, POB, et.al). Parents/Legal Guardian will review and sign the ROB form.	none	10 minutes	Civil Registry Front-end Processor
	Check the attached requirements based on the checklist of the concerned Post.	none	30 minutes	Civil Registry Back-end Processor

	Correct the ROB form for any discrepancies. Affix Post's seal and Signing Officer on ROB form (*Item no. 20 - Notarial Authority only*).			
	The Officer will do the final checking and sign the ROB form, if the documents are correct and complete based on the category of ROB application on the concerned Post.	none	10 minutes	Signing Officer
	The Back-end Processor will ensure that the 4 sets of ROB forms are properly signed (*Item no. 20 - Notarial Authority only*). Make corresponding fax memo to OCA, copy furnish (*concerned Post*) regarding ROB application signed by the Head of Post. Pack the set of ROB applications together with the signed memo and give it to the Communications Officer for pouch number and mailing to OCA through Diplomatic pouch.	none	40 minutes	Civil Registry Back-end Processor
	SUBTOTAL	**JPY 3, 750**		
	TOTAL		**110 minutes**	

Process Name: Processing of Report of Death
Process Activity: Processing of Report of Death

Office or Division:	Civil Registry / ATN Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Next of kin or a representative of a deceased Filnational.

CHECKLIST OF REQUIREMENTS (https://osakapcg.dfa.gov.ph/images/2023/Consular_Requirements/ROD/_D46_ROD_-E07October2024_v1.pdf)	WHERE TO SECURE
Shibo Todoke No Kisai Jiko Shomeisho and 5 photocopies	Japanese City Hall or Ward where death was registered or Ministry of Justice if record is not available in the city hall/ward.
Passport of the Deceased or PSA Birth or Certificate of the Deceased and 5 photocopies	The informant will submit.
Passport of the Informant (Next of Kin) and 5 photocopies	The informant will submit.
Notarized Special Power of Attorney if filed by a third party and 5 photocopies	Executed by Next of Kin and notarized by a lawyer.
Accomplished Report of Death Form	PCG Osaka Website *(https://osakapcg.dfa.gov.ph/images/Downloads/ROD2020.pdf)*
Affidavit of Delayed Registration of Death (if necessary)	PCG Osaka Website (https://osakapcg.dfa.gov.ph/images/Downloads/AffDelayedDeath.pdf)
Letterpack 600 (if necessary)	Japan Post Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up the ROD Form and submit the requirements to PCG staff.	PCG staff will segregate and evaluate the documents submitted. Check if the information on the ROD form	7500 yen. Additional 3750 yen if delayed registration	20 mins	ATN/ Civil Registry Staff

	for the deceased is consistent with the submitted documents.			
Pay the corresponding amount to the cashier.	PCG Staff will issue a payment slip.		3 mins	ATN/ Civil Registry Staff
	PCG Staff will encode and generate the ROD form for the applicant's review and confirmation.		15 mins	ATN/ Civil Registry Staff
The applicant will check the information in the PCG-generated ROD form and sign it.			5 mins	Applicant
	Translate the Shibo Todoke No Kisai Jiko Shomeisho		Availability of the translator	PCG Translator
	PCG Staff will prepare the ROD to be signed by a PCG Officer. Attach the segregated requirements to the ROD forms. Put PCG Stamps beside the Signing Officers name, and office stamps at the lower right portion of the ROD form.		15 minutes	ATN/ Civil Registry Staff

	Cancel the passport of the deceased.			
	The Signing Officer will sign the Report of Death after checking the details are all consistent		15 minutes	PCG Signing Officer
	Report of Death and cancelled passport of the deceased released/mailed to the applicant.			ATN/ Civil Registry Staff
	SUBTOTAL	7,500 JPY (min)		
	TOTAL		73 minutes	

Process Name: Processing of the Shipment of Remains
Process Activity: Processing of the Shipment of Cremated Remains

Office or Division:	Civil Registry / ATN Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Next of kin or representatives of a deceased Filnational.

CHECKLIST OF REQUIREMENTS ***(https://osakapcg.dfa.gov.ph/images/2023/Consular_Requirements/ROD/D48Shipment_of_Cremated_Remains-E06Aug2024.pdf)***	**WHERE TO SECURE**
Report of Death issued by the Consulate	PCG Osaka
Original Cremation Permit (Kaso Kyokasho)	City Hall or Ward who issued the cremation permit (where the body was cremated).
Original passport of the deceased	The informant will submit.
Letterpack 600 (if necessary)	Japan Post Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Submit requirements to PCG	PCG staff will evaluate the documents submitted, check if the information of the deceased is consistent in all documents, and approve when the requirements submitted are complete.	7,500 yen	1 hour	ATN/ Civil Registry Staff
Pay the corresponding amount to the cashier.	PCG Staff will issue a payment slip.		3 mins	ATN/ Civil Registry Staff
	Translate the cremation permit (kaso kyokasho).		Availability of the translator (30 mins)	PCG Translator
	PCG Staff will prepare the Mortuary Certificate to be signed by a PCG Officer. Fillup https://docs.google.com/document/d/1gkSsOkUVIjz3Jz2WydnVjnQZ86kJMY_FTfuF_jsLWMw/edit?tab=t.0 for shipment of cremated remains		15 minutes	ATN/ Civil Registry Staff
	The signing Officer will sign the Mortuary Certificate after evaluating the documents.		30 minutes	PCG Signing Officer
	Mortuary Certificate released/mailed to the applicant.			ATN/ Civil Registry Staff
	SUBTOTAL	7,500 yen		
	TOTAL		138 minutes	

Process Name: Processing of Shipment of Remains
Process Activity: Processing of Repatriation of Remains

Office or Division:	Civil Registry / ATN Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Next of kin or representatives of a deceased Filnational.

CHECKLIST OF REQUIREMENTS (https://osakapcg.dfa.gov.ph/images/2023/Consular_Requirements/ROD/D47_Repatriation_of_Remains_of_Filipino_National_-E22November2024_v1.pdf)	WHERE TO SECURE
Report of Death issued by the Consulate	*PCG Osaka*
Notarized Affidavit of Embalming (Bofu Shori Shomeisho) and Apostilled by the Japanese Foreign Ministry (Gaimusho) or Notarized Affidavit of Packaging of Remains in Dry Ice for International Transportation and Apostilled by the Japanese Foreign Ministry (Gaimusho)	*Obtained from the Funeral Parlor*
Notarized Affidavit of Guarantee (Nokan Shomeisho) that the casket contains only the remains of the deceased and Apostilled by the Japanese Foreign Ministry (Gaimusho)	*Obtained from the Funeral Parlor*
Notarized Affidavit of Non-Contagious Remains (HikansenShomeisho) certifying that the remains of the deceased are not infectious or have no contagious disease and Apostilled by the Japanese Foreign Ministry (Gaimusho)	*Obtained from the Funeral Parlor*
Letterpack 600 (if necessary)	Japan Post Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to PCG	PCG staff will evaluate the documents submitted, check if the information of the deceased is consistent in all documents, and	3,750 yen	1 hour	ATN/ Civil Registry Staff

	approve when the requirements submitted are complete.			
Pay the correspondin g amount to the cashier.	PCG Staff will issue a payment slip.		3 mins	ATN/ Civil Registry Staff
	PCG Staff will prepare the Mortuary Certificate to be signed by a PCG Officer. Fillup https://docs.google.com/document/d/1suN_qNoGK_alBXVXLAl2vRZaeK97Pc8l/edit for shipment of human remains.		15 minutes	ATN/ Civil Registry Staff
	Signing Officer will sign the Mortuary Certificate after evaluating the documents		15 minutes	PCG Signing Officer
	Release the Mortuary Certificate to the applicant. Use the letterpack provided by the applicant, if the applicant opted to receive the document by mail.			ATN/ Civil Registry Staff
	SUBTOTAL	3,750 yen		
	TOTAL		93 minutes	

Visa

The Visa services includes the evaluation, interview, and issuance of visa for short-term and long-term stay to the Philippines.

Process Name: Evaluation of Visa Application
Process Activity: Preliminary Evaluation of Temporary Visitor Visa (9A)

Office or Division:	Visa
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	A foreign national who will be traveling to the Philippines for a legitimate, nonimmigrant purpose such as sightseeing, sports, training or study (excluding enrollment in schools for the purpose of obtaining a title or degree), business, cultural and scientific purposes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Visa Application Form	Visa Division / Post's Website
Duly Accomplished Personal History Form	
Duly accomplished Visa Undertaking Form	
Itinerary in the Philippines	
Original and one (1) photocopy of passport data page valid for at least (6) months beyond the intended period of stay in the Philippines	Visa Applicant
Original and one (1) photocopy of Japanese Residence Card. For Japanese nationals, may submit a valid diver's license and/or My Number.	
Other supporting documents, as applicable: If Employed: 1. Original bank certificate 2. Original Certificate of Employment with English translation If Self-employed: 3. Original Certificate of Business Registration with English translation If retired / unemployed: 4. Original bank certificate 5. Guarantee Letter If student: 6. Original Certificate of Enrollment with English translation	Bank 1. Bank 2. Employer 3. Legal Affairs Bureau Japan 4. Bank 5. Employer / School / Family / Relative / Colleague 6. School / Training Center 7. School / Parent/s

7. Guarantee Letter If Chinese national: 8. Residence permit with English translation 9. Chinese Social Insurance Record Certificate or the equivalent social insurance issued in Japan with English translation If travelling for business: 10. If traveling as a company representative, Letter of Endorsement from the Japan-based company 11. If invited by a Philippine-based company, Letter of Invitation If traveling to attend a conference, training, workshop, short term study: 12. Invitation Letter / Acceptance Letter / Agency / Office/ School / Institutions in the Philippines Multiple Entries: 13. Letter of Application for a 6-month or 1-year multiple-entry visa	8. Local Government Office 9. Chinese Embassy or Consulate (if active in China) or Municipal Office (Japan)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email scanned copies of requirements	Evaluate and verify documents Preliminary evaluation: 1. Check passport details - full name, photo, birth date nationality, validity, and signature; 2. Check Japanese residence card - full name, photo, birth date, nationality, and validity; 3. Forms must be duly accomplished and signed;	None	10 - 20 minutes	Visa Assistant

	4. Bank Certificate must be recently issued - within two (2) months from the date of application; 5. Foreign-issued documents must be translated in English; 6. Business Registration must be up-to-date; 7. For business travel, letter must indicate company details, company name, company logo (if applicable), signed by company officer with a supervisor rank, and purpose of travel; 8. Letter for Multiple-Entry Visa must indicate frequency of visit, purpose of travel, and guarantor's name and contact details.			
Submit additional requirements, as needed	If incomplete, email applicant to resubmit If for further verification, email applicant to submit other supporting documents	None	5 minutes	
	If in order, schedule interview and/or mail-in application Applicants for interview: 1. Restricted nationals 2. Pre-arranged Employment Visa / 9(g) applicants 3. Special Non-Immigrant Visa / 47(a)(2) applicants	None	10-20 minutes 10-15 minutes	

	4. Applicants flagged by DFA-OCA Visa / NICA / BI Mail-in Application: 1. Notarized Visa Application Form7 2. With NICA Clearance			
	SUBTOTAL	0 JPY		
			50 - 60 minutes	

Process Name: Evaluation of Visa Application
Process Activity: Preliminary Evaluation of Transit Visa (9B)

Office or Division:	Visa
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	A visa-required foreign national traveling to another country and transiting via the Philippines. Transit period is limited to seventy-two (72) hours or three (3) days in the Philippines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Visa Application Form	Visa Division / Post's Website
Duly Accomplished Personal History Form	
Duly accomplished Visa Undertaking Form	
Original and one (1) photocopy of passport data page valid for at least (6) months when transiting in the Philippines	Visa Applicant
Confirmed onward ticket showing flight details of travel from country of origin to destination country via the Philippines	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email scanned copies of requirements	Evaluate and verify documents Preliminary evaluation:	None	10 - 20 minutes	Visa Assistant

	1. Check passport details - full name, photo, birth date nationality, validity, and signature; 2. Forms must be duly accomplished and signed; 3. Foreign-issued documents must be translated in English;			
Submit additional requirements, as needed	If incomplete, email applicant to resubmit If for further verification, email applicant to submit other supporting documents	None	5 minutes	
	If in order, schedule interview and/or mail-in application Applicants for interview: 1. Restricted nationals 2. Pre-arranged Employment Visa / 9(g) applicants 3. Special Non-Immigrant Visa / 47(a)(2) applicants 4. Applicants flagged by DFA-OCA Visa / NICA / BI Mail-in Application: 1. Notarized Visa Application Form 2. With NICA Clearance	None	5 minutes	
	SUBTOTAL	0 JPY		
	TOTAL		30 - 40 minutes	

Process Name: Evaluation of Visa Application
Process Activity: Preliminary Evaluation of Seaman Visa (9C)

Office or Division:	Visa
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Visa for seafarers traveling to the Philippines to join a vessel docked at a port in the country

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Visa Application Form	Visa Division / Post's Website
Duly Accomplished Personal History Form	
Duly accomplished Visa Undertaking Form	
Itinerary in the Philippines	
Original and one (1) photocopy of passport data page valid for at least (6) months beyond the intended period of stay in the Philippines	Visa Applicant
Original and one (1) photocopy of Japanese Residence Card. Japanese nationals may present a valid driver's license and/or My Number	
One (1) copy of the data page of the seaman's book	Shipping Company
Notarized letter from the Japan-based shipping company deploying the foreign seaman indicating his/her designation, name of the vessel which the seaman will board and where it is docked	
Notarized letter from the Philippine-based company acknowledging the incoming seaman's assignment aboard the vessel	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email scanned copies of requirements	Preliminary evaluation: 1. Check passport details - full name, photo, birth date nationality, validity, and signature; 2. Check Japanese residence card - full name, photo, birth date, nationality, and validity;	None	10 - 15 minutes	Visa Assistant

