



CITIZEN'S CHARTER
PHILIPPINE EMBASSY
RABAT, MOROCCO

MANDATE

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

VISION

A resilient foreign service for a strong Philippines.

MISSION

To promote and protect Philippine interests in the global community.

SERVICE PLEDGE

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

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PASSPORT - NEW APPLICATION

Section	Consular
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who May Avail	Any Filipino citizen

List of Requirements	Where to Secure
Duly-accomplished Application and Appointment Form	Completed online through passport.gov.ph
Original and photocopy of Philippine Statistics Authority (PSA) Authenticated Birth Certificate on Security Paper <ul style="list-style-type: none"> i. Married Females (who are using their spouse's last name) must also present Original and submit photocopy of PSA Authenticated Marriage Contract on Security Paper or Report of Marriage ii. Local Civil Registrar Copy is required if PSA Birth Certificate is not clear or cannot be read 	To be provided by the applicant
Any of the acceptable IDs with one (1) photocopy as listed in DFA OCA's website: https://dfa-oca.ph/valid-ids-for-passport-application/	To be provided by the applicant
<u>Processing Fees:</u> New: MAD 720.00	To be provided by the applicant

The Consular Officer reserves the right to require additional documents upon assessment of the application, pursuant to relevant laws, rules, and regulations.

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<p>1. ONLINE APPLICATION The applicant fills up an online application form and sets an appointment through http://passport.gov.ph The form must be printed for presentation at the Embassy.</p>	<p>A confirmation email will be received by the applicant regarding his/her scheduled appointment.</p>			OCA PITS, APO
<p>2. DAY OF APPOINTMENT FOR PROCESSING On the day of scheduled appointment, the applicant presents the printed form to the Consular Officer who checks and verifies information on the application form and allows time for the applicant to correct errors, if any.</p>	<p>The Consular Officer attends to the applicant and verifies information and completeness of the documents and may interview or require additional documents as needed.</p>	5 mins		Consular Officer
<p>3. PAYMENT After the form has been checked and verified, the applicant submits payment.</p>	<p>If the application is complete, the Consular Officer informs the client of the total amount to be paid.</p> <p>The Consular Officer submits the processing fee to the Finance Officer who issues the official receipt which in turn is given to the client.</p>	2 mins	720 MAD	Consular Officer & Finance Officer
<p>4. DATA CAPTURE After payment, the applicant's biometric information are captured and verifies the information taken.</p>	<p>The Consular Officer assists the client in taking biometric information.</p> <p>The Consular Officer requests the client to verify the information as needed.</p>	8 mins		Consular Officer
<p>5. NOTIFICATION OF AVAILABILITY OF PASSPORT Passports available for release will be posted on Facebook</p>	<p>Information on the release of the passport is given to the client.</p>	After 3-6 weeks		

<p>6. RELEASE OF PASSPORT The applicant presents the receipt. The applicant should verify that all details in the passport are correct and acknowledge receipt of the new passport by signing on the signature pad.</p>	<p>The Consular officer checks the receipt, requests the client to verify the details of the passport.</p>	<p>10 min</p>		<p>Consular Officer</p>
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PASSPORT RENEWAL

Section	Consular
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who May Avail	Any Filipino citizen whose Passport is Lost, Mutilated or Expired

List of Requirements	Where to Secure
Duly-accomplished Application and Appointment Form	Completed online through passport.gov.ph
Current ePassport with photocopy of data page	To be provided by the applicant
Original PSA authenticated documents that will support the change of name, if needed: <ul style="list-style-type: none"> ● Marriage Contract ● Annotated Birth Certificate ● Annotated Marriage Contract to show annulment/divorce/court ordered instruction ● Death Certificate of Spouse 	To be provided by the applicant
If the applicant cannot present the old passport or in case the applicant's passport is lost, it will be treated as a NEW APPLICATION and will need the following: <p>a. Affidavit of Loss notarized by the consular officer of the Embassy. Attach a copy of the lost passport (if available).</p> <p>b. Police report – if the lost passport is still valid.</p>	The Template for the Affidavit of Loss is available at the Embassy's Consular Section and website. The Police report should be obtained from the police station where the applicant currently resides.
If the passport was damaged or mutilated, it will be treated as a NEW APPLICATION and will need Affidavit of Mutilation	Template for the Affidavit of Mutilation is available at the Embassy's Consular Section and website.
<u>Processing Fees:</u> Renewal: MAD 720.00 Lost Passport: MAD 1,800.00 Affidavit: MAD 300.00	To be provided by the applicant

The Consular Officer reserves the right to require additional documents upon assessment of the application, pursuant to relevant laws, rules, and regulations.

