

# **FACTS ABOUT DFA's PASSPORT SERVICES**

## **What is the trend of passport production since 2009?**

Passport production has steadily increased despite no significant increase in the number of consular offices and staff.

**The increase in the demand for passports can be attributed to the following factors:**

- ♠Steady growth of the middle class who have a considerably high purchasing power
- ♠Boom in international travel
- ♠Increased availability of affordable airline options
- ♠Opening of international airports outside Metro Manila
- ♠Increase in the number of international flight options linking regional hubs such as Clark, Cebu, and Davao, among others to international destinations
- ♠Attractive overseas employment opportunities for Filipinos

# PASSPORT PRODUCTION

Year	Passports Produced (Full Year)	Average Monthly Production
2009	2,394,196	199,516
2010	2,401,472	200,123
2011	2,615,203	217,934
2012	2,546,838	212,237
2013	2,773,873	231,156
2014	3,050,675	254,223
2015	3,052,324	254,360
2016	3,110,114	259,176
<b>2017</b>	<b>3,712,920</b>	<b>309,410</b>

**2014-2015** increase in passport production is  
**1,649** passports or **.054%**

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**2015-2016** increase is  
**57,790** passports or **1.89%**

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**2016-2017** increase is  
**602,806** or **19.38%**

**28**

**Consular Offices in the  
country,  
including ASEANA office**

## What are the actions the DFA is taking in order to improve the passporting system and to make it more convenient for the public?

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### 1. Deployment of four (4) Passport on Wheels (POW) vehicles to decongest the consular offices in Metro Manila.

- Each POW vehicle has the capacity to process **500 applicants daily**, creating a total of **2,000 additional daily slots** upon its launch on January 15, 2018.
- POW will initially be deployed around NCR and other key areas.

### 2. Continued deployment of weekly Mobile Passporting Services in key locations nationwide.

- In 2017, the DFA conducted mobile passport services to over **45** local government units accounting for **50,528 issued passports**.
- This brings the DFA's services closer to the public, especially to those who do not have access to a Consular Office.

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### 3. Opening of additional consular offices outside Metro Manila by virtue of Executive Order No. 45 (October 20, 2017) and 2018 General Appropriations Act in order to address the increase in the demand for passports and bring our passport services closer to the public.

- The Department intends to open nine **(9) additional Consular Offices** in strategic areas to help address the increased demand. Identified were the following sites:
  - Region I: San Nicolas, Ilocos Norte
  - Region II: Santiago, Isabela
  - Region III: Malolos or Meycauayan, Bulacan
  - Region IV-A: Calamba or San Pablo City, Laguna  
Dasmariñas City, Cavite, Antipolo, Rizal
  - Region X: Oroquieta City or Ozamis City, Misamis Occidental
  - Region XI: Tagum, Davao del Norte
- The sites were chosen based on the following criteria:
  - o Area to be served and
  - o Proximity to the nearest existing Consular Office;
  - o. Population of area and the projected clientele
- Opening Consular Offices in Regions III and IV-A would greatly decongest the NCR Sites as these areas' residents often flock to the NCR Sites.
- Opening Consular Offices in Regions I, II, X, and XI would bring the services closer to the people in the provinces.

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**4. Opening of the following 4 Foreign Service Posts in 2018 to make available our services to more OFWs:**

1. Houston PCG
2. Copenhagen PE
3. Frankfurt PCG
4. Al-Khobar PCG



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## **5. Implementation of an ePayment system**

- The DFA is working towards the implementation of an ePayment system to make the passport application process faster and more convenient to the public by lessening the amount of time the applicant will spend in processing his/her passport application at any consular office.
- The ePayment system is also one way to decrease the no-show rate in passport appointments.

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### 6. Streamlining the passport application process

- In order to make the passport application process faster and easier, the DFA streamlined the requirements that applicants need to submit in order to apply for or renew their passports and lessened the number of steps that they need to undergo during the entire process.
  - The requirements for passport application have been simplified as follows:
    - Confirmed appointment schedule (if applicable)
    - Duly accomplished passport application form
    - Personal appearance
    - Philippine Statistics Authority (PSA) authenticated birth certificate
    - Valid national government-issued ID

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## **7. Overbooking of appointments in the different consular offices**

- To offset the no-show rate and to allow more applicants to be accommodated in the appointment system, the DFA overbooks the appointments thereby maximizing the Consular Offices' capacity to process passport applications.

