



# **CITIZEN'S CHARTER**

## **PHILIPPINE CONSULATE GENERAL, CALGARY**

### **MISSION**

- To advance the interest of the Philippines and the Filipino people in Alberta and Saskatchewan
- To promote the friendly relations between the Philippines and Canada and their peoples.

### **VISION**

- The Philippine Consulate General in Calgary is an organization of competent, dedicated and highly-motivated personnel committed to working effectively and efficiently, as best as they can, for the benefit of Filipinos in Alberta and Saskatchewan and the furtherance of relations between the Philippines and Canada.
- The Philippine Consulate General bears in mind, at all times, the primacy of the pursuit of the national interest among its goals and objectives, and, the promotion and protection of the rights and well-being of Filipinos in Canada.
- We are equal to all tasks, are responsive to the needs of the public we serve and deliver services effectively, efficiently and in the best possible way.
- True professionals, we live by the principles of excellence, integrity and patriotism, and strive for nothing less.



## PERFORMANCE PLEDGE

In the pursuit of our mission, we pledge to:

- Deliver prompt, efficient and courteous frontline consular services, Mondays to Fridays, from 9:00 a.m. to 5:00 p.m.;
- Assist our countrymen in Alberta and Saskatchewan promptly and effectively. Emergency assistance is accessible 24/7 through the Embassy's hotline/emergency number 1-587-572-4996;
- Provide the public access to information on our policies, programs, activities and services through our website [www.calgarypcg.org](http://www.calgarypcg.org) and Facebook Account *Philippine Consulate General in Calgary*;
- Continue improvements of existing procedures and explore new ones for the betterment of the service;
- Respond to clients' complaints at the soonest possible time and take corrective measures as necessary;
- Promote trade, investment and tourism in the Philippines; and
- Conduct cultural activities and public diplomacy that will enhance the image of the Philippines and the Filipino people.

## CONSULAR SERVICES OFFERED

- **Passports and Travel Documents**
- **Civil Registration (Birth, Marriage, Death)**
- **Citizenship (Dual citizenship, Certification of Loss of Citizenship)**
- **Notarials / Legalization of Documents (Special Power of Attorney, Affidavits)**
- **NBI Form Verification**
- **Philippine Visa Issuance**
- **Assistance to Nationals**



## CONTACT DETAILS

**CONSULATE GENERAL OF THE PHILIPPINES IN CALGARY**  
**517 10<sup>th</sup> Ave. SW, Calgary, Suite 920 (9/F)**  
**Alberta, Canada T2R 0A8**

<b>Consular Service</b>	<b>Email address</b>	<b>Telephone number</b> <i>(calls will be answered between 3:00 PM and 5:00 PM only)</i>
<b>Passport Services:</b> <ul style="list-style-type: none"> <li>➤ clarification on requirements</li> <li>➤ follow-up on passport release</li> <li>➤ other passport concerns</li> </ul>	<b>calgarypcg.passports@gmail.com</b>	403.455.9346
<b>Passport Appointment (only)</b>	<b>calgarypcg@gmail.com</b>	587.577.1524
<b>Notarials/Legalization of Documents:</b> <ul style="list-style-type: none"> <li>➤ clarification on requirements for Special Power of Attorney (SPA), acknowledgment, authentication</li> <li>➤ clarification on NBI Clearance Form requirements</li> <li>➤ follow-up on document release</li> </ul>	<b>calgarypcg.notarials@gmail.com</b>	403.455.9343
<b>Dual Citizenship Application under RA 9225</b> <ul style="list-style-type: none"> <li>➤ clarification on requirements</li> <li>➤ follow-up on status of application</li> </ul>	<b>calgarypcg.RA9225@gmail.com</b>	403.455.9483
<b>Assistance to Nationals (ATN)</b> <ul style="list-style-type: none"> <li>➤ labor concerns</li> <li>➤ human trafficking</li> <li>➤ imprisonment</li> <li>➤ death, accidents</li> <li>➤ calamities</li> </ul>	<b>calgarypcg.ATN@gmail.com</b>	587.572.4996 <i>(for emergency cases only)</i>
<b>Philippine Visa Applications</b>	<b>calgarypcg.visa@gmail.com</b>	---