



CITIZEN'S CHARTER

PHILIPPINE CONSULATE GENERAL, MILAN
Viale Stelvio 71 – Via Bernina 18, Milan, 20159, Italy
Web site: www.milancpcg.dfa.gov.ph
Facebook: Philippine Consulate General in Milan

Consular Service Hours
Mondays to Fridays except Philippine and Italian holidays
8:30 am - 5:00 pm

MISSION

To advance the national interest of the Philippines and the Filipino people in the areas under the Consulate's jurisdiction

VISION

We are an organization of competent, dedicated and highly-motivated personnel. We deliver consular services with the highest standards of professionalism and commitment. We are partners of Filipinos overseas in the promotion and protection of their rights and well-being, and in the pursuit of national interest and economic advancement.

SERVICES

The Consulate focuses on assistance to nationals, economic diplomacy, issuance of passports and visas, civil registration, notariats and other legal services, promotion of Philippine culture and fostering closer relations with the growing Filipino-Italian community.

JURISDICTION

Lombardia
Emilia- Romagna
Veneto
Liguria
Piemonte
Trentino-Alto Adige
Friuli Venezia-Giulia
Vale d'Aosta

FEEDBACK MECHANISM AND PROCEDURE FOR FILING COMPLAINTS

The Consulate welcomes feedback, suggestions, comments or complaints from stakeholders in relation to our service delivery.

These may be given through the Consulate General's feedback form or by sending a postal mail or e-mail to philcongenmilan@gmail.com. The Consulate General may also be reached through telephone number 02.6682.5232.



PASSPORT

REQUIREMENTS FOR PASSPORT APPLICATION

I. RENEWAL OF E-PASSPORT (ADULT)

1. Duly-accomplished Application Form for Adult Applicant
2. Personal Appearance of applicant
3. Latest/current e-passport with photocopy of data page (and amendment page, if applicable)
4. Valid and original Italian Carta d'Identita or Permesso di Soggiorno with one (1) photocopy (back-to-back).

Additional Requirements:

If the applicant has no valid Italian Permesso di Soggiorno or Carta d' Identita

1. Original and one (1) photocopy of Birth Certificate issued by the Philippine Statistics Authority (PSA)
2. Original and one (1) photocopy of Marriage Contract issued by the Philippine Statistics Authority (PSA) for married female applicant

If the applicant is a Dual-Citizen

1. Original Identification Certificate issued by the Philippine Foreign Service Post (FSP) or the Bureau of Immigration (BI) and a photocopy of Government issued IDs (Philippine or from country of second citizenship)

If applicant's Machine Readable Passport (MRP) does not indicate the municipality or city of the passport holder's place of birth (ex. TARLAC,

2. Passport or Valid Government issued ID such as Permesso di Soggiorno or Carta di Soggiorno of authorized adult companion

III. RENEWAL OF OLD GREEN PASSPORT (MACHINE READY READABLE PASSPORT); BROWN PASSPORT (MACHINE READABLE PASSPORT); AND FREQUENTLY LOST PASSPORT

Renewal of these types of passport will be treated as **NEW APPLICATION** (see requirements below)

IV. NEWBORN BABY (FIRST-TIME APPLICANT) – FOR THOSE BORN IN ITALY

1. Personal appearance of the newborn/first –time applicant
2. Personal appearance of: (a) either parent if new born is a legitimate child; (b) both parents if newborn is illegitimate but recognized by the father; (c) mother if newborn is illegitimate but is not using the surname of the biological father; and (d) legal guardian, with appropriate ID card/document if the newborn has no parents or under the custody of an agency of the Italian government
3. Duly accomplished application form
4. Report of Birth (**ROB**) issued by the Philippine Consulate in Milan or Philippine Embassy in Rome (to be filed BEFORE passport application could be processed)
5. Payment of the application fee of €54.00.

V. NEWBORN BABY (FIRST-TIME APPLICANT) – FOR THOSE BORN OUTSIDE OF

If applicant was born ON OR BEFORE 1950:

Applicant must submit original copies of PSA Authenticated Certificate of No Birth Record and Affidavit of Two Disinterested Persons attesting to the identity and birth particulars of the applicant

If applicant is a Naturalized Filipino Citizen

1. Certificate of Naturalization from the Bureau of Immigration

If applicant obtained Filipino citizenship by Election

1. Affidavit of Election of Philippine Citizenship
2. Certificate of Election from the Bureau of Immigration

If applicant has been granted citizenship by Act of Legislation

1. Certified true copy of the law granting citizenship • Foreign Birth Certificate authenticated by Philippine FSP

VII. DUAL CITIZEN (TREATED AS FIRST-TIME APPLICANT)

IF APPLICATION IS FILED AFTER APPLICANT HAS TAKEN OATH OF REACQUISITION)

1. Original Certificate of Identification issued by the Philippine Foreign Service Post (FSP) or the Bureau of Immigration (BI) and a photocopy of Government issued IDs (Philippine or from country of second citizenship)

If OLD passport is GREEN (MRRP) or MAROON (MRP) with Passport No.

instead of TARLAC, TARLAC or METRO MANILA instead of SAN JUAN, METRO MANILA):

1. Original and one (1) photocopy of Birth Certificate or Marriage Certificate issued by the Philippine Statistics Authority (PSA), which indicates the place of birth of the applicant.

If applicant is a married woman who would like to use her married name:

- Original and one (1) photocopy of Marriage Certificate issued by the Philippine Statistics Authority (PSA); or
- Original and one (1) photocopy of Marriage Contract, if solemnized in PCG Milan; or
- Original and one (1) photocopy of Report of Marriage, if marriage was solemnized in Italy and reported to PCG Milan.

If applicant is a married woman who would like to revert to her maiden name:

If already widowed:

- If husband died outside of Italy – original and photocopy of Death Certificate issued by the Philippine Statistics Authority (PSA) of the husband.
- If husband died in Italy – original and one (1) photocopy of Report of Death filed at the Consulate in Milan or Philippine Embassy in Rome or original and photocopy of Death Certificate issued by the Philippine Statistics Authority (PSA)

If marriage is annulled:

1. Original and one (1) photocopy of annotated Marriage Contract issued by the Philippine

ITALY

1. Personal appearance of the newborn/first –time applicant
2. Personal appearance of: (a) either parent if new born is a legitimate child; (b) both parents if newborn is illegitimate but recognized by the father; (c) mother if newborn is illegitimate but is not using the surname of the biological father; and (d) legal guardian, with appropriate ID card/document if the newborn has no parents or under the custody of an agency of the Italian government
3. Duly accomplished application form
4. Original and one (1) photocopy of Birth Certificate/Report of Birth issued by the Philippine Statistics Authority (PSA) or Report of Birth (ROB) issued by the PHL Foreign Service Post (FSP) with jurisdiction of the place of birth of the newborn
5. Payment of the application fee of €54.00.

REQUIREMENTS FOR SPECIAL CASES OF PASSPORT APPLICATION OF MINORS (MOSTLY IN PHILIPPINES)

If the minor applicant is undergoing or has undergone the process of domestic adoption

1. Personal appearance of adoptive parent/s
2. Valid passport or valid government issued ID such as Permesso di Soggiorno or Carta di Soggiorno of adoptive parent/s
3. Court Decree of Adoption
4. If applicant is not accompanied by adoptive parent/s during the application process, applicant must submit a Special Power of Attorney executed by the adoptive parent/s designating the minor's companion to assist

starting in XX:

1. Original and one (1) photocopy of PSA authenticated Birth Certificate/Report of Birth
2. Original and one (1) photocopy of PSA-issued Marriage Contract, for married women

VIII. REPLACEMENT OF LOST PASSPORT

1. For adults, personal appearance of the applicant
2. For minors, personal appearance of the applicant and personal appearance of: (a) either parent if new born is a legitimate child; (b) mother or both parents if newborn is illegitimate but recognized by the father; (c) mother if newborn is illegitimate but is not using the surname of the biological father; and (d) legal guardian if the newborn has no parents or under the custody of an agency of the Italian government
3. Duly accomplished application form
4. Affidavit of Loss (filed by the adult applicant or parent/legal guardian of minor applicant)
5. Original Police Report/Denuncia
6. Original and one (1) photocopy of Birth Certificate issued by the Philippine Statistics Authority (PSA)
7. Original and one (1) photocopy of Marriage Certificate issued by the Philippine Statistics Authority (for married women applicants)
8. Photocopy of lost passport, if available
9. Original and one (1) photocopy of Permesso di Soggiorno and/or Carta d'Identita, if available
10. Payment of the application fee of €135.00 (for lost ePassport) or €81.00 (for lost Machine Ready Readable Passport or Machine Readable Passport) and €22.50 for Affidavit