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<p>1. ONLINE APPLICATION The applicant fills up an online application form and sets an appointment through http://passport.gov.ph. The form must be printed for presentation at the Embassy.</p>	<p>A confirmation email will be received by the applicant regarding his/her scheduled appointment.</p>			OCA PITS, APO
<p>2. DAY OF APPOINTMENT FOR PROCESSING On the day of scheduled appointment, the applicant presents the printed form to the Consular Officer.</p>	<p>The Consular Officer attends to the applicant based on scheduled appointment.</p>	5 mins		Consular Officer
<p>The Consular Officer checks and verifies information on the application form and allows time for the applicant to correct errors, if any.</p>	<p>The Consular Officer verifies information and completeness of the documents and may interview or require additional documents as needed</p>	15-20 mins		Consular Officer
<p>3. PAYMENT After the form has been checked and verified, the applicant submits the payment.</p>	<p>If the application is complete, the Consular Officer informs the client of the total amount to be paid.</p> <p>The Consular Officer submits the processing fee to the Finance Officer who issues the official receipt which in turn is given to the client.</p>	2 mins	<p>720 MAD</p> <p>Affidavit: MAD 300.00</p>	Consular Officer & Finance Officer
<p>4. DATA CAPTURE After payment, the applicant's biometric information are captured and verifies the information taken.</p>	<p>The Consular Officer facilitates and assists the client in taking biometric information.</p> <p>The Consular Officer requests the client to verify the information as needed.</p>	8 mins		Consular Officer
<p>5. NOTIFICATION OF AVAILABILITY OF PASSPORT Passports available for release will be posted on Facebook</p>	<p>Information on the release of the passport is given to the client.</p>	After 3-6 weeks		

<p>6. RELEASE OF PASSPORT The applicant presents the receipt and old passport (for cancellation). The applicant should verify that all details in the passport are correct and acknowledge receipt of the new passport by signing on the signature pad.</p>	<p>The Consular officer checks the receipt, requests the client to verify the details of the passport, and cancels the old passport of the applicant.</p>	<p>20 min</p>		<p>Consular Officer</p>
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TRAVEL DOCUMENT

Section	Consular
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who May Avail	Any Filipino citizen whose Passport is Lost, Mutilated or Expired

List of Requirements	Where to Secure
Duly-accomplished Travel Document Application Form (entries must be typewritten or printed legibly)	The form is available at the Embassy's Consular Section and website
Duly accomplished Affidavit for Travel Document notarized by the consular officer of the Embassy.	The form is available at the Embassy's Consular Section and website
Copy of Airline Ticket/ Itinerary of Travel to the Philippines. The date of travel should not be beyond one (1) month from the date of application.	To be provided by the applicant
Present the expired Philippine passport and submit one (1) photocopy of the passport data page.	To be provided by the applicant
Four (4) colored passport size (4.5cm x 3.5cm) photographs with white background showing applicant in proper/decent attire, taken not earlier than six (6) months before application.	To be provided by the applicant
If the applicant cannot present the old passport or in case the applicant's passport is lost, submit: a. Affidavit of Loss notarized by the consular officer of the Embassy. Attach a copy of the lost passport (if available). b. Police report – if the lost passport is still valid.	The template for the Affidavit of Loss is available at the Embassy's Consular Section and website. The police report should be obtained from the police station where the applicant currently resides.
If the passport was damaged or mutilated, submit an Affidavit of Mutilation	The template for the Affidavit of Mutilation is available at the Embassy's Consular Section and website.
<u>Processing Fees:</u> Travel Document: MAD 360.00 Affidavit: MAD 300.00 Expedite Fee: MAD 120.00	To be provided by the applicant
<i>The Consular Officer reserves the right to require additional documents upon assessment of the application, pursuant to relevant laws, rules, and regulations.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<p>1. SUBMISSION OF DOCUMENTS</p> <p>The client proceeds to the Consular Section and submits the requirements to the Consular Officer</p>	<p>The Consular Officer evaluates and checks the completeness of the documents and, if necessary, interviews the applicant for further clarifications;</p> <p>The client submits the processing fee to the Consular Officer who turns it over to the Finance Officer; and</p> <p>The Finance Officer accepts the processing fee and issues the official receipt to the Consular Officer.</p>	15 mins	<p>MAD 360.00 for the TD</p> <p>MAD 300.00 each for the affidavit/s</p> <p>Expedite Fee: MAD 120.00</p>	Consular Officer and Finance Officer
<p>2. ENCODING AND PREPARATION OF THE TRAVEL DOCUMENT</p>	<p>The Consular Officer prepares the TD and requests the client to review and sign the document;</p> <p>The TD is submitted to the Signing Officer for review, approval, and signature;</p> <p>The Signing Officer reviews, approves, and signs the TD; and</p> <p>The Consular Officer receives the signed TD and prepares the document for release.</p>	30 mins	None	Consular Officer and Signing Officer
<p>3. RELEASE OF THE TRAVEL DOCUMENT</p> <p>The client returns on the date of release and receives the documents.</p>	<p>The Consular Officer releases the original Travel Document to the client.</p>	Regular processing: 2 working days	None	Consular Officer

