



## **LIST OF SERVICES**

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## EXTERNAL SERVICES

### 1. PASSPORT SERVICES

A Philippine passport is both a travel document and a primary national identity document issued to citizens of the Philippines.

<b>Office or Division:</b>	<b>Passport Section</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2C- Government to Client</b>	
<b>Who may avail:</b>	<b>Filipino Citizens</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>First Time Applicants</b>		
1.Duly accomplished application form	Philippine Embassy in Vienna, Austria <a href="https://viennape.dfa.gov.ph/downloadable-forms">https://viennape.dfa.gov.ph/downloadable-forms</a> , or in person at Post's Passport Section	
2.PSA-issued Birth Certificate	Philippine Statistics Authority(PSA) – formerly known as National Statistics Office (NSO) – online application for birth certificate request may be availed thru: <a href="https://www.psaberbilis.com.ph/Secure/OnlineApplication.aspx">https://www.psaberbilis.com.ph/Secure/OnlineApplication.aspx</a>	
3.Visa Grant Notice	The Austrian Embassy in Manila under the Federal Ministry for European and International Affairs <a href="http://www.bmeia.gv.at">www.bmeia.gv.at</a>	
<b>Renewal of Passports</b>		
1.Duly accomplished application form	Philippine Embassy Vienna <a href="https://viennape.dfa.gov.ph/downloadable-forms">https://viennape.dfa.gov.ph/downloadable-forms</a> , or in person at Post's Passport Section	
2.Old Passport Note: Holders of Brown Passports, Green Passports, Machine Readable Passports (maroon, issued in 2007 and 2008) will be treated as new application and applicants are requested to bring copy of their birth certificates issued by PSA to determine complete place of birth.	Client's copy	
3.Visa Grant Notice	The Austrian Embassy in Manila under the Federal Ministry for European and International Affairs <a href="http://www.bmeia.gv.at">www.bmeia.gv.at</a>	



<b>Lost or Mutilated Passports</b>	
1.Duly accomplished application form	Philippine Embassy Vienna <a href="https://viennape.dfa.gov.ph/downloadable-forms">https://viennape.dfa.gov.ph/downloadable-forms</a> , or in person at Post's Passport Section
2.Affidavit of Loss	Philippine Embassy Vienna
3.Police Report (if lost passport is still valid)	Austrian Police Station
4.Photocopy of Lost Passport	Client
5.PSA-issued Birth Certificate	Philippine Statistics Authority
6.Affidavit of Loss	Philippine Embassy in Vienna
<b>Minor Applicants</b>	
1.PSA-issued Birth Certificate	Philippine Statistics Authority
2.Report of Birth (if born abroad)	Philippine Embassies/Consulates
3.PSA-issued Marriage Contract of parents (if married)	Philippine Statistics Authority
4.Photocopy of parents' passports	Client's copy
5.Visa Grant Notices of the child and parents	MA35-Immigration, Citizenship and Registry Offices
<b>Married Women</b>	
PSA-issued Marriage Certificate or Report of Marriage	Philippine Statistics Authority
<b>Married Women who want to revert to their maiden name</b>	
1.PSA-issued Birth Certificate	Philippine Statistics Authority
2.PSA-issued Death Certificate of husband	Philippine Statistics Authority
3.PSA-issued Marriage Certificate with annotation of annulment	Philippine Statistics Authority
<b>Note:</b> The requirements for the ePassport vary according to whether the application is a first-time application, renewal, replacement of a lost passport, or if the	



