



Philippine Embassy Berne, Switzerland

CITIZEN'S CHARTER



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Agency Profile

- I. **MANDATE** – the Department of Foreign Affairs is mandated to implement the three (3) pillars of Philippine Foreign Policy, as follows:
 1. Preservation and enhancement of national security
 2. Promotion and attainment of economic security
 3. Protection of the rights and promotion of the welfare and interest of Filipinos overseas.
- II. **VISION** – A resilient foreign service for a strong Philippines.
- III. **MISSION** – To promote and protect Philippine interests in the Swiss Confederation and the Principality of Liechtenstein.
- IV. **SERVICE PLEDGE** –

The Department of Foreign Affairs is the prime agency responsible for the conduct of Philippine foreign policy, commits to effectively and efficiently deliver foreign policy, diplomatic, and consular and assistance to nationals services that are responsive to the needs of our stakeholders in the Philippines and abroad.

In pursuit of our goals, we strive for and live by the Department's core values of patriotism, integrity, professionalism, excellence, and service.

We, at the Department of Foreign Affairs and the Philippine Embassy in Berne, Switzerland, shall continually uphold the principles of good governance, improve our quality management system, and adhere to the highest standards of professionalism.

Towards this end, all applicants or requesting parties who are within the premises of the Philippine Embassy in Berne, Switzerland prior to the end of official working hours and during lunch break shall be attended to.



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A. Passport and Dual Citizenship

1. Passport renewal or issuance of new passport

Processing and issuance of passport (renewal) or issuance of new passport to first-time applicants, under Republic Act No. 8239 (Philippine Passport Act).

OFFICE OR DIVISION	Consular
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C
WHO MAY AVAIL	Filipino citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>A. Basic requirements:</u></p> <ol style="list-style-type: none"> 1. Personal appearance 2. Duly accomplished ePassport application form 3. Passport (original + 1 copy) <p><u>B. For first-time applicants:</u></p> <ol style="list-style-type: none"> 1. PSA-authenticated Birth Certificate / Report of Birth abroad 2. Valid ID with photo (original + 1 copy) <p><u>C. For married women :</u></p> <ol style="list-style-type: none"> 1. PSA-authenticated Marriage Contract / Report of Marriage abroad <p><u>D. For minors:</u></p> <ol style="list-style-type: none"> 1. PSA-authenticated Birth Certificate / Report of Birth abroad 2. Personal appearance of the Filipino parent(s) with copy of valid passport <p><u>E. For dual citizens by birth:</u></p> <ol style="list-style-type: none"> 1. PSA-authenticated Birth Certificate / Report of Birth abroad / Recognition Certificate <p><u>F. For dual citizens (naturalized):</u></p> <ol style="list-style-type: none"> 1. Dual Citizenship Certification (Oath of Allegiance) 2. Order of Approval 3. Identification Certificate <p><u>G. For damaged/mutilated passport:</u></p> <ol style="list-style-type: none"> 1. Affidavit/Explanation of damage/mutilation 2. PSA-authenticated Birth Certificate / Report of Birth abroad 3. Valid ID with photo (original + 1 copy) <p>H. Other documents which the Passport Officer may deem necessary</p>	<ul style="list-style-type: none"> • <i>Form available online @ https://bernepe.dfa.gov.ph/sample-sites/passport</i> <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p> <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p> <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p> <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph Bureau of Immigration (BI)</p> <ul style="list-style-type: none"> • <i>If yet to apply for the Dual Citizenship certification, please visit https://bernepe.dfa.gov.ph/sample-sites/dual-citizenship for downloadable forms and list of requirements</i> <p>Notary Public or Philippine Embassy Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and complete requirements in person	1. Receive, verify and ensure that documents submitted are in order	None	15 minutes	Passport Officer
2. Pay appropriate fees	2. Collect payment and issue Official Receipt	CHF 60.00	5 minutes	Finance Officer
3. Biometrics-taking (photo, signature and fingerprints)	3. Encode pertinent details of applicant, scan documents, capture biometrics, transmit application	None	20 minutes	Passport Officer Signing Officer
4.No action	4. Processing, printing, and transmittal of new passport to Embassy	None	6 weeks	DFA-OCA
5. Receive new passport	5. Receive new passport from OCA, scan new passport, release passport in the system and release/mail passport to applicant	None	4 days	Passport officer
	TOTAL	CHF 60.00	6 weeks, 4 days & 40 minutes	

2. Replacement of lost passport

Processing and issuance of replacement of lost Philippine passport.

OFFICE OR DIVISION		Consular		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL		Filipino citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>A. Basic requirements:</p> <ol style="list-style-type: none"> 1. Personal appearance 2. Duly accomplished ePassport application form 3. Affidavit of Loss 4. Police Report, if lost passport is still valid 5. Copy of lost passport, if available 6. PSA-authenticated Birth Certificate / Report of Birth abroad <p>B. For married women:</p> <ol style="list-style-type: none"> 1. PSA-authenticated marriage certificate / Report of Marriage abroad <p>C. For minors:</p> <ol style="list-style-type: none"> 1. Personal appearance of the Filipino parent(s) with copy of valid passport <p>D. For dual citizens by birth:</p> <ol style="list-style-type: none"> 1. PSA-authenticated Birth Certificate / Report of Birth abroad / Recognition Certificate <p>E. For dual citizens (naturalized):</p> <ol style="list-style-type: none"> 1. Dual Citizenship Certification (Oath of Allegiance) 2. Order of Approval 3. Identification Certificate <p>F. Other documents which the Passport Officer may deem necessary</p>		<ul style="list-style-type: none"> • <i>Form available online @ https://bernepe.dfa.gov.ph/sample-sites/passport</i> <p>Notary Public or Philippine Embassy Nearest Police Station where passport was reportedly lost Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p> <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p> <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph Bureau of Immigration (BI)</p> <ul style="list-style-type: none"> • <i>If yet to apply for the Dual Citizenship certification, please visit https://bernepe.dfa.gov.ph/sample-sites/dual-citizenship for downloadable forms and list of requirements</i> 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and complete requirements in person	1. Receive, verify and ensure that documents submitted are in order	None	15 minutes	Passport Officer
2. No action	2. Fax complete documents to DFA-OCA for reporting and verification of	None	2 weeks	Passport Officer DFA Consular Officer



	lost passport			
3. Return after two (2) weeks and pay appropriate fees	3. Collect payment and issue Official Receipt	CHF 150.00 (for lost ePassport) CHF 90.00 (for lost MRRP/MRP)	5 minutes	Finance Officer
4. Biometrics-taking (photo, signature and fingerprints)	4. Encode pertinent details of applicant, scan documents, capture biometrics, transmit application	None	20 minutes	Passport Officer Signing Officer
5.No action	5. Processing, printing, and transmittal of new passport to Embassy	None	6 weeks	DFA-OCA
6. Receive new passport	6. Receive new passport from OCA, scan new passport, release passport in the system and release/mail passport to applicant	None	4 days	Passport officer
	TOTAL	CHF 150.00 / CHF 90.00	8 weeks, 4 days & 40 minutes	

3. Travel Document

Processing and issuance of travel document in lieu of passport, for direct travel to the Philippines.

OFFICE OR DIVISION		Consular		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL		Filipino citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>A. Basic requirements:</u></p> <ol style="list-style-type: none"> 1. Personal appearance 2. Duly accomplished Travel Document application form 3. Philippine passport, if available (original + 1 copy) 4. Confirmed ticket/itinerary of travel to the Philippines 5. Passport-sized photos (4 pieces) <p><u>B. If passport is lost or damaged / mutilated:</u></p> <ol style="list-style-type: none"> 1. Notarized Affidavit of Loss or Explanation 2. Police Report, if lost passport is still valid 3. Birth Certificate / Report of Birth <p>F. Other documents which the Passport Officer may deem necessary</p>		<ul style="list-style-type: none"> • <i>Form available online @ Embassy</i> <p>Airline / Travel Agency</p> <p>Photo studio / <i>Photomat</i></p> <p>Notary Public or Philippine Embassy</p> <p>Nearest Police Station where passport was reportedly lost</p> <p>Local Civil Registrar / PSA</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and complete requirements in person	1. Receive, verify and ensure that documents submitted are in order	None	30 minutes	Passport Officer
1a. Submit to interview	1a. Interview applicant on reason for issuance of travel document			
2. Pay appropriate fees	3. Collect payment and issue Official Receipt	CHF 30.00	5 minutes	Finance Officer



3. No action	4. Prepare travel document in triplicate, and forward to Signing Officer	None	30 minutes	Passport Officer
4. No action	4. Review and sign travel documents	None	15 minutes	Consul General / Consul
5. Receive and sign original travel document	5. Release original travel document to applicant	None	15 minutes	Passport officer
	TOTAL	CHF 150.00 / CHF 90.00	1 hour & 35 minutes	

4. Retention or re-acquisition of Philippine Citizenship

Processing of application for the retention or re-acquisition of Philippine citizenship, under Republic Act No. 9225 (Philippine Dual Citizenship Act).