	3. Forms must be duly accomplished and signed; 4. Seaman's book must be valid 5. Foreign-issued documents must be translated in English; 6. Notarized documents must be valid within 3 months from the date			
Submit additional requirements, as needed	If incomplete, email applicant to resubmit If for further verification, email applicant to submit other supporting documents	None	5 minutes	Visa Assistant
	If in order, schedule interview and/or mail-in application Applicants for interview: 1. Restricted nationals 2. Pre-arranged Employment Visa / 9(g) applicants 3. Special Non-Immigrant Visa / 47(a)(2) applicants 4. Applicants flagged by DFA-OCA Visa / NICA / BI Mail-in Application: 1. Notarized Visa Application Form 2. With NICA Clearance	None	10 -15 minutes	
SUBTOTAL		0 JPY		
TOTAL			25 - 30 minutes	

Process Name: Evaluation of Visa Application
Process Activity: Preliminary Evaluation of Crew List Visa Visa (9C)

Office or Division:	Visa
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Foreign Crew members of a registered vessel or aircraft landing in the Philippines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Three (3) original, duly accomplished and signed Crew List Visa Application Form	Visa Division / Post's Website
Two (2) copies of the passport data page of all foreign crew members valid for at least six (6) months beyond the intended period of stay in the Philippines	Visa Applicant Shipping Company
Original and one (1) copy of Vessel Register showing the vessel name, official number (IMO), and specification particulars	
Two (2) copies of Seaman's Record Book / maritime credentials record with the latest log entry of the vessel Captain / Master showing personal details and signature	
Two (2) copies of the seaman's book of crew members	
Authorization Letter of the representative / ship agent who will submit the documents in person	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email scanned copies of requirements	Preliminary evaluation: 1. Check passport details - full name, photo, birth date nationality, validity, and signature; 2. Check Japanese residence card - full name, photo, birth date, nationality, and validity;	None	10 minutes	Visa Assistant

	3. Forms must be duly accomplished and signed; 4. Seaman's book must be valid 5. Foreign-issued documents must be translated in English; 6. Notarized documents must be valid within 3 months from the date			
Submit additional requirements, as needed	If incomplete, email applicant to resubmit If for further verification, email applicant to submit other supporting documents	None	5 minutes	Visa Assistant
	If in order, schedule interview and/or mail-in application Applicants for interview: 1. Restricted nationals 2. Pre-arranged Employment Visa / 9(g) applicants 3. Special Non-Immigrant Visa / 47(a)(2) applicants 4. Applicants flagged by DFA-OCA Visa / NICA / BI Mail-in Application: 1. Notarized Visa Application Form 2. With NICA Clearance	None	10 - 15 minutes	

SUBTOTAL	0 JPY		
TOTAL		25 - 30 minutes	

Process Name: Evaluation of Visa Application
Process Activity: Preliminary Evaluation of Foreign Government Officials Visa (9E)

Office or Division:	Visa
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Accredited Officer of a foreign government recognized by the Philippines, who is a citizen of the country whose government he/she represents, and who is proceeding to the Philippines on official business for his/her government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Visa Application Form	Visa Division / Post's Website
Original and one (1) copy passport data page valid for at least six (6) months beyond authorized period of stay in the Philippines	Visa Applicant
Note Verbale or Endorsement Letter from the government or international organization	Foreign Government or International Organization
For immediate family, proof of family ties i.e. marriage certificate, family registry (koseki tohon), birth certificate, etc.	Civil Registry Office or Bureau
For qualified household members, photocopy of the principal's passport data page	DFA- OCA Visa
Authorization Letter from DFA-OCA	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email scanned copies of requirements	Evaluate and verify documents Preliminary evaluation: 1. Check passport details - full name, photo, birth date	None	10 - 15 minutes	Visa Assistant

	nationality, validity, and signature; 2. Forms must be duly accomplished and signed; 3. Note Verbale must be valid within 3 months from the date 4. Foreign-issued documents must be translated in English; 5. Notarized documents must be valid within 3 months			
Submit additional requirements, as needed	If incomplete, email applicant to resubmit If for further verification, email applicant to submit other supporting documents	None	5 minutes	Visa Assistant
	If in order, schedule interview and/or mail-in application Applicants for interview: 1. Restricted nationals 2. Pre-arranged Employment Visa / 9(g) applicants 3. Special Non-Immigrant Visa / 47(a)(2) applicants 4. Applicants flagged by DFA-OCA Visa / NICA / BI Mail-in Application: 1. Notarized Visa Application Form 2. With NICA Clearance	None	5 minutes	
	SUBTOTAL	0 JPY		

TOTAL		20 - 25 minutes	

Process Name: Evaluation of Visa Application
Process Activity: Preliminary Evaluation of Pre-Arranged Employment Visa (9G)

Office or Division:	Visa
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	A foreign national who will engage in any lawful occupation, whether for wages or salary or for other forms of compensation where bona fide employer-employee relations exist

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employer in the Philippines must file an application for a pre-arranged employment	Bureau of Immigration in the Philippines
Duly Accomplished Visa Application Form	Visa Division / Post's Website
Duly Accomplished Personal History Form	
Duly accomplished Visa Undertaking Form	
Original with apostille certificate Medical Examination Form duly accomplished by a General Practitioner	
Original and one (1) copy of passport data page valid for at least six (6) months beyond the intended period of stay in the Philippines	Visa Applicant
Original and one (1) copy of Japanese Residence Card. Japanese nationals may submit a valid driver's license and/or My Number.	Company in the Philippines
Letter of Endorsement from the employer / company based in the Philippines duly notarized by a Philippine notary public	Local Police Office
Police clearance issued by the Japanese police authorities with apostille certificate and English translation	DFA- OCA Visa
Authorization Letter from DFA-OCA	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Email scanned copies of requirements	Preliminary evaluation: 1. Check passport details - full name, photo, birth date nationality, validity, and signature; 2. Check Japanese residence card - full name, photo, birth date, nationality, and validity; 3. Forms must be duly accomplished and signed; 4. Application receipt in the Philippines 5. Foreign-issued documents must be translated in English; 6. Notarized / apostilled documents must be valid within 3 months	None	10 - 15 minutes	Visa Assistant
Submit additional requirements, as needed	If incomplete, email applicant to resubmit If for further verification, email applicant to submit other supporting documents	None	5 minutes	Visa Assistant
	If in order, schedule interview and/or mail-in application Applicants for interview: 1. Restricted nationals 2. Pre-arranged Employment Visa / 9(g) applicants 3. Special Non-Immigrant Visa / 47(a)(2) applicants 4. Applicants flagged by DFA-OCA Visa / NICA / BI	None	5 minutes	

	Mail-in Application: 1. Notarized Visa Application Form 2. With NICA Clearance			
	SUBTOTAL	0 JPY		
	TOTAL		20 - 25 minutes	

Process Name: Evaluation of Visa Application
Process Activity: Preliminary Evaluation of Special Non-Immigrant Visa (47(A)(2)

Office or Division:	Visa
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	A foreign national who will travel to the Philippines as professors, scholars, trainees, participants, fellows, students, technicians, personnel and their dependents under certain entities and programs.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Visa Application Form	Visa Division / Post's Website
Duly Accomplished Personal History Form	
Duly accomplished Visa Undertaking Form	
Itinerary in the Philippines	
Original with apostille certificate Medical Examination Form duly accomplished by a General Practitioner	
Original and one (1) copy of passport data page valid for at least six (6) months beyond the intended period of stay in the Philippines	Visa Applicant
Original and one (1) copy of Japanese Residence Card. Japanese nationals may submit a valid driver's license and/or My Number.	Local Police Office
Police clearance issued by the Japanese police authorities with apostille certificate and English translation	PEZA / JOCV

Endorsement Letter from the Philippine Economic Zone Authority (PEZA) / Japan Overseas Cooperation Volunteers (JOCV) / and other institutions to which the applicant belongs	Chinese Embassy or Consulate (if active in China) or Municipal Office (Japan)
If Chinese national: 1. Residence permit with English translation 2. Chinese Social Insurance Record Certificate or the equivalent social insurance issued in Japan with English translation	DFA-OCA Visa
Authorization Letter from DFA-OCA	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email scanned copies of requirements	Preliminary evaluation: 1. Check passport details - full name, photo, birth date nationality, validity, and signature; 2. Check Japanese residence card - full name, photo, birth date, nationality, and validity; 3. Forms must be duly accomplished and signed; 4. Application receipt in the Philippines 5. Foreign-issued documents must be translated in English; 6. Notarized / apostilled documents must be valid within 3 months	None	10 -15 minutes	Visa Assistant
Submit additional requirements, as needed	If incomplete, email applicant to resubmit If for further verification, email applicant to submit other supporting documents	None	5 minutes	Visa Assistant

	If in order, schedule interview and/or mail-in application Applicants for interview: 1. Restricted nationals 2. Pre-arranged Employment Visa / 9(g) applicants 3. Special Non-Immigrant Visa / 47(a)(2) applicants 4. Applicants flagged by DFA-OCA Visa / NICA / BI Mail-in Application: 1. Notarized Visa Application Form 2. Temporary Visit Visa applicants 3. With NICA Clearance	None	5 - 10 minutes	
	SUBTOTAL	0 JPY		
	TOTAL		20 - 30 minutes	

Process Name: Evaluation of Visa Application
Process Activity: Processing of Evaluated Application of Restricted Alien

Office or Division:	Visa Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens
Who may avail:	N/A

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Evaluated application packet	Visa Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Draft Fax Memo on Request for Security Clearance to the National Intelligence	None	5 minutes	Visa Assistant

	Coordinating Council (NICA)			
	Review, approve and sign	None	3-5 working days	Visa Officer
	Release signed communication	None	2 minutes	Outgoing Communications
	If cleared by NICA, contact applicant to schedule for interview and/or submission of original passport and supporting documents	None	3-5 working days	Visa Assistant
	SUBTOTAL	0 JPY		
	TOTAL		12 Minutes 3-5 working days	

Process Name: Evaluation of Visa Application
Process Activity: Processing of Evaluated Application of Multiple-Entries

Office or Division:	Visa Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens
Who may avail:	N/A
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Evaluated application packet	Visa Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Draft Fax Memo on Security Clearance and Request for Authority to Issue Multiple Entry to NICA and DFA OCA	None	5 minutes	Visa Assistant
	Review, approve and sign	None	3-5 days	Visa Officer
	Release signed communication	None	2 minutes	Outgoing Communications
	If approved by NICA and DFA-OCA, contact applicant to schedule for interview and/or	None	10-20 working days	Visa Assistant

	submission of original passport and supporting documents			
	SUBTOTAL	0 JPY		
	TOTAL		12 Minutes 10-20 working days	

Process Name: Processing of Visa Application
Process Activity: Submission by Personal Appearance

Office or Division:	Visa Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Foreign National

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and valid passport	Visa Applicant
Duly accomplished Visa Application form	
Self-addressed blue or red letter pack	
Other documents submitted through email	
Payment of Visa Fee	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Schedule appointment through email		2 Minutes	Visa Assistant
Proceed to the visa window on the appointment date and time, submit original requirements			5 minutes	Visa Applicant
	Receive and/or interview the visa applicant Prepare Payment Slip		10 - 15 minutes	Visa Assistant
Pay visa fees		Between ¥6,000 to ¥60,000	3 minutes	Visa Applicant
	Receive payment and issue official receipt		2 minutes	Collecting Officer

SUBTOTAL	Between ¥6,000 to ¥60,000		
TOTAL		22 - 25 minutes	

Process Name: Processing of Visa Application
Process Activity: Submission by Mail-in

Office or Division:	Visa Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Foreign National

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and valid passport	Visa Applicant
Duly accomplished Visa Application form	
Self-addressed blue or red letter pack	
Other documents submitted through email	
Payment of Visa Fee	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Mail original documents and passport Visa Categories for Mail-In Application: 1. Temporary Visit Visa / 9 (a) 2. Transit Visa / 9(b) 3. Seaman or Crew List Visa 9C 4. Foreign Government Officials Visa / 9(e) 5. Pre-arranged				Visa Applicant

Employment Visa / 9(g) 6. Special Non-Immigrant Visa / 47 (a) (2)				
Pay visa fee by genkin kakitome		Between ¥6,000 to ¥60,000		Visa Applicant through JP Post
	Receive and record packet		3 minutes	Incoming Communications
	Acknowledge packet		1 minute	Visa Assistant
	Register in books and submit payment to the cashier		1 minute	
	Receive payment and issue official receipt		2 minutes	Collecting Officer
	Acknowledge official receipt and return to the applicant once visa is issued		1 minute	Visa Assistant
Mail original documents and passport				Visa Applicant
	SUBTOTAL	Between ¥6,000 to ¥60,000		
	TOTAL	Between ¥6,000 to ¥60,000	8 minutes	

Process Name: Issuance of Visa
Process Activity: Approval, encoding and printing of visa

Office or Division:	Visa Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens
Who may avail:	N/A
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Original and duly accomplished forms	Visa Applicant
Original and verified documents	
Original passport	

Endorsement letter / Approved Authority and Clearance (if restricted alien and/or multiple entry visa)	DFA Manila-OCA, NICA, Bureau of Immigration			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	Cross-check documents 1. Details on the passport data page must be the same on the visa sticker 2. Forms must be originally signed 3. Original notarized / apostilled documents must bear the same name as the applicant's passport data page 4. Passport pages must be in order 5. Check payment slip with official receipt number and service number		5 -10 minutes	Visa Assistant
	Final review and approval to print visa Present to the Visa Officer the documents for final review Visa Officer to sign application form to proceed to visa issuance / printing		5 minutes	Visa Officer
	Dummy run to a copy and review details		5 minutes	Visa Assistant
	Final visa printing		2 minutes	
	Update visa masterlist and record in books		3 minutes	
	Prepare packet for releasing		5 minutes	
	SUBTOTAL	0 JPY		