<p>applicant had re-acquired Philippine citizenship as a dual citizen. Further information on passport requirements is available on Post's website <a href="https://viennape.gov.ph/consular/passport_requirements">https://viennape.gov.ph/consular/passport requirements</a></p> <p>Person who has no legal resident in Austria may also apply for residency the renewal of his/her passport</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client proceeds to the Passport processing area and logs at the consular services registry/log book		None	15 minutes	
2.Client submits duly accomplished application form and required documents.  Processor accepts the documents for review and interviews the client as necessary		None	5 minutes	Processor
3.If the application form is accomplished correctly and supporting documents are complete and in order, client proceeds to the Cashier to pay the corresponding processing fee	Cashier accepts payment and issues Official Receipt at the Cashier's Window	EUR54.00	3 minutes	Cashier
4.Client proceeds to the encoding area.	1.Encoder captures Client's personal data, including biometrics and photo, and such data will be electronically	None	Data-encoding and biometric capture may take 10 - 20 minutes for each applicant	Encoder



	<p>transmitted to DFA Manila for further evaluation and eventual printing of booklet.</p> <p>2.Client is advised that the delivery of the passport after lodging usually takes 4-6 weeks. Client is advised thru email as soon as his/her passport is available</p>			
<p>5.Collection: Client presents Official Receipt and old passport</p>	<p>Processor invalidates and returns old passport to applicant. New electronic passport is issued to applicant</p>	<p>None</p>	<p>5 minutes</p>	<p>Processor</p>



## 2. CIVIL REGISTRY

### a. REPORT OF BIRTH

The birth of a child born in Austria of Filipino parents should be reported to and registered with the Philippine Statistics Authority through the Philippine Embassy Vienna

<b>Office or Division:</b>	<b>Civil Registry Section</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C- Government to Client</b>
<b>Who may avail:</b>	<b>Filipino Citizens</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Duly accomplished Report of Birth (ROB) Form (4 original)	Philippine Embassy Vienna <a href="https://viennape.gov.ph/consularservices/downloadable-forms">https://viennape.gov.ph/consularservices/downloadable-forms</a>
Birth Certificate (4 photocopies)	MA35-Austrian Registrar of Births, Deaths and Marriages of the state/territory where the birth took place
Marriage Certificate of parents if married (4 photocopies)	Philippine Statistics Authority (PSA) – formerly known as National Statistics Office (NSO), online application for marriage certificate request may be availed thru: <a href="https://www.psaberbilis.com.ph/Secure/Online/application.aspx">https://www.psaberbilis.com.ph/Secure/Online/application.aspx</a>
Passports of parents valid at the time of Marriage (4 photocopies)	DFA Office of Consular Affairs, Regional Consular Offices, Satellite Offices and Philippine Embassies and Consulates abroad or Austrian Passport Office for Austrian spouse
Proof of status of parents i.e., Visa issued by Austria, etc.  (4 photocopies)	MA35-Immigration, Citizenship and Registry Offices  Philippine Embassy Vienna
Fee: EUR22.50	Cashier
Self-addressed Express Post envelope	Austrian Post office



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to the Consular Section for initial assessment and verification.	1. Receive the required documents and check for completeness	None	5 minutes	Consular Assistant/ Processor
2. Pay the required fees at the Cashier. Make sure to secure the Official Receipt that will be issued upon payment.	2.1 Accept the payment and issue the official receipt	EUR22.50  Express fee: Additional EUR9.00 (Note: only for civil registry application without other consular services)	2 minutes	Collecting Officer/ Cashier
	2.2 Civil registry officer processes and prepares the documents for signature of the Consul	None	5 minutes	Consular Assistant/ Processor
	2.3 Consul evaluates and signs the Report of Birth	None	5 minutes	Consul
3. Release Applicant receives a copy of the Report of Birth  Applicant will be informed that PSA copy will be available 6 months after application.	Release the personal copy of the Report of Birth to client by mail or in person  Transmit 2 copies of ROB to DFA by pouch for onward transmittal to PSA Note: The Consulate submits ROB by	None  None	Express: following day, 1 day, 3:00PM  Regular: 3 days	Consular Assistant/ Processor



	pouch every 1 <sup>st</sup> week of the month  Note: There is a waiting period of at least 4 to 6 months for the availability of PSA copy in security paper			
	Total:		Express: 1 day <i>(Provided the required documents are complete.)</i>  Regular Processing: 3 days	

## b. REPORT OF MARRIAGE

The marriage between two Filipinos or a Filipino and a Foreigner solemnized in Austria should be reported to and registered with the Philippine Statistics Authority through the Philippine Embassy.