<p>Statistics Authority (PSA)</p> <ol style="list-style-type: none"> Original or photocopy of Court Order effecting the annulment. <p><i>If divorced:</i></p> <ol style="list-style-type: none"> Certified True Copy (CTC) of the Divorce Decree duly authenticated by the Philippine Embassy or Consulate where the divorce was obtained or by the concerned foreign diplomatic or consular mission in the Philippines Original and CTC of Philippine Court recognition of the foreign divorce decree Original PSA-issued Marriage Contract with the annotation of the Divorce Decree. <p>If applicant has MISSING data in Birth Certificate or Report of Birth</p> <ul style="list-style-type: none"> Original and one (1) photocopy of annotated Birth Certificate/Report of Birth issued by the Philippine Statistics Authority (PSA) showing the missing data. <p>If applicant has discrepancy in data in Birth Certificate/Report of Birth and other documents</p> <ul style="list-style-type: none"> Original and one (1) photocopy of annotated Birth Certificate/Report of Birth and other documents issued by the Philippine Statistics Authority (PSA) correcting the discrepancy in data. <p>II. RENEWAL OF E-PASSPORT (MINOR)</p> <ol style="list-style-type: none"> Duly-accomplished Application Form for Minor Applicant Personal appearance of applicant and: (a) either the MOTHER or FATHER (for legitimate minors); (b) MOTHER (for illegitimate 	<p>in the application process. The Special Power of Attorney must be authenticated by the Philippine Embassy/Consulate if executed abroad</p> <ol style="list-style-type: none"> If applicant is not traveling with adoptive parent/s, applicant must submit DSWD clearance and Affidavit of Support and Consent executed by the adoptive parent/s. The Affidavit of Support and Consent must be authenticated by the Philippine Embassy/Consulate if executed abroad <p>If the minor applicant is undergoing or has undergone the process of foreign adoption/Inter Country Adoption Board (ICAB) adoption process</p> <ol style="list-style-type: none"> Personal Appearance of ICAB representative PSA Birth Certificate/PSA Certificate of Foundling Updated on 16 February 2018 Endorsement from ICAB Certificate of Child Available for Adoption/Deed of Voluntary Commitment Placement Authority issued by ICAB Certificate for Issuance of Passport issued by ICA Clearance for Inter-Country Adoption Child Study Report DSWD clearance <p>If the applicant is a foundling NOT for adoption</p> <ol style="list-style-type: none"> Personal Appearance of adult guardian PSA Certificate of Foundling Passport or Valid Government issued ID such as Permesso di Soggiorno or Carta di Soggiorno of adult guardian Affidavit of guardianship <p>VI. ADULT FIRST-TIME APPLICANT</p>	<p>Note: The capture of biometrics data of applicants for replacement e-passport will be done after a mandatory 15-day clearance period</p> <p>IX. REPLACEMENT OF MUTILATED OR DAMAGED PASSPORT</p> <ol style="list-style-type: none"> For adults, personal appearance of the applicant For minors, personal appearance of the applicant and personal appearance of: (a) either parent if new born is a legitimate child; (b) mother or both parents if newborn is illegitimate but recognized by the father; (c) mother if newborn is illegitimate but is not using the surname of the biological father; and (d) legal guardian if the newborn has no parents or under the custody of an agency of the Italian government Affidavit of Explanation/Sinumpaang Salaysay Original mutilated or damaged passport and amendment page, if applicable Original and one (1) photocopy of Birth Certificate issued by the Philippine Statistics Authority (PSA), if the entries in the data page are not readable Original and one (1) photocopy of Marriage Certificate issued by the Philippine Statistics Authority (PSA), if applicant is a married woman Original and one (1) photocopy of Permesso di Soggiorno and/or Carta d'Identita, if available Payment of the application fee of €54 and Affidavit at €22.50 <p>IMPORTANT NOTES:</p> <ul style="list-style-type: none"> Submission of additional supporting documents <p>In any of the aforementioned passport transactions, the evaluating consular officer may</p>
---	--	--

<p>children (c) designated <u>legal guardian</u> with appropriate ID card/document (for applicants who have no parents or under the custody of social agencies of the Italian government)</p> <ol style="list-style-type: none"> 3. Latest/current e-passport with photocopy of data page (and amendment page, if applicable) of the applicant 4. Photocopy of data page (and amendment page, if applicable) of passport of both parents 5. If the applicant was born in Italy: Original and one (1) photocopy of the Report of Birth (ROB) issued by the Consulate and/or the Philippine Embassy in Rome or Birth Certificate issued by the Philippine Statistics Authority (PSA) 6. If the applicant was born outside of Italy: Original and one (1) photocopy of Birth Certificate issued by the Philippine Statistics Authority (PSA) 7. Valid and original Italian Carta d'Identita or Permesso di Soggiorno with one (1) photocopy (back-to-back) of applicant <p>Additional Requirements:</p> <p>In case minor applicant is not accompanied by the parent/s during the application process</p> <ol style="list-style-type: none"> 1. Special Power of Attorney (SPA) executed by the parent/s designating the minor's companion to assist in the application process. The Special Power of Attorney must be authenticated by the Philippine Embassy/Consulate, if executed abroad, or by the DFA, if issued in the Philippines. 	<ol style="list-style-type: none"> 1. Personal appearance of applicant 2. Duly-accomplished application form 3. Original and one (1) photocopy of Birth Certificate issued by the Philippine Statistics Authority (PSA) 4. Original and one (1) photocopy of Marriage Contract issued by the Philippine Statistics Authority (PSA), for married women 5. Original and one (1) photocopy of Permesso di Soggiorno or Carta d'Identita <p>In case of Late Registration of Birth Certificate:</p> <ol style="list-style-type: none"> 1. If Birth Certificate was registered at least ten (10) years ago, application will be treated as a regular application, and no' additional supporting documents will be required 2. If Birth Certificate was registered less than ten (10) years ago, applicant must submit IDs that pre-date the late registration 3. If applicant has no IDs that pre-date the late registered Birth Certificate, applicant must produce current IDs and National Bureau of Investigation (NBI) Clearance <p>In case applicant has NO Birth Certificate or Report of Birth:</p> <ol style="list-style-type: none"> 1. If applicant was born AFTER 1950: Applicant must first file for late registration with the Local Civil Registrar or Consular Office with jurisdiction over the place where applicant was born. Applicant will then submit the original copy of the PSA authenticated late registered Birth Certificate with the requisite supporting documents and IDs that pre-date the late registration. 	<p>still ask the applicant to produce and present additional supporting ID cards or documents, if after careful evaluation of the application, there is reasonable basis to require such document in order to establish the identity of the applicant and protect the integrity of the Philippine passport.</p> <ul style="list-style-type: none"> • Release of new passport <p>Passports shall only be released to the applicant or his/her representative (with proper identification and written authorization (delega) signed by the applicant.</p> <p>An authorized representative (with delega signed by the passport holders) is only allowed to claim a maximum of three (3) passports.</p> <p>Passports of applicants below 18 years old can only be claimed by the parent/guardian who submitted and signed the application or by a representative on the basis of a Special Power of Attorney (SPA) issued by the parent/guardian who submitted and signed the application.</p> <p>To claim the new passport, the previous passport, official receipt, and required authorization (delega)/SPA must be presented.</p>
--	--	--

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Desk	<p>FOR THOSE WITH DULY-FILLED UP APPLICATION FORMS AND COMPLETE SET OF SUPPORTING DOCUMENTS: >Request for queuing number >Proceed to Step 2</p> <p>FOR THOSE WITHOUT APPLICATION FORMS YET: >Request for appropriate application form >Fill up the form >Complete the documentary requirements >Request for queuing number >Proceed to Step 2</p>	<p>>Give appropriate form and instruct applicant to fill it up properly and prepare the supporting documents >Check if documents are in order >Provide queuing number</p>	6 minutes	Pre-processing Desk Officer	N/A	<p>Passport Application form</p> <p>Affidavit (if necessary)</p>
2	Processing Area Counter 2 or 3	<p>>Wait for queuing number to be called at the public waiting area >Proceed to the appropriate counter (Counter 2 or 3)</p> <p>>Follow as advised by the processor – if application is in order, proceed to Step 3 >If there are discrepancies, comply with the requirements first before proceeding to Step 3</p>	<p>>Evaluate application form and documentary requirements for completeness</p> <p>>Advise applicant how and where to proceed</p>	5 minutes	Processor	N/A	Duly filled-up Application form with attachments
3	Cashier (Counter 5)	>Pay the appropriate fee: €54,00 for passport renewal, €135,00 for lost valid e-passport, €81,00 for lost MRP or MRRP, €22,50 for Affidavit, where necessary	<p>>Accept the payment, issues the payment slip and stamp the estimated release date of the new e-passport >Provide a</p>	3 minutes	Cashier	€54,00 for passport renewal, €135,00 for lost valid e-passport, €81,00 for	Payment Slip

			queuing number for Step 4			lost MRP or MRRP, €22,50 for Affidavit, where necessary	
4	Encoding Area (Room 3)	<ul style="list-style-type: none"> >Wait for the number to be called >Remove all jewelry >Make sure both ears are shown >Biometrics capturing >Double check enrolment certificate before signing to ensure that entries are correct. >wrong entries would require re-filing of application, recapture of biometrics and payment of another €54.00. 	<ul style="list-style-type: none"> >Encode applicant's data and capture photo and electronic signature >Ask applicant to double check the enrolment certificate before signing 	6 minutes	Encoder		
5	Releasing Area (Counter 1)	<ul style="list-style-type: none"> >Return to the Consulate on the date and time of releasing indicated on the Official Receipt >Hand over the Official Receipt with the old passport to a releasing officer manning the window and wait for the name to be called 	<ul style="list-style-type: none"> >Accept Official Receipt with the old passport and locate the new passport >Scan the bar code of the new e-passport >Ask the holder to check the entries >Click release if cleared by holder >Give new passport to holder >Cancel old passport >Require holder to sign Page 3 of the new e-passport and the passport release Log Book 	5 minutes	Releasing Officer	N/A	New Passport
TOTAL PROCESSING TIME: approximately 25 minutes							