OFFICE OR DIVISION		Consular		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL		former Filipino citizens & their minor children		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>A. Basic requirements:</u></p> <ol style="list-style-type: none"> 1. Personal appearance 2. Duly accomplished petition/application form 3. PSA-authenticated Birth Certificate / Report of Birth abroad (original + 3 copies) 4. Latest Philippine passport (original + 3 copies) – in case of loss, submit Affidavit of Loss, and Police Report, if still valid 5. Foreign passport (original + 3 copies) 6. Naturalization certificate or certificate of foreign citizenship (with English translation, if in foreign language) (original + 3 copies) 7. Passport-sized photo, with white background and taken within the last six (6) months (5 pieces) <p><u>B. For married women:</u></p> <ol style="list-style-type: none"> 1. PSA-authenticated marriage certificate / Report of Marriage abroad <p><u>C. For minor children of former Filipino citizens:</u></p> <ol style="list-style-type: none"> 1. PSA-authenticated birth certificate / Report of Birth abroad 2. Foreign passport (original + 3 copies) 3. Three (3) pieces passport-sized photo, with white background and must be taken within the last six (6) months <p><u>D. Other document(s) peculiar to the applicant</u></p>		<ul style="list-style-type: none"> • Form available online @ https://bernepe.dfa.gov.ph/sample-sites/dual-citizenship <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p> <p>Nearest Police Station where passport was reportedly lost</p> <p>Immigration authorities</p> <p>Photo studio / <i>Photomat</i></p> <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p> <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p> <p>Photo studio / <i>Photomat</i></p> <p><i>Depends on the document(s)</i></p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete	1. Receive, verify and	None	15 minutes	Passport Officer

requirements in person	ensure that documents submitted are in order			
2. Pay appropriate fees	2. Collect payment and issue Official Receipt	CHF 50.00 (for principal applicant) CHF 25.00 (for minor applicant)	5 minutes	Finance Officer
3. Check the Dual Citizenship documents (Oath of Allegiance, Order of Approval and Identification Certificate)	3. Prepare the Dual Citizenship documents (Oath of Allegiance, Order of Approval and Identification Certificate)	None	30 minutes	Passport Officer
4. Proceed to the oath-taking ceremony	4. Give briefing on RA 9225 or the Dual Citizenship Act of 2003	None	2 hours	Consul General / Consul
5. Take the Oath of Allegiance	5. Administer the Oath of Allegiance	None	5 minutes	Consul General / Consul
6. Sign and affix thumbmarks in the Dual Citizenship documents	6. Approve/sign the Dual Citizenship documents	None	15 minutes	Consul General / Consul
7. Receive the approved/signed Dual Citizenship documents	7. Release the approved/signed Dual Citizenship documents	None	15 minutes	Passport Officer
	TOTAL	CHF 50.00 / CHF 25.00	3 hours & 25 minutes	

B. Visa

1. Non-immigrant Visas

Processing and issuance of non-immigrant visas for temporary visitors travelling to the Philippines, under Commonwealth Act No. 613 (Philippine Immigration Act of 1940).

OFFICE OR DIVISION		Consular		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL		Foreign nationals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>A. Basic requirements:</u></p> <ol style="list-style-type: none"> Duly-accomplished application form (FA Form No. 2-A) Passport valid for 6 months beyond the intended period of stay in the Philippines One (1) passport-sized photo, with white background taken within the last 6 months Self-addressed stamped envelope, if to be returned by mail <p><u>B. For visitors travelling for business:</u></p> <ol style="list-style-type: none"> Business letter from the company sponsoring travel to the Philippines Copy of airline ticket / confirmation of travel, with return travel or onward travel to another country <p><u>C. For visitors travelling for pleasure:</u></p> <ol style="list-style-type: none"> Copy of airline ticket / confirmation of travel, with return travel or onward travel to another country <p><u>D. For seafarers joining ship:</u></p> <ol style="list-style-type: none"> Letter from shipping company stating purpose of travel to the Philippines <p><u>E. For non-Swiss nationals:</u></p> <ol style="list-style-type: none"> Copy of Swiss Residency Permit <p>F. Other documents which the Visa Officer may deem necessary</p>		<ul style="list-style-type: none"> Form available online @ https://bernepe.dfa.gov.ph/tourism-and-visa/visa <p>Photo studio / <i>Photomat</i></p> <p>Post Office / <i>Die Post</i></p> <p>Sponsoring company</p> <p>Airline company or Travel agency</p> <p>Airline company or Travel agency</p> <p>Shipping company</p> <p>Swiss authorities</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and complete requirements in	1. Receive, process and assess documents submitted	None	15 minutes	Visa Officer

person or by mail				
2. Pay appropriate fees	2. Collect payment and issue Official Receipt	CHF 30.00 (for 3 mos. single entry) CHF 60.00 (for 6 months multiple entries) CHF 90.00 (for 1 year multiple entries) CHF 20.00 (for seamen)	5 minutes	Finance Officer
3. No action	3. Encode and print/issue visa, and forward to Signing Officer	None	15 minutes	Visa Officer
4. No action	4. Verify, approve and sign visa	None	15 minutes	Signing Officer
5. Receive passport and visa	5. Release/mail passport and visa	None	5 minutes	Visa officer
	TOTAL	CHF 30.00 / CHF 60.00 / CHF 90.00 / CHF 20.00	55 minutes	

2. Non-immigrant Visas (Official)

Processing and issuance of non-immigrant visas to foreign government officials or diplomats travelling to the Philippines on official business or assignment.

OFFICE OR DIVISION		Consular		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL		Foreign Government Officials (FGO)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>A. Basic requirements:</p> <ol style="list-style-type: none"> 1. Duly-accomplished application form (FA Form No. 2-A) 2. Valid Passport or UN Laissez-Passer 3. One (1) passport-sized photo, with white background taken within the last 6 months 4. Note Verbale or Official letter 5. Self-addressed stamped envelope, if to be returned by mail <p>B. Other documents which the Visa Officer may deem necessary</p>		<ul style="list-style-type: none"> • Form available online @ https://bernepe.dfa.gov.ph/tourism-and-visa/visa <p>Photo studio / Photomat</p> <p>Diplomatic Mission or UN/Agency Post Office / Die Post</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and complete requirements in person or by mail	1. Receive, assess and ensure that documents submitted are in order	None	15 minutes	Visa Officer
3. No action	3. Process, encode and print/issue visa, and forward to Signing Officer	None	20 minutes	Visa Officer
4. No action	4. Verify, approve and sign visa	None	15 minutes	Signing Officer
5. Receive passport and visa	5. Release/mail passport and visa	None	5 minutes	Visa officer
TOTAL		None	55 minutes	

3. Non-Quota Immigrant Visas

Processing and issuance of non-quota immigrant visas for foreign spouse and children of Philippine citizens or former Philippine citizens intending to permanently stay in the Philippines, under Commonwealth Act No. 613 (Philippine Immigration Act of 1940).

OFFICE OR DIVISION	Consular
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C
WHO MAY AVAIL	Foreign citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. General requirements:</p> <ol style="list-style-type: none"> 1. Duly-accomplished application form [FA Form No. 3] (3 copies) 2. Valid passport 3. Birth certificate, with English translation if in foreign language, and apostilled by the State Chancellery where issued (original + 3 copies) 4. Curriculum Vitae (3 copies) 5. Police clearance, and apostilled by the Federal State Chancellery (original + 2 copies) 6. Medical clearance [FA Form No. 11] including: (a) Laboratory reports [item no. 3 of FA Form No. 11] to be issued by any authorized physician, duly signed by the Cantonal Health Office, and apostilled by the State Chancellery of the physician's canton; (b) X-rax result [preferably in compact disk (CD) format] (original +2 copies) 7. Marriage certificate, with English translation if in foreign language, and apostilled by the State Chancellery where issued. If married in the Philippines, PSA-authenticated Marriage Contract (original + 2 copies) 8. Copy of valid Philippine passport of Filipino/Filipina spouse (3 copies) 9. Copy of evidence of financial support; i.e. bank statement, title to property, pension, etc. (3 copies) 10. Passport-sized photo, with white background taken within the last 6 months (3 pieces) 	<ul style="list-style-type: none"> • Form available online @ https://bernepe.dfa.gov.ph/images/FA Form No 3-Application for Quota or Non-Quota Immigrant Visa.pdf Civil Registry Office / <i>Zivilstandswesen</i> Swiss Federal Office of Police / <i>Bundesamt für Polizeiwesen</i> Authorized physician • Form available online @ https://bernepe.dfa.gov.ph/images/FA Form No 11 medical examination.pdf Civil Registry Office / <i>Zivilstandswesen</i> Philippine Statistics Authority (PSA) / www.ecensus.com.ph Photo studio / <i>Photomat</i>



11. Envelope for the documents submitted [must fit the X-ray film if not in CD format]				
B. Other documents which the Visa Officer may deem necessary				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and complete requirements in person or by mail	1. Receive, assess and ensure that documents submitted are in order	None	15 minutes	Visa Officer
2. Submit to interview	2. Interview applicant	None	45 minutes	Consul General / Consul
3. Pay appropriate fees	3. Collect payment and issue Official Receipt	CHF 150.00	5 minutes	Finance Officer
4. No action	4. Process, encode and print/issue visa, and forward to Signing Officer	None	1 day	Visa Officer
5. No action	5. Verify, approve and sign visa	None	1 day	Signing Officer
6. Listen to briefing	6. Brief applicant on submission procedure of the Bureau of Immigration upon arrival in PH	None	15 minutes	Visa Officer
7. Receive passport and visa, including envelope of documents	5. Release/mail passport and visa	None	10 minutes	Visa officer
TOTAL		CHF 150.00	2 days & 90 minutes	



C. Notarial and Certification

1. Notarization / Acknowledgement of documents

Notarization / acknowledgement of legal documents for use in the Philippines, such as Special Power of Attorney, affidavits, contracts, agreements, undertakings and extra-judicial settlement of heirs, NBI Clearance application form, by a commissioned consular officer.