<b>Office or Division:</b>	<b>Civil Registry Section</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C- Government to Client</b>
<b>Who may avail:</b>	<b>Filipino Citizens</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Duly accomplished Report of Marriage form (4 original, 1 photocopy if the applicant will renew her passport using her married name)	Philippine Embassy Vienna <a href="https://viennape.dfa.gov.ph/download-able-forms">https://viennape.dfa.gov.ph/download-able-forms</a>
Marriage Certificate (4 photocopies)	Austrian Registrar of Births, Deaths and Marriages of the state/territory where the marriage took place
Birth Certificate of the Filipina (4 photocopies)	Philippine Statistics Authority (PSA) – formerly known as National Statistics





	Office (NSO), online application for birth certificate request may be availed thru: <a href="https://www.psaberbilis.com.ph/Secure/Online/application.aspx">https://www.psaberbilis.com.ph/Secure/Online/application.aspx</a>			
Passports of both parties valid at the time of Marriage (4 photocopies)	DFA Office of Consular Affairs, Regional Consular Offices, Satellite Offices and Philippine Embassies and Consulates abroad or Austrian Passport Office for Austrian spouse			
Proof of status of Filipino applicant i.e., Visa issued by Austria, etc  Other documents, etc (4 photocopies)	MA35-Migration, Citizenship and Registry Offices  Philippine Embassy Vienna			
Fee: EUR22.50	Cashier			
Self-addressed Express Post envelope	Austrian Post office			
<b>Additional Requirements:</b>				
<b>Widow/er</b> – Death certificate of deceased spouse <b>Annulled/Divorce</b> – annotated marriage certificate Note: For a divorce decree to be valid in the Philippines, the petitioner of the divorce should be the alien spouse.  <b>Delayed Registration (1 year after date of marriage):</b> Affidavit of Delayed Registration of marriage Fee EURO 22.50		PSA or the Austrian Government for Foreign spouse PSA  Philippine Embassy in Vienna		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit the required documents to the Consular section processing counter for initial assessment and verification.	1.Receive the required documents and check for completeness	None	5 minutes	Consular Assistant/Processor



<p>2. Pay the required fees at the Cashier's windows. Make sure to secure the Official Receipt that will be issued upon payment.</p>	<p>2.1 Accept the payment and issue the official receipt</p>	<p>EUR22.50</p> <p>Express fee: Additional EUR9.00</p>	<p>2 minutes</p>	<p>Collecting Officer/ Cashier</p>
	<p>2.2 Civil registry officer processes and prepares the documents for signature of the Consul</p>	<p>None</p>	<p>5 minutes</p>	<p>Civil Registry Assistant</p>
	<p>2.3 Consul evaluates and signs the Report of Marriage</p>	<p>None</p>	<p>5 minutes</p>	<p>Consul</p>
<p>3. Release Applicant receives a copy of the Report of Marriage</p> <p>Applicant will be informed that PSA copy will be available at 6 months after application.</p>	<p>Release the personal copy of the Report of Marriage to client by mail or in person</p> <p>Transmits 2 copies of ROM to DFA by pouch for onward transmittal to PSA Note: The Consulate submits ROM by pouch every 1<sup>st</sup> week of the month</p> <p>Note: There is a waiting period of at least 4 to 6 months for the availability of PSA copy in security paper</p>	<p>None</p> <p>None</p>	<p>Express: 3:00 pm</p> <p>Regular: 3 days</p>	<p>Civil Registry Assistant</p>
	<p>Total:</p>		<p>Express: 17 minutes</p> <p>Regular Processing: 3 days</p>	



### c. REPORT OF DEATH

The death of a Filipino citizen in Austria should be reported to and registered with the Philippine Statistics Authority through the Philippine Embassy.