TRAVEL DOCUMENT

<p>A Travel Document is issued to Filipino nationals who have no Passport for one-way travel to the Philippines.</p> <p>Requirements:</p> <ul style="list-style-type: none"> >Personal appearance of applicant >Duly-accomplished application form >Photocopy of PHL passport, Birth Certificate issued by the Philippine Statistics Authority (PSA) and/or Marriage Contract issued by the Philippine Statistics Authority (PSA) 	<ul style="list-style-type: none"> >Passport size photos taken within the last six (6) months, (size 4.5 cm x 3.5 cm, colored, taken against a royal blue background)>Air-ticket for trip to PHL >If passport was lost, Police Report (Denuncia) issued by the Italian Police >Affidavit of Lost Passport to explain the need for the Travel Document, which must be notarized by the Consulate <p>NOTE: The applicant will have to submit the Travel Document in her/his application for a replacement passport at a DFA passport office.</p>
--	--

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Desk	<p>FOR THOSE ALREADY WITH DULY-FILLED UP APPLICATION FORM AND SINUMPAANG SALAYSAY:</p> <ul style="list-style-type: none"> >Request for queuing number >Proceed to Step 2 <p>FOR THOSE WITHOUT APPLICATION FORMS YET:</p> <ul style="list-style-type: none"> >Request for appropriate application form and Sinumpaang Salaysay >Fill up the form and Sinumpaang Salaysay >Request for queuing number >Proceed to Step 2 	<ul style="list-style-type: none"> >Give appropriate form and instruct applicant to fill it up property and prepare the supporting documents >Check if documents are in order >Provide queuing number 	6 minutes	Pre-processing Desk Officer	N/A	Passport Application form Sinumpaang Salaysay
2	Processing Area Counter 2 or 3	<ul style="list-style-type: none"> >Wait for queuing number to be called at the public waiting area >Proceed to the appropriate counter (Counter 2 or 3) 	<ul style="list-style-type: none"> >Evaluate application form and documentary requirements for completeness >Advise applicant where to proceed 	5 minutes	Processor	N/A	Duly filled-up Application form with attachments

		<p>>Follow as advised by the processor – if application is in order, proceed to Step 3</p> <p>>If there are discrepancies, comply with the requirements first before proceeding to Step 3</p>					
3	Cashier (Counter 4)	<p>>Pay the appropriate fee: €27,00 for Travel Document and €22,50 for Affidavit</p>	<p>>Accept the payment, issues the payment slip and stamp the estimated release date of the new e-passport</p> <p>>Provide a queuing number for Step 4</p>	3 minutes	Cashier	€27,00 for Travel Document and €22,50 for Affidavit	Payment Slip
4	Releasing Area (Counter 1)	<p>>Return to the Consulate on the date and time of releasing indicated on the Official Receipt</p> <p>>Hand over the Official Receipt with the old passport to a releasing officer manning the window and wait for the name to be called</p>	<p>>Accept Payment Slip</p> <p>>Retain copy of Payment Slip</p> <p>>Release the Travel Document with the original Payment Slip</p> <p>>Stamp the copy of Payment Slip "RELEASED"</p>	5 minutes	Releasing Officer	N/A	Travel Document

TOTAL PROCESSING TIME: approximately 20 minutes



NOTARIAL SERVICES

<p>NOTARIAL SERVICES</p> <p>Notarization is done on documents (commercial, legal or personal) signed or issued in Italy so that they will have legal validity in the Philippines.</p> <p>A. ACKNOWLEDGEMENT</p> <p>Acknowledgement is the Consulate's witnessing of the signing of a document. For: Authorization (Special Power of Attorney, Irrevocable Special Power of Attorney, Revocation of Power of Attorney)</p> <p>Requirements:</p> <ol style="list-style-type: none"> 1. Personal appearance of principal/s 2. Duly-accomplished and signed document for Acknowledgment 3. Original and one (1) photocopy of the data page of valid passport or any valid ID 4. Signature of two (2) witnesses 5. Fee of €22.50. 	<p>B. AUTHENTICATION</p> <p>Authentication is the verification of the genuineness of the signature of a Public Notary of Italy on a legalized document. The Consular Section's authentication attests to the genuineness of signatures and not the actual content, validity, efficacy, or enforceability of the document itself. For: Any document legalized by the Prefettura, Procura or Camera di Commercio of Italy, the signatures of which are submitted to the Consulate</p> <p>Requirements:</p> <ol style="list-style-type: none"> 1. Original document to be authenticated legalized by the Prefettura, Procura or Camera di Commercio of Italy 2. Fee of 22.50 (additional €9.00 for express processing) 	<p>C. JURAT</p> <p>A jurat is a written sworn statement of facts or certification or proof that the principal (the "affiant") has signed a statement, affidavit or oath before an administering officer. For: Affidavit, Oath Petition addressed to a PHL court of law, Verification (in a petition or affidavit to be used in the Philippines).</p> <p>Requirements:</p> <ol style="list-style-type: none"> 1. Personal appearance of Affiant/s 2. Duly-accomplished and signed document 3. Original and one (1) photocopy of the data page of valid passport or any valid ID showing the Philippine citizenship of the applicant 4. Fee of €22.50.
--	---	--

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Desk	<p>FOR THOSE ALREADY WITH DULY-FILLED UP APPLICATION FORM</p> <p>>Request for queuing number >Proceed to Step 2</p> <p>FOR THOSE WITHOUT APPLICATION FORMS YET:</p> <p>>Request for</p>	<p>>Give appropriate form and instruct applicant to fill it up properly and prepare the supporting documents >Check if documents are in order >Provide queuing number >Check if documents are in order and</p>	5 minutes	Pre-processing Desk Officer	N/A	<p>Pro-forma SPA or Affidavit</p> <p>There is application form for Authentication</p>

		<p>application form >Fill up the form >Request for queuing number >Proceed to Step 2</p> <p>>Prepare documents for notarization/ authentication >For consular notarization (personal appearance before a consular officer), prepare a valid passport or Identification document and provide photocopies corresponding to the number of documents to be submitted</p>	<p>provide a queue number</p>				
2	Processing Area (Counter 2 or 3)	<p>>Applicant will wait for the number to be called >For consular notarization (personal appearance before a consular officer), prepare a valid passport or Identification document and provide photocopies corresponding to the number of documents to be submitted >For authentication, documents must be legalized by any of the following: <i>Camera di Commercio, Prefettura, Procura</i></p>	<p>>Check documents for authenticity and process if in order >Verifies the identity of the signing individual >Informs applicant of the option to pick up documents after 3 working days or to have it mailed through a courier service</p> <p>>Verifies the signature of the signing officer</p>	5 minutes per applicant	Consular Officer/ Processor	N/A	Prepared documents or properly filled-up pro-forma forms
3	Cashier	<p>>To pay €22.50 for every document to be notarized or authenticated</p>	<p>>Accepts payment and stamp the day and time for release of</p>	3 minutes per applicant	Cashier	€22.50 additional €9.00 for rush filing (for	Official Receipt

			document			Authentication only)	
4	Releasing Area	>Return to the Consulate on the date and time of releasing indicated on the Official Receipt >Leave the Official Receipt to a releasing officer and wait for the name to be called	>Accept Official Receipt and locate the document. >Call the name of the applicant and release the document	6 minutes	Releasing Officer	N/A	Notarized Document
TOTAL PROCESSING TIME: approximately 20 minutes							



REGISTRATION OF VITAL EVENTS

REPORT OF BIRTH

<p>Birth of Filipino citizens abroad must be immediately reported to the Philippine Embassy or Consulate General. Applications for Report of Birth after <u>1 year</u> from the birth of the child shall require the execution and submission of an Affidavit of Delayed Registration.</p> <p>Requirements:</p> <p>FOR CHILDREN WHOSE PARENTS ARE MARRIED</p> <p>>Four (4) sets of duly-accomplished Report of Birth signed by the parent who filed the report >One (1) original and three (3) photocopies of Birth Certificate/Certificato di Nascita issued by the Comune indicating the place and date of birth and the names of both parents. >For parents who are married in the Philippines: original and four (4) photocopies of PSA-issued Marriage Certificate >For parents who were married at the Consulate General and/or in Italy whose marriage is reported at the Consulate: original and four (4) photocopies of Marriage Certificate/Report of Marriage if birth of infant occurs within one (1) year from date of marriage; – original and four (4) photocopies of PSA-issued Marriage Certificate/Report of Marriage if birth of infant occurred after one (1) year from date of marriage</p>	<p>> Original of current passport of both parents and four (4) photocopies of the data page >Affidavit of Delayed Registration if report is made one (1) year after the birth of child >Application fee of €22.50 for Report of Birth >Fee of €22.50 for Affidavit of Delayed Registration, if applicable</p> <p>FOR CHILDREN WHOSE PARENTS ARE NOT MARRIED & WHO WILL ADOPT THE FATHER'S SURNAME</p> <p>>Duly accomplished Report of Birth signed by both parents (4 sets) >Application fee of €22.50 >Original and four (4) photocopies of Birth Certificate (international version) or Certificato di Nascita issued by the Comune indicating the place and date of birth and the names of both parents >Four (4) sets of duly-accomplished Affidavit of Acknowledgement/ Admission of Paternity issued and signed by biological father >Four (4) sets of duly-accomplished Affidavit to Use the Surname of the Father issued and signed by the mother >Four (4) sets of hand-written acknowledgment if the father is not a Filipino citizen > Original of current passport of both parents and four (4) photocopies of the data page</p>	<p>>Affidavit of Delayed Registration if report is made one (1) year after the birth of child >Application fee of €22.50 for Report of Birth >Fee for Affidavit of Paternity/Hand-written Acknowledgement and Affidavit to Use Surname of Father at €22.50 each >Certification fee of €22.50 >Fee for Affidavit of Delayed Registration, if applicable</p> <p>FOR CHILDREN WHOSE PARENTS ARE NOT MARRIED & WHO WILL ADOPT THE MOTHER'S SURNAME</p> <p>>Duly accomplished Report of Birth signed by the mother >One (1) original and three (3) photocopies of Birth Certificate/Certificato di Nascita issued by the Comune indicating the place and date of birth and the name of the mother > Original of current passport of mother and four (4) photocopies of the data page >Affidavit of Delayed Registration if report is made one (1) year after the birth of child >Application fee of €22.50 for Report of Birth >Fee of €22.50 for Affidavit of Delayed Registration, if applicable</p>
---	---	--