OFFICE OR DIVISION		Consular		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>A. Basic requirements:</u></p> <ol style="list-style-type: none"> 1. Personal appearance 2. Document for notarization (original + 1 copy) 3. Valid passport or photo ID (original + 1 copy) 4. Self-addressed stamped envelope, if to be returned by mail <p><u>B. For NBI Clearance application form:</u></p> <ol style="list-style-type: none"> 1. One (1) passport-sized photo, with white background taken within the last 6 months 		Post Office / Die Post		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document and other requirements	1. Receive and ensure that documents submitted are in order	None	10 minutes	Consular Officer
2. Sign document/form 2a. Fingerprint NBI form	2. Witness signing of document/form 2a. Take fingerprints of applicant for NBI Clearance	None	10 minutes	Consular Officer
3. Pay appropriate fees	3. Collect payment and issue Official Receipt	CHF 25.00	5 minutes	Finance Officer
4. No action	4. Process, encode and prepare document/form, and forward to Signing Officer	None	15 minutes	Consular Officer



5. No action	5. Verify and sign document/form	None	10 minutes	Consul General / Consul
6. No action	6. Seal documents	None	5 minutes	Consular Officer
7. Receive notarized document/form	7. Photocopy signed document/form and release/mail the same	None	5 minutes	Consular Officer
TOTAL		CHF 25.00	60 minutes	

2. Certifications

Processing and issuance of certifications, such as consular mortuary certificate (CMC), certified true copy of documents issued by the Embassy, certificate of residency.

OFFICE OR DIVISION		Consular		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>A. Basic requirements:</u></p> <ol style="list-style-type: none"> 1. Personal appearance 2. Passport (original + 1 copy) 3. Self-addressed stamped envelope, if to be returned by mail <p><u>B. For consular mortuary certificates:</u></p> <ol style="list-style-type: none"> 1. Foreign death certificate 2. Mortuary certificate 3. Certificate of non-contagious disease 4. Transit permit 5. Certificate of transportation to the Philippines 6. Burial certificate <p><u>C. For Travel Tax Exemption Certificate:</u></p> <ol style="list-style-type: none"> 1. Application/request 2. Residence ID card (original + 1 copy) 		<p>Post Office / <i>Die Post</i></p> <p>Civil Registry Office Funeral or Mortuary Director Health authorities Health authorities</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request & requirement(s)	1. Receive and ensure that documents submitted are in order	None	10 minutes	Consular Officer
2. Pay appropriate fees	3. Collect payment and issue Official Receipt	CHF 25.00 Gratis (for certificate of residency)	5 minutes	Finance Officer
4. No action	4. Process, encode and prepare certification, and forward to Signing Officer	None	20 minutes	Consular Officer
5. No action	5. Verify and sign certification	None	10 minutes	Consul General / Consul
6. Receive certification	7. Photocopy certification and release/mail document	None	5 minutes	Consular Officer
TOTAL		CHF 25.00 / Gratis	50 minutes	

D. Civil Registry

1. Report of Marriage (ROM)

Processing and issuance of Report of Marriage (ROM). Filipino citizens who are married abroad are required to register their marriage at the nearest Philippine Embassy / Consulate where they were solemnized. The ROMs are forwarded to the Department of Foreign Affairs in Manila for onward transmittal to and registration with the Philippine Statistics Authority (PSA).

OFFICE OR DIVISION	Consular
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C
WHO MAY AVAIL	Filipino citizens married abroad
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>A. Basic requirements:</u></p> <ol style="list-style-type: none"> 1. Personal appearance 2. Duly-accomplished Report of Marriage form (4 copies) 3. Marriage certificate / <i>Eheschein</i> or extract of marriage, with English translation if in foreign language (original + 3 copies) 4. Family book / <i>Familienausweis</i> (original + 3 copies) 5. Valid passport of husband and wife (original + 3 copies each) 6. Recent passport-sized photos of husband and wife (4 pieces each) <p><u>B. If applicant is a widow/widower:</u></p> <ol style="list-style-type: none"> 1. PSA-authenticated Death Certificate of deceased spouse (original + 3 copies) <p><u>C. If applicant's marriage in the Philippines has been annulled:</u></p> <ol style="list-style-type: none"> 1. Apostilled Court Decree of Annulment (3 copies) 2. PSA-authenticated Marriage Contract with notation that marriage has been annulled (3 copies) <p><u>D. If applicant is divorced from foreign spouse:</u></p> <ol style="list-style-type: none"> 1. PSA-authenticated Marriage Contract / Report of Marriage with notation that the foreign divorce has been recognized by a Philippine court (3 copies) <p>E. Other documents which the Civil Registry Officer may deem necessary</p>	<ul style="list-style-type: none"> • Form available online @ https://bernepe.dfa.gov.ph/images/pdf/Report%20of%20Marriage%20ROM&Requirements11%20Sept.pcf <p>Civil Registry Office / <i>Zivilstandswesen</i></p> <p>Civil Registry Office / <i>Zivilstandswesen</i></p> <p>Photo studio / <i>Photomat</i></p> <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p> <p>Philippine court & Department of Foreign Affairs</p> <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p> <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and complete requirements in person or by mail	1. Receive, assess and ensure that documents submitted are in order	None	10 minutes	Civil Registry Officer
2. Pay appropriate fees	2. Collect payment and issue Official Receipt	CHF 25.00	5 minutes	Finance Officer
3. No action	3. Process Report and forward to Signing Officer	None	10 minutes	Civil Registry Officer
4. No action	4. Verify and sign Report	None	20 minutes	Consul General / Consul
5. Receive Report	5. Release/mail Report	None	10 minutes	Visa officer
	TOTAL	CHF 25.00	55 minutes	

2. Report of Birth (ROB)

Processing and issuance of Report of Birth (ROB). Children of Filipino parent(s) born abroad are required to register their births at the nearest Philippine Embassy / Consulate where they are born. The ROB's are forwarded to the Department of Foreign Affairs in Manila for onward transmittal to and registration with the Philippine Statistics Authority (PSA).

OFFICE OR DIVISION		Consular		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL		Filipino citizens with child(ren) born abroad		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>A. Basic requirements:</u></p> <ol style="list-style-type: none"> 1. Duly-accomplished Report of Birth form (4 copies) 2. Personal appearance of parents 3. Birth certificate / <i>Geburtsschein</i> of the Child, with English translation if in foreign language (original + 3 copies) 4. PSA-authenticated Marriage Contract / Report of Marriage (original + 3 copies) 5. Copy of the passport of parents (3 copies) <p>D. Other documents which the Civil Registry Officer may deem necessary</p>		<ul style="list-style-type: none"> • Form available online @ https://bernepe.dfa.gov.ph/images/pdf/Report%20of%20Birth%20ROB&Requirements11%20Sept.pcf <p>Civil Registry Office / <i>Zivilstandswesen</i></p> <p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parents submit application and complete requirements	1. Receive, assess and ensure that documents submitted are in order	None	10 minutes	Civil Registry Officer
2. Pay appropriate fees	2. Collect payment and issue Official Receipt	CHF 25.00	5 minutes	Finance Officer
3. No action	3. Process Report and forward to Signing Officer	None	10 minutes	Civil Registry Officer
4. No action	4. Verify and sign Report	None	20 minutes	Consul General / Consul
5. Receive Report	5. Release/mail Report	None	10 minutes	Visa officer
TOTAL		CHF 25.00	55 minutes	

3. Report of Death (ROD)

Processing and issuance of Report of Death (ROD). Deaths of Filipino citizens are required to be reported (by next of kin or interested parties) to the nearest Philippine Embassy / Consulate where the deaths occurred. The RODs are forwarded to the Department of Foreign Affairs in Manila for onward transmittal to and registration with the Philippine Statistics Authority (PSA).