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**8. Increasing daily processing capacity of DFA ASEANA from 1,900 to 3,300 applications**

**9. Cancellation of more than 50,000 bogus appointments**

• The cancellation of bogus appointments has enabled the DFA to open more passport appointment slots to the public.

**10. Removal on August 1, 2017 of 1,200 appointment slots previously reserved daily for travel agencies**

**11. Restriction effective August 1, 2017 of DFA employees' access and referral to the courtesy lane**

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## **12. Restriction of the use of the courtesy lane to those who are entitled to it:**

- Senior citizens and one family member
- Persons with disabilities and one family member
- Children 7 years old and below, their parents and minor siblings
- Pregnant
- OFWs
- Solo Parents and their minor children

## **13. Availability of courtesy lane for OFWs**

The DFA has coordinated with the Philippine Overseas Employment Agency (POEA) and their accredited Licensed Recruitment Agencies (LRA) to include even those who will be working abroad for the first time.

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## **14. Improvement in the Online Appointment System (OAS) by making it more user-friendly**

Presence of pop-ups for instant information on walk-in/courtesy lane eligibility

Improvements in user interface:

- Next soonest appointment indicator
- Color coding on the availability of appointment slots
- Feedback mechanism

## **Extension of Passport Validity from 5 to 10 years**

- Effective 1 January 2018, all passports issued to applicants 18 years of age or older will have a ten (10) year validity pursuant to Republic Act No. 10928 or AN ACT EXTENDING THE VALIDITY OF PHILIPPINE PASSPORTS, AMENDING FOR THE PURPOSE SECTION 10 OF REPUBLIC ACT NO. 8239, OTHERWISE KNOWN AS THE “PHILIPPINE PASSPORT ACT OF 1996”, AND FOR OTHER PURPOSES which was signed into law by President Rodrigo R. Duterte on August 2, 2017.

## **Why is the 10-year validity passport a good thing?**

- This extended validity is seen to benefit the OFWs, particularly those who are assigned in areas far from an embassy or consulate where they can apply for a new one.
- The 10-year validity passport is also one way to address decongestion among the various consular offices.

# The Passport Appointment System

## Prior to 2010

(before Office of Consular Affairs moved to DFA-ASEANA Building)

### No appointment system.

This meant long lines stretching to Libertad. Some applicants even camped out at night to ensure a place the following day.

## 2010

(Office of Consular Affairs moved to DFA-ASEANA Building)

### No appointment system

Lines at DFA-ASEANA became very long as well. Even though there was a quota system/cut-off, staff were hard-pressed to turn away applicants. Office of Consular Affairs deemed an appointment system necessary to manage the flow of applicants.

## 2012

### Pilipinas Teleserv

At that time, it served its purpose of managing the queue in DFA-ASEANA. However, the appointment system applied only to DFA-ASEANA and did not include the Regional Consular Offices (RCOs) and Satellite Offices (SOs). There were only 1,900 slots for individual appointments. An applicant could call or make an appointment on Teleserv's website. The Department would only receive a list of appointments made through Teleserv and had no access to the appointment database. This system remained until July 2016.

## September 2016

### The Online Appointment System (OAS)

This was the first time the RCOs and SOs were included in the appointment system. An average of 9,000 appointments are made daily through this system. DFA owns and administers the appointment database.



# Why is having a passport appointment system better than walk-in system?

- The passport appointment system was created as a way of making the passport application process easier and more convenient to the public.
- Before the appointment system was implemented, passport applicants would queue as early as midnight outside the premises of the different consular offices with no assurance of being accommodated on the same day. This practice is inconvenient, unsafe, and a waste of resources.
- With the passport appointment system, the public is assured of being accommodated on the day specified in their confirmed appointment.
  - *This means that the applicant can show up minutes before the designated appointment time to process his or her passport application.*
  - *Applicants no longer need to wait for hours outside the consular office hoping to be accommodated.*
- Almost all Consular Offices are in malls which offer convenience, comfort and security.