

# CITIZEN'S CHARTER

## Embassy of the Republic of the Philippines Budapest, Hungary



2025 (2<sup>nd</sup> edition)

### Passport Services

For passport-related concerns, clients are advised to communicate with Post's Consular Section (email: [budapest.pe@dfa.gov.ph](mailto:budapest.pe@dfa.gov.ph)).

Filipinos can go to the Philippine Embassy in Budapest to renew their passports. This consular service is available from Monday to Friday (9:00 AM to 4:00 PM).

Clients who are unable to complete the passport processing due to missing documentary requirements have six (6) months from date of appointment to comply and complete the passporting procedure.

### 1. Renewal of Passport

<b>Office or Division:</b>	Consular Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C		
<b>Who may avail:</b>	Filipino citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Personal appearance  <b>If minor:</b> One or both parents to accompany the minor (parent/s should also bring his/her valid passport and proof of filiation/parentage to the minor)		Client has to appear in person	
Accomplished ePassport Application Form		<a href="http://www.passport.dfa.gov.ph">www.passport.dfa.gov.ph</a>  Passport application form also available at the Consular Section of the Embassy	
Current passport – original and photocopy of data page and photocopy of amendment page, if any		Client's passport	
Valid Visa or residence permit		Client's residence permit/ residence card	

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing time</b>	<b>Person responsible</b>
<p>1</p> <p>Proceed to the reception area to get and fill out an ePassport Application Form</p> <p>If one has already accomplished the form (downloaded from website), present accomplished form to the processor for evaluation</p>	<p>Consular Officer (Processor) evaluates the submitted application form and requirements</p>	<p>NA</p>	<p>5 mins</p>	<p>Consular Officer</p>
<p>2</p> <p>Proceed to the Cashier for payment</p>	<p>FO collects payment</p>	<p>US\$60/HUF28,200</p>	<p>2 mins</p>	<p>Finance Officer</p>
<p>3</p> <p>Passport enrollment</p> <p>Read carefully the details encoded and ensure that all entries area correct before signing the conforme</p>	<p>CO encodes details and captures biometrics</p>	<p>NA</p>	<p>8 mins</p>	<p>Consular Officer</p>
<p>4</p> <p>Applicant to proceed to the reception area to present the official receipt and old passport. Old passport will be cancelled upon release of new passport.</p> <p>Or</p>	<p>Release of new passport</p> <p>(approximately 4-6 weeks turnaround time)</p> <p>CO will contact the applicant to inform him/her that the passport has already</p>	<p>NA</p>	<p>5 mins</p>	<p>Consular Officer</p>

<p>Applicant provides the Embassy with a self-addressed envelope, mails old passport to Embassy upon receipt by Embassy of the new passport</p> <p>Or</p> <p>Applicant provides the Embassy with a self-addressed envelope and leaves old passport at Embassy (upon renewal) for cancellation upon receipt of new passport</p>	<p>arrived from the diplomatic pouch.</p> <p>CO cancels old passport and releases new passport to the client.</p>			
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## 2. First time Passport applicant

<b>Office or Division:</b>	Consular Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C		
<b>Who may avail:</b>	First-time passport application for Filipino children born in Hungary, Bosnia and Herzegovina, Montenegro, and Serbia		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<p>Personal appearance</p> <p><b>If minor:</b> One or both parents to accompany the minor during application</p>	Client has to appear in person		
Accomplished ePassport Application Form	<a href="http://www.passport.dfa.gov.ph">www.passport.dfa.gov.ph</a>  Passport application form also available at the Consular Section of the Embassy		
Birth Certificate of the applicant or the Report of Birth (ROB)– original with English translation and a photocopy	Philippine Statistics Authority  (ROB from DFA – Processed by the Embassy/Consulate who has jurisdiction over the place of birth)		

Latest passport of the parents - original and photocopy of data page and photocopy of amendment page, if any	Client's parents
Marriage Certificate of parents (if married) – original with English translation and a photocopy	Client's parents
Valid Visa or residence permit	Client's residence permit/ residence card