OFFICE OR DIVISION		Consular		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>A. Basic requirements:</p> <ol style="list-style-type: none"> 1. Duly-accomplished Report of Death form (4 copies) 2. Death certificate, with English translation if in foreign language (original + 3 copies) 3. Philippine Passport of the deceased (original + 3 copies) <p>B. Other documents which the Civil Registry Officer may deem necessary</p>		<ul style="list-style-type: none"> • Form available online @ https://bernepe.dfa.gov.ph/images/pdf/Report%20of%20Death%20ROD&Requirements11%20Sept.pcf <p>Civil Registry Office / <i>Zivilstandswesen</i></p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and complete requirements in person	1. Receive, assess and ensure that documents submitted are in order	None	10 minutes	Civil Registry Officer
2. Pay appropriate fees	2. Collect payment and issue Official Receipt	CHF 25.00	5 minutes	Finance Officer
3. No action	3. Process Report and forward to Signing Officer	None	10 minutes	Civil Registry Officer
4. No action	4. Verify and sign Report	None	20 minutes	Consul General / Consul
5. Receive Report	5. Release/mail Report	None	10 minutes	Visa officer
TOTAL		CHF 25.00	55 minutes	

4. Change of names in Civil Registry

Under Republic Act No. 9048, petitions for correction of “*clerical or typographical errors and change of first name or nickname which can be corrected or changed by the concerned ... consul general*” may be filed with the Philippine Embassy / Consulate where the subject civil registries were originally issued. The petitions are forwarded to the Department of Foreign Affairs in Manila for onward transmittal to the Office of the Civil Registrar General (OCRG).

OFFICE OR DIVISION		Consular		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>A. Basic requirements:</p> <ol style="list-style-type: none"> 1. Personal appearance 2. Duly filled-up Petition form 3. PSA-authenticated civil registry document to be corrected; i.e. Report of Marriage, Report of Birth or Report of Death (original + 4 copies) 4. At least two (2) public documents showing correct names (original + 4 copies) 5. Police Clearance <p>B. Other documents which the Civil Registry Officer may deem necessary</p>		<p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p> <p>Swiss Federal Office of Police / <i>Bundesamt für Polizeiwesen</i></p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit petition and supporting documents in person	1. Receive, assess and ensure that documents submitted are in order	None	30 minutes	Civil Registry Officer
2. Pay appropriate fees	2. Collect payment and issue Official Receipt	CHF 150.00	5 minutes	Finance Officer
3. No action	3. Verify and sign petition	None	15 minutes	Consul General
4. No action	4. Prepare Notice of Posting and Notice of Publication	None	30 minutes	Civil Registry Officer
5. Receive Notice of Publication	5. Approve/sign Notices	None	15 minutes	Consul General
6. Publish Notice of Publication in any newspaper of general	6. Post Notice of Posting in the Embassy bulletin board	None	15 days	Civil Registry Officer



circulation for two (2) consecutive weeks				
7. Submit Affidavit of Publication, with copies of newspaper where Notice of Publication was published	7. Prepare Certificates of Posting and Publication	None	15 minutes	Civil Registry Officer
6. No action	6. Verify and sign Certificates	None	10 minutes	Consul General
7. No action	7. Act/decide on the petition	None	30 minutes	Consul General
8. No action	8. Prepare Record Sheet and certify as true copy (CTC) all supporting documents	None	1 hour	Civil Registry Officer
9. No action	9. Verify and sign Record Sheet and CTC of documents	None	30 minutes	Consul General
10. No action	10. Transmit petition and supporting documents to the Office of the Civil Registrar General (OCRG) thru DFA-OCA	None	1 month	Civil Registry Officer DFA-OCA
11. No action	11. Act on the petition	None	4 months	Office of the Civil Registrar General (OCRG)
12. No action	12. Receive copy of "Action taken by the OCRG" and prepare Certificate of Finality and annotation on the civil registry document	None	1 hour	Civil Registry Officer
13. No action	13. Verify and sign Certificate of Finality and annotation	None	15 minutes	Consul General
14. No action	14. Complete Record Sheet and certify as true copy (CTC) all supporting documents	None	1 hour	Civil Registry Officer
15. No action	15. Verify and sign completed Record	None	30 minutes	Consul General



	Sheet and CTC of documents			
16. Receive affirmed petition and supporting documents	16. Transmit affirmed petition and supporting documents to the Office of the Civil Registrar General (OCRG) thru DFA-OCA	None	1 month	Civil Registry Officer DFA-OCA
	TOTAL	CHF 150.00	6 months, 15 days, 6 hours & 45 minutes	



5. Correction of clerical errors in Civil Registry

Under Republic Act No. 9048, petitions for correction of “*clerical or typographical errors and change of first name or nickname which can be corrected or changed by the concerned ... consul general*” may be filed with the Philippine Embassy / Consulate where the subject civil registries were originally issued. The petitions are forwarded to the Department of Foreign Affairs in Manila for onward transmittal to the Office of the Civil Registrar General (OCRG).

OFFICE OR DIVISION		Consular		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>A. Basic requirements:</u></p> <ol style="list-style-type: none"> 1. Personal appearance 2. Duly filled-up Petition form 3. PSA-authenticated civil registry document to be corrected; i.e. Report of Marriage, Report of Birth or Report of Death (original + 4 copies) 4. At least two (2) public documents showing correct names (original + 4 copies) <p><u>B. Other documents which the Civil Registry Officer may deem necessary</u></p>		<p>Philippine Statistics Authority (PSA) / www.psaserbilis.com.ph</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit petition and supporting documents in person	1. Receive, assess and ensure that documents submitted are in order	None	30 minutes	Civil Registry Officer
2. Pay appropriate fees	2. Collect payment and issue Official Receipt	CHF 50.00	5 minutes	Finance Officer
3. No action	3. Verify and sign petition	None	15 minutes	Consul General
4. No action	4. Prepare Notice of Posting	None	15 minutes	Civil Registry Officer
5. No action	5. Approve/sign Notice of Posting	None	10 minutes	Consul General
6. No action	6. Post Notice of Posting in the Embassy bulletin board	None	10 days	Civil Registry Officer



7. No action	7. Prepare Certificate of Posting	None	10 minutes	Civil Registry Officer
8. No action	8. Verify and sign Certificate of Posting	None	10 minutes	Consul General
9. No action	9. Act/decide on the petition	None	30 minutes	Consul General
10. No action	10. Prepare Record Sheet and certify as true copy (CTC) all supporting documents	None	1 hour	Civil Registry Officer
11. No action	11. Verify and sign Record Sheet and CTC of documents	None	30 minutes	Consul General
12. No action	12. Transmit petition and supporting documents to the Office of the Civil Registrar General (OCRG) thru DFA-OCA	None	1 month	Civil Registry Officer DFA-OCA
13. No action	13. Act on the petition	None	4 months	Office of the Civil Registrar General (OCRG)
14. No action	14. Receive copy of "Action taken by the OCRG" and prepare Certificate of Finality and annotation on the civil registry document	None	1 hour	Civil Registry Officer
15. No action	15. Verify and sign Certificate of Finality and annotation	None	15 minutes	Consul General
16. No action	16. Complete Record Sheet and certify as true copy (CTC) all supporting documents	None	1 hour	Civil Registry Officer



17. No action	17. Verify and sign completed Record Sheet and CTC of documents	None	30 minutes	Consul General
18. Receive affirmed petition and supporting documents	18. Transmit affirmed petition and supporting documents to the Office of the Civil Registrar General (OCRG) thru DFA-OCA	None	1 month	Civil Registry Officer DFA-OCA
	TOTAL	CHF 50.00	6 months, 10 days, 6 hours & 20 minutes	



E. Assistance to Nationals (ATN)

1. Assistance to distressed overseas Filipinos

The Assistance to Nationals (ATN) Section acts on urgent requests for assistance for Filipino nationals within the jurisdiction of the Embassy. Requests of such nature are handled on a case-by-case basis.

Assistance to distressed Filipino nationals covers the following, among others:

1. Medical cases.
2. Victims of natural and man-made calamities.
3. Court cases.
4. Victims of human trafficking.
5. Police cases including, but not limited to sexual assault, theft/robbery, drug use/drug trafficking, fraud/falsification/forgery, murder/homicide, etc.

OFFICE OR DIVISION		Assistance to Nationals (ATN)		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G and G2C		
WHO MAY AVAIL		Overseas Filipinos in Switzerland and Liechtenstein		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ATN Form along with the submission of the following supporting documents: <ol style="list-style-type: none"> 1. Affidavit detailing full circumstances of the distressed Affiant; 2. Passport and <i>Carte de Legitimation</i>, if any, PSA-issued Birth Certification or other proof evidencing Philippine citizenship; 3. Police and Medical Report, if any 		Philippine Embassy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
File ATN Request Form at the ATN Section	The applicant is immediately interviewed by an ATN case officer	Free	20 minutes	ATN Case Officer
Submit an Affidavit detailing full circumstances of the distressed Filipino	In urgent cases of human trafficking, domestic abuse, including psycho-social and emotional abuse, sexual assault and other common crimes,	Free	20 minutes	ATN Case Officer



	<p>the Embassy immediately coordinates with the local authorities and organizations for the possible provision of temporary shelter, psycho-social counselling and legal intervention services;</p> <p>The Embassy accompanies the distressed Filipino to the pre-determined safe-house and endorses the same to the Swiss Social Worker and/or accredited <i>pro bono</i> lawyer.</p> <p>Regular visitations are subsequently carried out by the Embassy to ensure the well-being of the distressed Filipino.</p> <p>In case the distressed Filipino wishes to be repatriated to the Philippines and the Embassy has determined that he/she no financial means</p>	<p>Free</p>	<p>1 to 3 hours depending on the distance from the Embassy of the safe-house</p>	<p>ATN Case Officer</p>
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	to procure a one-way airline ticket to the Philippines, a request for the disbursement of ATN funds is immediately lodged with DFA-OUMWA. (N.B. Kindly refer to the succeeding segment.)			
	TOTAL			



	<p>reports to DFA-OUMWA in order for the latter to contact the next-of-kin in the Philippines.</p> <p>In either case, the Embassy requests funding from DFA-OUMWA for the repatriation of the mortal remains of the deceased.</p> <p>Upon receipt of the DFA-OUMWA's approval, Post issues the Report of Death, Mortuary Certificate and undertakes arrangements for the shipment of the mortal remains of the deceased.</p>			
	TOTAL			

3. Repatriation of undocumented / distressed overseas Filipinos

The Assistance to Nationals (ATN) Section acts on urgent requests for assistance for Filipino nationals within the jurisdiction of the Embassy. Requests of such nature are handled on a case-by-case basis.