TOTAL		25 30 minutes	

Process Name: Releasing of Approved Visa Applications
Process Activity: Releasing by Mail

Office or Division:	Visa Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	N/A

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original passport with issued visa	Visa Assistant
Original official receipt (for mail-in application)	
Other original documents (if requested to be returned by the applicant)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Final review and prepare packet		5 minutes	Visa Assistant
	Update release date and tracking number in books		3 minutes	
	Proceed to JP Post		5 minutes	
	SUBTOTAL	0 JPY		
	TOTAL		13 minutes	

Process Name: Releasing of Approved Visa Applications
Process Activity: Pick Up with Confirmed Appointment and Official Receipt

Office or Division:	Visa Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Foreign National

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Appointment	Visa Applicant
Official Receipt	
Identification Card (as needed)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Present email confirmation and official receipt			1 minute	Visa Applicant
	Verify receipt and other identification		1 minute	Visa Assistant
	Release passport and/or other documents		1 minute	
	Update books		1 minute	
	SUBTOTAL	0 JPY		
	TOTAL		4 minutes	

Process Name: Managing of Visa Unit
Process Activity: Monitoring, Drafting Communications Visa Matters and Responding to Queries

Office or Division:	Visa Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizens
Who may avail:	DFA Manila, Other FSPs, Foreign Government, Foreign Nationals / Public, Other Philippine Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Incoming email and phone queries	Requesting Party
Fax memo	
Note Verbale	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit queries through email, fax, phone, mail or in person.	Receive and acknowledge incoming communications on visa		5 minutes	Incoming Communications and Visa Assistant
	Respond to general queries		10 minutes	Visa Assistant
	Draft communications for highly technical / substantive communications		10 minutes	
	Review, approve and sign communications		5 minutes	Visa Officer and Head of Post

	Numbering and release of communications		5 minutes	Outgoing Communications
	SUBTOTAL	0 JPY		
	TOTAL		35 minutes	

Notarial, Certifications, Renunciation, Citizenship Reacquisition

This Section provides notarial services, certifications, renunciation, retention and reacquisition of citizenship etc.

Process Name: Processing of Notarials and Certifications
Process Activity: Front-end and Back-end Processes in the Application for Notarials and Certifications (Affidavit, Special Power of Attorney, WEG)

Office or Division:	Notarials
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Individuals who need document consularization and certifications

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished forms Original passport or any valid ID plus photocopy Self-addressed letter pack	At the Notarial Counter or at https://osakapcg.dfa.gov.ph/testing

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents accomplished forms together with an original passport or any valid ID and its photocopies	Check the form, and make sure that the required fields are filled out and supporting documents are attached. The inputted name should be	-	10 minutes if all is in order; may take longer if the applicant accomplished the wrong form or has no photocopies of the required documents	Notarial Processor

	consistent with the ID presented. The address indicated should be the address in Japan. Check if the passport or ID presented is valid and with a signature			
Signs the form in front of the Processor	Witness that the applicant personally signs the document and compare the signatures on the applicant's passport / ID.		1 minute	Notarial Processor
	Enters in the Consular Digital Logbook the name of the applicant and his/her transaction and generates a payment slip		2 minutes	Notarial Processor
Pay at the cashier the fees reflected on the payment slip	Receives payment and issues an Official Receipt; Enters the OR Number in the Digital Logbook	¥3,750 for each document; additional ¥1,500 for expedited release	2 minutes	Collecting Officer
Brings back to the Processor the OR and the payment slip duly signed by the Cashier	Checks the OR and gives the mail tracking number to the applicant if filing for regular processing. Informs the applicant of the probable date when the document could be		2 minutes	Notarial Processor

	released and sent to the applicant. End of front-end process. Asks the applicant to sit down and wait for the document to be signed in case the applicant files for express processing			Notarial Processor
	On the notarial tab of the Digital Logbook, enter the Service Number then press Search. Select the signatory available to sign the certificate, input the date of expected release (same day for express), choose express, or input the tracking number if to be released by mail. Generates the certificate, checks if in order and has no flaws, then affixes the gold and dry seals	-		Notarial Processor
	Signs the certificate after checking its contents, completeness, and orderliness.	-	5 minutes per application	Signing Officer
	Scans the signed certificates and their attachments	-	1 minute per application	Notarial Processor or Back-end Officer
	Affixes eyelet	-	1 minute per application	Notarial Processor or Back-end Personnel

	Releases the certificate to the applicant and marks the date of release in the Digital Logbook Mails the certificates to the applicants if filed as regular processing. Records the mail tracking number on the Digital Logbook for easy tracking.	-	30 minutes to 1 hour for express processing 3-4 working days if filed as regular processing	Notarial Processor or Back-end Personnel Notarial Processor or Back-end Personnel
	In cases of Returned-to Sender mails, the Processor contacts the applicants through phone or email and informs them on how to claim the certificates. If the applicant opts to send another letter pack then the certificate will be re-mailed to the applicant. Otherwise, the applicant may visit the Consulate to claim the certificate.			Notarial Processor or Back-end Personnel
	Scans and stores PCG copy of the		3 minutes	Records Officer

	application and its attachments			
	SUBTOTAL	3,750 JPY (min)	27 minutes	
	TOTAL	-		

Process Name: Processing of application for retention or reacquisition of citizenship

Process Activity: Processing application for citizenship retention/re-acquisition and issue Identification Certificate

Those who were naturalized before the effectivity of RA 9225 or **before 2003** were deemed to have lost their Philippine citizenship (under Commonwealth Act 63) and can re-acquire it under the same Act

Those who were naturalized after the effectivity of RA 9225 or **after 2003** were deemed to have kept their Philippine citizenship, in other words, can retain it.

To retain or re-acquire Philippine citizenship, one has to undergo **the same procedure and submit the same requirements.**

Office or Division:	Notarial Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Qualified former Filipino citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form plus 2X2 colored ID pictures showing frontal view of the face, right and left side view of the face Proof of PH Citizenship: 1. PSA-issued Birth Certificate 2. Philippine Passport 3. Voter's Record/ID 4. Marriage Contract indicating the applicant's citizenship Certificate of Naturalization Red Letter Pack	https://osakapcg.dfa.gov.ph/consular-services/consular-requirements/other-services/retention-and-reacquisition Provided by applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail scanned copies of the requirements to notarials@pcgosaka.org for initial evaluation	Checks scanned copies of the documents submitted if complete and in order. Check if the applicant has filled out the application form, and has pasted the required photos (refer to photo requirements above); check if the applicant has any of the documents required as proof of Filipino citizenship as mentioned in the above requirements, and check if the applicant has indeed been naturalized as a citizen of another country and has a certificate of naturalization. Finally, check the details on the application form if they are consistent with the supporting documents mentioned in the above requirements.		15-20 minutes	Citizenship Processor
	Acknowledges email of the applicant. If documents are in order, give instructions on how to proceed with the application (e.g. schedule the date of the Oath).		5 minutes	Citizenship Processor

	If incomplete documents, advise the applicant to send the lacking requirements. If complied, advise the applicant on how to proceed with the application.			
	Schedules date of appearance for oath-taking Before the scheduled appearance, prepare the Oath of Allegiance and draft the Identification Certificate.		1 minute 20 minutes	Citizenship Processor Citizenship Processor
On the scheduled date of appearance original requirements at the Processing Window	Re-checks if requirements are in order the form is properly filled out and all blanks are filled in. https://osakapcg.dfa.gov.ph/images/Downloads/Citizenship%20Retention%20and%20Re-acquisition.pdf Conduct an Interview if necessary.		10-15 minutes	Citizenship Processor
	Enter the applicant's information on the Other Consular Services Digital Logbook and issue a payment slip.		5 minutes	Citizenship Processor
Make payment at the Cashier Window	Issue Official Receipt	¥3750 for the Identification	2 minutes	Cashier

		Certificate ; ¥3750 for Oath-taking; ¥1500 for Expedited Process		
Return the payment slip to the Processor	Update the Official Receipt Number, Document Number, and Service Number, and print the certifications (Oath and IC)		8 minutes	Citizenship Processor
Take the Oath of Allegiance	Administer the Oath of Allegiance https://osakapcg.dfa.gov.ph/images/Downloads/Citizenship%20Retention%20and%20Re-acquisition.pdf		6 minutes	Administering Officer
Review the printed draft certifications and confirm the correctness of the details	Prints the certificates on Letterhead, attached pictures, and stamp seals		10 minutes	Citizenship Processor
Affixes signatures on certifications and other documents	Reviews and signs the certifications		5 minutes	Administering Officer
	Scans the signed document and attachments; Attaches eyelet and prepares for release. If the applicant opts to pay an express fee, the certificates		5 minutes	Citizenship Processor

	are issued on the same day. If not, ask the applicant to leave a self-addressed letter pack for mailing the certificates once ready for release.			
	SUBTOTAL	7,500 JPY (min)		
	TOTAL		102 minutes	

Process Name: Processing of Application for Provisional Certificate of Philippine Registry (PCPR)

Process Activity: Process and issue Provisional Certificate of Philippine Registry

Office or Division:	Notarial Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement from the Maritime Industry Authority (MARINA) to the DFA	MARINA
Authority to issue PCPR from the Intelligence Services Unit (ISU)	ISU-OSEC, DFA
PCPR Application Form	Provided by the Applicant
Notarized by Japanese Notary Public: 1. Memorandum of Agreement 2. Bill of Sale 3. SPA from the owner of the representative who will file for PCPR with photocopies of passports or valid IDs of the owner and representative	
Verified by the Chamber of Commerce: 1. Survey Report 2. Certificate of Vessel's Nationality	

3. Vessel's Inspection Certificate 4. Vessel's Register Certificate 5. Builder's Certificate 6. Stability Calculation Sheet 7. Protocol of Delivery and Acceptance 8. Call Sign Frequencies Red Letter Pack	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requirements at the Processing Window	Check if requirements are in order and the form is properly filled out. Conduct an Interview if necessary		10-15 minutes	Notarial Processor
	Enter the applicant's information on the Other Consular Services Digital Logbook and issue a payment slip		5 minutes	Notarial Processor
Make payment at the Cashier Window	Issue Official Receipt	¥3750 for the Certificate ¥3750 for verification ¥1500 for Expedited Process	2 minutes	Cashier
	Review documents and print certificates, and put necessary stamps and seals.		15 minutes	Notarial Processor/ Backend Officer
	Review and sign the document.		5 minutes	Signing Officer

	Scans the signed document and attachments; Attaches eyelet and prepares for releasing.		3 minutes	Notarial Processor/ Backend Officer
	SUBTOTAL	7,500 JPY (min)	40 minutes	
	TOTAL	-		

Process Name: Processing of NBI Applications
Process Activity: Review Applications, Biometrics and Releasing

Office or Division:	Notarial Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizen, Foreign National who have stayed / lived in the Philippines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and valid passport	Applicant
Two pieces 2x2 size photo	
Old NBI Clearance (optional)	
Red or blue letter pack (regular/by mail)	
NBI Clearance Form	FSP, NBI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to NBI window and submit requirements	Receive and review requirements		10 minutes	NBI Processor
	Issue payment slip		3 minutes	
Proceed to payment	Issue official receipt	¥3,750 (regular) ¥5,250 (express)		Collecting Officer
Present Official Receipt	Proceed to biometrics		10 minutes	NBI Processor

	Initials of the processor and date near the fingerprint section			
	Stamp FSP name, FSP logo, and Signing Officer on the front page of NBI form		2 minutes	
	Review, approve and sign NBI application form		5 minutes	Signing Officer
	Photocopy front and back pages of the NBI application form		2 minutes	NBI Processor
	Scan copies of the passport, biometrics page, signed page		2 minutes	
	Attach reminders on how to submit NBI application form in the Philippines		1 minute	
	Release NBI application form by mail For express same day release, applicant must sign acknowledgment receipt in the payment slip		2 minutes (express) 3-5 working days (regular)	
	SUBTOTAL	3,750 JPY (min)		
	TOTAL		37 minutes	

Process Name: Renunciation of Philippine Citizenship
Process Activity: Review Requirements

Office or Division:	Notarial Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino National 18 years old and up

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two copies of duly accomplished application forms	Applicant
Two copies of duly accomplished affidavit	
Original and two copies of PSA-issued birth certificate	
Original and one copy of Philippine passport data page	
Two copies of Japanese passport data page	
Two copies of Japanese Residence Card (if applicable)	
Original and two copies of up to date family registry (*koseki tohon*). Acquisition of Japanese citizenship must be indicated.	
Original and two copies of residence certificate *(juminhyo)*	
Four pieces of passport-size photo	
Self-addressed blue or red letter pack	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to notarial window and submit requirements	Receive and review requirements		15 minutes	Notarial Processor
	Issue payment slip		3 minutes	
Proceed to payment	Issue official receipt	¥7, 500		Collecting Officer
Present Official Receipt	Draft certificate		10 minutes	Notarial Processor
	SUBTOTAL	¥7, 500		
	TOTAL		28 minutes	

Process Name: Renunciation of Philippine Citizenship
Process Activity: Issuance Notarized Affidavit of Renunciation of Philippine Citizenship

Office or Division:	Notarial Division
Classification:	Complex

Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino National 18 years old and up