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing time</b>	<b>Person responsible</b>
<p>1</p> <p>Proceed to the reception area to get and fill out an ePassport Application Form (form to be filled out by parent of minor)</p> <p>If one has already accomplished the form (downloaded from website), present accomplished form to the processor for evaluation</p>	Consular Officer (Processor) evaluates the submitted application form and requirements	NA	5 mins	Consular Officer
<p>2</p> <p>Proceed to the Cashier for payment</p>	FO collects payment	US\$60/HUF28,200	2 mins	Finance Officer
<p>3</p> <p>Passport enrollment Read carefully the details encoded and ensure that all entries area correct before signing the conforme (by parent)</p>	CO encodes details and captures biometrics	NA	10-15 mins depending on the behavior of the minor, usually taking biometrics of infants	Consular Officer

			take much longer	
<p>4</p> <p>Applicant to proceed to the reception area to present the official receipt and old passport. Old passport will be cancelled upon release of new passport.</p> <p>Or</p> <p>Applicant provides the Embassy with a self-addressed envelope, mails old passport to Embassy upon receipt by Embassy of the new passport</p> <p>Or</p> <p>Applicant provides the Embassy with a self-addressed envelope and leaves old passport at Embassy (upon renewal) for cancellation upon receipt of new passport</p>	<p>Release of new passport</p> <p>(approximately 4-6 weeks turnaround time)</p> <p>CO will contact the applicant to inform him/her that the passport has already arrived from the diplomatic pouch.</p> <p>CO cancels old passport and releases new passport to the client.</p>	NA	5 mins	Consular Officer

### 3. Lost Passport / Mutilated Passport

<b>Office or Division:</b>	Consular Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Filipino citizens who lost or have mutilated passports	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Personal appearance  If minor: One or both parents to accompany the minor (parent/s should also bring his/her valid passport and proof of filiation/parentage to the minor)		Client has to appear in person
Accomplished ePassport Application Form		<a href="http://www.passport.dfa.gov.ph">www.passport.dfa.gov.ph</a> Passport application form also available at the Consular Section of the Embassy
PSA Birth Certificate or Report of Birth (if born abroad)		Philippine Statistics Authority
PSA Marriage Certificate or Report of Marriage (for married woman)		Philippine Statistics Authority
Copy of lost passport or remains of damaged passport		Client's personal records/files
Affidavit of Loss or Mutilation (1 original and 2 photocopies) stating the circumstances of loss or damage		Notary public or Affidavit template from the Consular Section of the Embassy duly notarized by the Consul
Police Report with English translation (for Lost valid passports only)		Local police (where the incident occurred)
Valid ID (original, 1 photocopy)		SSS, GSIS, LTO, PRC, OWWA, COMELEC, PhilPost, School, Employment
Valid Visa residence permit		Client's residence permit/ residence card

Client Steps	Agency Actions	Fees to be paid	Processing time	Person responsible
1 Proceed to the reception area to get and fill out an	Consular Officer (Processor) evaluates the	NA	5 mins	Consular Officer

ePassport Application Form  If one has already accomplished the form (downloaded from website), present accomplished form to the processor for evaluation	submitted application form and requirements			
2 Proceed to the Cashier for payment	FO collects payment	US\$150/HUF70,500	2 mins	Finance Officer
3 Passport enrollment Read carefully the details encoded and ensure that all entries are correct before signing the conforme	CO encodes details and captures biometrics	NA	8 mins	Consular Officer
4 Applicant to proceed to the reception area to present the official receipt and old passport. Old passport will be cancelled upon release of new passport.  Or  Applicant provides the Embassy with a self-addressed envelope, mails old passport to Embassy upon receipt by	Release of new passport  (approximately 4-6 weeks turnaround time)  CO will contact the applicant to inform him/her that the passport has already arrived from the diplomatic pouch.  CO cancels old passport and releases new	NA	5 mins	Consular Officer

Embassy of the new passport	passport to the client.			
Or				
Applicant provides the Embassy with a self-addressed envelope and leaves old passport at Embassy (upon renewal) for cancellation upon receipt of new passport				