OFFICE OR DIVISION		Assistance to Nationals (ATN)		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G and G2C		
WHO MAY AVAIL		Overseas Filipinos in Switzerland and Liechtenstein		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>ATN Form along with the submission of the following supporting documents:</p> <ol style="list-style-type: none"> 1. Affidavit detailing full circumstances of the Affiant; 2. Passport and <i>Carte de Legitimation</i>, if any, PSA-issued Birth Certification or other proof evidencing Philippine citizenship; 3. Police and Medical Report, if any 4. Filing of Travel Document, if no valid passport 		<p>Philippine Embassy</p> <p><i>Please refer to page 9 for guidelines.</i></p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
File ATN Request Form at the ATN Section	The applicant is immediately interviewed by an ATN case officer	Free	20 minutes	ATN Case Officer
File an ATN Request for repatriation of undocumented or distressed Filipino	The Embassy immediately reports to DFA-OUMWA requesting for authority to disburse ATN funds for the repatriation of the distressed Filipino, with a concomitant request for authority to disburse ATN for the food and temporary shelter	Free	15 minutes	ATN Case Officer



	of the pending the subject individual's repatriation to the Philippines.			
Completion of the Travel Document application Form in case the undocumented or distressed Filipino has no valid passport	Issuance of a Travel Document Upon receipt of the approval from DFA-OUMWA, Post procures a one-way ticket for direct journey to the Philippines and accompanies the distressed Filipino to the nearest Swiss Port of Exit (i.e., Zürich airport).	Free Free	1 hour & 35 minutes Approximately 1.5 to 2 hour-travel from Berne to Zürich Airport	Passport Officer and ATN Case Officer ATN Case Officer
TOTAL				



4. Jail, home or medical institution visits

The Assistance to Nationals (ATN) Section acts on urgent requests for assistance for Filipino nationals within the jurisdiction of the Embassy. Requests of such nature are handled on a case-by-case basis.

OFFICE OR DIVISION		Assistance to Nationals (ATN)		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G and G2C		
WHO MAY AVAIL		Overseas Filipinos in Switzerland and Liechtenstein		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ATN Form along with the submission of the following supporting documents: <ol style="list-style-type: none"> 1. Affidavit detailing full circumstances of the Affiant; 2. Passport and <i>Carte de Legitimation</i>, if any, PSA-issued Birth Certification or other proof evidencing Philippine citizenship; 3. Police and Medical Report, if any 		Philippine Embassy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
File ATN Request Form at the ATN Section	The applicant is immediately interviewed by an ATN case officer	Free	20 minutes	ATN Case Officer
Request for jail visit/s	Upon receiving official advice from the concerned Swiss authorities of the incarceration and detention of a Filipino national, Post immediately coordinates with the Warden of the jail/detention facility for Consular visitation. In the absence of an official advice from the Swiss	Free	Immediately upon approval of the request lodged with the appropriate Swiss authorities	ATN Case Officer



	authorities, Post verifies information obtained from the Filipino community. Upon official verification, a request for Consular visitation is lodged with the concerned Swiss authority.			
Written/email/phone request for visit to a home or medical institution where a distressed Filipino is confined	Visits to homes or medical institutions where a distressed Filipino national is confined is also undertaken by the Embassy.	Free		
	TOTAL			

F. Overseas Voting

1. Continuing registration for overseas voting

In preparation for the 09 May 2022 National and Local Elections, Post processes applications of eligible Filipino nationals in Switzerland and Liechtenstein who have not yet registered themselves as Overseas Voters. Applications can be filed during the following registration periods: 1) from 16 December 2019 to 30 September 2021 – filing for applications for: a) registration/certification for transfer of records from the Philippines to the Embassy/Consulate; b) change of name due to marriage or court order/correction of entries in the Voter’s Registration Record; c) reactivation; and d) change of address; and 2) from 16 December 2019 to 16 August 2021 – filing for application for transfer of records from Post to the Philippine municipality/city/district.

OFFICE OR DIVISION		Overseas Voting		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G and G2C		
WHO MAY AVAIL		Filipino nationals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Posting of List of Deactivated Voters 2. Application for Registration of qualified Overseas Voters 3. Submission of Registration Reports 4. Notification of Voters of OFOV approval of their transfer of records from FSP to FSP 5. Posting of Notice of Hearing of RERB 6. Last Day to File Opposition 7. Hearing of Applications Received 8. Remedies of the applicant and action of the RERB - Motion for reconsideration of Disapproved Applications 		DFA-OVS and COMELEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
COMELEC, through DFA-OVS, issues instructions to Berne PE to post the List of Deactivated Voters	Berne PE posts the List of Deactivated Voters after due verification from COMELEC and DFA-OVS	None	1 day upon receipt of final instructions from COMELEC and DFA-OVS	VRM Operator and Administering Officer
Application for Registration of qualified Overseas Voters	Registration of qualified Overseas Voters	None	30 minutes	VRM Operator and Administering Officer



Request for transfer of Records from FSP to FSP	Post sends the request for transfer of records from FSP to FSP to COMELEC, through DFA-OVS	None	30 minutes	VRM Operator and Administering Officer
Submission of Registration Reports to COMELEC, through DFA-OVS	Post submits the registration reports to COMELEC, through DFA-OVS, on a periodic basis, i.e., daily, weekly, and monthly	None	1 to 2 hours	Head of Post
Notification of Voters of OFOV's approval of their transfer of records from FSP to FSP	Post sends the notification of the approval by OFOV of their transfer of records from FSP to FSP	None	15 minutes	Administering Officer
Hearing of Applications received	<p>RERB conducts a hearing of all applications received on a quarterly basis</p> <p>For approved applications: Transmit to the OFOV the complete list of registered voters and the back-up CD containing their biometrics and demographics; Post at the bulletin board and website of the post; Prepare Minutes of the proceedings and submit the original and certified true copy to the OFOV; and Retain file copy of the Minutes</p>	None	15 minutes per application	RERB



	For disapproved applications: Send notice within three (3) days from the disapproval of the applications and Post at the bulletin board and website of the post			
Remedies of the applicant and action of the RERB- Motion for Reconsideration of Disapproved Applications	RERB advises the applicant that he/she can file a MR within 5 days from receipt of notice an application for reconsideration; RERB to decide within five (5) days after its filing on the basis of the documents submitted, but NOT later than one hundred twenty (120) days before the start of the overseas voting period; If the MR is granted the applicant shall be included in the NROV; NOTE: The resolution of the RERB shall be immediately executory unless reversed by the competent Philippine Court.			
	TOTAL	None		

NON-FRONTLINE SERVICES:

A. Political Section

1. Political Reporting

Requests for thematic or specific political reports and/or briefing papers, as well as requests for official visits and meetings, are sent to the Embassy by the DFA, and other PH government agencies through official channels.

Post regularly transmits political monitoring reports and briefing materials, with the attendant political assessment and recommendation, to the DFA as an integral part of its mandate.

OFFICE OR DIVISION		Political Section		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL		Philippine, Swiss and Liechtensteiner officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requests for thematic or specific Political Reports and/or Briefing Papers		DFA and other PH government agencies through official channels		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A request from the DFA or its officials and other government authorities is sent to the Embassy through official channels	Requests are routed by the Head of Post to the Political Officer	None	5 minutes	Head of Post
	An official reply acknowledging receipt of the request is sent to the DFA or the concerned PH government agency, through official channels.	None	15 minutes after the communication has been routed	Political Officer
	Requests for official visits and meetings are conveyed to the Swiss Federal Department of Foreign Affairs (FDFA)/Office for Foreign Affairs of the Principality of	None	20 minutes or a reasonable time after the communication has been routed	Political Officer



	Liechtenstein or the concerned government authorities of the host governments through a Note Verbale or the appropriate official communication.			
	The official reply of the host government to a request for visit/meeting is conveyed to the DFA or the concerned PH agency, through official channels	None	Immediately after receiving the official Swiss/Liechtenstein reply	Political Officer
	Thematic or specific Political Reports and Briefing Papers are prepared and sent to the DFA or concerned PH agency, through official channels.	None	2-5 days or a reasonable time after the communication has been routed	Political Officer
	TOTAL	None		



B. Economic Section

1. Economic Reporting

Requests for thematic or specific economic reports and/or briefing papers, as well as requests for official visits and meetings, are sent to the Embassy by the DFA, and other PH government agencies through official channels.