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt	Applicant
Two copies of duly accomplished application forms	
Two copies of duly accomplished affidavit	
Original and two copies of PSA-issued birth certificate	
Original and one copy of Philippine passport data page	
Two copies of Japanese passport data page	
Two copies of Japanese Residence Card (if applicable)	
Original and two copies of up to date family registry (*koseki tohon*). Acquisition of Japanese citizenship must be indicated.	
Original and two copies of residence certificate *(juminhyo)*	
Four pieces of passport-size photo	
Self-addressed blue or red letter pack	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Wait for 10-15 minutes at the waiting area	Draft certificate and print one copy for review		15 minutes	Notarial Processor
Proceed to Notarial window for signing the draft certificate	Present initial copy and review all the details together with the applicant If in order, proceed to print four original copies for signature of the applicant If incorrect, revise and review. Once in order, proceed to		5 - 10 minutes	

	print four original copies for signature of the applicant			
Sign four original copies of certificate				
	Attach letter pack tracking number at the back of the official receipt and inform applicant that the final certificate will be released between 5 to 7 working days		5 minutes	
	Submit draft affidavit and attached documents to the Signing Officer		1 minute	
	Review, approve and sign the affidavit Return to the Notarial Processor for release		3-5 working days	Signing Officer
	SUBTOTAL	0 JPY		
	TOTAL		25-30 minutes	

Process Name: Renunciation of Philippine Citizenship
Process Activity: Releasing of the Notarized Affidavit of Renunciation of Philippine Citizenship

Office or Division:	Notarial Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino National 18 years old and up
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
One original copy of notarize affidavit	Notarial Processor
Self-addressed blue or red letter pack	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Attach passport-size photo Stamp Post's seal near the applicant's signature Attach gold seal at the lower left portion, above the receipt details		5 minutes	Notarial Processor
	Scan affidavit and other documents Transfer scanned copy from scanned folder to Renunciation of Philippine Citizenship folder Rename file to applicant's name		5 minutes	
	Release notarized affidavit through JP Post		5 minutes	
	SUBTOTAL	0 JPY		
	TOTAL		15 minutes	

Process Name: PRC Registration of New Professionals
Process Activity: Preliminary Evaluation

Office or Division:	Notarial Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Newly licensed Filipino professionals who have moved abroad after their examinations or before receiving their results
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Scanned PRC Certificate notifying the examinee that he/she passed the Board, indicating their scores	Applicant
Scanned duly accomplished Panunumpa ng Propesyonal from PRC	
Scanned Philippine passport data page	
Scanned draft and unsigned Special Power of Attorney	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email scanned copies of the requirements	Review requirements		10 minutes	Notarial Processor
Provide available date and time	If in order, arrange schedule of Oath-Taking Ceremony If incomplete, inform the applicant and resubmit until in order		1-2 days	
	Draft Request to Conduct PRC Oath Taking at Post to PRC			
	Once authority to conduct PRC Oath Taking is approved and received, Inform Consular Officer on the date and time of Oath		3-5 days	
	Prepare Oath-Taking Script		5 minutes	
	SUBTOTAL	0 JPY		
	TOTAL		15 minutes	

Process Name: PRC Registration of New Professionals
Process Activity: Oath-Taking Ceremony and Releasing of Notarized SPA

Office or Division:	Notarial Division
Classification:	Complex

Type of Transaction:	G2C – Government to Citizen
Who may avail:	Newly licensed Filipino professionals who have moved abroad after their examinations or before receiving their results

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original PRC Certificate notifying the examinee that he/she passed the Board, indicating their scores	Applicant
Original duly accomplished Panunumpa ng Propesyonal from PRC	
Original and two copies of Philippine passport data page	
Original draft and unsigned Special Power of Attorney	
¥7,500 Fee	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the notarial window on the appointment date and time	Review requirements		10 minutes	Notarial Processor
	If in order, issue payment slip		1 minute	
Payment of Oath-taking and Notarial fees	Receive payment and issue official receipt	¥7,500	3 minutes	Collecting Officer
Return to notarial window and prepare for the oath-taking ceremony and signing of documents	Administer the Oath and sign the documents		10 minutes	Consular Officer
Wait at the consular waiting area	Prepare final packet of certificates and notarized SPA		10 minutes	Notarial Processor
Receive certificate and notarized SPA			5 minutes	

Sign acknowledgment receipt				
	SUBTOTAL	7,500 JPY		
	TOTAL		30-40 minutes	

Process Name: Provisional Certificate of Philippine Registry
Process Activity: Processing of PCPR Application

Office or Division:	Notarial Division
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	Foreign Shipping Companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized by a Japanese Notary Public: 1. Memorandum of Agreement 2. Bill of Sale 3. Special Power of Attorney (for the company's representative)	Applicant
Original Copy and Verified by the Chamber of Commerce and Industry: 1. Survey report 2. Certificate of Vessel's Nationality 3. Vessel's Inspection Certificate 4. Certificate of Vessel's Register 5. Builder's Certificate 6. Stability Calculation Sheet 7. Protocol of Delivery and Acceptance 8. Call Sign Frequencies	
Original or Certified True Copy: 1. Maritime Industry Authority (MARINA) approval for temporary registration 2. MARINA Endorsement Letter to DFA 3. PCPR Application Form	
PCPR Application Form	
Original and one copy of the passport data page of the representative. In case of no	

valid passport, the representative must present two original valid IDs.	
¥7,500 fee	
Self-addressed blue or red letter pack	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to notarial window	Review requirements		10 minutes	Notarial Processor
	If in order, issue payment slip		1 minute	
Payment of Oath-taking and Notarial fees	Receive payment and issue official receipt	¥7,500 (regular) ¥1,500 (express)	3 minutes	Collecting Officer
Return to notarial window	For express processing, prepare PCPR packet with notarized Certificate		10 minutes	Notarial Processor
	For regular processing, attach letter pack tracking number to the official receipt. Inform applicant releasing will be 3-5 working days		3-5 working days	
	Review, approval, and signature		3 minutes 3-5 working days	Signing Officer
	Scan documents and rename file to applicant's name		5-10 minutes	Notarial Processor
	Store hard copies in the notarial steel cabinet		2 minutes	
	SUBTOTAL	7,500 JPY (min)		
	TOTAL		29-41 minutes	

Process Name: Waiver of Exclusion Ground

Process Activity: Processing of W.E.G. Application

Office or Division:	Notarial Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Foreign national 15 years old below represented by parent/s or legal guardian

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and two copies and original, duly accomplished and unsigned Affidavit of Consent to Travel for W.E.G.	Applicant
Original and two copies of original, duly accomplished and unsigned Family Register form	
Original and two copies of original, duly accomplished and unsigned Bureau of Immigration Application for Waiver of Exclusion Ground for Unaccompanied Minors	
Original and two copies of passport data page of the parent/s or legal guardian	
Original and two copies of passport data page of the child	
Original and two copies of passport data page of the travel companion (if applicable)	
Original and two copies of Family Registry (*Koseki Tohon*)	
Two pieces of passport-size photo of the child	
Two copies of flight itinerary (if applicable)	
¥7,500 fee	
Self-addressed blue or red letter pack	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to notarial window	Review requirements		10 minutes	Notarial Processor
	If in order, issue payment slip		1 minute	

Payment of fees	Receive payment and issue official receipt	¥7,500 (regular) ¥1,500 for expedited services (express)	3 minutes	Collecting Officer
Return to notarial window	For express processing, prepare WEG packet Attach gold seal in the certificate and family registry Stamp Signing Officer's name in the family registry Scan all documents. Notarized Affidavit and Family Register eyeleted.		10 minutes	Notarial Processor
	For regular processing, attach letter pack tracking number to the official receipt. Inform applicant releasing will be 3-5 working days Attach gold seal in the certificate and family registry Stamp Signing Officer's name in the family registry Scan all documents. Notarized Affidavit and Family Register eyeleted.		3-5 working days	

	Review, approval, and signature		3 minutes 3-5 working days	Signing Officer
	Scan documents and rename file to applicant's name		5-10 minutes	Notarial Processor
	Store hard copies in the notarial steel cabinet		2 minutes	
	SUBTOTAL	7,500 JPY (min)		
	TOTAL		25-39 minutes	

Process Name: Declaration of Philippine Citizenship
Process Activity: Processing of Application

Office or Division:	Notarial Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino national 18 years and above who are required to submit a certificate of nationality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and two copies of valid Philippine passport data page	Applicant
Two duly accomplished declaration forms	
Original and two copies of PSA-issued Birth	
¥3,750 fee	
Self-addressed blue or red letter pack	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to notarial window	Review requirements		3-5 minutes	Notarial Processor
	If in order, issue payment slip		1 minute	
Payment of fees	Receive payment and issue official receipt	¥3,750 (regular) ¥1,500 (express)	3 minutes	Collecting Officer
Return to notarial window	<u>For express processing:</u>		5 minutes	Notarial Processor

	Attach gold seal in the certificate and family registry Stamp Signing Officer's name in the family registry Scan all documents.			
	<u>For regular processing:</u> attach letter pack tracking number to the official receipt. Inform applicant releasing will be 3-5 working days Attach gold seal in the certificate and family registry Stamp Signing Officer's name in the family registry Scan all documents.		3-5 working days	
	Review, approval, and signature		3 minutes 3-5 working days	Signing Officer
	Scan documents and rename file to applicant's name		5-10 minutes	Notarial Processor
	Store hard copies in the notarial steel cabinet		2 minutes	
	SUBTOTAL	3,750 JPY (min)		
	TOTAL		20-32 minutes 3-5 working days	

Assistance to Nationals

The assistance to nationals services include conducting welfare or jail visits, handling domestic violence cases, responding to queries including locating Filipinos in Japan

Process Name : Conducting Visit
Process Activity : Conducting Welfare/Jail Visit

Office or Division:	ATN Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	FilNational in Distress or Next of Kin, Internal

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Assistance-to-Nationals (ATN) Request Form or request through email	PCG Osaka / OUMA
Identification Card	Provided by FilNational in Distress or Next of Kin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NOKs in the Philippines will fill out an ATN request form at OUMA in the DFA or send an email to the Consulate. NOKs in Japan may visit the Consulate and fill up the ATN Request Form.	The ATN Officer will evaluate and analyze the request.	N/A	120 minutes	ATN Officer
	If the subject is an OFW, the ATN Officer will refer the request to the Migrant Workers	N/A	10 minutes	ATN Officer

	Office (MWO) in Osaka.			
FilNational in Distress will be visited for a welfare check. The Next-of-kin will be updated by the ATN Officer.	If the subject is a non-OFW, the ATN Officer will refer the case to the ATN Supervisor for instructions/approval for welfare/jail visit.	N/A	60 minutes	ATN Officer
	ATN Funding will be requested from OUMA (if necessary) by drafting and sending a memo requesting ATN Funding.	N/A		ATN Officer
	The request will be recorded in the Nationals In Distressed for Assistance (NIDA) ATN Database System.	N/A	15 minutes	ATN Supervisor
	SUBTOTAL	N/A		
	TOTAL		205 minutes	

Process Name: Drafting Communications
Process Activity : Drafting Reply to Various Japanese Government Agencies Regarding ATN Concerns

Office or Division:	ATN Section
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Japanese Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official letter/s from Japanese Gov't Agencies	Japanese Government Agencies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

The Japanese Government Agency will send an official letter to the Consulate (livelihood support requests, or various queries)	Translate the letter into English	N/A	1 hour	PCG Translator (ATN)
	ATN Officer will draft a reply to the request of the Japanese Gov't Agency.	N/A	1 hour	ATN Officer
	ATN Supervisor will check, edit, and sign the draft letter.	N/A		ATN Supervisor
	The letter will be endorsed to the Communications Officer for assignment of control number.	N/A		Communications Officer
	The letter will be translated into Japanese.	N/A	1 hour	PCG Translator
	The letter will be endorsed to the Communications Officer for mailing to the Japanese Government Agency.	N/A		Communications Officer
SUBTOTAL				
TOTAL			3 hours	

Process Name : Responding to requests to locate Filipinos
Process Activity : Locating and contacting Filipinos

Office or Division:	ATN Section
Classification:	Complex

Type of Transaction:	G2C – Government to Citizen
Who may avail:	FilNational in Distress or Next of Kin, Internal

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Assistance-to-Nationals (ATN) Request Form or Request through email.	PCG Osaka / OUMA
Identification Card	Provided by Next of Kin
Proof of kinship	Provided by Next of Kin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting NOK sends the request through OUMA (ATN Request Form(or by sending an email directly to the Consulate.	Gather enough information and try to use it in locating the subject. Call the subject if the mobile number is available. Send a letter to the last known address of the subject. The request will be referred to MWO if the subject is an OFW. ***Privacy Law in Japan is Strict. Some of the relatives requested not to disclose their whereabouts to the requesting NOK.*	N/A	1-3 weeks	ATN Officer
Provide proper identification and proof of kinship and	If the subject is located, the Consulate will inform him/her about the NOKs request to locate the subject.	N/A	N/A	ATN Officer

	The Consulate will ask and follow the subject's instructions regarding the request. The Consulate will relay the instructions of the subject to the NOK.			
Provide information about the lost relative such as Full name / Last known address/ Mobile number (if available)	If the subject is a Japanese national and is not located, the Consulate will advise the NOK to seek assistance from the Embassy of Japan or the Consulate in the Philippines. Ask for more information from the NOK if the FilNational being located cannot be found.	N/A	N/A	ATN Officer
	The request will be recorded in the Nationals In Distressed for Assistance (NIDA) ATN Database System.	N/A	N/A	ATN Supervisor
	SUBTOTAL	N/A		
	TOTAL		1-3 weeks	

Process Name : Handling Domestic Violence Cases
Process Activity : Handling Domestic Violence Cases

Office or Division:	ATN Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen

Who may avail:	FilNational in Distress
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Assistance-to-Nationals (ATN) Request Form or Request through email.	PCG Osaka
Philippine Passport or Identification Card	Distressed FilNational

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FilNational informs the Consulate about his/her situation and fills up an ATN request form.	Evaluates the situation and identifies the problem. *The request will be referred to MWO if the subject is an OFW.*	N/A	120 minutes (minimum)	ATN Officer
The subject can also contact the Domestic Violence Hotline 0120-279-889.	If the subject is a victim of domestic violence, the Consulate can help coordinate with the police, government office, and shelters. The Consulate can also repatriate the subject if necessary. The Consulate will send a repatriation request to OUMA for approval. If approved, the Consulate will prepare for the subject's departure (purchase tickets, coordinate with OUMA, etc).	N/A	Depending on the case	ATN Officer
	The request will be recorded in the Nationals In	N/A	15 minutes	ATN Supervisor

	Distressed for Assistance (NIDA) ATN Database System.			
	SUBTOTAL	N/A		
	TOTAL		135 minutes	

Overseas Voting Services

The Overseas Voting services include checking the status of the voter, enrollment of new voters, and assisting in the actual voting process.