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Desk	FOR THOSE ALREADY WITH DULY-FILLED UP APPLICATION FORM	>Give appropriate form and pro-forma Affidavits, where applicable	10 minutes	Pre-processing Desk Officer	N/A	Report of Birth Affidavits,

		<p>>Request for queuing number >Proceed to Step 2</p> <p>FOR THOSE WITHOUT APPLICATION FORMS YET:</p> <p>>Request for application form >Fill up the form >Prepare supporting documents >Request for queuing number >Proceed to Step 2</p>	<p>>Instruct applicant to fill form/affidavits appropriately and prepare the supporting documents >Check if documents are in order</p>				where applicable
2	Processing Area (Counter 4)	<p>>Wait for queuing number to be called at the public waiting area >Proceed to Counter 2</p> <p>>Follow as advised by the processor – if application is in order, proceed to Step 3 >If there are discrepancies, comply the requirements first before proceeding to Step 3</p>	<p>>Evaluate application form and documentary requirements for completeness</p> <p>>Advise applicant where to proceed</p>	10 minutes	Processor for Civil Registry	N/A	<p>Duly filled-up Report of Birth form with supporting documents</p> <p>Affidavits, where applicable</p>
3	Cashier (Counter 5)	<p>>Pay the appropriate fees:</p> <ul style="list-style-type: none"> - €22,50 for Report of Birth - €22,50 for each Affidavit and Certification, where applicable 	<p>>Accept the payment, issues the payment slip and stamp the estimated release time and date of the ROB and application of passport for the newborn</p>	5 minutes	Cashier	<p>€22,50 for Report of Birth</p> <p>€22,50 for each Affidavit and Certification, where applicable</p>	Payment Slip
4	Releasing Area (Counter 1)	<p>>Go to the Releasing Counter (Counter 1) to claim a copy of the Report of Birth (ROB) >Hand over the</p>	<p>>Accept Payment Slip >Retain copy of Payment Slip >Release the</p>	5 minutes	Releasing Officer	N/A	Copy of ROB

		payment slip and wait for the name to be called	ROB with the original Payment Slip >Stamp the copy of Payment Slip "RELEASED"				
5		Proceed to Passport Application once ROB has been released					
TOTAL PROCESSING TIME: approximately 30 minutes							



SOLEMNIZATION OF MARRIAGE BETWEEN FILIPINOS AT THE CONSULATE

<p>MARRIAGE SOLEMNIZED AT THE CONSULATE (ONLY BETWEEN FILIPINO CITIZENS)</p> <p>General requirements:</p> <ul style="list-style-type: none"> >Personal appearance of contracting parties >Application for Marriage License >Information sheet >Original PSA-issued Birth Certificates of contracting parties >Two copies of colored 2x2” pictures, with white background >Original and photocopy of valid passports of contracting parties >Photocopies of the passports of 2 witnesses and their addresses in Italy <p>Additional requirements:</p> <p>If single</p> <ul style="list-style-type: none"> >Original and photocopy of PSA-issued Certificate of No Marriage (CENOMAR) <p>If widowed</p> <ul style="list-style-type: none"> >Original and photocopy of PSA-issued Death Certificate of the spouse <p>If marriage is declared null and void/annulled</p> <ul style="list-style-type: none"> >Original and photocopy of PSA-issued Marriage Contract with annotation, indicating the marriage as null and void/annulled >Original and photocopy of PSA-issued Advisory on Marriage >Copy of Court’s decision 	<p>For applicants aged 18 to 21 years</p> <ul style="list-style-type: none"> >Personal appearance of the parents: >Affidavit of Parental Consent executed by both parents <p>If parents are in the Philippines</p> <ul style="list-style-type: none"> >Original and photocopy of the DFA-authenticated Affidavit of Parental Consent: >Original and one (1) photocopy of the data page of parents’ passports <p>For applicants aged 22 to 25 years</p> <ul style="list-style-type: none"> >Personal appearance of the parents >Affidavit of Parental Advice executed by both parents <p>If parents are in the Philippines</p> <ul style="list-style-type: none"> >Original and photocopy of the DFA-authenticated Affidavit of Parental Advice >Original and one (1) photocopy of the data page of parents’ passports <p>For parties age 25 and below</p> <ul style="list-style-type: none"> >Attendance in a marriage counseling seminar <p>Fees</p> <ul style="list-style-type: none"> >Affidavit of Application for Marriage License – €22.50 each >Solemnization of Marriage – €54.00 > Affidavit of Parental Consent/Advice – €22.50 each <p>NOTE: Publication period for ten (10) consecutive days is required</p>
---	---

	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Desk	FOR THOSE ALREADY WITH DULY-FILLED UP FORMS >Request for queuing number >Proceed to Step 2 FOR THOSE WITHOUT APPLICATION FORMS YET:	>Give appropriate forms and pro-forma Affidavits, where applicable >Instruct applicant to fill form/affidavits appropriately and prepare the supporting documents >Check if	10 minutes	Pre-processing Desk Officer	N/A	Application for Marriage License Data Sheet Affidavits, where applicable

		<ul style="list-style-type: none"> >Request for application form >Fill up the form >Prepare documents >Request for queuing number >Proceed to Step 2 	documents are in order				
2	Processing Area (Counter 4)	<ul style="list-style-type: none"> >Wait for queuing number to be called at the public waiting area >Proceed to Counter 2 >Follow as advised by the processor – if application is in order, proceed to Step 3 >If there are discrepancies, comply the requirements first before proceeding to Step 3 	<ul style="list-style-type: none"> >Evaluate application form and documentary requirements for completeness >Advise applicant where to proceed 	10 minutes	Processor for Civil Registry	N/A	<ul style="list-style-type: none"> Duly filled-up Application forms with attachments Affidavits, where applicable
3	Cashier (Counter 5)	Pay the appropriate fees	<ul style="list-style-type: none"> >Accept the payment, issue the payment slip and stamp the estimated release time and date of the document 	5 minutes	Cashier	<ul style="list-style-type: none"> >Affidavit of Application for Marriage License – €22.50 >Solemnization of Marriage – €54.00 > Affidavit of Parental Consent/Advice – €22.50 >Affidavit of Application for Legal Capacity to Contract Marriage – €22.50 	Payment Slip
4	Processing Area (Counter 2)	<ul style="list-style-type: none"> >Call the consular officer in charge for Marriages to confirm the schedule of the ceremony After the ten-day publication period 	<ul style="list-style-type: none"> >Confirm the schedule of the wedding >Advise the applicants on the essential items to prepare for the 	10 minutes	Processor for Civil Registry		

			wedding				
5	Public waiting area (Ground Floor)	>Report to the Consulate one (1) hour before the schedule	>Prepare four (4) sets of Marriage Contract and set up the venue of the wedding	30 minutes			Marriage Contract
6	Cashier (Counter 5)	>Pay the appropriate fee for the Solemnization of Marriage	>Accept the payment, issue the payment slip and stamp the estimated release time and date of the Marriage Certificate	3 minutes	Cashier		Payment slip
7	Conference Room (Level 1)	>Proceed to the venue of the wedding >Secure a copy of the Marriage Contract	>Officiate the marriage ceremony >Release a copy of the Marriage Contract	20 minutes	Consul General, Consul or Vice Consul Assistant for Civil Registry	N/A N/A	
8		>Proceed to Processing of Passport Application, if needed					
TOTAL PROCESSING TIME: approximately 88 minutes + 10-day publication period							



NULLA OSTA FOR MARRIAGE OF A FILIPINO NATIONAL OUTSIDE OF THE CONSULATE

<p>General requirements:</p> <p>For foreign fiancé/fiancée</p> <ul style="list-style-type: none"> >Information sheet >Original and photocopy of valid passport or Carta d'Identita >Two (2) pieces of colored 2x2 pictures with white background <p>For Filipino applicant</p> <ul style="list-style-type: none"> >Personal appearance >Application for Legal Capacity to Contract Marriage >Information sheet >Original and photocopy of DFA-authenticated PSA-issued Birth Certificate >Original and photocopy of valid passport >Two pieces of 2"x2" pictures in white background <p>Additional requirements for Filipino national:</p> <p>If single</p> <ul style="list-style-type: none"> >Original and photocopy of DFA-authenticated PSA-issued Certificate of No Marriage (CENOMAR) <p>If widowed</p> <ul style="list-style-type: none"> >Original and photocopy of DFA-authenticated PSA-issued Marriage Contract >Original and photocopy of DFA-authenticated PSA-issued Death Certificate of the former spouse <p>If marriage is declared null and void/annulled</p>	<ul style="list-style-type: none"> >Original and photocopy of DFA-authenticated PSA-issued Marriage Contract with annotation, indicating the marriage as null and void/annulled >Original and photocopy of DFA-authenticated PSA-issued Advisory on Marriage >Photocopy of the Court's decision <p>For applicants aged 18 to 21 years</p> <ul style="list-style-type: none"> >Personal appearance of the parents; >Affidavit of Parental Consent executed by both parents <p>If parents are in the Philippines, Original and photocopy of the DFA-authenticated</p> <ul style="list-style-type: none"> >Affidavit of Parental Consent >Original and photocopy of parents' passports. <p>For applicants aged 22 to 25 years</p> <ul style="list-style-type: none"> >Personal appearance of the parents >Affidavit of Parental Advice executed by both parents <p>If parents are in the Philippines</p> <ul style="list-style-type: none"> >Original and photocopy of the DFA-authenticated Affidavit of Parental Advice; >Parents' passports (original + photocopy). <p>Fees:</p> <ul style="list-style-type: none"> >Affidavit of Application for Legal Capacity to Contract Marriage – €22.50 each >Affidavit of Parental Consent/Advice – €22.50 each >Certification for Nulla Osta– €22.50 each >Certification for Nascita – €22.50 each <p>NOTE: Publication period for ten (10) consecutive days is required</p>
--	---