CIVIL REGISTRY – REPORT OF BIRTH

Section	Consular
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who May Avail	Any Filipino citizen born outside the Philippines whose Birth has not been registered

List of Requirements	Where to Secure
One (1) duly accomplished Report of Birth form	The form is available at the Embassy's Consular Section and website
Original Birth Certificate with English translation and four (4) photocopies, apostilled or authenticated by relevant authorities in the issuing country	To be provided by the applicant
Original Passports of parents (valid at the time of the birth of the child) and current/valid passports of both parents, with four (4) photocopies of the passport bio page	To be provided by the applicant
For births not registered within 1 year, applicants should execute an Affidavit of Delayed Registration and Negative certification of birth from the Philippine Statistics Authority (PSA)	The form is available at the Embassy's Consular Section and website
<p>Marriage contract of parents</p> <ul style="list-style-type: none"> ● If the parents were married in the Philippines or had their foreign marriage reported to a Philippine Embassy/Consulate over a year after reporting the child's birth, submit the Original Report of Marriage/Marriage Certificate issued by the Philippine Statistics Authority (PSA) with four (4) photocopies. 	To be provided by the applicant
<ul style="list-style-type: none"> ● If parents are not married: <ul style="list-style-type: none"> - Personal appearance of the mother and proof of her maiden surname (e.g., birth certificate), with four (4) photocopies. ● If parents are not married at the time of the birth of the child and the child will use/is using the surname of the father (applies to children born on 	<p>Documentary requirements to be provided by the applicant;</p> <p>The forms are available at the Embassy's Consular Section and website</p>

<p>or after 19 March 2004):</p> <ul style="list-style-type: none"> - Affidavit of Admission of Paternity (AAP)/Personal Handwritten Instrument (PHI) executed by the father if he is willing to acknowledge paternity. - Affidavit to Use the Surname of the Father (AUSF) to be executed by: <ul style="list-style-type: none"> a. The mother if the child is below seven (7) years old b. The child if he/she is seven (7) to seventeen (17) years old with Sworn Attestation executed by the mother. c. The child if he/she is eighteen (18) years old and above without Sworn Attestation by the mother. <ul style="list-style-type: none"> • If parents were married after the child's birth, parents should submit a duly notarized Joint Affidavit of Legitimation 	
<p>Processing Fees:</p> <p>Report of Birth: MAD 300.00</p> <p>Affidavit of Delayed Registration: MAD 300.00</p> <p>Affidavit of acknowledgment of paternity: MAD 300.00</p> <p>Affidavit to use surname of the father: MAD 300.00</p> <p>Certificate of Registration for AAP/AUSF: MAD 300.00</p>	<p>To be provided by the applicant</p>
<p><i>The Consular Officer reserves the right to require additional documents upon assessment of the application, pursuant to relevant laws, rules, and regulations.</i></p>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<p>1.SUBMISSION OF DOCUMENTS</p> <p>The client to proceed to the Consular Section and submits the requirements to the Civil Registry Officer (CRO)</p>	<p>The CRO evaluates and checks the completeness of the documents and, if necessary, interviews the applicant for further clarifications;</p> <p>The client pays the processing fee to the Consular Officer who in turn submits the same to the Finance Officer; and</p> <p>The Finance Officer accepts the processing fee and issues the official receipt to the CRO.</p>	15 mins	<p>MAD 300.00 for the ROB</p> <p>MAD 300.00 each for the affidavit/s</p>	Civil Registry Officer and Finance Officer
<p>2. ENCODING AND PREPARATION OF THE REPORT OF BIRTH</p>	<p>The CRO prepares the ROB and requests the client to review and sign the document.</p> <p>The applicant is informed of the date of release of the ROB;</p> <p>The CRO submits the ROB to the Signing Officer for review, approval, and signature;</p> <p>The Signing Officer reviews, approves, and signs the ROB; and</p> <p>The CRO receives the signed ROB and prepares the document for release.</p>	30 mins	None	Civil Registry Officer and Signing Officer
<p>3. RELEASE OF THE REPORT OF BIRTH</p> <p>The client returns on the date of release and receives his/her ROB.</p>	<p>The CRO releases one original copy of the ROB to the applicant.</p>	Regular processing: 2 working days	None	Civil Registry Officer

CIVIL REGISTRY – REPORT OF MARRIAGE

Section	Consular
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who May Avail	Any Filipino citizen married outside the Philippines whose marriage has not been registered