Process Name: Cross-Reference OV Records and Identification Cards / Document

Process Activity: Check Client's Valid Passport or Seaman's Book Against OV Voter's Database

Office or Division:	OV Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Overseas Filipinos 18 years old and up

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and Valid Passport	Registrants
Original and Valid Seaman's Book	
OV Form	Post, COMELEC website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to OV window and present requirements	Review OV Form and valid passport		5 minutes	VRM Operator
	Check OV database for existing record- whether they have existing registration or if record updating is needed		2 minutes	
	SUBTOTAL			

TOTAL		7 minutes	

Process Name: Enrollment of Registrants
Process Activity: Fill Out OV Form for New Registrants, Updating of Records, Reactivation or Transfer

Office or Division:	OV Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Overseas Filipinos 18 years old and up

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished OV Form	Registrants
Original and valid passport / seaman's book	
Marriage Certificate (for updating records / change to married name)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to OV window and present requirements	Receive and evaluate the requirements and check completeness		3-5 minutes	VRM Operator
	Encode and capture biometrics		3-5 minutes	
Review and confirm details	Save enrollment and sign OV Acknowledgment Receipt Slip		2 minutes	VRM Operator and Administering Officer
	SUBTOTAL			
	TOTAL		8 minutes	

Process Name: RERB Hearing
Process Activity: Prepare OV application forms and attached documents to be heard

Office or Division:	OV Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	N/A

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished OV Forms	VRM Operator
List of Applicants for Approval	COMELEC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Arrange OV forms alphabetically / according to the List of Applicants for Approval		20 minutes	VRM Operator
	Review, approval and signing of OV Forms		45 minutes	RERB Members
	SUBTOTAL			
	TOTAL		65 minutes	

Retrieving Documents and Records for CTC

Retrieving of documents for certified true copies application

Process Name: Retrieving Documents and Records (Hard and Soft)
Process Activity: Retrieving Documents and Records for ROB for Certified True Copies Application

Office or Division:	Records Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government; G2C - Government to Clients
Who may avail:	N/A

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Basic information regarding report of birth	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Retrieval of Report of Birth - Hard Copy (Request has only name and date of birth from 2000 to 2016)		1 minutes	VRM Operator

	Click on the Report of Birth (ROB) database shortcut on archives computer on desktop screen			
	Use the “two main tables” to find data based on “name” and “date of birth”.		5 minutes	
	On the table menu, double click on “report of birth” or “report of birth new tables” “Report of birth tables” have “date reported” fields ranging from 01 June 2000 to 29 September 2013 while “Report of Birth New Table” has ROB process date field from 05 December 2021 to 30 September 2016			
	On the Surname Fields, filter or find (CTRL F) the surname that matches the requested ROB based on the date reported		1 minute	
	Check the “date reported” field or the “date process” field of the respective tables		1 minute	
	Go to the 33rd floor and retrieve the whole file of the ROB from the		20 minutes	

	respective filing cabinet based on the year it was reported From 2000-to 2016 (1st half) the filing cabinets are arranged by year, month, and alphabetically From 2016 (2nd hald) to 2019 the filing cabinets are arranged per year, month, and by registration number			
	Once files have been retrieved, stamp “CTC” on the copy and get the copy signed	3,750 JPY for the CTC (set of document)		
	Prepare the payment slip, on the main tab, input the name, date, and certification as the transaction			
	Approver will review the documents and sign CTC			
	SUBTOTAL	3,750 JPY		
	TOTAL		28 minutes	

Passport

Passport services includes evaluation of application, encoding, transmitting, and releasing of regular and diplomatic/official passports.

Process Name: Processing of New Passport for Minor
Process Activity: Processing of passport applications Minor - New application with married parents

Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	Filipino Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Passport Appointment Schedule From The Consulate And Printed Application Form	Go to this link www.passport.gov.ph
Personal appearance of the minor applicant and either parent named in the PSA birth certificate/Report of Birth (ROB).	Philippine Statistics Authority Philippine Foreign Service Posts (FSPs)
A copy of the valid passport data page or valid PH ID of both parents is required as stated in the PSA birth certificate/ROB.	Parents of the applicant
Original PSA birth certificate or Report of Birth issued by the FSPs (for approval if not under Post's jurisdiction and if within the one year period of issuance)	Philippine Statistics Authority Philippine Foreign Service Posts (FSPs)
Valid ID card (at least one) of the minor applicant	Place of residence
If an accompanying parent is an alien, the non-Filipino parent must present his or her foreign passport or other competent proof of identity	The non-Filipino parent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment applicants for the day	none	1 min	Passport processor
Personal appearance at the Osaka PCG	Call one by one on first come first serve order in accordance with their appointment date and time	none	1 min	Passport processor
Submit requirements	Review the documents submitted. Check that the forms are be duly	none	1 min	Passport Processor

	accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the supporting documents and stamp “verified” for PSA copies Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.			
Interview	Ask questions pertaining to the documents submitted Check the relationship between the minor and the accompanying adult	none	2 mins	Passport Processor
	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment	JPY 9,000		Cashier

	and issues an official receipt			
	Request the accompanying parent to submit an Affidavit of Explanation if he/she cannot present a valid ID of his/her wife/husband	JPY 3,750	15 mins	Other Consular Services Processor
	SUBTOTAL	9,000 JPY(min)		
	TOTAL		20 minutes	

Process Name: Processing of New Passport for Minor
Process Activity: Processing of passport applications Minor - New application with non-married parents

Office or Division:	Osaka PCG Admin Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	Filipino Citizens born in Japan under the jurisdiction of Osaka PCG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Passport Appointment Schedule From The Consulate And Printed Application Form	Go to this link www.passport.gov.ph
Personal Appearance Of The Applicant	
Only The Mother Shall Accompany The Minor Applicant In The Passport Application Process	
A Special Power Of Attorney (SPA) Executed By The Mother Will Be Required If She Is Not Accompanying The Minor Applicant. The SPA Must Be Authenticated By The Philippine Embassy/Consulate If Executed Abroad. *(Apostille is not required)*	Notary Public Philippine Foreign Service Posts
Copy of The Mother's Passport Or Valid Ph Government Issued Id	Mother of the applicant

PSA Birth Certificate Of The Minor Or Report Of Birth Issued By The Consulate. Note: (ROB Can Only Be Used For Passport Application Within One Year Of Issuance)	Philippine Statistics Authority Philippine Foreign Service Posts (FSPs)
Valid ID Card (At Least One) Of The Minor Applicant	Place of residence- PH Gov't Agency; JP Immigration; JP City hall
Passport Or Valid ID Of The Authorized Companion	Adult companion of the applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance with their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted. Check that the forms are be duly accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the supporting documents and stamp "verified" for PSA copies	none	1 min	Passport Processor

	Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.			
Interview	Ask questions pertaining to the documents submitted Check the relationship between the minor and the accompanying adult	none	2 mins	Passport Processor
	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment and issues an official receipt	JPY 9,000		Cashier
	SUBTOTAL	9,000 JPY (min)		
	TOTAL		5 minutes	

Process Name: Processing of Renewal Passport Applications for Adult
Process Activity: Processing of Passport Applications Adult-Renewal application

Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	Filipino Citizens in Japan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Passport Appointment Schedule From The Consulate And Printed Application Form	Go to this link www.passport.gov.ph
Personal Appearance Of Applicant	

E-Passport To Be Renewed And Its Photocopy	DFA Family mart Seven-Eleven store
Red-Letter Pack	Family mart Seven-Eleven store Post office
Passport Fee Of ¥9,000 (Cash Only)	Bank/wallet
Note: Non-E-Passport Applications Will Be Treated As First-Time Applications	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment of applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance to their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted. Check that the forms are be duly accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.	none	1 min	Passport Processor

Interview	Ask questions pertaining to the documents submitted - whether any updates must be done on the documents or any change of name required	none	2 mins	Passport Processor
	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment and issues an official receipt	JPY 9,000		Cashier
SUBTOTAL		9,000 JPY (min)		
TOTAL			5 minutes	

Process Name: Processing of Renewal Passport Applications for Adult
Process Activity: Processing of passport applications Adult-Adult Renewal non-ePassport (Brown, Green, MARP (Maroon) passports or any older passports issued before August 15, 2016)

Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	**Filipino Citizens in Japan**
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Confirmed Passport Appointment Schedule From The Consulate And Printed Application Form	Go to this link www.passport.gov.ph
Personal Appearance Of Applicant	

Expired Passport And Its Photocopy	
Original Psa-Issued Birth Certificate; Or Psa Report Of Birth Issued By The Consulate And Its Photocopy	Philippine Statistics Authority
One (1) Valid ID and Its Photocopy	Family mart Seven Eleven store
Passport Fee Of ¥ 9,000 (Cash Only	Bank/wallet
Red Letter Pack	Family mart Seven Eleven store Post Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance with their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted. Check that the forms are be duly accomplished and signed Check passport details - full name, photo, birth date nationality,	none	1 min	Passport Processor

	validity, and signature Check the supporting documents and stamp “verified” for PSA copies Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.			
Interview	Ask questions pertaining to the documents submitted - whether any updates must be done on the documents or any change of name required Ask the reason the passport was not renewed	none	2 mins	Passport Processor
	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment and issues an official receipt	JPY 9,000		Cashier

SUBTOTAL	9,000 JYP (min)		
TOTAL		8 minutes	

Process Name: Processing of New and Renewal of Passport Applications for Adult
Process Activity: Processing of passport applications if the applicant is a Naturalized Filipino Citizen-Administrative Naturalization under RA 9139

Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	Individuals who underwent Naturalization under RA 9139

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Passport Appointment Schedule From The Consulate And Printed Application Form	Go to this link www.passport.gov.ph
Personal Appearance Of Applicant	
Passport To Be Renewed And Its Photocopy (if any)	Family mart Seven Eleven store
Red Letter Pack	Family mart Seven Eleven store JP Post
Passport Fee Of ¥ 9,000 (Cash Only	Bank/wallet
Certificate of Naturalization	Phil. Bureau of Immigration
Certificate of Renunciation of foreign citizenship issued by the concerned Foreign Embassy or Foreign Ministry	Concerned Foreign Embassy or Foreign Ministry
Identification Certificate issued by BI	Phil. Bureau of Immigration

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance with	none	1 min	Passport Processor

	their appointment date and time			
Submit requirements	Review the documents submitted. Check that the forms are be duly accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.	none	1 min	Passport Processor
Interview	Ask questions pertaining to the documents submitted - whether any updates must be done on the documents or any change of name required	none	2 mins	Passport Processor
	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment	JPY 9,000		Cashier

	and issues an official receipt			
	SUBTOTAL	9,000 JPY (min)		
	TOTAL		8 minutes	

Reference Code:	PCG_OS_C15.4
Process Name:	Processing of New and Renewal of Passport Applications for Adult
Process Activity:	Processing of Passport Applications if the applicant is a Naturalized Filipino Citizen-Administrative Naturalization under Legislative Naturalization under Commonwealth Act No. 63
Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	Individuals who underwent Naturalization under Commonwealth Act No. 63

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Passport Appointment Schedule From The Consulate And Printed Application Form	Go to this link www.passport.gov.ph
Personal Appearance Of Applicant	
Passport To Be Renewed And Its Photocopy	Family mart Seven Eleven store
Red Letter Pack	Family mart Seven Eleven store Post office
Passport Fee Of ¥ 9,000 (Cash Only	Bank/wallet
Certificate Of Naturalization	Phil. Bureau of Immigration
Certified True Copy Of The Law Granting Citizenship	House of Congress
Foreign Birth Certificate Authenticated By The Philippine Foreign Service Post	Concerned FSP
Identification Certificate Issued By BI	Phil. Bureau of Immigration

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Secure passport appointment at the Osaka PCG	Check the list of appointment applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance with their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted. Check that the forms are be duly accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.	none	1 min	Passport Processor
Interview	Ask questions pertaining to the documents submitted - whether any updates must be done on the documents or any change of name required	none	2 mins	Passport Interview
	Update the passport log book			

	by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment and issues an official receipt	JPY 9,000		Cashier
	SUBTOTAL	9,000 JPY(min)		
	TOTAL		5 mins	

Reference Code:	PCG_OS_C15.5
Process Name:	Processing of New and Renewal of Passport Application for Adult
Process Activity:	Processing of Passport Applications for persons who availed of the Facilitated Naturalization of Refugees and Stateless Persons under Supreme Court Rule 21-07-2022-SC
Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	Persons who availed of the Facilitated Naturalization of Refugees and Stateless Persons under Supreme Court Rule 21-07-2022-SC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Passport Appointment Schedule From The Consulate And Printed Application Form	Go to this link www.passport.gov.ph
Personal Appearance Of Applicant	
Passport To Be Renewed And Its Photocopy (if any)	Family mart Seven Eleven store
Red Letter Pack	Family mart Seven Eleven store Post office
PASSPORT FEE OF ¥ 9,000 (CASH ONLY	Bank/wallet
Decree of Naturalization	Bureau of Immigration