	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Desk	FOR THOSE ALREADY WITH DULY-FILLED UP FORMS >Request for queuing number >Proceed to Step 2 FOR THOSE WITHOUT APPLICATION FORMS YET:	>Give appropriate forms and pro-forma Affidavits, where applicable >Instruct applicant to fill form/affidavits appropriately and prepare the supporting documents >Check if documents are in	10 minutes	Pre-processing Desk Officer	N/A	Data Sheet Application for Nulla Osta Affidavits, where applicable

		<ul style="list-style-type: none"> >Request for application form >Fill up the form >Prepare supporting documents >Request for queuing number >Proceed to Step 2 	order				
2	Processing Area (Counter 4)	<ul style="list-style-type: none"> >Wait for queuing number to be called at the public waiting area >Proceed to Counter 2 >Follow as advised by the processor – if application is in order, proceed to Step 3 >If there are discrepancies, comply the requirements first before proceeding to Step 3 	<ul style="list-style-type: none"> >Evaluate application form and documentary requirements for completeness >Advise applicant where to proceed 	10 minutes	Processor for Civil Registry	N/A	<ul style="list-style-type: none"> Duly filled-up Application forms with attachments Affidavits, where applicable
3	Cashier (Counter 5)	Pay the appropriate fees	<ul style="list-style-type: none"> >Accept the payment, issue the payment slip and stamp the estimated release time and date of the document 	5 minutes	Cashier	<ul style="list-style-type: none"> >Certification for Nulla Osta – €22.50 >Certification for Nascita – €22.50 	Payment Slip
4	Processing Area (Counter 2)	<ul style="list-style-type: none"> >Call the consular officer in charge for Marriages after the ten-day publication period to confirm the collection of the Certification for Nulla Osta 	<ul style="list-style-type: none"> For marriages to be solemnized outside of the Consulate: >confirm the collection date of the Certification for Nulla Osta 	10 minutes	Processor for Civil Registry		
5	Releasing Area (Counter 1)	<ul style="list-style-type: none"> >Go to the Releasing Counter (Counter 1) >Hand over the payment slip and wait for the name to be called 	<ul style="list-style-type: none"> >Accept Payment Slip >Retain copy of Payment Slip >Release the document with the original Payment Slip >Stamp the copy of Payment Slip 	6 minutes	Releasing Officer	N/A	Nulla Osta

			"RELEASED"				
--	--	--	------------	--	--	--	--

TOTAL PROCESSING TIME: approximately 40 minutes + 10-day publication period							
--	--	--	--	--	--	--	--



REPORT OF MARRIAGE

The marriage of a Filipino national with another Filipino or a foreigner abroad must be reported to the Philippine Consulate General. The Consulate General will forward the Report of Marriage to the Department of Foreign Affairs in Manila for transmittal to the Office of the Civil Registrar General.

Requirements:

- >Duly accomplished Report of Marriage Form
- >Original and three (3) photocopies of marriage contract/marriage certificate from the Comune
- >Original and four (4) photocopies of passport (data page and amendment page only) of both parties; if the other party is a foreign citizen and has no passport, submit four (4) photocopies of Carta d'Identità
- >Personal appearance of both husband and wife or at least the Filipino national on condition that the absent spouse has affixed his/her signature in the Report of Marriage Form
- >Registration Fee €22.50

Additional requirements:

- >Duly accomplished Affidavit of Delayed Registration form (if marriage is registered 1 year after marriage was solemnized)
- >Affidavit Fee €22.50
- >Personal appearance of person registering the marriage upon release

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Area	<p>FOR THOSE ALREADY WITH DULY-FILLED UP APPLICATION FORM</p> <p>>Request for queuing number</p> <p>>Proceed to Step 2</p> <p>FOR THOSE WITHOUT APPLICATION FORMS YET:</p> <p>>Request for application form</p> <p>>Fill up the form</p> <p>>Prepare supporting documents</p> <p>>Request for queuing number</p> <p>>Proceed to Step 2</p>	<p>>Give appropriate form and pro-forma Affidavits, where applicable</p> <p>>Instruct applicant to fill form/affidavits appropriately and prepare the supporting documents</p> <p>>Check if documents are in order</p>	10 minutes	Information Desk Officer	N/A	<p>Report of Marriage</p> <p>Affidavits, where applicable</p>
2	Processing Area (Counter 4)	<p>>Wait for queuing number to be called at the public waiting area</p> <p>>Proceed to Counter</p>	<p>>Evaluate application form and documentary requirements for completeness</p>	5 minutes	Processor for Civil Registry	N/A	Duly filled-up Application form with attachments

		2 >Follow as advised by the processor – if application is in order, proceed to Step 3 >If there are discrepancies, comply the requirements first before proceeding to Step 3	>Advise applicant where to proceed				Affidavits, where applicable
3	Cashier (Counter 5)	>Pay the appropriate fees: - €22,50 for Report of Marriage - €22,50 for Affidavit, where applicable	>Accept the payment, issue the payment slip and stamp the estimated release time and date of the ROM	5 minutes	Cashier	€22,50 for Report of Marriage €22,50 for Affidavit, where applicable	Payment Slip
4	Releasing Area (Counter 1)	>Go to the Releasing Counter (Counter 1) to claim a copy of the Report of Marriage (ROM) >Hand over the payment slip and wait for the name to be called	>Accept Payment Slip >Retain copy of Payment Slip >Release the ROM with the original Payment Slip >Stamp the copy of Payment Slip "RELEASED"	5 minutes	Releasing Officer	N/A	Copy of Report of Marriage
TOTAL PROCESSING TIME: approximately 25 minutes							



REPORT OF DEATH

The death of a Filipino citizen abroad must be reported to the Philippine Consulate General.

The Consulate General will forward the Report of Death to the Department of Foreign Affairs in Manila for transmittal to the Office of the Civil Registrar General. It is important to report and register the death of a Filipino citizen abroad to facilitate social security, death benefits and insurance claims by the next-of-kin, as well as for legal purposes.

Requirements:

- >Duly accomplished application form
- >Application fee of €22.50
- >Original and two (2) photocopies of the following:
 - >Death Certificate issued by the Comune where the person died
 - >Medical Certificate regarding the cause of death
 - >Mortuary passport issued by the Public Health Service of the Comune where the person died
 - >Valid passport
 - >Mortuary Certificate issued by the Consulate
 - >Other documents as may be required

Additional requirement:

- >Duly accomplished Affidavit of Delayed Registration form (if registered 1 year after death)
- >Affidavit Fee €22.50

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Desk	<p>FOR THOSE ALREADY WITH DULY-FILLED UP APPLICATION FORM</p> <ul style="list-style-type: none"> >Request for queuing number >Proceed to Step 2 <p>FOR THOSE WITHOUT APPLICATION FORMS YET:</p> <ul style="list-style-type: none"> >Request for application form >Fill up the form >Prepare supporting documents >Request for queuing number >Proceed to Step 2 	<ul style="list-style-type: none"> >Give appropriate form and pro-forma Affidavits, where applicable >Instruct applicant to fill form/affidavits appropriately and prepare the supporting documents >Check if documents are in order 	10 minutes	Pre-processing Desk Officer	N/A	<p>Report of Death</p> <p>Affidavits, where applicable</p>
2	ATN Officer	>Follow advice of the	>Evaluate	5 minutes	ATN Officer	N/A	Duly filled-

	(Room 101, Level 1)	ATN Officer	application form and documentary requirements for completeness >Advise applicant where to proceed				up Application form with attachments Affidavits, where applicable
3	Cashier (Counter 5)	>Pay the appropriate fees: - €22,50 for Report of Death - €22,50 for Affidavit, where applicable	>Accept the payment, issue the payment slip and stamp the estimated release time and date of the ROD	5 minutes	Cashier	€22,50 for Report of Death €22,50 for Affidavit, where applicable	Payment Slip
4	Releasing Area (Counter 1)	>Go to the Releasing Counter (Counter 1) to claim a copy of the Report of Death (ROD) >Hand over the payment slip and wait for the name to be called	>Accept Payment Slip >Retain copy of Payment Slip >Release the ROD with the original Payment Slip >Stamp the copy of Payment Slip "RELEASED"	5 minutes	Releasing Officer	N/A	Copy of Report of Death
TOTAL PROCESSING TIME: approximately 25 minutes							



CONSULAR MORTUARY CERTIFICATE
(For shipment of the remains or cremated remains to the Philippines)