List of Requirements	Where to Secure
Personal appearance of both contracting parties.	
One (1) duly accomplished Report of Marriage Application Form	The form is available at the Embassy's Consular Section and website
Original Marriage Certificate with English translation. Both should be apostilled/authenticated by proper authorities of the issuing country with four (4) photocopies each.	To be provided by the applicant
Original passports of the contracting parties with four (4) photocopies.	To be provided by the applicant
Four (4) passport size pictures of both contracting parties.	To be provided by the applicant
<u>For Late Registration of Marriage (Report of marriage filed one (1) year after the date of wedding ceremony)</u> <ul style="list-style-type: none"> ● Notarized Affidavit of Delayed Registration of Marriage 	The form is available at the Embassy's Consular Section and website
<u>For applicants with annulled marriages</u> <ul style="list-style-type: none"> ● Present the original and four (4) photocopies of authenticated Judicial Decree of Annulment or Declaration of nullity of his/her previous marriage apostilled by the DFA. ● Original and four (4) photocopies of the annotated marriage certificate issued by the Philippine Statistics Authority (PSA) 	To be provided by the applicant
<u>For widowed applicants</u> <ul style="list-style-type: none"> ● Submit original and four (4) photocopies of death 	To be provided by the applicant

certificate of former spouse from PSA and apostilled by the Department of Foreign Affairs (DFA)	
<u>For divorced applicants</u> <ul style="list-style-type: none"> • Submit original and four (4) photocopies of the court order recognizing the divorce decree obtained abroad. 	To be provided by the applicant
<u>Processing Fees:</u> <ul style="list-style-type: none"> • Report of Marriage: MAD 300.00 • Affidavit of Delayed Registration: MAD 300.00 	To be provided by the applicant
<p><i>The Consular Officer reserves the right to require additional documents upon assessment of the application, pursuant to relevant laws, rules, and regulations.</i></p>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<p>1. SUBMISSION OF DOCUMENTS</p> <p>Client to proceed to the Consular Section and submit the requirements to the Civil Registry Officer</p>	<p>The CRO receives the application form and requirements; and if necessary, interviews the applicant for further clarifications;</p> <p>Evaluates and checks the completeness of the documents;</p> <p>The client pays the processing fee to the Consular Officer who in turn submits the same to the Finance Officer; and</p> <p>The Finance Officer accepts the processing fee and issues the official receipt to the CRO.</p>	20 mins	<p>MAD 300.00 for the ROM</p> <p>MAD 300.00 each for the affidavit/s</p>	Civil Registry Officer and Finance Officer
<p>2. ENCODING AND PREPARATION OF THE REPORT OF MARRIAGE</p>	<p>The CRO prepares the ROM and requests the client to review and sign the document;</p> <p>Informs the applicant on the date of release of the ROM;</p> <p>Submits the ROM to the Signing Officer for review, approval, and signature;</p> <p>Signing Officer reviews, approves, and signs the ROM; and</p> <p>The CRO receives the signed ROM and prepares the document for release.</p>	30 mins	None	Civil Registry Officer and Signing Officer
<p>3. RELEASE OF THE REPORT OF MARRIAGE</p> <p>Client to return on the date of release and receives his/her ROM</p>	<p>The CRO releases one original copy of the ROM to the applicant.</p>	Regular processing: 2 working days	None	Civil Registry Officer

CERTIFICATE OF LEGAL CAPACITY TO CONTRACT MARRIAGE

Section	Consular
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who May Avail	Any Filipino citizen who intends to get married in any local authority or church in Morocco

List of Requirements	Where to Secure
Personal appearance of both contracting parties.	
Duly accomplished application form for Legal Capacity to Contract Marriage.	The form is available at the Embassy's Consular Section and website
Original and photocopy of birth certificate issued by the Philippine Statistics Authority (PSA) and apostilled by the Department of Foreign Affairs (DFA).	To be provided by the applicant
Original and photocopy of Certificate of No Marriage Record (CENOMAR) issued by the PSA and apostilled by DFA.	To be provided by the applicant
Original and photocopy of valid passport of parties.	To be provided by the applicant
Original and photocopy of National ID (for Moroccan citizens) or Residence ID (for foreigners residing in Morocco).	To be provided by the applicant
One (1) passport size colored picture of parties.	To be provided by the applicant
<u>For applicants with annulled marriages</u> <ul style="list-style-type: none"> ● Original and photocopy of authenticated Judicial Decree of Annulment or Declaration of nullity of his/her previous marriage apostilled by the DFA. ● Original and photocopy of the annotated marriage certificate issued by the PSA. 	
<u>For widowed applicants</u> <ul style="list-style-type: none"> ● Original and photocopy of death certificate of spouse from PSA and apostilled by the DFA. ● Original and photocopy of marriage certificate from PSA and apostilled by the DFA. 	