<b>Office or Division:</b>	<b>Civil Registry Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Client</b>			
<b>Who may avail:</b>	<b>Filipino Citizens</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Report of Death (ROD) Form ( 4 original)		Philippine Embassy Vienna <a href="https://viennape.gov.ph/downloadable-forms">https://viennape.gov.ph/downloadable-forms</a>		
Death Certificate (4 photocopies)		Austrian Registrar of Births, Deaths and Marriages of the state/territory where the birth took place		
Passport data page of the Deceased (4 photocopies)		DFA Office of Consular Affairs, Regional Consular Offices, Satellite Offices and Philippine Embassies and Consulates abroad or Austrian Passport Office for Austrian spouse		
Mortuary Certificate (4 photocopies)		Philippine Embassy		
Fee: EURO22.50		Cashier		
Self-addressed Express Post envelope		Austrian Post office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPON SIBLE</b>
1.Submit the required documents to the Consular section processing counter for initial assessment and verification.	1.Receive the required documents and check for completeness	None	5 minutes	Consular Assistant/ Processor
2.Pay the required fees at the Cashier's windows. Secure the Official Receipt	2.1 Accept the payment and issue the official receipt	EUR22.50	2 minutes	Collecting Officer/ Cashier



<p>that will be issued upon payment.</p>	<p>2.2 Civil registry officer processes and prepares the documents for signature of the Consul</p> <p>2.3 Consul evaluates and signs the Report of Death</p>	<p>Express fee: Additional Eur9.00</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Civil Registry Assistant</p> <p>Consul</p>
<p>3.Applicant receives a copy of the Report of Death</p> <p>Applicant will be informed that PSA copy will be available 6 months after application.</p>	<p>Release the personal copy of the Report of Death to client by mail or in person</p> <p>Transmit 2 copies of ROD to DFA by pouch for onward transmittal to PSA Note: The Consulate submits ROD by pouch every 1<sup>st</sup> week of the month</p> <p>Note: There is a waiting period of at least 4 to 6 months for the availability of PSA copy in security paper</p>	<p>None</p> <p>None</p>	<p>Express: 3:00 pm</p> <p>Regular: 3 days</p>	<p>Civil Registry Assistant</p>
	<p>Total:</p>		<p>Express: 17 minutes</p> <p>Regular Processing: 3 days</p>	



## **d. CORRECTION OF ENTRIES OF CIVIL REGISTRY DOCUMENTS**

### **d.i CHANGE OF FIRST NAME**

Filipinos abroad may file a petition before the Embassy to correct a clerical or typographical errors and change of first name or nickname, the day and month in the date of birth or sex of a person in the Civil Register Entries of the Embassy without need of a judicial order.

Conditions for the Change of First Name:

- The petitioner finds the first name or nickname to be ridiculous, tainted with dishonor or extremely difficult to write or pronounce;
- The new first name or nickname has been habitually and continuously used by the petitioner and he has been publicly known by that first name or nickname in the community; or
- The change will avoid confusion.

<b>Office or Division:</b>	<b>Civil Registry Section</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	<b>G2C- Government to Client</b>
<b>Who may avail:</b>	<p>Filipino Citizens Petition may be filed by a person 18 years of age and must have a direct and personal interest in the change of first name in the civil register.</p> <p>Only the following persons are considered to have a direct and personal interest in the correction of clerical error or change of first name:</p> <ul style="list-style-type: none"> <li>• Owner of the record that contains the error to be corrected or first name to be changed.</li> <li>• Owner's spouse, children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law or by the owner of the document sought to be corrected.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1.Petition for Change of First Name (4 copies)	Philippine Embassy Vienna
2. Certified machine copy of the certificate containing the alleged erroneous entry or entries.	Philippine Embassy in Vienna or Philippine Statistics Authority(PSA) – formerly known as National Statistics