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Area	>Prepare all the supporting documents	>Refer applicant to the ATN Officer	5 minutes	Pre-processing Desk Officer ATN Officer	N/A	
2	Level 1 ATN Room	>Present originals of all required documents plus 3 additional copies	>Screen documents submitted and evaluate completeness and process if found in order	5 minutes per applicant	ATN Officer	N/A	
3	Cashier	>Pay €22.50 >Every necessary Affidavit will cost €22.50	>Accept payment and stamp the day and time for release of document	3 minutes per applicant	Cashier	€22.50	Official Receipt
4	Releasing Area	>Return to the Consulate on the date and time of releasing indicated on the Official Receipt >Leave the Official Receipt to a releasing officer and wait for the name to be called	>Accepts Official Receipt and locate the document. Call the name of the applicant and release the document	5 minutes	Releasing Officer	N/A	Mortuary certificate
TOTAL PROCESSING TIME: approximately 18 minutes							



**PETITION OF CORRECTION OF ENTRIES IN A PHILIPPINE CIVIL REGISTRY DOCUMENT
(EX. REPORT OF BIRTH OR REPORT OF MARRIAGE)**

<p>Petition for correction of entries pertain to clerical error in a Report of Birth (ROB) or Report of Marriage (ROM) on condition that the clerical error was:</p> <ul style="list-style-type: none"> • committed in the performance of clerical work in writing, copying and transcribing or typing an entry • it is harmless and innocuous (does not affect others negatively) • it is visible to the eyes or obvious to the understanding • it can be corrected or changed only by reference to other existing record • has not been the subject of a previous petition <p>Requirements:</p> <p>>Personal appearance of the petitioner (with parent or guardian, if the subject of the petition is a minor) >Three (3) sets of duly-accomplished Petition for Correction of Clerical Error >Original and two (2) photocopies of the document to be corrected (ROB or ROM) issued by the PSA >Original and two (2) photocopies of the document to be corrected (ROB or ROM) issued by the PSA >Original and two (2) photocopies of data page of passport of applicant and of the parent who filed the petition, if the applicant is a minor</p>	<p>>Original and two (2) photocopies of Carta d'Identita/Permesso di Soggiorno of the applicant and the parent, if the applicant is a minor >Fee of €22.50</p> <p>In addition to the above documents, the Consular Officer may also require the original and two (2) photocopies of another document showing the correct entries/information in the civil registry document.</p> <p>NOTE:</p> <p>The following entries cannot be corrected by petition at the Consulate but only by a court order:</p> <ol style="list-style-type: none"> 1. Nationality 2. Age 3. Civil Status 4. Gender
--	---

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Desk	<p>FOR THOSE ALREADY WITH DULY-FILLED UP PETITION</p> <p>>Request for queuing number >Proceed to Step 2</p> <p>FOR THOSE WITHOUT THE TEMPLATE PETITION YET:</p> <p>>Request for a template petition >Fill up the entries</p>	<p>>Give a copy of the template for petition >Instruct applicant to fill entries and prepare supporting documents >Check if entries and supporting documents are in order</p>	10 minutes	Pre-processing Desk Officer	N/A	Petition

		<p>>Prepare supporting documents</p> <p>>Request for queuing number</p> <p>>Proceed to Step 2</p>					
2	Processing Area (Counter 4)	<p>>Wait for queuing number to be called at the public waiting area</p> <p>>Proceed to Counter 2</p> <p>>Follow as advised by the processor – if application is in order, proceed to Step 3</p> <p>>If there are discrepancies, comply the requirements first before proceeding to Step 3</p>	<p>>Evaluate the entries in the petition and documentary requirements for completeness</p> <p>>Advise applicant where to proceed</p>	10 minutes	Processor	N/A	Duly filled-up petition with attachments
3	Cashier (Counter 5)	>Pay the appropriate fee of €22,50	>Accept the payment, issues the payment slip and stamp the estimated release time and date of the Certification	5 minutes	Cashier	€22,50	Payment Slip
4	By phone or by email	<p>>Call or send and email to the Consulate to follow up on the status of the petition</p> <p>NOTES:</p> <p>The petition will be posted by the Consulate for ten (10) working days and it will be forwarded for action by the Civil Registrar General at the Philippine Statistics Authority</p> <p>The whole process usually takes 3-6 months to complete by which time the annotated civil registry document</p>	<p>>Post the petition in the public information area for ten (10) working days</p> <p>>Submit the petition and the supporting documents to the PSA through the DFA for decision</p> <p>>advise the petitioner based on the action taken by the PSA on the petition</p>	Months	Consular Officer in Charge of Civil Registry	N/A	

		may be applied by the petitioner from the PSA					
--	--	---	--	--	--	--	--

TOTAL PROCESSING TIME (AT MILAN PCG): approximately 30 minutes



**CITIZENSHIP RETENTION AND REACQUISITION
(DUAL CITIZENSHIP)**

<p>Republic Act No. 9225 or the Citizenship Retention and Re-acquisition Act of 2003 grants natural-born Filipinos who have lost their Filipino citizenship through naturalization in a foreign country the opportunity to retain or re-acquire their Filipino citizenship.</p> <p>The law equally applies to unmarried children below eighteen (18) years of age, whether legitimate, illegitimate, or adopted if they are included in the parent's petition for reacquisition of Philippine citizenship.</p> <p>Requirements:</p> <ul style="list-style-type: none"> >Original and three (3) photocopies of PSA-Authentic Birth Certificate, if born in the Philippines >Original and three (3) photocopies of Report of Birth (ROB), if born abroad 	<ul style="list-style-type: none"> >Original and three (3) photocopies of PSA-Authentic Marriage Certificate, for married women >Original and three (3) photocopies of PSA issued Death Certificate, if widowed >Original and three (3) photocopies of old Philippine passport >Two (2) copies of current ID photographs (2X2"; white background) >Original and three (3) photocopies of Italian Passport or Carta d'Identità > Original and three (3) photocopies of Certificato di Cittadinanza Italiana and/or Atti di Cittadinanza Italiana from the Comune (date of acquisition of the foreign citizenship must be indicated; original and 2 photocopies);Estratto per Riassunto Atto di Nascita >Payment of the application fee of €45,00. <p>For inclusion of minor child born to non-Filipino parents:</p>	<ul style="list-style-type: none"> >Original and three (3) photocopies of Atti di Nascita with Annotation >Original and three (3) photocopies of Certificato di Cittadinanza Italiana >Original and three (3) photocopies (data page) of Italian Passport >Two (2) current photographs or pictures (2X2; white background) >Payment of the additional fee for a minor child: €22.50. <p>*Minor applicants should file Report of Birth before applying for Philippine passport</p> <p>Schedule of Oath of Allegiance to be relayed to applicant via phone call</p>
---	--	---

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Desk	<p>FOR THOSE ALREADY WITH DULY-FILLED UP APPLICATION FORM</p> <ul style="list-style-type: none"> >Request for queuing number >Proceed to Step 2 <p>FOR THOSE WITHOUT APPLICATION FORMS YET:</p> <ul style="list-style-type: none"> >Request for application form >Fill up the form >Request for queuing number >Proceed to Step 2 	<ul style="list-style-type: none"> >Give appropriate form and instruct applicant to fill it up property and prepare the supporting documents >Check if documents are in order >Provide queuing number 	6 minutes	Pre-processing Desk Officer	N/A	Dual Citizenship Application Form
2	Processing	>Wait for queuing	>Evaluate	10 minutes	Processor	N/A	Duly filled-

	Area Counter 2 or 3	<p>number to be called at the public waiting area</p> <p>>Proceed to the appropriate counter (Counter 2 or 3)</p> <p>>Follow as advised by the processor – if application is in order, proceed to Step 3</p> <p>>If there are discrepancies, comply the requirements first before proceeding to Step 3</p> <p>>If application is in order, sign up in the schedule for the Oath-taking Ceremony</p>	<p>application form and documentary requirements for completeness</p> <p>>Advise applicant where to proceed</p>				up Application form with attachments
3		<p>>After receiving a call from the Dual Citizenship Officer, applicant will return to the Consulate on the scheduled day of the oath-taking.</p> <p>>Ensure compliance with proper oath-taking attire</p>	>Dual Citizenship Officer will give the applicant a notice to pay to present to the cashier	5 minutes per applicant	Dual Citizenship Officer	N/A	Paper with instruction to pay
4	Cashier	>Pay €45 plus €22.50 for every derivative	>Accept payments	3 minutes per applicant	Cashier	€45.00 plus €22.50 for every derivative	Payment slip
5	Conference Room (Level 1)	<p>>Wait for the processed dual citizenship papers</p> <p>>Applicant's name will be called for review of dual citizenship papers, signature and thumb prints</p> <p>>Review the processed dual citizenship papers, sign above his printed name and affix thumb prints</p>	<p>>Call the applicant's name</p> <p>>Present the processed dual citizenship papers for applicant's review, signature and thumb prints</p> <p>>Ask the applicant to sit down at the Community Hall and wait for the designated time of the oath taking</p> <p>>Signing Officer review documents and signs if</p>	<p>5 minutes per applicant</p> <p>6 minutes</p>	<p>Dual Citizenship Officer</p> <p>Consul General/ Consul / Vice-Consul</p>	N/A	

			documents are in order				
6	Conference Room (Level 1)	>Take oath >accept the approved dual citizenship papers >If applying for a new passport, proceed to Step 1 for Passport Processing	>Dual Citizenship Officer present the approved dual citizenship papers >Consul administer the oath	10 minutes	Consul General/ Consul / Vice-Consul and Dual Citizenship Officer	N/A	Processed dual citizenship documents
TOTAL PROCESSING TIME: approximately 45 minutes							