Post regularly transmits economic monitoring reports and briefing materials, with the attendant political assessment and recommendation, to the DFA as an integral part of its mandate.

OFFICE OR DIVISION		Economic Section		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL		Philippine, Swiss and Liechtensteiner officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requests for thematic or specific economic reports and/or briefing papers		DFA, and other PH government agencies through official channels		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A request from the DFA or its officials and other government authorities is sent to the Embassy through official channels	Requests are routed by the Head of Post to the Economic Officer	None	5 minutes	Head of Post
	An official reply acknowledging receipt of the request is sent to the DFA or the concerned PH government agency, through official channels.	None	15 minutes after the communication has been routed	Economic Officer
	Requests for official visits and meetings are conveyed to the Swiss Federal Department of Foreign Affairs (FDFA)/Office for Foreign Affairs of the Principality of Liechtenstein or the concerned government	None	20 minutes or a reasonable time after the communication has been routed	Economic Officer



	authorities of the host governments through a Note Verbale or the appropriate official communication.			
	The official reply of the host government to a request for visit/meeting is conveyed to the DFA or the concerned PH agency, through official channels	None	Immediately after receiving the official Swiss/Liechtenstein reply	Economic Officer
	Thematic or specific Political Reports and Briefing Papers are prepared and sent to the DFA or concerned PH agency, through official channels.	None	2-5 days or a reasonable time after the communication has been routed	Economic Officer
	TOTAL	None		

C. Administrative Section

1. Reporting on Privileges and Immunities

Request from the DFA for specific data or information pertinent to the privileges and immunities extended by the host countries to diplomatic missions and consular representations and members of its diplomatic and administrative staff.

OFFICE OR DIVISION		Administrative Section		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL		Philippine, Swiss and Liechtensteiner officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for specific data or information pertinent to Privileges and Immunities extended by the host countries		DFA-Protocol		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send requests	Requests are routed by the HoP to the Administrative Officer	None	3 minutes	HoP
	Secure data from official government web sites or by official request through Note Verbale. In some cases, a meeting is sought with the FDFA-Protocol officer to discuss matter relative to the requests.	None	1 hour	Administrative Officer
	Upon receipt of the information from official sources, the same is transmitted to the requesting Office.	None	25 Minutes	Administrative Officer
	TOTAL	None	1 hour & 28 minutes	

2. Accreditation of Personnel

Accreditation of Embassy personnel with the Office of Protocol, Federal Department of Foreign Affairs in Berne, Switzerland.

OFFICE OR DIVISION		Administrative Section		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL		Embassy and Consulates personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>A. Basic requirements:</u></p> <p>1. Registration Form</p> <p>2. Copy of passport</p> <p>3. Photos</p> <p><u>B. For Head of Post (HoP):</u></p> <p>1. Appointment papers</p> <p>2. Agrément</p> <p><u>C. For Consuls General, Consuls and Vice Consuls:</u></p> <p>1. Consular Commission</p>		<p>Office of Protocol, FDFA, Berne</p> <p>DFA Manila</p> <p>Photo studio</p> <p>DFA Manila</p> <p>DFA Manila</p> <p>DFA Manila</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>1. Nomination and accreditation of in-coming HoP</i>				
1. Request accreditation	<p>1. Prepare Note Verbale addressed to the Protocol, FDFA, submitting the official nomination and request for the grant of agrément in favor of the incoming HoP.</p> <p>A Note Verbale is likewise prepared for the Ministry of Foreign Affairs, Justice and Culture of the Principality of Liechtenstein.</p>	None	3 minutes	Administrative Officer
2. No action	2. Sign Notes Verbale	None	3 minutes	Ambassador / CDA
3. No action	3. Send Notes Verbale	None	3 minutes	Administrative Officer
4. Receive Agrément	4. Receive and release Agrément	None	2 months	Administrative Officer

	TOTAL	None	2 months & 9 minutes	
2. Issuance of Exequatur to Consuls General, Consuls and Vice Consuls				
1. Request Exequator	1. Prepare Note Verbale addressed to the Protocol, FDFA, submitting the official nomination and request for the grant of Exequator in favor of Consular Official. A Note Verbale is likewise prepared for the Ministry of Foreign Affairs , Justice and Culture of the Principality of Liechtenstein.	None	3 minutes	Administrative Officer
2. No action	2. Sign Notes Verbale	None	3 minutes	Ambassador
3. No action	3. Send Notes Verbale	None	3 minutes	Administrative Officer
4. Receive Exequator	4. Receive and release Exequator	None	2 months	Administrative Officer
	TOTAL	None	2 months & 9 minutes	
3. Issuance of accreditation ID to diplomatic, consular and members of the administrative & technical staff of the Embassy, and their families				
1. Request diplomatic ID	1. Accomplish the required registration form and the supporting documents and prepare Note Verbale reporting the arrival / assumption of the personnel & their families and request for the issuance of the Carte de legitimization	None	30 minutes	Administrative Officer



2. No action	2. Sign Note Verbale	None	3 minutes	Ambassador
3. No action	3. Send Notes Verbale	None	3 minutes	Administrative Officer
4. Receive the Carte de legitimization	4. Receive and release the Carte de legitimization	None	10 days	Administrative Officer
	TOTAL	None	10 days & 33 minutes	

3. Tax and Other Privileges

Availment of tax, duty-free purchases and diplomatic car plates privileges by the Embassy diplomatic personnel and their families.

OFFICE OR DIVISION		Administrative Section		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL		Diplomatic personnel and their families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>A. Basic requirement:</u> 1. Required form(s) 2. Copy of <i>carte de légitimation</i> <u>B. For importation of goods:</u> 1. Bill of lading / air way bill 2. Packing list <u>C. For purchase of vehicles:</u> 1. Invoice		Office of Protocol, FDFA, Berne Office of Protocol, FDFA, Berne Shipper Car dealer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tax-free entry of household goods and personal effects (air shipment)				
1. Submit request	1. Accomplish the required forms and other supporting documents and prepare the Note Verbale for the HoP's signature	None	30 minutes	Administrative Officer
2. No action	2. Personally deliver the documents to the Swiss Customs' Office	None	30 minutes	Administrative Officer
3. Pick up cargo	3. Pick up the cargo from the Swiss Custom's Warehouse in Berne	None	30 minutes	Administrative Officer and personnel (consignee)
TOTAL		None	90 minutes	
2. Tax-free entry of household goods and personal effects (sea shipment)				
1. Submit request	1. Accomplish the required form and other supporting documents and prepare the Note Verbale for the	None	30 minutes	Administrative Officer

	signature of the HoP addressed to the Customs Directorate General			
2. No action	2. Deliver the documents to the Swiss Customs Office	None	30 minutes	Administrative Officer
3. No action	3. Once processed, pick up the documents from the Directorate General of Customs and turn them over to the moving company that handles the shipment of the Embassy or personnel	None	30 minutes	Administrative Officer
	TOTAL	None	90 minutes	
3. Tax- and duty-free importation of motor vehicles				
1. Submit request	1. Note Verbale signed by the HoP is sent to Directorate General of Customs requesting for the tax and duty free entry of the motor vehicle, as well as the issuance of Petrol card enclosing the required dully filled up forms	None	20 minutes	Administrative Officer
2. Request for diplomatic car plate	2. Prepare Note Verbale addressed to the Office of Protocol FDFA requesting the issuance and assignment of diplomatic car plate.	None if the personnel will use previous car plates use by former personnel, otherwise a fee of CHF100.00 for the	5 minutes	Administrative Officer

		manufacture of a new license plate.		
3. Claim diplomatic car plate	3. Proceed to the Swiss Road Traffic Office, to claim the diplomatic license plate.		30 minutes	Administrative Officer and personnel (car owner)
	TOTAL	None	55 minutes	
4. VAT Exemption, at point of sale, for purchases of goods and services, including utilities				
1. Submit request	1. Accomplish VAT exemption form <i>AO attends to purchases made for official use of the Embassy. Personnel can avail of the tax exemption at point of sale using the same VAT form</i>	None	2 minutes	Administrative Officer.
	TOTAL	None	2 minutes	
5. Refund of VAT on prior year's purchases				
1. Submit request	1. Prepare Note Verbale for the signature of the HoP addressed to the Federal Tax Administration, requesting for the refund of VAT paid on purchases made during the prior year, enclosing accomplished tax refund form and receipts of purchases	None	5 minutes	Administrative Officer
	TOTAL	None	2 minutes	



4. Personnel Movement

Guidelines on assignment to Post and reassignment to the Home Office or transfer to another Post, of Embassy personnel.

