

**Department of Justice
Legal Staff**

Frontline Service: Filing of Non-Immigrant Visa Application Under Section 47(a)(2) of the Philippine Immigration Act of 1940

Procedures	Employee	Time	Fee
1. Submit duly accomplished Visa Application complete with documentary requirements in three (3) sets	Frontline Staff (Window 8)	5 minutes	None
2. Verification and Checking of completeness of documents	Frontline Staff (Window 8)	5 minutes Per applicant	None
3. Secure order of payment	Frontline Staff (Window 8)	2 minutes	None
4. Pay the legal fees	Cashier (Window 13)	2 minutes	P2,525.00 per applicant
5. Submit the verified documents and photocopy of official receipt	Frontline Staff (Window 8)	5 minutes	None
6. Receive third Set of the documents (with receiving stamp) for reference and personal file, together with transaction Feedback Form	Frontline Staff (Window 8)	2 minutes	None
End of Transaction			
Feedback procedure: Accomplished the Feedback Form and drop into the designated box before leaving the premises			

Processing Time: **10 working days**

Follow up: **After 10 working days**, at telephone nos. (02) 5249364 (direct line) or (02)5238481 local 343 (trunk line)

Complaints:

1. Go to the DOJ Action Center and directly report any complaint relative to the service/transaction.
2. Contact the Legal Staff Office at telephone Nos. 5249364/5249315
3. Contact government complaint hotline "8888"