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment of applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance to their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted. Check that the forms are be duly accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.	none	1 min	Passport Processor
Interview	Ask questions pertaining to the documents submitted - whether any updates must be done on the documents or any	none	2 mins	Passport Processor

	change of name required			
	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment and issues an official receipt	JPY 9,000		Cashier
Encoding and taking of biometrics	Encoding and taking of biometrics	none	2-3 mins	Passport Encoder
	SUBTOTAL	9,000 JPY (min)		
	TOTAL		7 minutes	

Reference Code:	PCG_OS_C15.6
Process Name:	Processing of new and renewal of passport applications for Adult
Process Activity:	Processing of passport applications if applicants obtained citizenship by Election. Applicants born before 17 January 1973 to Filipino mothers and married to non-Filipino spouses and elected Philippine citizenship within three (3) years upon reaching the age of twenty-one (21)
Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	Applicants born before 17 January 1973 to Filipino mothers and married to non-Filipino spouses and elected Philippine citizenship within three (3) years upon reaching the age of twenty-one (21)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Online Appointment	Go to this link www.passport.gov.ph
Personal Appearance	
Accomplished Application Form	Print out from the applicant's email

PSA-issued Certificate of Live Birth or PSA-issued Report of Birth	Philippine Statistics Authority
Additional documents proving election of Philippine citizenship	
The passport to be renewed and its photocopy (if any)	OCA, CO, Post and Convenience store
Red Letter Pack	Family mart Seven Eleven sore Post office
Passport Fee Of ¥ 9,000 (Cash Only	Bank/wallet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance with their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted. Check that the forms are be duly accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the supporting documents and	none	1 min	Passport Processor

	stamp “verified” for PSA copies Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.			
Interview	Ask questions pertaining to the documents submitted - whether any updates must be done on the documents or any change of name required	none	2 mins	Passport Processor
	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment and issues an official receipt	JPY 9,000		Cashier
	SUBTOTAL	9,000 JYP (min)		
	TOTAL		5 minutes	

Reference Code:	PCG_OS_C15.7
Process Name:	Processing of new and renewal of passport applications for Adult
Process Activity:	Processing of passport applications if applicants retained or re-acquired their Philippine citizenship. Applicants covered by the provisions under Republic Act No. 9225, otherwise known as “Citizenship Retention and Reacquisition Act of 2003”

Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	Applicants who retained or re-acquired their Philippine Citizenship under RA No. 9225

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Online Appointment	Go to this link www.passport.gov.ph
Personal Appearance	
Accomplished Application Form	Print out from the applicant's email
PSA-issued Certificate of Live Birth of or PSA-issued Report of Birth	Philippine Statistics Authority
Order of Approval or	Philippine FSP / Phil. Bureau of Immigration
Oath of Allegiance or	Philippine FSP / Phil. Bureau of Immigration
Identification Certificate or Certificate of Retention/Reacquisition of Philippine Citizenship	Phil. Bureau of Immigration
The passport to be renewed and its photocopy	OCA, CO, Post and Convenience store
Red Letter Pack	Family mart Seven Eleven sore Post office
PASSPORT FEE OF ¥ 9,000 (CASH ONLY	Bank/wallet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance with their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted.	none	1 min	Passport Processor

	Check that the forms are be duly accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the supporting documents and stamp “verified” for PSA copies Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.			
Interview	Ask questions pertaining to the documents submitted - whether any updates must be done on the documents or any change of name required	none	2 mins	Passport Processor
	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment	JPY 9,000		Cashier

	and issues an official receipt			
	SUBTOTAL	9,000 JPY (min)		
	TOTAL		5 minutes	

Process Name: Processing of new and renewal of passport applications for Adult
Process Activity: Processing of passport applications if applicants retained or re-acquired their Philippine citizenship.
Applicant is a derivative of Filipino parents who retained or re-acquire Philippine citizenship

Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	Applicant is a derivative of Filipino parents who retained or re-acquire Philippine citizenship

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Online Appointment	Go to this link www.passport.gov.ph
Personal Appearance	
Accomplished Application Form	Print out from the applicant's email
PSA-issued Certificate of Live Birth of or PSA-issued Report of Birth	Philippine Statistics Authority
Order of Approval of parent of child (as applicable)	Philippine FSP / Phil. Bureau of Immigration
Identification Certificate or Certificate of Retention/Reacquisition of Philippine Citizenship	Phil. Bureau of Immigration
The passport to be renewed and its photocopy (if any)	OCA, CO, Post and Convenience store
Red Letter Pack	Family mart Seven Eleven sore Post office
Passport Fee Of ¥ 9,000 (Cash Only	Bank/wallet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment	Check the list of appointment of applicants for the day	none	1 min	Passport Processor

at the Osaka PCG				
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance with their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted. Check that the forms are be duly accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the supporting documents and stamp “verified” for PSA copies Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.	none	1 min	Passport Processor
Interview	Ask questions pertaining to the documents submitted - whether any updates must be done on the documents or any change of name required	none	2 mins	Passport Processor

	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment and issues an official receipt	JPY 9,000		Cashier
	SUBTOTAL	9,000 JPY (min)		
	TOTAL		5 minutes	

Reference Code:	PCG_OS_C15.9
Process Name:	Processing of renewal of passport applications for Adult
Process Activity:	Processing of passport applications - Change of Surname of a married woman: annulment, declaration of nullity of marriage, judicially-recognized foreign divorce, and judicially-recognized divorce under Presidential Decree 1083 (Code of Muslim Personal Laws of the Philippines)
Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	Applicants who want to Change of Surname of a married woman: annulment, declaration of nullity of marriage, judicially-recognized foreign divorce, and judicially-recognized divorce under Presidential Decree 1083 (Code of Muslim Personal Laws of the Philippines)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Online Appointment	Go to this link www.passport.gov.ph
Personal Appearance	
Accomplished Application Form	Print out from the applicant's email
PSA-issued Certificate of Marriage or Report of Marriage (ROM) with annotation reflecting the nullity or dissolution of marriage	Philippine Statistics Authority
PSA-issued Certificate of Live Birth or Report of Birth	Philippine Statistics Authority

The passport to be renewed and its photocopy	OCA, CO, Post and Convenience store
Red-letter pack	Family mart Seven Eleven sore Post office
PASSPORT FEE OF ¥ 9,000 (CASH ONLY	Bank/wallet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance with their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted. Check that the forms are be duly accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the supporting documents and stamp “verified” for PSA copies Check the name in the LOL.	none	1 min	Passport Processor

	If the original has been submitted, stamp the “original seen” in the photocopy.			
Interview	Ask questions pertaining to the documents submitted - whether any updates must be done on the documents or any change of name required	none	2 mins	Passport Processor
	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment and issues an official receipt	JPY 9,000		Cashier
SUBTOTAL		JPY 9,000 (min)		
TOTAL			5 minutes	

Process Name: Processing of renewal of passport applications for Adult
Process Activity: Processing of passport applications - Change of Surname of a married woman: Reversion to maiden name

Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	Applicants who want to Change the Surname of a married woman: Reversion to maiden name

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Online Appointment	Go to this link www.passport.gov.ph
Personal Appearance	

Accomplished Application Form	Print out from the applicant's email
Notarized Affidavit of Explanation that includes a request for the reversion of maiden name in the Philippine passport or travel document and stating she has not hitherto availed of the reversion	FSP
PSA-issued Certificate of Live Birth or Report of Birth	Philippine Statistics Authority
The passport to be renewed and its photocopy	Family mart Seven Eleven sore Post office
Any existing government-issued valid ID accepted for passport application reflecting the maiden name	Phil. government agency
Red-letter pack	Family mart Seven Eleven sore Post office
Passport Fee of ¥ 9,000 (Cash Only)	Bank/wallet
Affidavit fee of JPY 3,500	Bank / Wallet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment of applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance with their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted. Check that the forms are be duly	none	1 min	Passport Processor

	accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the supporting documents and stamp “verified” for PSA copies Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.			
Interview	Ask questions pertaining to the documents submitted - whether any updates must be done on the documents or any change of name required	none	2 mins	Passport Processor
	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment and issues an official receipt	JPY 9,000		Cashier

SUBTOTAL	12,500 JPY (min)		
TOTAL		5 minutes	

Process Name: Processing of renewal of passport applications for Adult
Process Activity: Processing of passport applications - Change of Surname of a married woman (Widowed)

Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	Minor passport applicant in Japan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Online Appointment	Go to this link www.passport.gov.ph
Personal Appearance	
Accomplished Application Form	Print out from the applicant's email
PSA-issued Certificate of Live Birth or Report of Birth	Philippine Statistics Authority
PSA-issued Certificate of Death or Report of Death (ROD) of spouse or apostilled or authenticated Foreign Death Certificate of the foreign spouse with English translation	PSA, FSP, Foreign-government
Latest issued Philippine passport and its photocopy	Family mart Seven Eleven sore Post office
Red Letter Pack	Family mart Seven Eleven sore Post office
Passport Fee Of ¥ 9,000 (Cash Only	Bank/wallet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment applicants for the day	none	1 min	Passport Processor
Personal appearance	Call one by one on a first come first serve order in	none	1 min	Passport Processor

at the Osaka PCG	accordance with their appointment date and time			
Submit requirements	Review the documents submitted. Check that the forms are be duly accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the supporting documents and stamp “verified” for PSA copies Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.	none	1 min	Passport Processor
Interview	Ask questions pertaining to the documents submitted Check the relationship between the minor and the accompanying adult	none	2 mins	Passport Processor
	Update the passport log book by inputting the			

	date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment and issues an official receipt	JPY 9,000		Cashier
Encoding and taking of biometrics	Encoding and taking of biometrics		2-3 mins	Passport Encoder
	SUBTOTAL	9,000 JPY(min)		
	TOTAL		7 minutes	

Process Name: Processing of renewal of passport applications for Minor
Process Activity: Processing of passport applications for minors with marital status of parents

Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	**Minor passport applicant in Japan**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Online Appointment	Go to this link www.passport.gov.ph
Personal Appearance	
Accomplished Application Form	Print out from the applicant's email
PSA-Issued Certificate Of Live Birth rr Report Of Birth and Its Photocopy (ROB is valid only within one year of issuance and passport application must be at the same FSP where the ROB was issued)	Philippine Statistics Authority
Passport To Be Renewed And Its Photocopy	DFA Family mart Seven Eleven sore Post office
Valid ID card (At Least One) Of The Minor	JP Immigration; PH agencies

Valid Philippine passport or other competent proof of identity of the accompanying parent and a copy of his/her spouse's passport or other competent proof of identity;	DFA; JP Immigration; other PH agencies
Red Letter Pack	Family mart Seven Eleven sore Post office
If the accompanying parent is an alien, the non-Filipino parent must present his or her foreign passport and a copy of the Filipino parent's Philippine passport or other competent proof of identity	Passport issuing authority; DFA (PH passport);
If accompanied by an authorized adult companion, a Special Power of Attorney (SPA) executed by either of the minor's parents or his/her legal guardian, as the case may be, his/her passport or other competent proof of identity, and a copy of the passport or other competent proof of identity of the minor's parents.	FSP; PH Notary Public; Foreign Notary Office
Passport Fee Of ¥ 9,000 (Cash Only)	Bank/wallet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at Osaka PCG	Check the list of appointment applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance with their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted. Check that the forms are be duly	none	1 min	Passport Processor

	accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the supporting documents and stamp “verified” for PSA copies Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.			
	If the accompanying parent cannot provide a valid ID of his wife or husband, he/she must execute an affidavit explaining why this requirement cannot be submitted during the application			
Interview	Ask questions pertaining to the documents submitted Check the relationship between the minor and the	none	2 mins	Passport Processor

	accompanying adult			
	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment and issues an official receipt	JPY 9,000		Cashier
	SUBTOTAL	9,000 JPY (min)		
	TOTAL		5 minutes	

Process Name: Processing of renewal of passport applications for Minor
Process Activity: Processing of passport applications Minor applicant who is an Adoptee through Foreign adoption

Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	**Minor passport applicant in Japan**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Online Appointment	Go to this link www.passport.gov.ph
Personal Appearance of minor applicant and adoptive parent/s	
Accomplished Application Form	Print out from the applicant's email
Amended PSA-issued Certificate of Live Birth or Report of Birth and its photocopy	Philippine Statistics Authority
The passport to be renewed and its photocopy	Family mart Seven Eleven sore Post office
Passport/s of adoptive parent/s or authorized adult companion. If the adoptive parents are foreign nationals, presentation	PH-DFA; Foreign Passport Issuing Agency

of their valid foreign passports is acceptable	
Certified True Copy of Court Decree of Adoption	Relevant Court in PH
Valid ID Card (At Least One) Of The Minor Applicant and Its Photocopy	Issuing authority
Red Letter Pack	Family mart Seven Eleven sore Post office
Passport Fee Of ¥ 9,000 (Cash Only	Bank/wallet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance with their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted. Check that the forms are be duly accomplished and signed Check passport details - full name, photo, birth date nationality, validity, and signature Check the supporting documents and stamp “verified” for PSA copies	none	1 min	Passport Processor

	Check the name in the LOL. If the original has been submitted, stamp the “original seen” in the photocopy.			
Interview	Ask questions pertaining to the documents submitted Check the relationship between the minor and the accompanying adult	none	2 mins	Passport Processor
	Update the passport log book by inputting the date, name, service type, renewal or new, gender, birthdate, prefecture, and contact number			
Payment	The cashier accepts payment and issues an official receipt	JPY 9,000		Cashier
	SUBTOTAL	9,000 JPY (min)		
	TOTAL		5 minutes	