OFFICE OR DIVISION		Administrative Section		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL		Incoming/Outgoing Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>A. Basic requirements:</u> 1. Required form(s) 2. Assignment Order 3. Travel Order 4. Clearances 5. Certificate of Emoluments 6. Certificate of Last Payment 7. Certificate of Leave Credits 8. Photos		DFA Manila / Post		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Arrival and Assumption of Post by Personnel	a) Hotel Accommodation	None	2 days	Administrative Officer
	b) Accreditation with the Office of Protocol, FDFA	None	30 minutes	Administrative Officer
	c) Fax to Manila on Notice of Arrival and assumption of duty at Post,	None	5 minutes	Administrative Officer
	d) Search for permanent housing	None	1 week	Administrative Officer
Recall/Transfer of Personnel	a) Request for quotations for airfare and shipping of Personal effects and household goods, including one car, if any	None	1 week	Administrative Officer
	b) Fax to Manila Request for Funding, transmitting quotations	None	30 minutes	Administrative Officer

	received			
	c) Upon receipt of authority for funding, contact company with lowest quotation	None	20 minutes	Administrative Officer
	d) Assist personnel concerned with the arrangements needed with the moving company for the shipment of his/her HHG/PPE and car, if any.	None	15 minutes	Administrative Officer
	c) Review Contract between the personnel and moving company prior to signing by both parties to ensure that the contract's provisions are within regulations of the DFA and host country	None	25 minutes	Administrative Officer
	d) Preparation of documentary requirements for recalled personnel (e.g. Turn-Over Report, Post Clearance, Certificate of Leave Credits, Last Payment etc.)	None	1 week	Administrative Officer
	d) Report to the Office of Protocol, FDFA, end of tour of duty and departure from Post of personnel, enclosing carte de legitimization	None	5 minutes	Administrative Officer



	e) Returned Petrol Card to Directorate General of Customs, if any	None	5 minutes	Administrative Officer
	f) Surrender license plate to the Swiss Road Traffic Office, if any	None	5 minutes	Administrative Officer
	e) Fax to Manila reporting departure from Post of Personnel recalled or transferred to another Post	None	5 minutes	Administrative Officer
	TOTAL	None		

5. Application for Leave of Absence (ALA)

Guidelines on the application for leave privilege of Embassy personnel as provided by law and the rules and regulations of the Civil Service Commission and Executive Order No. 292 (Administrative Code of 1987).

OFFICE OR DIVISION		Administrative Section		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2B		
WHO MAY AVAIL		Embassy personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>A. For vacation leave:</u> 1. Application for Leave (CSC Form No. 6) 2. Certificate of Clearance, if > 1 month <u>B. For sick leave:</u> 1. Application for Leave (CSC Form No. 6) 2. Medical Certificate, if ≥ 5 days <u>C. For maternity leave:</u> 1. Application for Leave (CSC Form No. 6) 2. Medical Certificate 3. Certificate of Clearance		Administrative Section / CSC web site Embassy Administrative Section / CSC web site Attending physician Administrative Section / CSC web site Attending physician Embassy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement(s)	1. Receive and evaluate ALA	None	3 minutes	Administrative Officer
2. No action	2. Check the balances of available leave credits	None	5 minutes	Administrative Officer
3. No action	3. Process and sign ALA, then forward to Head of Office	None	10 minutes	Administrative Officer
4. No action	4. Approve and sign ALA	None	1/2 day	Ambassador / Chargé d'Affaires, a.i.
5. Receive approved ALA	5. Release approved ALA	None	3 minutes	Administrative Officer
		TOTAL	1/2 day and 21 minutes	



6. Issuance of Travel Orders (TO)

Guidelines on the issuance of travel orders to Embassy personnel going on official trips within/outside Switzerland and Liechtenstein, or to Manila/other Post.

OFFICE OR DIVISION		Administrative Section		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2B		
WHO MAY AVAIL		Embassy personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>A. For official trips within Post's jurisdiction:</u></p> <p>1. Invitation, or</p> <p>2. Request for Protocolar assistance/port courtesies</p> <p><u>B. For official trips outside Post's jurisdiction:</u></p> <p>1. Travel authority</p> <p>2. Itinerary of travel</p> <p><u>C. For reassignments to Manila/transfers to another Post:</u></p> <p>1. Assignment Order</p>		<p>Company/organization/agency DFA-DLLU / PH Government officials/ agency</p> <p>DFA-Manila <i>Form from Administrative Section</i></p> <p>DFA-HRMO</p>		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement(s)	1. Receive and evaluate document(s)	None	3 minutes	Administrative Officer
2. No action	2. Prepare Travel Order in 2 copies, then forward to Head of Office	None	5 minutes	Administrative Officer
3. No action	3. Approve and sign TO	None	1/2 day	Ambassador / Chargé d'Affaires, a.i.
4. No action	4. Receive signed TO, log-in and assign control number	None	3 minutes	Records Officer
5. Receive signed TO	5. File duplicate TO and release original TO	None	3 minutes	Records Officer
TOTAL			1 day and 21 minutes	

7. Issuance of Certificates of Clearance (CoC)

Guidelines on the issuance of post's clearance to Embassy personnel going on official leave for more than 30 days, being reassigned to the Home Office, or being transferred to another Post.

OFFICE OR DIVISION		Administrative Section		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2B		
WHO MAY AVAIL		Embassy personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>A. Leaves of absence for more than 30 days:</u> 1. Application for Leave (CSC Form No. 6) 2. Medical certificate, if applicable <u>B. For reassignments to Manila/transfers to another Post:</u> 1. Assignment Order		Administrative Officer/CSC website Attending Physician DFA-HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement(s)	1. Receive and evaluate document(s)	None	3 minutes	Administrative Officer
2. Receive form	2. Prepare/print Certificate of Clearance (CoC) form	None	5 minutes	Administrative Officer
3. Submit form to Finance Officer	3. Verify and check cash/outstanding accountabilities; then sign CoC, if none	None	30 minutes	Finance Officer
4. Submit form to Property Officer	4. Verify and check property accountabilities; then sign CoC, if none	None	30 minutes	Property Officer
5. Submit form to Records Officer	5. Verify and check records accountabilities; then sign CoC, if none	None	10 minutes	Records Officer
6. Submit form to Administrative Officer	5. Verify and check administrative accountabilities;	None	30 minutes	Administrative Officer



	then sign CoC, if none			
6. Submit form to Head of Post	6. Approve and sign CoC	None	1/2 day	Ambassador / Chargé d'Affaires, a.i.
7. Receive approved/signed form	7. Release approved/signed CoC	None	3 minutes	Ambassador's Secretary
	TOTAL		1/2 day and 111 minutes	

D. Government Procurement

1. Procurement of goods and services

Prescribing the procedure and documentary requirements for the procurement activities of the Embassy, under Republic Act No. 9184 (Government Procurement Reform Act).

OFFICE OR DIVISION		Property & BAC		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G, G2B, and G2C		
WHO MAY AVAIL		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Procurement of Equipment, Supplies and other materials <ul style="list-style-type: none"> • Purchase Request • Request for Quotation • Website and Procurement Board posting • Abstract of Quotation • BAC Resolution • Notice of Award / Notice to Proceed • Contract/Invoice • Inspection and Acceptance Report 		Official Sources / Various Stakeholders		
Lease of Venue <ul style="list-style-type: none"> • Request for Quotation • Website and Procurement Board posting • Abstract of Quotation • BAC Resolution • Contract/Invoice • Notice of Award / Notice to Proceed 		Official Sources / Various Stakeholders		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Procurement of Equipment, Supplies and other materials <ul style="list-style-type: none"> • Prepare Purchase Request • Preparation of Request for Quotation 	Procurement of Equipment, Supplies and other materials <ul style="list-style-type: none"> • Posting of Request for Quotation and Technical Specification in the Embassy 	None	10 Mins.	End User / Acting Property Officer

and Technical Specification	Website and Public Area	None	10 Mins.	End User / Acting Property Officer
	<ul style="list-style-type: none"> Prepare Abstract of Quotation 	None	1 Hour	BAC Secretariat
	<ul style="list-style-type: none"> Prepare BAC Resolution 	None	10 Mins.	BAC Secretariat
	<ul style="list-style-type: none"> Prepare Notice of Award and Notice to Proceed 	None		
	<ul style="list-style-type: none"> Inspection and Acceptance Report 	None	10 Mins.	Acting Property Officer
Lease of Venue				
<ul style="list-style-type: none"> Preparation of Request for Quotation and Technical Specification 	<ul style="list-style-type: none"> Posting of Request for Quotation and Technical Specification in the Embassy Website and Public Area 	None	10 Mins	End User / Information Officer
	<ul style="list-style-type: none"> Prepare Abstract of Quotation 	None	10 Mins	Acting Property Officer
	<ul style="list-style-type: none"> Prepare BAC Resolution 	None	1 Hour	BAC Secretariat
	<ul style="list-style-type: none"> Prepare Notice of Award and Notice to Proceed 	None	10 Mins.	BAC Secretariat
	TOTAL			



E. Protocol Services

1. Port Courtesies

Prescribing the procedure for port/airport courtesies given by the Embassy for arriving, departing or transiting to Switzerland of Philippine government officials and VVIPs.