<p><u>For divorced applicants</u></p> <ul style="list-style-type: none"> • Original and photocopy of the court order recognizing the divorce decree obtained abroad. 	
<p><u>For applicants aged between 18 to 21 years</u></p> <ul style="list-style-type: none"> • Personal appearance of parents and their notarized Affidavit of Parental Consent. • If parents are not residing in Morocco, the notarized Affidavit of Parental Consent must be authenticated by the DFA or the Philippine Embassy or Consulate nearest the place of residence of the parents. 	
<p><u>For applicants aged between 21 to 25 years</u></p> <ul style="list-style-type: none"> • Personal appearance of the parents and their notarized Affidavit of Parental Advice • If parents are not residing in Morocco, the notarized Affidavit of Parental Advice shall be authenticated by the DFA or the Philippine Embassy or Consulate nearest the place of residence of the parents. 	
<p><u>Processing Fees:</u></p> <ul style="list-style-type: none"> • Legal Capacity to Contract Marriage 300 DHS/25 USD • Notarized Affidavit of Parental Consent or Advice 300 DHS/25 USD 	<p>To be provided by the applicant</p>
<p><i>The Consular Officer reserves the right to require additional documents upon assessment of the application, pursuant to relevant laws, rules, and regulations.</i></p>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<p>1. SUBMISSION OF DOCUMENTS</p> <p>The client proceeds to the Consular Section and submits the requirements to the Civil Registry Officer (CRO).</p>	<p>The CRO evaluates and checks the completeness of the documents and, if necessary, interviews the applicant for further clarifications;</p> <p>The client pays the processing fee to the Consular Officer who in turn submits the same to the Finance Officer; and</p> <p>The Finance Officer accepts the processing fee and issues the official receipt to the Civil Registry Officer.</p>	20 mins	<p>MAD 300.00 for the CLCCM</p> <p>MAD 300.00 for the Notarized Affidavit of Parental Consent or Advice (if applicable)</p>	Civil Registry Officer and Finance Officer
<p>2. POSTING OF MARRIAGE BANNS</p>	<p>The CRO posts the marriage banns upon the submission of complete requirements</p>	15 mins		Civil Registry Officer
<p>3. ENCODING AND PREPARATION OF THE CERTIFICATE OF LEGAL CAPACITY TO CONTRACT MARRIAGE (CLCCM)</p>	<p>The CRO prepares the CLCCM and requests the client to review and sign the document;</p> <p>The applicant is informed of the date of release of the CLCCM;</p> <p>The CLCCM is submitted to the Signing Officer for review, approval, and signature;</p> <p>The Signing Officer reviews, approves, and signs the CLCCM; and</p> <p>The CRO receives the signed CLCCM and prepares the document for release.</p>	15 -30 mins	None	Civil Registry Officer and Signing Officer
<p>3. RELEASE OF THE CLCCM</p> <p>The client returns on the date of release and receives the CLCCM.</p>	<p>The CRO releases the CLCCM to the applicant on the 11th day after the marriage banns have been posted on the Philippine Embassy bulletin for ten (10) consecutive days.</p>	Regular processing: 11 working days	None	Civil Registry Officer

CIVIL REGISTRY – REPORT OF DEATH

Section	Consular
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who May Avail	Any person whose Filipino relative died outside the Philippines and whose death has not been registered

List of Requirements	Where to Secure
<i>Basic Requirements</i>	
One (1) duly accomplished Report of Death Form	The form is available at the Embassy's Consular Section and website
Copy of passport data page	To be provided by the NOK or employer / manning agency (for seafarers)
Original Death Certificate (with English translation)	
Photocopy of Birth Certificate	
Photocopy of Marriage Certificate (if applicable)	
Original Embalmer's Certificate (with English translation)	To be provided by the local funeral company / NOK or employer / manning agency (for seafarers)
Original Certificate of Cremation (with English translation) – for cremated remains	
Letter of authorization from NOK (indicate if remains will be cremated, buried abroad, or repatriated)	To be provided by the NOK
<i>Additional Requirements if remains will be shipped to the Philippines</i>	
Original Transit Certificate (with English translation)	To be provided by the local funeral company / NOK or employer / manning agency (for seafarers)
Original Non-Contagious Disease Certificate (with English translation)	
Copy of flight itinerary	
Information Sheet for the Shipment of Remains	The form is available at the Embassy's Consular Section and website; forms should be accomplished by the NOK
Letter of Acceptance of Human / Cremated Remains	The form is available at the Embassy's Consular Section and website; forms should be accomplished by the NOK
Consular Mortuary Certificate	To be issued by the Philippine Embassy
<u>Processing Fees:</u> Report of Death: MAD 300.00 Consular Mortuary Certificate: MAD 300.00	To be provided by the applicant
<i>The Consular Officer reserves the right to require additional documents upon assessment of the application, pursuant to relevant laws, rules, and regulations.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<p>1. SUBMISSION OF DOCUMENTS</p> <p>The Next of Kin (NOK)/ employer/ manning agency/ authorized representative (client) proceeds to the Consular Section and submits the requirements to the Civil Registry Officer (CRO).</p>	<p>The CRO evaluates and checks the completeness of the documents; and, if necessary, interviews the client for further clarifications;</p> <p>The client pays the processing fee to the CRO who in turn submits the same to the Finance Officer;</p> <p>The Finance Officer accepts the processing fee and issues the official receipt to the CRO; and</p> <p>The CRO gives the official receipt to the client and provides information on the date of release of the ROD.</p>	20 mins	<p>MAD 300.00 for the ROD</p> <p>MAD 300.00 each for the Consular Mortuary Certificate (if remains will be shipped to PH)</p>	Civil Registry Officer and Finance Officer
<p>2. ENCODING AND PREPARATION OF THE REPORT OF DEATH</p>	<p>The CRO prepares the ROD and submits it to the Signing Officer for review, approval, and signature;</p> <p>The Signing Officer reviews, approves, and signs the ROD; and</p> <p>The CRO receives the signed ROD and prepares the document for release.</p>	30 mins	None	Civil Registry Officer and Signing Officer
<p>3. RELEASE OF THE REPORT OF DEATH</p> <p>The client returns on the date of release and receives the ROD.</p>	<p>The CRO releases one original copy of the ROD to the applicant.</p>	Regular processing: 2 working days	None	Civil Registry Officer