Process Name: Diplomatic and Official Passport Application Process
Process Activity: Processing of applications for diplomatic and official passports

Office or Division:	Passport Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Members of the Consulate, the attached agencies and their immediate family members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Authority from OCA to process diplomatic/official passports at the Post (Applicants intending to file for a diplomatic/official passport should first ask their Head Agency to request authority from OCA to file their diplomatic/official passport at any Post of their choice. An authority is required before an application is accepted).	OCA-DOPS
Diplomatic/Official Passport Application Form;	OCA and PCG websites, also available at the Processing Counter
For first-time applicants: Birth Certificate, Marriage Certificate (if married); valid ID For renewal applicants: Old passport and valid ID	Provided by the Applicant
Travel Authority/Assignment Order	Provided by the applicant's agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requirements at the Processing Window	Check if requirements are in order and the form is properly filled out. Check if the information on the form matches the information on the supporting documents (e.g. BC, old passport, other IDS). The processor should check if the spelling of names, and dates is correct and if other information on the application form is consistent with the information on the		10 minutes	Passport Processor

	supporting documents, especially the birth certificate. Ask for additional supporting documents if there are discrepancies found.			
	Enter the applicant's information on the Passport Digital Logbook		5 minutes	Passport Processor
Make payment at the Cashier Window	Issue Official Receipt	¥9000; gratis if specified in the Authority	2 minutes	Cashier
	SUBTOTAL	¥9000; gratis if specified in the Authority		
	TOTAL		17 Minutes	

Process Name : Encoding of Passport Applications
Process Activity : Encoding of Diplomatic and Official Passport Applications

Office or Division:	Osaka PCG - Passport Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Members of the Consulate, the attached agencies and their immediate family members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Processed documents	Passport Processor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Encoding	The encoder will ensure that the laptop, document, barcode and finger scanner, signature	none	15 minutes	Passport Encoder

	pad, and camera are functional. Coordinate with the Communications Officer to contact the APO for the VPN connection.			
	The encoder will affix the complete name and signature on the space provided on the approved application form.	none	1 minute	Passport Encoder
	Manually encode the details of the applicant to the Passport Enrollment System (Applicants personal information, e.g. Name, DOB, POB, Gender, Civil Status, Address, Name of Parents, Citizenship Acquisition, passport details, et.al)	none	1 minute	Passport Encoder
	Scan all the documents attached to the application form (*approved by the processor*). Please ensure the appropriate tagging of the document names in the Passport Enrollment System.	none	1 minute	Passport Encoder
	Taking the biometrics (*picture and fingerprints*).	none	1 minute	Passport Encoder

	Encoders must ensure to follow the guidelines for passport photo and biometrics capturing. (Anything that obscures the face, generates shadows, or causes light reflection shall be prohibited. Head coverings for religious, medical, or cultural reasons may be worn during photo capturing as long as the region of the face is visible and the attire of the passport applicants will not be sleeveless tops and camisoles. Heavy use of makeup that alters the natural shape of the eye is strictly prohibited. Colored contact lenses shall not be worn during the photo capturing)			
	Applicants will review and sign twice on the signature pad. (signature capturing and confirmation)	none	1 minute	Passport Encoder
	The Administrative Officer will check the details, especially the	none	1 minute	Passport Encoder

	name, designation, type and validity of the passports based on the information provided by the attached memo.			
	Encoder will save the applications after the final checking.	none	1 minute	Passport Encoder
	SUBTOTAL	none		
	TOTAL		22 minutes	

Process Name : Encoding of Passport Applications
Process Activity : Regular Passports with Appointments

Office or Division:	Osaka PCG - Passport Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens in Japan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Processed documents	Passport Processor/Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Encoding	The encoder will ensure that the laptop, document, barcode, finger scanner, signature pad, and camera are functional. Coordinate with the Communications Officer to contact APO for the VPN connection.	none	15 minutes	Passport Encoder
	Load the daily approved schedule to the DCM Osaka Site	none	1 minute	Passport Encoder
	The encoder will affix the complete	none	1 minute	Passport Encoder

	name and signature on the space provided on the approved application form.			
	Check on the appointment list by scanning the form using the barcode scanner (Enroll the record to proceed with the application)	none	1 minute	Passport Encoder
	Check all the details for any discrepancies. Click the lookout list.	none	1 minute	Passport Encoder
	Scan all the documents attached to the application form (*approved by the processor*). Please ensure the appropriate tagging of the document names in the Passport Enrollment System.	none	1 minute	Passport Encoder
	Taking the biometrics (*picture and fingerprints*). Encoders must ensure to follow the guidelines for passport photo and biometrics capturing. (Anything that obscures the face, generates shadows, or causes light reflection shall be prohibited. Head coverings for religious, medical, or cultural reasons	none	1 minute	Passport Encoder

	may be worn during photo capturing as long as the region of the face is clearly visible and the attire of the passport applicants will not be sleeveless tops and camisoles. Heavy use of makeup that alters the natural shape of the eye is strictly prohibited. Colored contact lenses shall not be worn during the photo capturing)			
	Applicants will review and sign twice on the signature pad. (signature capturing and confirmation)	none	1 minute	Passport Encoder
	The encoder will save the applications after the final checking.	none	1 minute	Passport Encoder
	SUBTOTAL	—	23 minutes	
	TOTAL		23 minutes	

Process Name : Encoding of Passport Applications
Process Activity : Regular Passports without Appointments

Office or Division:	Osaka PCG - Passport Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens in Japan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Processed documents	Passport Processor/Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Encoding	The encoder will ensure that the laptop, document, barcode, finger scanner, signature pad, and camera are functional. Coordinate with the Communications Officer to contact APO for the VPN connection.	none	15 minutes	Passport Encoder
	The encoder will affix the complete name and signature on the space provided on the approved application form.	none	1 minute	Passport Encoder
	Manually encode the details of the applicant to the Passport Enrollment System (Applicant personal information, e.g. Name, DOB, POB, Gender, Civil Status, Address, Name of Parents, Citizenship Acquisition, passport details, et.al.	none	1 minute	Passport Encoder
	Scan all the documents attached to the application form (*approved by the processor*). Please ensure the appropriate tagging of the document names in the Passport Enrollment System.	none	1 minute	Passport Encoder

	Taking the biometrics (*picture and fingerprints*). Encoders must ensure to follow the guidelines for passport photo and biometrics capturing. (Anything that obscures the face, generates shadows, or causes light reflection shall be prohibited. Head coverings for religious, medical, or cultural reasons may be worn during photo capturing as long as the region of the face is clearly visible and the attire of the passport applicants will not be sleeveless tops and camisoles. Heavy use of makeup that alters the natural shape of the eye is strictly prohibited. Colored contact lenses shall not be worn during the photo capturing)	none	1 minute	Passport Encoder
	Applicants will review and sign twice on the signature pad. (signature capturing and confirmation)	none	1 minute	Passport Encoder

	The encoder will save the applications after the final checking.	none	1 minute	Passport Encoder
	SUBTOTAL	—		
	TOTAL		21 minutes	

Process Name : Encoding of Passport Applications
Process Activity : Passport used as Loan Collateral

Office or Division:	Osaka PCG - Passport Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens in Japan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Processed documents	Passport Processor/Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Encoding	The encoder will ensure that the laptop, document, barcode, finger scanner, signature pad, and camera are functional. Coordinate with the Communications Officer to contact APO for the VPN connection.	none	15 minutes	Passport Encoder
	Load the daily approved schedule to the DCM Osaka Site	none	1 minute	Passport Encoder
	The encoder will affix the complete name and signature on the space provided on the approved application form.	none	1 minute	Passport Encoder

	Check on the appointment list by scanning the form using the barcode scanner (Enroll the record to proceed with the application)			Passport Encoder
	Check all the details for any discrepancies. Click the lookout list. **Change the validity of the passport to 5 years.**	none	1 minute	Passport Encoder
	Scan all the documents attached to the application form (*approved by the processor*). Please ensure the appropriate tagging of the document names in the Passport Enrollment System.	none	1 minute	Passport Encoder
	Taking the biometrics (*picture and fingerprints*). Encoders must ensure to follow the guidelines for passport photo and biometrics capturing. (Anything that obscures the face, generates shadows, or causes light reflection shall be prohibited. Head coverings for religious, medical, or cultural reasons may be worn during photo capturing as	none	1 minute	Passport Encoder

	long as the region of the face is clearly visible and the attire of the passport applicants will not be sleeveless tops and camisoles. Heavy use of makeup that alters the natural shape of the eye is strictly prohibited. Colored contact lenses shall not be worn during the photo capturing)			
	Applicants will review and sign twice on the signature pad. (signature capturing and confirmation)	none	1 minute	Passport Encoder
	Encoder will save the applications after the final checking.	none	1 minute	Passport Encoder
	The Encoder will endorse the application to the back-end processor to send a memo to OCA regarding the issuance of 5-year validity.	none	1 minute	Passport Encoder
	SUBTOTAL	—		
	TOTAL		23 minutes	

Process Name: Review and transmittal of passport applications (with complete requirements)

Process Activity: Transmittal of Official and Regular Passport Application to DFA-Office of Consular Affairs-Passport Division

Office or Division:	Passport Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government

Who may avail:	Filipino nationals (by birth, reacquisition, or naturalization)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Passport Application Form	Online/ at the Consulate (if walk-in)
Documentary requirements (based on category)	
Red Letter Pack worth 600 yen	
Confirmed Appointment (if not walk-in)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The transmitting officer must first check if the laptop is properly connected to the VPN. For the main DCM being used at the Consulate, you can check with the communications officer since its VPN is connected to the comms. room. For other DCMs, please click on the “ForcePoint VPN Client” app and check the status of the connection It should show connected.	0	1-2 minutes per application	Transmitting Officer
	On the ePassport system, the Transmitting officer checks the “transmit” tab and looks for the no. of captured passport applicants.	0	1 minute	

	On the transmit tab, click on the name of the applicant. On the lower left tab, click on “Application details.”	0	1 minute	
	Proceed to the “Passport Information” section. Under this section, you will see the “Applicant Information”.	0	1 minute	
	Under “Applicant Information,” details stated on the passport bio page of the applicant will appear (ex. given name, surname, place of birth, date of birth, and issuing authority). Check if the encoded details are correct using the documents submitted by the applicant (ex. birth certificate; marriage certificate; valid IDs). Both the encoded details and the information in the documents should match.	0	2-3 minutes	
	Check if the passport application form has a stamped	0	1 minute	

	“LOL cleared”, with the date and the signature of the processor. This indicates that the person is not on the DFA Watchlist.			
	You should also check if the passport application form has the name of the processor and encoder and their corresponding signatures	0	1 minute	
	Check if the documents submitted by the applicant were stamped “Original Seen” by the processor. The stamp should also contain a date and the signature of the processor.	0	1-2 minutes	
	Also check if the photo appearing on the passport’s bio page complies with ICAO standards (ex. whole face visible, no contact lenses).	0	1 minute	
	The transmitting officer must also check if the physical documents submitted by the	0	1-2 minutes	

	applicant were scanned. To check, you must scroll past the “Applicant information” section and check the “Required Documents” section. All the required documents must be scanned and appear in this section.			
	If there is an affidavit executed in connection to the passport application, check if the affidavit has complete details, signed with the proper seals and stamps attached, and has the corresponding notarial numbers	0	1-2 minutes	
	If all the requirements are satisfied, the transmitting officer will click on the “Approve for transmission” button of the ePassport system, for further review of the DFA-OCA.	0	1 minute	

	If the application is incomplete, under the transmit tab, click on the name of the applicant. Click on "application details" then click the "save as pending" button.	0	1-2 minutes	
	SUBTOTAL	—-		
	TOTAL		14 minutes	

Process Name: Review and transmittal of passport applications (with pending requirements)

Process Activity: Transmittal of Official and Regular Passport Application to DFA-Office of Consular Affairs-Passport Division

Office or Division:	Passport Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Filipino nationals (by birth, reacquisition or naturalization)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Passport Application Form	Online/ at the Consulate (if walk-in)
Documentary requirements (based on category)	
Red Letter Pack	
Confirmed Appointment (if not walk-in)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If the application has any lacking requirement, the transmitting officer will put it on the pending tray and inform the	0	1 minute	

	processor about the lacking requirement. Explain why the application needs to be pended, if necessary since the processor is responsible for communicating with the applicant about the documentary requirement that is lacking (follow-up and eventual submission of the document).			
	You should also monitor the number of pending applicants in the tray versus in the passport system.			
	To monitor the pending applications in the passport system, click on the pending tab, and you will see the list of names of the applicants.	0	2-3 minutes	
	To put an application on the pending tab, go to the “transmit” tab. Click on the name of the applicant, then click on the “Application details” tab in the lower right corner. Next, click on the	0	1 minute	

	“save as pending” button.			
	Once the lacking requirement has been complied with, the processor will give it to the transmitting officer. If the document submitted is e-apostilled or apostilled, the processor must check it first on the DFA website if the document is “verified/authentic.” The processor will write verified on the first page, together with his signature and date of verification. Once verified as authentic, the processor can already give it to the transmitting officer.	0	2-4 minutes	
	On the ePassport system click on the “pending” tab. Click the name of the passport applicant, then click on “Enroll this record,” and click “ok.”	0	1 minute	
	Check the passport information tab, and check if the amount	0	1 minute	

	paid by the applicant is correct. **Note**: This is non-editable from the transmitting officer's end. This is only editable during the encoding process and the encoder must ensure that these line items are filled out.			
	Click next and check the "applicant information" tab. Click on the "document scanning" tab. Scan the additional documentary requirement. On the lower left corner, there is a drop-down menu where you can choose the name of the document (choose the name of the document appropriately). Click "add document."	0	2-3 minutes	
	Click the "view" button to check if the document has been scanned properly. Once done, click next.	0	1 minute	