PHILIPPINE VISA

<p>Application for visa must be made personally except in cases determined by the consular officer when application is either mailed or filed through an agent. Minor applicants, except infants, shall be required to appear in person, together with the person making the application for her/him.</p> <p>Requirements:</p> <p>ISSUANCE OF 9(a) VISA FOR TEMPORARY VISITORS</p> <p>For visits to the Philippines for Pleasure / Business of nationals listed below (For a stay of 59 days):</p> <ul style="list-style-type: none"> >Duly accomplished visa application Form (FA Form No. 2) >Passport valid for at least 6 months or beyond the intended period of stay in the Philippines >Photocopy of passport pages where name, photo, birthdate and birthplace appear >Round-trip air ticket or itinerary of roundtrip booking from the travel agency and a photocopy >Two (2) passport size photograph taken during the last six (6) months >Other documents as may be required, e.g. Permesso di Soggiorno, Carta d'Identita, Certificate of Employment, Bank Certificate >Application fee: € 27.00 -Single Entry € 54.00 -Multiple Entry for 6 months € 108.00 - Multiple Entry for 1 year <p>Nationals from the enumerated countries are allowed to enter the Philippines without visas for a stay <u>not exceeding thirty (30) days</u> provided they hold valid airplane tickets for their return to port of origin or next port of destination:</p>	<p>Republic, Democratic Republic of the Congo, Denmark, Djibouti, Dominica, Dominican Republic, Ecuador, El Salvador, Estonia, Equatorial Guinea, Eritrea, Ethiopia, Fiji, Finland, France, Gabon, Germany, Ghana, Gibraltar, Greece, Grenada, Guatemala, Guinea, Guinea Bissau, Guyana, Haiti, Honduras, Hungary, Iceland, Indonesia, Ireland, Israel, Jamaica, Japan, Kenya, Kuwait, Lao People's Democratic Republic, Latvia, Lesotho, Liberia, Liechtenstein, Lithuania, Luxembourg, Madagascar, Malawi, Malaysia, Maldives, Mali, Malta, Marshall Islands, Mauritania, Mauritius, Mexico, Micronesia, Monaco, Mongolia, Morocco, Mozambique, Myanmar, Namibia, Nepal, Netherlands, New Zealand, Nicaragua, Niger, Norway, Oman, Palau, Panama, Papua New Guinea, Paraguay, Peru, Poland, Portugal, Qatar, Republic of Korea, Romania, Russia, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Samoa, San Marino, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Singapore, Slovakia, Slovenia, Solomon Islands, Somalia, South Africa, Spain, Suriname, Swaziland, Sweden, Switzerland, Tanzania, Thailand, Togo, Trinidad and Tobago, Tunisia, Turkey, Tuvalu, Uganda, United Arab Emirates, United Kingdom of Great Britain and Northern Ireland, United Republic of Tanzania, United States of America, Uruguay, Venezuela, Vietnam, Zambia and Zimbabwe.</p> <p>*Foreign national applicants from countries other than those listed above, are advised to proceed to the Visa Section with the duly accomplished application form (FA Form No. 2)</p> <p>REQUISITI</p>	<ul style="list-style-type: none"> >Original e fotocopia di Biglietto di ritorno confermato o prenotazione da parte dell'agenzia viaggi; >Due fotografia, formato tessera; >Altri documenti eventualmente necessari, ad esempio Permesso di Soggiorno, Carta d'Identità, Attestato di Lavoro, Certificato Bancario di Conto Corrente. >Tassa per Visto € 27,00 per entrata singola; € 54,00 per entrata multipla (6 mesi); € 108,00 per Entrata multipla (1 anno). <p>I cittadini dei Paesi enumerati di seguito possono entrare nelle Filippine senza Visto per un periodo non superiore a 30 giorni esibendo il loro biglietto aereo di ritorno verso il luogo d'origine o verso il prossimo luogo di destinazione: ITALIA, Andorra, Angola, Antigua and Barbuda, Argentina, Australia, Austria, Bahamas, Bahrain, Barbados, Belgium, Benin, Bhutan, Bolivia, Botswana, Brazil, Brunei Darussalam, Bulgaria, Burkina Faso, Cambodia, Cameroon, Canada, Cape Verde, Central African Republic, Chad, Chile, Colombia, Comoros, Congo, Costa Rica, Cote d'Ivoire, Cyprus, Czech Republic, Democratic Republic of the Congo, Denmark, Djibouti, Dominica, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Fiji, Finland, France, Gabon, Germany, Ghana, Gibraltar, Greece, Grenada, Guatemala, Guinea, Guinea Bissau, Guyana, Haiti, Honduras, Hungary, Iceland, Indonesia, Ireland, Israel, Jamaica, Japan, Kenya, Kuwait, Lao People's Democratic Republic, Lesotho, Liberia, Liechtenstein, Luxembourg, Madagascar, Malawi, Malaysia, Maldives, Mali, Malta, Mashall Islands, Mauritania, Mauritius, Mexico, Micronesia, Monaco, Mongolia, Morocco, Mozambique, Myanmar, Namibia, Nepal, Netherlands, New Zealand, Nicaragua,</p>
--	--	---

<p>ITALY, Andorra, Angola, Antigua and Barbuda, Argentina, Australia, Austria, Bahamas, Bahrain, Barbados, Belgium, Benin, Bhutan, Bolivia, Botswana, Brazil, Brunei Darussalam, Bulgaria, Burkina Faso, Cambodia, Cameroon, Canada, Cape Verde, Central African Republic, Chad, Chile, Colombia, Comoros, Congo, Costa Rica, Cote d'Ivoire, Cyprus, Czech</p>		<p>PER IL RILASCIO DEL VISTO 9(a)PER VISITATORI TEMPORANEI</p> <p>Per visite di cittadini appartenenti alla lista di cui sotto (permanenza di 59 giorni)</p> <p>>Modulo per Visto debitamente compilato (FA Modulo No. 2); >Original e fotocopia di Passaporto straniero con validità non inferiore a 6 mesi e; >Fotocopia delle pagine del passaporto in cui il nome, foto, data di nascita e luogo di nascita appaiono</p>			<p>Niger, Norway, Oman, Palau, Panama, Papua New Guinea, Paraguay, Peru, Poland, Portugal, Qatar, Republic of Korea, Romania, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Samoa, San Marino, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Singapore, Slovakia, Solomon Islands, Somalia, South Africa, Spain, Suriname, Swaziland, Sweden, Switzerland, Tanzania, Thailand, Togo, Trinidad and Tobago, Tunisia, Turkey, Tuvalu, Uganda, United Arab Emirates, United Kingdom of Great Britain and Northern Ireland, United Republic of Tanzania, United States of America, Uruguay, Venezuela, Vietnam, Zambia and Zimbabwe.</p>		
STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Desk	<p>>Contact the Visa Section or visit the website: www.milanpcg.dfa.gov.ph for information and procedure for applying for visa >Italian citizens may visit the Philippines without visa for a maximum of 30 days</p>	<p>>Provide a Visa Application Form</p> <p>>Refer applicant to the VISA Officer</p>	10 minutes	Pre-processing Desk Officer	N/A	Visa application form
2	Processing Area (Counter 4)	<p>>Present the duly-filled visa application form with the originals of all supporting documents</p>	<p>>Check if the applicant is in the Visa Watchlist/Look-out-List >Interview the applicant for verification of purpose of travel, assess and evaluate the applicants documents and establish his/her true identity >Indicate the appropriate fee to be paid</p>	10 minutes per applicant	Visa Officer		Visa application form and supporting documents
3	Cashier (Counter 5)	<p>>Pay the amount indicated by the Visa Officer</p>	<p>>Accept payment and stamp the day and time for release of document</p>	3 minutes per applicant	Cashier	additional €9.00 for rush filing	Official Receipt
4	Releasing (Counter 1)	<p>>Return to the Consulate on the date</p>	<p>>Receive the official Receipt and locates the</p>	5 minutes	Releasing Officer	N/A	Passport with Philippine

		and time of releasing indicated on the Official Receipt >Review details in the Visa >Receive the passport with Philippine Visa by affixing signature on the form	passport with Philippine Visa >Request the applicant to check details in the Visa >Release passport of applicant with corresponding Philippine Visa				Visa if application is approved
TOTAL PROCESSING TIME: approximately 28 minutes							