NOTARIAL AND AUTHENTICATION

Section	Consular
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who May Avail	Any adult who needs self-executed documents to be recognized in the Philippines.

List of Requirements	Where to Secure
The person availing of notarial services should appear before a consular officer to sign the document for notarization.	
Document/s for acknowledgement	Template forms are available at the Embassy's Consular Section and website
Original and photocopy of valid passport of the applicant	To be provided by the applicant
<u>Processing Fees:</u> <ul style="list-style-type: none"> ● Certificate Acknowledgement: MAD 300.00 ● Expedite Fee: MAD 120.00 	To be provided by the applicant

The Consular Officer reserves the right to require additional documents upon assessment of the application, pursuant to relevant laws, rules, and regulations.

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<p>1. SUBMISSION OF DOCUMENTS</p> <p>The client proceeds to the Consular Section and submits the requirements to the Consular Officer</p>	<p>The Consular Officer evaluates and checks the completeness of the documents and, if necessary, interviews the applicant for further clarifications;</p> <p>The client pays the processing fee to the Consular Officer who in turn submits the same to the Finance Officer;</p> <p>The Finance Officer accepts the processing fee and issues the official receipt to the Consular Officer; and</p> <p>The Consular Officer gives the official receipt to the client and provides information on the date of release of the document.</p>	15 mins	<p>Certificate of Acknowledgment: MAD 300.00</p> <p>Expedite Fee: MAD 120.00</p>	Consular Officer and Finance Officer
<p>2. ENCODING AND PREPARATION OF THE CERTIFICATE OF ACKNOWLEDGEMENT</p>	<p>The Consular Officer prepares the Certificate of Acknowledgment and submits it to the Signing Officer for review, approval, and signature;</p> <p>The Signing Officer reviews, approves, and signs the Certificate; and</p> <p>The Consular Officer receives the signed Certificate and prepares the document for release.</p>	20 mins	None	Consular Officer and Signing Officer
<p>3. RELEASE OF THE CERTIFICATE OF ACKNOWLEDGEMENT</p> <p>The Client returns on the date of release and receives the Certificate</p>	<p>The Consular Officer releases the Certificate.</p>	Regular processing: 2 working days	None	Consular Officer

EXIT CLEARANCE

Section	Consular
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who May Avail	Any Filipino national who overstayed in Morocco and needs to return to the Philippines.

List of Requirements	Where to Secure
Personal appearance of the applicant.	
Duly accomplished application form and sworn statement	The forms are available at the Embassy's Consular Section
Original and photocopy of valid passport of the applicant	To be provided by the applicant
Photocopy of the passport page bearing the Moroccan Immigration entry stamp.	To be provided by the applicant
Electronic ticket of the applicant. Travel date should be at least 3 weeks after the date of application.	To be provided by the applicant
If the applicant will return to Morocco for employment purposes, he/she should present a copy of an employment contract duly authenticated by the Migrant Workers Office (MWO) Rabat and a copy of his/her roundtrip ticket.	To be provided by the applicant
<u>Processing Fees:</u> <ul style="list-style-type: none"> ● Exit Certificate: MAD 300.00 ● Expedite Fee: MAD 120.00 	To be provided by the applicant
<i>The Consular Officer reserves the right to require additional documents upon assessment of the application, pursuant to relevant laws, rules, and regulations.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<p>1. SUBMISSION OF DOCUMENTS</p> <p>Client to proceed to the Consular Section and submit the requirements to the Consular Officer</p>	<p>The Consular Officer evaluates and checks the completeness of the documents, validity of the electronic ticket and, if necessary, interviews the applicant for further clarifications;</p> <p>The client pays the processing fee to the Consular Officer who in turn submits it to the Finance Officer;</p> <p>The Finance Officer accepts the processing fee and issues the official receipt to the Consular Officer; and</p> <p>The Consular Officer gives the official receipt to the client and provides information on the date of release of the document.</p>	15 mins	<p>Exit Certificate: MAD 300.00</p> <p>Expedite Fee: MAD 120.00</p>	Consular Officer
<p>2. ENCODING AND PREPARATION OF THE EXIT CERTIFICATE AND NOTE VERBALE</p>	<p>The Consular Officer prepares the Exit Certificate and Note Verbale and submits the same to the Signing Officer for review, approval, and signature;</p> <p>The Signing Officer reviews, approves, and signs the Exit Certificate and Note Verbale; and</p> <p>The Consular Officer receives the signed documents and prepares them for release.</p>	20 mins	None	Consular Officer and Signing Officer
<p>3. RELEASE OF THE EXIT CERTIFICATE AND NOTE VERBALE</p> <p>The client returns on the date of release and receives the documents</p>	<p>The Consular Officer releases the original Exit Certificate and a copy of the Note Verbale to the client.</p> <p>The Embassy transmits the original Note Verbale to MFA.</p>	Regular processing: 2 working days	None	Consular Officer