	Click on the “save enrollment” button twice.			
	The transmitting officer will check again if all the documentary requirements for the passport application have been satisfied.	0	2 minutes	
	Check if the encoded details are correct using the documents submitted by the applicant (ex. birth certificate; marriage certificate; valid IDs). Both the encoded details and the information in the documents should match.	0	2-3 minutes	
	Check if the passport application form has a stamped “LOL cleared”, with the date and the signature of the processor. This indicates that the person is not on the DFA Watchlist.	0	1 minute	
	You should also check if the passport application form has the name of the processor and encoder and their	0	1 minute	

	corresponding signatures.			
	Check if the documents submitted by the applicant were stamped “Original Seen” by the processor. The stamp should also contain a date and the signature of the processor.	0	1-2 minutes	
	Also check if the photo appearing on the passport’s bio page complies with ICAO standards (ex. whole face visible, no contact lenses).	0	1 minute	
	The transmitting officer must also check if the physical documents submitted by the applicant were scanned. To check, you must scroll past the “Applicant information” section and check the “Required Documents” section.	0	1-2 minutes	
	If there is an affidavit executed in connection to the passport application, check if the affidavit has complete details,	0	1-2 minutes	

	signed with the proper seals and stamps attached, and has the doc no. O.R. no. etc from the notarial books			
	If all the requirements are satisfied, the transmitting officer will click on the "Approve for transmission" button of the ePassport system, for further review of the DFA-OCA.	0	1 minute	
	To monitor the pending applications, click on the pending tab, you will see the list of names of the applicants.	0	1 minute	
	SUBTOTAL	—-		
	TOTAL		24 minutes	

Process Name: Passport Releasing
Process Activity: Release of printed passport booklets at Post by *Takyubin* (Mail) and on the Passport Issuance Module of the DCM

Office or Division:	Passport Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Passport Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Self-addressed letter envelope with stamps or self-addressed letter packs	Provided by the applicants during the passport application process
Application form and attachments	Received from Transmission Officer

Passport booklet for release	Received via diplomatic pouch
Barcoded Passport Manifest Sheet	Received via diplomatic pouch

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Passport booklets are sent from OCA via Diplomatic Pouch. The Property Officer checks the total number of passports received before turning over the booklets to the Releasing Officer.	-	15 minutes	Passport Releasing Officer
	Arranges passport applications received in a day in alphabetical order. A cover sheet is generated for each day for easy monitoring by printing the data entered in the Releasing Table	-	Depends on the number of applications received in a day	Passport Releasing Officer
	Receives printed passport booklets from the Property officer (booklets sent via pouch) and confirms the number of passports received as stated in the manifest	-	10 minutes	Passport Releasing Officer
	Enters the date when the passport was received on the Releasing Table, opposite each name of the	-	30-45 minutes depending on the number of passports received	Passport Releasing Officer

	applicants whose passports were received by post			
	Opens the Passport Issuance Module of the DCM and marks as **Received** all passports received as listed on the manifest. Access to the Module is provided by OCA-PITS. Post must first request enrolment of personnel to the Module and is given his/her own access code.	-		Passport Releasing Officer
	Takes out the applicant's complete application file, checks the correctness of details on the new passport, cancels the old passport by punching holes in the passport cover using a puncher, and writes down the new passport number and date of issuance on the application form	-	4 minutes per application	Passport Releasing Officer
	Check if the applicant's self-addressed envelope/letter pack has complete details and enough stamps attached. The Releasing Officer makes sure	-	2 minutes per application	Passport Releasing Officer

	that the passport inserted in the envelope is the correct passport and is in good condition.			
	Seals the envelope and stamps the Consulate's address on the sender portion of the envelope	-	1 minute per application	Passport Releasing Officer
	Generates a mailing list for registered mail using stamps by encoding the names of the applicants whose passports are due for release and printing the list (Post Office staff to indicate the tracking number of each registered mail, for the Consulate's file and reference)	-	15 minutes	Passport Releasing Officer
	Records the tracking number of the Red Letter Pack on the Releasing Table, for reference	-	1 minute per application	Passport Releasing Officer
	Based on the entry number of the applicant's name on the Mailing List, the Releasing Officer notes on the applicant's	-	Depends on the number of envelopes to be sent to the Post Office	Passport Releasing Officer

	envelope this number to match if the envelope is for the intended recipient, and bundles the envelopes by 10s (requested by the Post Office to facilitate the smooth process of their work)			
	Deliver the envelopes to the Post Office and wait for the Mailing List already marked with the tracking numbers	-	15-20 minutes	Passport Releasing Officer
	Opens the Passport Issuance Module of the DCM and marks as **Released** all passports delivered to the Post Office		2 hours	Passport Releasing Officers
	In cases of returned-to-sender (RTS) mail, the Releasing Officer marks the appropriate column on the Releasing Table for RTS and informs the applicant by phone or by email to either send another self-addressed letter pack or claim the passport	-		Passport Releasing Officer

	personally at the Consulate. If the applicant opts to send another letter pack, the Releasing Officer prepares another mailing list and delivers the new envelope to the Post Office If the applicant chooses to claim the passport personally at the Consulate, the Releasing Officer will ask the applicant to show an ID and sign the “Receive New Passport and Receive canceled passport (for renewals) portion of the passport application form.			
	In cases of requests to claim new passports in OCA or any other COs or FSPs, the Releasing Officer asks the applicant to accomplish the Request to Claim a New Passport in OCA/CO/other FSP Releasing Officer prepares a fax endorsing the			Passport Releasing Officer

	applicant's request to OCA, copy furnished CO or FSP where the applicant will claim his/her new passport. Sends fax via official mail			Communications Officer
	In cases of applications filed at OCA, COs, or other FSPS and the applicant requests to claim the passport at the Post, the Releasing Officer contacts the applicant through the details forwarded by OCA/COs/other FSPs and informs that the passport may now be claimed and gives options on how to claim the passport. Once the passport is claimed, the Releasing Officer prepares a fax to OCA, a copy furnished to the CO/FSP concerned, informing that the applicant has claimed the passport.			Passport Releasing Officer

	Scans all mailing lists generated for the month, including mailing lists for registered mails, letter packs, RT, and master lists for picked-up passports, and bundles them together with the application record of the applicants written on each mailing list, per mailing date			Passport Releasing Officer
	Forwards all passport records to the Record Officer for scanning and storage			Passport Releasing Officer
	SUBTOTAL	-		
	TOTAL		3 Hours	

Process Name: Processing of New Passport Applications for Adult
Process Activity: Processing of passport applications if the applicant is a Naturalized Filipino Citizen-Administrative Naturalization under RA 9139

Office or Division:	Osaka PCG Consular Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	**Individuals who underwent Naturalization under RA 9139**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmed Passport Appointment Schedule from the Consulate and printed application form	Go this link www.passport.gov.ph
Personal appearance of applicant	
Red Letter Pack	Family mart Seven Eleven store

Passport Fee of ¥ 9,000 (cash only)	Bank/wallet
Valid Gov't ID	Concerned Gov't Agency
Original PSA Birth Certificate	PSA
Certificate of Naturalization	Phil. Bureau of Immigration
Certificate of Renunciation of foreign citizenship issued by the concerned Foreign Embassy or Foreign Ministry	Concerned Foreign Embassy or Foreign Ministry
Identification Certificate issued by BI	Phil. Bureau of Immigration

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure passport appointment at the Osaka PCG	Check the list of appointment of applicants for the day	none	1 min	Passport Processor
Personal appearance at the Osaka PCG	Call one by one on a first come first serve order in accordance to their appointment date and time	none	1 min	Passport Processor
Submit requirements	Review the documents submitted	none	3-5 min	Passport Processor
Interview	Ask questions pertaining to the documents submitted	none	2 mins	Passport Processor
Payment	Cashier accept payment and issue official receipt	JPY 9,000	1-2 mins.	Cashier
Encoding and taking of biometrics	Encoding and taking of biometrics	none	5-7 mins	Passport Encoder
	SUBTOTAL	JPY 9,000 (min)		
	TOTAL		13-18 mins	

Process Name: **Processing of Passport Application of Assumed Identity Cases**
Process Activity: **Processing of Passport Applications - Assumed Identity**

Office or Division:	Osaka PCG Consular Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipinos who used an assumed identity for their passport application

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Appearance of Applicant	
Duly accomplished Passport Application	Official DFA Passport Website
Duly accomplished Sinumpaang Salaysay	Form available at the Consulate
SET A Documents bearing Real Name: 1. PSA Birth Certificate (Apostilled) 2. If single, PSA Certificate of No Marriage or CENOMAR (Apostilled) 3. If married, PSA Marriage Certificate or Report of Marriage (Apostilled) 4. NBI Clearance (Apostilled) including the assumed names 5. Form 137 (Elementary/ High School) or Transcript of Records (College) and Diploma (Apostilled) 6. Yearbook and Class Pictures 7. Philippine issued ID's 8. Old Passport (if applicable) 9. PSA Birth Certificate of Parents 10. PSA Marriage Certificate of Parents (if applicable) 11. PSA Birth Certificate of Siblings 12. One (1) Passport sized picture	1. PSA; apostille from the DFA 2. PSA; apostille from the DFA 3. PSA; apostille from the DFA 4. NBI; apostille from the DFA 5. Elementary school and university where applicant graduated; apostille from the DFA 6. School where the applicant graduated from 7. Concerned PH Gov't Agency 8. Applicant; DFA 9. PSA 10. PSA 11. PSA 12. Photo studio; studio booth
SET B: Documents issued to Assumed Name 1. PSA Birth Certificate 2. If single, PSA Certificate of No Marriage or CENOMAR (Apostilled) 3. If married, PSA Marriage Certificate or Report of Marriage 4. Birth Certificate of child or children (if applicable)	1. PSA 2. PSA 3. PSA 4. PSA 5. Applicant 6. Japanese Immigration Office

5. All passports and ID's issued to Assumed Name 6. Provisional Release from Immigration (if applicable)	
*The Consular Officer reserves the right to require ADDITIONAL proof or documents, pursuant to the Philippine Passport Law (RA 8239) to verify the identity, citizenship, and personal circumstances of the applicant.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform Consulate about assumed identity case	Interview the applicant to build a case file and give them the set of requirements		15 mins- 1 hour	
Submit the documents stated above for assumed identity cases	Review the documents of the applicant. Obtain fingerprints for the applicant's affidavit.	none	30 mins. -1 hour	Passport Processor
Applicant will pay for the affidavit and translation (if applicable) of his/her documents.		JPY 3500 JPY 3500/ document translation JPY 1500 expedite fee	2-3 mins.	Collecting Officer
	Inform the applicant that his/her file will be forwarded to DFA-Manila.		1 min.	Passport Processor
	Draft fax. Submit the documents to OCA for their evaluation.	none	30 mins.	Passport Processor

	Await OCA reply/evaluation of the case.			Passport Processor
	If DFA-OCA requests for more documents, inform clients about the documents that need to be submitted.	none	5 mins.- 15 mins.	Passport Processor
	If DFA-OCA approves the lifting of the applicant's name in the LOL or resolves his/her assumed identity, inform the applicant of the case resolution.	none	3-5 mins	Passport Processor
Submit documents needed for passport renewal	Review the documents of the applicant. Ask questions		3-5 mins.	Passport Encoder
Payment	Cashier accept payment and issue official receipt	JPY 9000	2-3 mins.	Collecting Officer
Encoding and taking of biometrics	Encoding and taking of biometrics (with remarks stating DFA-OCA memo no. authorizing Post to proceed with the applicant's passport application. Scan and	none	5-7 mins.	Passport Encoder

	attach this Memo)			
	SUBTOTAL	JPY 17,500 (min)	96 mins - 3 hours	
	TOTAL		96 mins	

FEEDBACK AND COMPLAINTS MECHANISM	
How do I send feedback?	**DO NOT EDIT THIS FIELD.** The Department of Foreign Affairs has adopted the Harmonized Client Satisfaction Measurement[1] which is a standardized framework in measuring client satisfaction across all levels of the government. 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: ● Home Office: bit.ly/SQFFHO ● NCR Consular Office: bit.ly/SQFFNCR ● Luzon Consular Office: bit.ly/LuzonCO ● Visayas Consular Office: bit.ly/VisayasCO ● Minadanao Consular Office: bit.ly/MindanaoCO ● Philippine Embassy, Consulates General, or Mission: bit.ly/SQFFSP A valid feedback must at least contain the following information: ● Date of Transaction or Request ● Office Visited ● Service/s Availed ● Service Quality Dimensions Rating ***Note:*** *Some DFA Units have paper-based version of the SQFF and drop box available at counters.*
How are feedbacks processed?	**DO NOT EDIT THIS FIELD.** 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. The DFA's QMS Unit also use the data from the master database to report on customer satisfaction and feedback

[1] Anti-Red Tape Act Memorandum Circular No. 2022-05

	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 DFA Official Website.
How do I file a complaint?	*Indicate the process of filing complaints in this field* **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.**
How are complaints processed?	*Indicate the process of filing complaints in this field* **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.**
Contact Information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan (CCB)	**DO NOT EDIT THIS FIELD.** **ARTA** 8478 5091 8478 5099 complaints@arta.gov.ph **PCC** 8888 **CCB** 0908 881 6565 (SMS)

Office / Foreign Service Post	Address	Contact Information
	〒540-6124 Osaka, Chuo Ward, Shiromi, 2 Chome−1−61 Twin 21 MID Tower 24F	*osakapcg@dfa.gov.ph / 06-6910-7881*

DEPARTMENT OF FOREIGN AFFAIRS
REPUBLIKA NG PILIPINAS
PHILIPPINES