CERTIFICATIONS

<p>A. CHANGE OF NAME DUE TO MARRIAGE</p> <p>Requirements:</p> <ul style="list-style-type: none"> >Duly accomplished application form >Personal appearance of the applicant >Original and photocopy of valid passport >Original and photocopy of PSA-issued Marriage Certificate >Original and photocopy of PSA-issued Birth Certificate Original and photocopy of Carta d'Identita and Permesso di Soggiorno, if available >Payment of the application fee of €22.50 <p>B. DISCREPANCIES IN NAME & OTHER DATA / ONE AND THE SAME PERSON</p> <p>Requirements:</p> <ul style="list-style-type: none"> >Duly accomplished application form; >Personal appearance of the applicant; >Original and photocopy of valid passport. >Original and photocopy of PSA-issued Marriage >Certificate, if married; >Original and photocopy of PSA-issued Birth Certificate; >Original and photocopy of Carta d'Identita and >Permesso di Soggiorno, if available. >Document containing the discrepancy (e.g Driver's License, Codice Fiscale) >Payment of the application fee of €22.50 <p>C. DATI ANAGRAFICI</p> <p>Requirements:</p> <ul style="list-style-type: none"> >Duly accomplished application form 	<ul style="list-style-type: none"> >One passport-sized photo (for Certification to be used for application of Codice Fiscale); >Payment of the application fee of €22.50. <p>D. CERTIFICATE OF RESIDENCY</p> <p>Requirements:</p> <p>For travel tax exemption of members of religious communities</p> <ul style="list-style-type: none"> >Personal appearance of the applicant >Letter from the congregation certifying that the applicant is a member thereof and his/her continuous residence in Italy >Original and photocopy of valid passport >One passport size picture <p>CERTIFICATE OF NO MARRIAGE</p> <p>Requirements:</p> <p>For Filipinos based in Northern Italy, to be used in the Philippines</p> <ul style="list-style-type: none"> >Personal appearance of the applicant >Original and photocopy of PSA-issued Birth Certificate >Original and photocopy of valid passport >Payment of the application fee of €22.50. <p>CERTIFICATE OF FAMILY COMPOSITION</p> <p>Requirements:</p> <ul style="list-style-type: none"> >Duly accomplished application form >Personal appearance of the applicant/s >Original and photocopy of valid passport/s >Original and photocopy of PSA-issued 	<p>G. CERTIFICATION FOR CONVERSION OF PHILIPPINE DRIVER'S LICENSE</p> <p>Requirements:</p> <ul style="list-style-type: none"> >Duly accomplished application form >Original and two (2) photocopies of valid Philippine Driver's License (front and back) >Original and two (2) photocopies of LTO receipt (the one indicating License Fee) >Original and two (2) photocopies of valid Philippine passport >Original and two (2) photocopies of valid Carta d'Identita/Permesso di Soggiorno >Payment of the application fee of €22.50 <p>Additional requirements:</p> <p>In case of discrepancy of Personal Data in the Driver's License:</p> <ul style="list-style-type: none"> >One duly-accomplished Discrepancy of Data Form >Birth Certificate issued by the Philippine Statistics Authority >Marriage Contract Issued by the Philippine Statistics Authority, for married women >Fee of €22.50 <p>G. CERTIFICATION ON SSS MEMBERSHIP</p> <p>Requirements:</p> <ul style="list-style-type: none"> >Duly accomplished application form >Personal appearance of the applicant/s >Original and photocopy of valid passport/s >Original and photocopy of certificate issued by the SSS Representative in Milan on the status of applicant's SSS
---	---	---

<ul style="list-style-type: none"> >Personal appearance of the applicant >Original and photocopy of valid passport >Original and photocopy of PSA-issued Birth Certificate >Original and photocopy of PSA-issued Marriage Contract or Certificate of No Marriage (CENOMAR) or Death Certificate of spouse, whichever is applicable >Original and photocopy of Carta d'Identita and Permesso di Soggiorno, if available 	<ul style="list-style-type: none"> Birth Certificate of each member of the family >Original and photocopy of PSA-issued Marriage Contract of parents >Original and photocopy of Carta d'Identita and Permesso di Soggiorno, if available >Payment of the application fee of €22.50. 	<ul style="list-style-type: none"> pension >Original and photocopy of Carta d'Identita and Permesso di Soggiorno, if available. >Payment of the application fee of €22.50.
--	--	---

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Desk	<p>FOR THOSE ALREADY WITH DULY-FILLED UP APPLICATION FORM</p> <ul style="list-style-type: none"> >Request for queuing number >Proceed to Step 2 <p>FOR THOSE WITHOUT APPLICATION FORMS YET:</p> <ul style="list-style-type: none"> >Request for application form >Fill up the form >Prepare supporting documents >Request for queuing number >Proceed to Step 2 	<ul style="list-style-type: none"> >Give appropriate form and pro-forma Affidavits, where applicable >Instruct applicant to fill form/affidavits appropriately and prepare the supporting documents >Check if documents are in order 	10 minutes	Pre-processing Desk Officer	N/A	Application for Certification
2	Processing Area (Counter 2 or 3)	<ul style="list-style-type: none"> >Wait for queuing number to be called at the public waiting area >Proceed to Counter 2 <p>>Follow as advised by the processor – if application is in order, proceed to Step 3</p> <p>>If there are discrepancies, comply the</p>	<ul style="list-style-type: none"> >Evaluate application form and documentary requirements for completeness >Advise applicant where to proceed 	10 minutes	Processor	N/A	Duly filled-up Application form with attachments

		requirements first before proceeding to Step 3					
3	Cashier (Counter 5)	>Pay the appropriate fee of €22,50	>Accept the payment, issue the payment slip and stamp the estimated release time and date of the Certification	5 minutes	Cashier	€22,50	Payment Slip
4	Releasing Area (Counter 1)	>Go to the Releasing Counter (Counter 1) to claim a copy of the Certification >Hand over the payment slip and wait for the name to be called	>Accept Payment Slip >Retain copy of Payment Slip >Release the Certification with the original Payment Slip >Stamp the copy of Payment Slip "RELEASED"	5 minutes	Releasing Officer	N/A	Certificate
TOTAL PROCESSING TIME: approximately 30 minutes							



NBI CLEARANCE

Requirements: >Duly-accomplished NBI application form >Duly-accomplished SPA (if NBI processing is done by someone other than the applicant in the Philippines) >Personal appearance of applicant >One (1) two-by-two colored or black and white ID photo >Original and one (1) photocopy of the data page of valid passport >Fee of €22,50 for NBI application and €22,50 for SPA, where applicable							
STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Pre-processing Desk	FOR THOSE ALREADY WITH DULY-FILLED UP APPLICATION FORM >Request for queuing number >Proceed to Step 2 FOR THOSE WITHOUT APPLICATION FORMS YET: >Request for application form >Fill up the form >Prepare supporting documents >Request for queuing number >Proceed to Step 2	>Give appropriate form >Instruct applicant to fill form >Check if documents are in order	10 minutes	Pre-processing Desk Officer	N/A	NBI application form SPA, where applicable
2	Processing Area (Counter 2 or 3)	>Wait for queuing number to be called at the public waiting area >Proceed to Counter 2 >Follow as advised	>Evaluate application form and documentary requirements for completeness >Advise applicant where to proceed	10 minutes	Processor	N/A	Duly filled-up Application form with attachments

		by the processor – if application is in order, proceed to Step 3 >If there are discrepancies, comply the requirements first before proceeding to Step 3					
3	Cashier (Counter 5)	>Pay the appropriate fee	>Accept the payment, issue the payment slip and stamp the estimated release time and date of the Certification	3 minutes	Cashier	€22,50	Payment Slip
4	Fingerprinting (Room 3)	>Wait for name to be called for the taking of finger prints >Proceed to Room 3 when name is called	>Take the fingerprints of the applicant	8 minutes	Consular Assistant		
4	Releasing Area (Counter 1)	>Go to the Releasing Counter (Counter 1) >Present the payment slip to the Releasing Officer >Receive the NBI form and the SPA, where applicable from the Releasing Officer	>Accept Payment Slip >Retain copy of Payment Slip >Release the Certification with the original Payment Slip >Stamp the copy of Payment Slip "RELEASED"	5 minutes	Releasing Officer	N/A	NBI application form and SPA, where applicable
TOTAL PROCESSING TIME: approximately 35 minutes							



ASSISTANCE TO NATIONALS

<p>The Assistance to Nationals (ATN) section acts on urgent requests for assistance for Filipino nationals in Milan PCG's jurisdiction.</p> <p>Requests of such nature are handled on a case-by-case basis. Assistance to Filipino nationals covers the following, among others:</p> <ol style="list-style-type: none"> 1. Death of Filipinos (repatriation of remains or personal belongings, issuance of mortuary certificate) 2. Repatriation of distressed and undocumented Filipinos 3. Police cases including, but not limited to sexual assault, theft/robbery, drug use/drug trafficking, fraud/falsification/forgery, murder/homicide, etc. (coordination with PHL and local authorities) 4. Human trafficking (coordination with PHL and local authorities) 5. Court cases (monitoring, counselling and legal assistance) 6. Assistance for victims of natural and man-made disasters 7. Coordination of foreign assistance for the Philippines 	<ol style="list-style-type: none"> 8. Medical cases (visits, repatriation and provision of consular services) 9. Filipinos in jail (visitation, counselling, provision of consular services) 10. Family problems (verification of whereabouts, financial support, etc.) <p>The services of the ATN Section are free of charge.</p> <p>Contact details:</p> <ul style="list-style-type: none"> • Email address: atn.consolatoph@gmail.com • Trunk line (0830 – 1730, Monday to Friday) – 0266825232 • Emergency hotline (after office hours, weekends and holidays) +39.388.093.3822
--	--

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	N/A	>Contact the ATN Section by phone or email >Client or informant to proceed to the Consulate	>Receive and take note of the case and nature of assistance needed >Relay the message to the ATN officer (if the one who receives the message or call is other than the ATN officer) >Advise client or informant to proceed to the Consulate		>Phone operator >ATN Officer	N/A	
2	Pre-processing Desk	>Request for an ATN form >Fill up the form >Wait for name to be called	>Give ATN form >Instruct applicant to fill up form >Call the ATN officer to attend to the case	10 minutes	Pre-processing Desk Officer	N/A	ATN form
3	ATN Office	>Provide all the	>Receive the ATN form	20 minutes	ATN	N/A	

	(Level 1)	details of the case and the nature of assistance needed during the interview	and review the documents >Interview the client or informant and secure details about the case and the nature of assistance needed >Advise client or informant on the next steps to be taken		Officer		
--	-----------	--	---	--	---------	--	--

TOTAL PROCESSING TIME: approximately 30 minutes