#### 4. Amendment to Married name

<b>Office or Division:</b>	Consular Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C		
<b>Who may avail:</b>	Filipino citizens who want to change from maiden surname to married surname		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Personal appearance		Client has to appear in person	
Accomplished ePassport Application Form		<a href="http://www.passport.dfa.gov.ph">www.passport.dfa.gov.ph</a> Passport application form also available at the Consular Section of the Embassy	
Marriage Certificate of the applicant (original and 1 photocopy)  or  Report of Marriage (ROM) if married abroad – Original and 1 photocopy (with English Translation)		Philippine Statistics Authority	
Birth Certificate of the Filipino spouse or Report of Birth (if born abroad) – Original and 1 photocopy		Philippine Statistics Authority	



Latest Passports of husband and wife – Original and photocopy of data page	Client's personal records/files
Valid visa or residence permit	Client's residence permit/ residence card

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing time</b>	<b>Person responsible</b>
<p>1</p> <p>Proceed to the reception area to get and fill out an ePassport Application Form</p> <p>If one has already accomplished the form (downloaded from website), present accomplished form to the processor for evaluation</p>	<p>Consular Officer (Processor) evaluates the submitted application form and requirements</p>	NA	5 mins	Consular Officer
<p>2</p> <p>Proceed to the Cashier for payment</p>	FO collects payment	US\$60/HUF28,200	2 mins	Finance Officer
<p>3</p> <p>Passport enrollment</p> <p>Read carefully the details encoded and ensure that all entries area correct before signing the conforme</p>	CO encodes details and captures biometrics	NA	8 mins	Consular Officer
<p>4</p> <p>Applicant to proceed to the reception area to present the official receipt and old passport. Old passport will be cancelled upon</p>	<p>Release of new passport</p> <p>(approximately 4-6 weeks turnaround time)</p> <p>CO will contact the applicant to</p>	NA	5 mins	Consular Officer

<p>release of new passport.</p> <p>Or</p> <p>Applicant provides the Embassy with a self-addressed envelope, mails old passport to Embassy upon receipt by Embassy of the new passport</p> <p>Or</p> <p>Applicant provides the Embassy with a self-addressed envelope and leaves old passport at Embassy (upon renewal) for cancellation upon receipt of new passport</p>	<p>inform him/her that the passport has already arrived from the diplomatic pouch.</p> <p>CO cancels old passport and releases new passport to the client.</p>			
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## 5. Reversion to Maiden name

<b>Office or Division:</b>	Consular Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C		
<b>Who may avail:</b>	Filipino female nationals who want to revert to maiden name due to: death of spouse, annulment of marriage or divorce initiated by a foreign spouse (with judicial recognition of foreign divorce decree)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Personal appearance	Client has to appear in person		
Accomplished ePassport Application Form	<a href="http://www.passport.dfa.gov.ph">www.passport.dfa.gov.ph</a> Passport application form also available at the Consular Section of the Embassy		
For annulled or divorced clients:	Philippine Statistics Authority		

<p>Annotated Marriage Certificate of the applicant (original and 1 photocopy) reflecting change of status</p> <p>or</p> <p>Annotated Report of Marriage (ROM) if married abroad reflecting change of status – Original and 1 photocopy (with English Translation)</p>	
<p>Due to death of spouse:</p> <p>If deceased spouse is a Filipino national: Death Certificate of the spouse (Original and 1 photocopy)</p> <p>If deceased spouse is a foreign national: Authenticated or Apostilled Death Certificate of the spouse (Original and 1 Photocopy). Should have an English translation if the death certificate is in foreign language.</p>	<p>Philippine Statistics Authority (if spouse was a Filipino national)</p> <p>Counterpart of PSA or the Civil Registration Office if spouse was a foreign national</p>
<p>For annulled clients:</p> <p>Authenticated Philippine Court Order effecting the annulment (Original and 1 Photocopy); together with a Certificate of Finality of the Court Order/Decision issued by the Clerk of Court</p>	<p>Appropriate/Competent Philippine Court</p>
<p>For divorced clients:</p> <p>Divorce Decree, translated into the English language and recognized by the Competent Philippine Courts (Original and 1 Photocopy)</p>	<p>Appropriate/Competent Philippine Court</p>
<p>Birth Certificate of the applicant or Report of Birth (if born abroad) – Original and 1 photocopy</p>	<p>Philippine Statistics Authority</p>
<p>Latest Passport – Original and photocopy of data page</p>	<p>Client’s personal records/files</p>
<p>Valid residence permit</p>	<p>Client’s residence permit/ residence card</p>

