PROCESSING OF PASSPORT

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FEE	FORM
1		Secure an online appointment		10 - 15 minutes		None	*passport.gov.ph*
		Present the printed Passport Application Form and Client Feedback Form Current Passport		Preparation of requirements depends on clients		None	• Passport Application Form • Passport Extension Form if applicable • Application Form for Travel Document if applicable • Sinumpaang Salaysay (Statement Form) if applicable • Affidavit to be notarized if applicable
		Get a processing number from the counter and wait for the number to be reflected on screen and proceed to Window for processing		Que takes 1-3 minutes during regular days (Monday-Thursday) 5 mins during heavy day (Sunday)			
2	Processing Window	Submit the printed passport application and documents for processing	Verifies name in the appointment; Verifies name in the Look-Out-List; Evaluates submitted documents; Issues claim stub with date of release; and, Signs the application form once approved.	4 mins	Passport processor	None	Passport Application Form and Documentary Requirements for Passport Application.
3	Cashier Window	Proceed to cashier for Payment	Accept payment; Provides service and OR number to claim stub; Give claim stub to applicant; and, Attach Original OR to application form.	2 mins	Collecting Officer	New -528 Mop Renewal -528 Mop Lost Passport - 1,320 Mop Passport Extension – 220 Mop Travel Document – 264 Mop	Claim Stub and Official Receipt

4	Data Capturing	Proceed to data capturing	Verifies application form, submitted documents and official receipt; Captures biometric (photo, fingerprints, signature); Scans the documents for electronic file; Requests applicant to double check the encoded details; and, Have the applicant signed the confirmation module through the signature pad.	5 - 7 mins	Passport Encoder	None	Approved Passport Application Form with attached complete documentary requirements and Official Receipt.

RELEASING OF PASSPORT (After 45 days)							
1	Releasing Window	Applicant returns at the scheduled release date. Get a releasing number; Wait for the number to be called; and, Present claim stub together with current passport.	Receive claim stub; Locates the passport and application form; Request applicant to check the entries in the passport data page; Instruct applicant to affix signature on page 3 of the renewed passport, Cancel and return the old passport to the applicant; Instruct applicant to affix the signature at the back of the application form on the returned cancelled old passport and received new passport column; Stamp the original OR as received; and, Give the OR to the applicant.	2-3 mins	Passport Releasing Officer	None	None