NBI CLEARANCE

Section	Consular
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who May Avail	Any Filipino national who wishes to apply for an NBI clearance and unable to personally file their application in the Philippines.

List of Requirements	Where to Secure
Personal appearance of the applicant.	
Duly accomplished NBI card form (NBI Form No. 5).	The form is available at the Embassy's Consular Section
Original and photocopy of valid passport of the applicant.	To be provided by the applicant
Colored 2x2 photograph with white background showing applicant in proper/decent attire, taken not earlier than six (6) months before application.	To be provided by the applicant
<u>Processing Fees:</u> <ul style="list-style-type: none"> ● NBI clearance processing: MAD 300.00 ● Special Power of Attorney: MAD 300.00 ● Expedite Fee: MAD 120.00 	To be provided by the applicant
<i>The Consular Officer reserves the right to require additional documents upon assessment of the application, pursuant to relevant laws, rules, and regulations.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<p>1. SUBMISSION OF DOCUMENTS</p> <p>The client to proceed to the Consular Section and submits the requirements to the Consular Officer</p>	<p>The Consular Officer receives the required documents and, if necessary, interviews the applicant for further clarifications;</p> <p>Advises the client to execute a Special Power of Attorney (SPA) for the person who will facilitate his/her NBI clearance in the Philippines;</p> <p>The client pays the processing fee to the Consular Officer who in turn submits the same to the Finance Officer;</p> <p>The Finance Officer accepts the processing fee and issues the official receipt to the Consular Officer;</p> <p>The Consular Officer gives the official receipt to the client and provides him/her with the NBI Form No. 5; and</p> <p>Requests the client to fill out the form and proceed to the nearest police station for fingerprinting (rolled impressions).</p>	15 mins	<p>NBI clearance processing fee: MAD 300.00</p> <p>SPA: MAD 300.00</p> <p>Expedite Fee: MAD 120.00</p>	Consular Officer
<p>2. SIGNING AND RELEASE OF NBI FORM NO. 5</p> <p>The client returns the duly accomplished NBI form to the Consular Officer</p>	<p>The Consular Officer evaluates and checks the completeness of the NBI form;</p> <p>Submits the NBI form to the Signing Officer for review, approval, and signature;</p> <p>The Consular Officer receives the signed NBI form releases it to the client; and</p> <p>The client is advised that the accomplished NBI form is not the NBI Clearance itself. The applicant will have to send the form and payment to the Philippines by postal mail, or request an authorized representative to submit the documents to the appropriate NBI office in the Philippines.</p> <p>His / her authorized representative will need an SPA to process the application.</p>	15 mins	None	Consular Officer and Signing Officer

DUAL CITIZENSHIP

Section	Consular
Classification	Complex
Type of Transaction	Government to Citizen (G2C)
Who May Avail	Any natural-born Filipino citizen who have become citizens of another country through naturalization

List of Requirements	Where to Secure
Three (3) originals of the duly accomplished Petition for Dual Citizenship	Form is available at the Embassy's Consular Section and website
Original PSA-issued Birth Certificate and two (2) photocopies	To be provided by the applicant
If married, original PSA-issued Marriage Certificate and two (2) photocopies	To be provided by the applicant
Six (6) passport-size photos with white background	To be provided by the applicant
Three (3) photocopies of Certificate of current Citizenship with English translations	To be provided by the applicant
Three (3) photocopies of current National I.D. with English translation	To be provided by the applicant
Three (3) photocopies of personal data page of Philippine and foreign passports	To be provided by the applicant
For applications for derivative citizenship (for minors below 18 years of age): <ul style="list-style-type: none"> • PSA-issued Birth Certificate or Report of Birth from the Philippine Embassy or Consulate General (Original and 2 photocopies) • Philippine or foreign passport (3 photocopies of data page) • Three (3) passport-size photos 	To be provided by the applicant
Processing Fees: Report of Birth: MAD 300.00 Affidavit of Delayed Registration: MAD 300.00 Affidavit of acknowledgment of paternity: MAD 300.00 Affidavit to use surname of the father: MAD 300.00	To be provided by the applicant
<i>The Consular Officer reserves the right to require additional documents upon assessment of the application, pursuant to relevant laws, rules, and regulations.</i>	