**Additional important reminders:**

- Authenticated Court Declaration of Presumptive Death (in special cases if death has only been presumed and declared as such by a court, according to Art. 390 & 391 of the Civil Code.
- Article 41 of the FAMILY CODE also provides that a marriage contracted by any person during the subsistence of a previous marriage shall be null and void, unless before the celebration of the subsequent marriage, the prior spouse had been absent for four consecutive years and the spouse present had a well-founded belief that the absent spouse was already dead.
- In case of disappearance where there is a danger of death under the circumstances set forth in the provisions of Articles 391 of the Civil Code, an absence of only two years shall be sufficient.
- For the purpose of contracting the subsequent marriage under the preceding paragraph, the spouse present must institute a SUMMARY PROCEEDING as provided in this Code for the declaration of presumptive death of the absentee, without prejudice to the effect of re-appearance of the absent spouse.)
- In addition, she must submit a Certificate of Finality of the Court Order/Decision issued by the Clerk of Court and Authenticated Birth Certificate of applicant, if passport is issued by DFA, RCO or another Post.

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing time</b>	<b>Person responsible</b>
<p>1</p> <p>Proceed to the reception area to get and fill out an ePassport Application Form</p> <p>If one has already accomplished the form (downloaded from website), present accomplished form to the processor for evaluation</p>	<p>Consular Officer (Processor) evaluates the submitted application form and requirements</p>	<p>NA</p>	<p>5 mins</p>	<p>Consular Officer</p>
<p>2</p> <p>Proceed to the Cashier for payment</p>	<p>FO collects payment</p>	<p>US\$60/HUF28,200</p>	<p>2 mins</p>	<p>Finance Officer</p>
<p>3</p>		<p>NA</p>	<p>8 mins</p>	

<p>Passport enrollment Read carefully the details encoded and ensure that all entries area correct before signing the conforme</p>	<p>CO encodes details and captures biometrics</p>			<p>Consular Officer</p>
<p>4 Applicant to proceed to the reception area to present the official receipt and old passport. Old passport will be cancelled upon release of new passport. Or Applicant provides the Embassy with a self-addressed envelope, mails old passport to Embassy upon receipt by Embassy of the new passport Or Applicant provides the Embassy with a self-addressed envelope and leaves old passport at Embassy (upon renewal) for cancellation upon receipt of new passport</p>	<p>Release of new passport  (approximately 4-6 weeks turnaround time)  CO will contact the applicant to inform him/her that the passport has already arrived from the diplomatic pouch.  CO cancels old passport and releases new passport to the client.</p>	<p>NA</p>	<p>5 mins</p>	<p>Consular Officer</p>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Fill out the client feedback form available at the reception counter. Drop the accomplished form in the designated drop box located at the reception counter.
<b>How feedbacks are processed</b>	All feedbacks are read by the Embassy officers. These are lodged and reported to the headquarters. Areas for improvements are addressed.
<b>How to file a complaint</b>	Fill out the client feedback form available at the reception counter. Drop the accomplished form in the designated drop box located at the reception counter. Client can also send an email directly to the contacts below. Please provide client's name and contact information and nature of complaint.
<b>How complaints are processed</b>	All written complaints are read by the Embassy officers and investigations are instigated depending on nature of the case. Complaints can be elevated depending on the gravity of the case.
<b>Contact Information of the Philippine Embassy in Budapest</b>	<b>Telephone number:</b> 00-36-1-391- 4300; <b>Duty Officer's Contact Number:</b> 00-36-30-202-17-60 <b>Email:</b> <a href="mailto:budapest.pe@dfa.gov.ph">budapest.pe@dfa.gov.ph</a>