OFFICE OR DIVISION		Protocol		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official request coursed through the DFA		Official Sources / Various Stakeholders		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A request from the DFA or its officials and other government authorities is sent to the Embassy through official channels	1. Requests are routed by the Head of Post to the Administrative Officer and / or Protocol Officer	None	10 Minutes	Ambassador
TOTAL		None	10 minutes	

F. Finance

1. Payment/reimbursement of expenditures

Prescribing the procedure and documentary requirements for payment or reimbursement of amount advanced for payment of Embassy expenditures, in accordance with government accounting and auditing rules and regulations.

OFFICE OR DIVISION		Finance		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2B, G2G		
WHO MAY AVAIL		Suppliers, contractors, and employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>A. General requirements :</u> 1. Bill / Invoice / Receipt 2. Purchase Request (PR) 3. Quotation(s) 4. Abstract of Canvass 5. BAC Resolution 6. Notice of Award (NOA) 7. Purchase Order / Job Order / Contract / Agreement 7. Notice to Proceed (NTP) 8. Delivery Receipt 9. Certificate of completion / Inspection and Acceptance Report (IAR)		Claimant Requesting Officer/Staff (end-user) Supplier(s)/BAC Secretariat BAC Secretariat BAC Secretariat BAC Secretariat Administrative/Property Officers BAC Secretariat Claimant Administrative/Property Officers		
<u>B. Additional requirements depending on nature of expense :</u> 1. Property Acknowledgement Receipt (PAR) – purchase of PPE 2. Inventory Custodian Slip – purchase of semi-expendables 3. Waste Materials Report – repair of motor vehicle 4. Waybill / Bill of Lading – pouch / shipment 5. Pouch List / Packing List(s) – shipment 6. Assignment Order & Travel Order – plane fare		Property Officer Property Officer Property Officer Records Officer / Claimant Records Officer / Claimant Officer/Staff authorized to travel		
<u>C. Other document(s) peculiar to the transaction</u>		<i>Depends on the document(s)</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit bill and required supporting documents	1. Receive bill and required supporting documents	None	5 minutes	Finance Officer



2. No activity	2. Evaluate completeness and authenticity of documents; verify availability of funds and cash	None	½ day	Finance Officer
3. No activity	3. If found in order, prepare and sign DV and ADA; forward to Administrative Officer	None	30 minutes	Finance Officer
4. No activity	4. Review, certify and sign DV; forward to Ambassador	None	1 hour	Administrative Officer
5. No activity	5. Review, approve and sign DV and ADA	None	½ day	Ambassador
6. No activity	6. Return documents to Finance Officer	None	5 minutes	Ambassador's Secretary
7. Receive bank transfer / payment	7. Release ADA to bank / initiate payment	None	1 day	Finance Officer
	TOTAL	None	2 days & 100 minutes	

2. Grant of cash advances

Prescribing the procedure and documentary requirements for the grant of cash advances, in accordance with government accounting and auditing rules and regulations.

OFFICE OR DIVISION		Finance		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL		Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>A. For commutation of 3 months LQA :</u></p> <ol style="list-style-type: none"> Certificate of Arrival and Assumption of Duty CTC of Certificate of Last Payment CTC of Certificate of Emoluments CTC of Assignment Order CTC of Travel Order CTC of Clearance Forms 1 & 2 <p><u>B. For travels:</u></p> <ol style="list-style-type: none"> Approved Itinerary of Travel Travel Authority / Travel Order <p><u>C. For other cash advances:</u></p> <ol style="list-style-type: none"> Approved request/authority for cash advance Office Order designating claimant as AO Fidelity bond Certificate of no unliquidated cash advance 		<p>Administrative Officer</p> <p>Administrative Officer</p> <p>Head of Post</p> <p>DFA-Manila / Head of Post Bureau of Treasury DFA-OFMS / Finance Officer</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required supporting documents	1. Receive required supporting documents	None	5 minutes	Finance Officer
2. No activity	2. Evaluate completeness and authenticity of documents; verify availability of funds and cash	None	½ day	Finance Officer
3. No activity	3. If found in order, prepare and sign DV and ADA; forward to Administrative	None	30 minutes	Finance Officer



	Officer			
4. No activity	4. Review, certify and sign DV; forward to Ambassador	None	1 hour	Administrative Officer
5. No activity	5. Review, approve and sign DV and ADA	None	½ day	Ambassador
6. No activity	6. Return documents to Finance Officer	None	5 minutes	Ambassador's Secretary
7. Receive bank transfer / payment	7. Release ADA to bank / initiate payment	None	1 day	Finance Officer
	TOTAL	None	2 days & 100 minutes	

G. Records and Communications

1. Incoming/Outgoing communications/pouch

Guidelines on the handling of official incoming/outgoing communications and diplomatic pouches of the Embassy.

OFFICE OR DIVISION		Records and Communications		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G and G2C		
WHO MAY AVAIL		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incoming Communications 2. Outgoing Communications 3. Incoming Diplomatic Pouch 4. Outgoing Diplomatic Pouch		IRMS Computer External Hard Drive Records and Communication Room 1 st Floor (Hard Copy) Records and Communication Room Basement (Hard Copy)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Incoming communications from the Home Office, Foreign Service Posts, other Government and Private agencies, passport and visa inquiries, invitations and Note Verbale are sent to the Embassy through official channels.	Incoming communications are downloaded, decoded, edited, printed, attached routing slip and give to the Secretary of the HOP for checking. Confidential/Secured communications are decoded with special app and decoded again after downloading.	None	5-10 Minutes (depending on the volume of the communications received)	Communications Officer
	Once the HOP checked all the Incoming Communications it will be scanned and uploaded to the IRMS for routing to the action officer.	None	5-10 Minutes (depending on the volume of the communications received)	Communications Officer
Outgoing communications are given by the Secretary of	Outgoing communications are given a Control Number, scanned,	None	5-10 Minutes (depending on the volume of the outgoing	Communications Officer

HOP for sending to the Home Office, Foreign Service Posts, other Government and Private agencies through official channels.	saved, uploaded to IRMS, routed to action officer, coded and send to the end user.		communications to be sent out)	
	Confidential/Secured outgoing communications are covered with Confidential/Secured paper, double coded and can only be accessed by a special app and authorized person.	None	5-10 Minutes (depending on the volume of the outgoing communications to be sent out)	Communications Officer
Incoming diplomatic pouch from the Home Office weekly or Foreign Service Posts delivered by courier.	Incoming pouch are delivered by a courier sealed in a diplomatic pouch bag, received, opened, checked the manifest if complete, separate the personal and official documents, deliver the personal documents to the desired personnel, scanned the official documents, attached routing slip and give to the secretary of HOP for checking.	None	10-15 Minutes (depending on the volume of the documents received)	Communications Officer
	Once the HOP checked all the official documents it will be scanned again and uploaded to IRMS for routing to the action officer.	None	10-15 Minutes (depending on the volume of the documents received)	Communications Officer
Outgoing diplomatic pouch for sending to the Home Office monthly or	Outgoing official documents for are given by the Secretary of HOP, given a Control Number, scanned,	None	10-15 Minutes (depending on the volume of the outgoing documents received)	Communications Officer



Foreign Service Posts picked up by courier.	saved, uploaded to IRMS, routed to action officer, personal documents are given by the desired personnel, sealed in envelope and plastic packaged, put in the Outgoing Pouch Manifest List, give the manifest to the AO, checked the manifest and the documents if complete before signing of the CO, AO and HOP.			
	Once the manifest is signed the official and personal documents are put inside a Diplomatic Pouch Bag, sealed before contacting the courier for delivery to Home Office or Foreign Service Posts.	None	10-15 Minutes (depending on the volume of the outgoing documents received)	Communications Officer
	TOTAL	None	10-15 Minutes (depending on the volume)	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients feedback shall be dropped at the designated drop box at the Embassy chancery.
How feedbacks are processed	Every end of the month, a designated Officer opens the drop box and compiles and records all feedbacks submitted. Feedbacks requiring answers are forwarded to the relevant Officer and he/she is required to answer within three (3) days upon receipt thereof. The answer of the Officer is then relayed to the client.
How to file a complaint	Fill-out the client Complaint Form and drop it at the designated drop box at the Embassy chancery. Complaints may also be filed via telephone, and digital media (<i>e-mail, facebook</i>). Make sure to provide the following : - Name of the person being complained - Narration of incident-complaint - Evidence
How complaints are processed	Every end of the month, a designated Officer opens the complaints drop box, <i>e-mail, facebook</i> , and evaluates each complaint. Upon evaluation, the designated Officer shall start an investigation and forward the complaint to the relevant Officer for appropriate action. The designated Officer will prepare a report after the investigation and shall submit it to the Head of Office for appropriate action. The designated Officer will give feedback to the client.
Contact information of the Philippine Embassy in Berne, Switzerland	Address : Kirchenfeldstrasse 73-75 CH-3005 Berne Telephone No.: +49 31 350 1717 Mobile No. : +49 79 542 1992 E-mail : info.bernepe@dfa.gov.ph Facebook : PhilippineEmbassyBerne