VISA-Temporary/Tourist

Section	Consular
Classification	Consular Service - Visa
Type of Transaction	Public Service - External
Who May Avail	Citizens of a foreign country who seek to enter the Philippines

List of Requirements	Where to Secure
Duly-accomplished Application and Appointment Form	Completed online through visa.gov.ph
Passport/Travel Document Valid for at least six (6) months beyond the intended period of stay in the Philippines	To be provided by the applicant
Passport Photos (2 pieces);	To be provided by the applicant
Proof of bona fide status as tourist or businessman	To be provided by the applicant
Confirmed tickets for return or onward journey to the next port of destination	To be provided by the applicant
<u>Processing Fees:</u> Single Entry: 360/480 MAD Multiple Entry valid for 6 months: 720/960 MAD Multiple Entry valid for 1 year: 1,080/1,440 MAD	To be provided by the applicant
<i>The Consular Officer reserves the right to require additional documents upon assessment of the application, pursuant to relevant laws, rules, and regulations.</i>	

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<p>1. ONLINE APPLICATION Applicant fills up online application form and sets an appointment through http://visa.gov.ph. The form must be printed for presentation at the Embassy.</p>	<p>OCA PITS, APO</p>			<p>OCA PITS, APO</p>
<p>2. DAY OF APPOINTMENT FOR PROCESSING On the day of scheduled appointment, the applicant presents the printed form to the Consular Section.</p>	<p>Consular Officer</p>	<p>5 mins</p>		<p>Consular Officer</p>
<p>The Consular Officer checks and verifies information on the application form, interviews the applicant, and allows time for the applicant to correct errors, if any.</p>	<p>The Consular Officer verifies information and completeness of the documents and may interview the applicant or require additional documents as needed.</p> <p>The Consular Officer collects required documents and the applicant's passport.</p>	<p>20-30 mins</p>		<p>Consular Officer</p>
<p>3. PAYMENT After the form has been checked and verified, the applicant submits the payment..</p>	<p>If the application is complete, the Consular Officer informs the client of the total amount for the processing of application and submits the processing fee to the Finance Officer.</p> <p>The Finance Officer accepts the processing fee and issues the official receipt to the Consular Officer;</p> <p>Who gives the official receipt to the client and provides information on the date of release of the document.</p>	<p>5-10 mins</p>	<p>MAD 300.00</p>	<p>Consular Officer & Finance Officer</p>

<p>5. VISA RELEASE The applicant returns to Consular Section on appointed date set by the consular officer to claim applicant's passport with visa</p>	<p>The Consular Officer informs the applicant of date to return to claim passport</p>	<p>After 5 working days</p>		<p>Consular Officer</p>
<p>6. RELEASE OF VISA On the date of appointment to collect the visa, the applicant presents their receipt. The applicant should verify that all details in the visa are correct and acknowledge receipt of the new visa by signing on a release form provided by the Consular Officer.</p>	<p>The Consular Officer turns over the applicant's passport with visa and provides a release form for the applicant.</p>	<p>10 min</p>		<p>Consular Processor/ Officer</p>

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out the client feedback form available at the Consular Section.
How to file a complaint	Through the Embassy's official email address, WhatsApp numbers, and Facebook messenger account. Clients are advised to provide the following information: <ul style="list-style-type: none">• Details of Incident, including evidence• Name of person being complained of
How feedback and complaints are processed	Feedback is reviewed and processed periodically and consolidated reports are transmitted to the Department of Foreign Affairs. Complaints received are reviewed and investigated. Whenever necessary, further interviews are conducted with clients and concerned personnel.

CONTACT DETAILS

SECTION	CONTACT DETAILS
Main Trunkline / E-mail	Trunkline: +212 5375-43980 Email: rabat.pe@dfa.gov.ph
Passport	Mobile / WhatsApp: +212 619-202240 Email: rabatpe.consular@dfa.gov.ph
Civil Registry	Mobile / WhatsApp: +212 619-202240 Email: rabatpe.consular@dfa.gov.ph
Notarials and Authentication	Mobile / WhatsApp: +212 694-202178 Email: rabatpe.consular@dfa.gov.ph
Exit Clearance	Mobile / WhatsApp: +212 694-202178 Email: rabatpe.consular@dfa.gov.ph
NBI Clearance	Mobile / WhatsApp: +212 694-202178 Email: rabatpe.consular@dfa.gov.ph
Dual Citizenship	Mobile / WhatsApp: +212 619-202240 Email: rabatpe.consular@dfa.gov.ph
Visa	Mobile / WhatsApp: +212 619-202240 Email: rabatpe.consular@dfa.gov.ph