



PHILIPPINE EMBASSY IN BEIRUT, LEBANON

CONSULAR DIVISION

VISA PROCESSING AND RELEASING

CITIZENS CHARTER

| STEP | LOCATION | CLIENT | SERVICE PROVIDER | DURATION | PERSON IN-CHARGE | FEE | FORM |
|--|--|---|--|---|-------------------------------------|--|--|
| 1 | 3 rd Floor, Consular Area Window 1 - Processing | Requests visa application form and list of requirements. Fills up application form. | Provides application form and list of requirements. Explains requirements and addresses inquiries regarding the application form, if any. | 5-15 minutes <i>(depending on time spent by applicant in filling up forms)</i> | Consular Assistant / Consular Clerk | N.A. | Visa application form and list of requirements (also available at www.facebook.com/BeirutPE) |
| 2 | | Submits accomplished forms along with his/her passport and supporting documents (with photocopies and translations if necessary). | Evaluates application form and supporting documents. If the applicant has complied with all the documentary requirements. Interviews visa applicant. Advises applicant of the due date for the release of the visa. | 5 minutes | Consular Assistant | N.A. | Visa application form, passport and supporting documents |
| 3 | | Answers interview questions briefly and accurately | Conducts interview of visa applicant and asks questions based on the visa application form and supporting documents. | 10 - 30 minutes (on a case-to-case basis) | Consular Assistant | N.A. | |
| 4 | Window 2 - Cashier | Pays at the Cashier | Issues official receipt | 2 minutes | Cashier | USD60.00 (single-entry, 59 days); USD80.00 (multiple-entry, 6 months); USD120.00 (multiple-entry, 1 year) | Official receipt |
| 5 | <p>Applicant checks if his/her visa is ready for release by calling tel. no. 05953520.</p> <p>Note: It takes 9-10 days for <i>single-entry visa</i> to be issued and between 1 - 3 months for a <i>multiple-entry visa</i> to be issued. Visas will only be issued after the applicant's supporting documents are thoroughly screened and verified, and if he/she passes the visa interview portion. For applicants who did not leave their passports for processing, the visa will be issued the day after the passport was submitted.</p> | | | | | | |
| 6.a APPROVED | 3 rd Floor, Consular Area Window 3 – Releasing | Returns to the Consular Area on due date for the issuance of his/her visa and presents the official receipt. | Gives the applicant his/her passport with the visa, if visa application has been approved. Requests applicant to sign visa issuance form, indicating receipt of both the passport and the visa. | 2 minutes | Consular Assistant / Consular Clerk | N.A. | Official receipt and visa issuance form |
| 6.b DENIED | | Returns to the Consular Area on due date for the issuance of his/her visa and presents the official receipt. | Gives the applicant his/her passport but without the visa. Requests applicant to sign and acknowledge that his/her passport was returned by the Embassy. | 2 minutes | Consular Assistant / Consular Clerk | N.A. | Official receipt and visa issuance form |
| TOTAL PROCESSING AND RELEASING TIME: 24 minutes (depending on the volume of passport and visa applicants per day) | | | | | | | |
| END OF PROCESS | | | | | | | |