		Office (NSO) –online application for birth certificate request may be availed thru: <a href="https://www.psaberbilis.com.ph/Secure/OnlineApplication.aspx">https://www.psaberbilis.com.ph/Secure/OnlineApplication.aspx</a>		
Not less than 2 public or private documents upon which the correction shall be based. Examples of these documents are the following: baptismal certificate, voter's affidavit, employment record, GSIS/SSS record, medical record, school record, business record, driver's license, insurance, land titles, certificate of land transfer, bank passbook, NBI/police clearance, civil registry records of ascendants		Church where the child was baptized COMELEC Employer GSIS or SSS Hospitals Schools, Dep Ed, CHED SEC LTO Insurance companies Land Registration Authority Land Registration Authority Banks NBI, Philippine National Police PSA		
Certified machine copy of the Official Receipt of the filing fee.		Philippine Embassy in Vienna		
Clearance from authorities such as clearance from employer, if employed; the National Bureau of Investigation; the Philippine National Police and other law enforcement agencies where person whose name is being changed resides.		NBI, Philippine National Police, Employer		
An affidavit of publication and copy of the newspaper clippings		Publisher of the Newspaper where the publication was made		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.The petition must be submitted in person, should be accomplished properly and in the prescribed form	The receiving clerk/processor shall examine the petition only with regard to the completeness of entries and completeness and sufficiency of supporting documents	None	5 minutes	Civil Registry Assistant



<p>2 If the petition is sufficient and supporting documents are complete and in order, client proceeds to the Cashier's window to pay the corresponding processing fee.</p>	<p>Cashier accepts payment and issues Official Receipt at the Cashier's Window</p>	<p>EURO 135.00 for the Change of First name</p>	<p>3 minutes</p>	<p>Cashier</p>
<p>3. Client submits the application form and official receipt</p>	<p>3.1 The receiving clerk shall get the OR and attach it to the petition</p> <p>3.2 receiving clerk shall record the receipt of the petition in the logbook</p> <p>3.3 Receiving clerk shall prepare the Record Sheet Form</p> <p>3.4 Receiving Clerk shall prepare the Notice of Publication, attach it to the petition for signature by the Consul General or Consul</p> <p>3.5 Petitioner will be advised to have the petition published in a newspaper of general circulation at least once a week for 2 consecutive weeks.</p> <p>3.6 The client will be advised to submit 3 copies of the Affidavit of the Publisher and clippings of the newspaper showing the published petition</p>	<p>None</p>	<p>1 min</p> <p>1 min</p> <p>10 days</p> <p>2 mins</p> <p>14 days</p>	<p>Civil Registry Assistant</p>
<p>4. Petitioner submits 3 copies of the Affidavit of the Publisher and clippings of the</p>	<p>4.1 Consul General shall act on the petition within 5 working days after the completion of 10-day</p>		<p>5 days</p>	



<p>newspaper showing the published petition</p>	<p>posting period and receipt of the proofs of publication from the petitioner</p> <p>The CG shall render the decision for approval or disapproval of the petition.</p> <p>CG shall transmit the decision within 5 working days after the date of the decision approving the petition to CRG</p> <p>When the decision is for disapproval, petitioner shall be advised of two options: to appeal the decision within 10 working days from receipt of the decision or file an appropriate or petition with the proper court</p>		<p>5 days</p> <p>5 days</p>	
	<p>5. The decision of the CRG whether affirming or impugning the decision of the CG shall be entered in 2 copies of the petition form containing the CG's decision shall be sent back to the CG as basis for preparing the Certificate of Finality</p>		<p>10 days</p> <p>10 days</p>	
	<p>6. The Certificate of Finality shall be prepared and issued by the CG upon receipt of the decision of CRG</p>		<p>1 day</p>	





	<p>CG shall annotate the affected certificate and the corresponding page of the registry book</p> <p>CG shall send one (1) copy to OCRG the Petition form containing the decision, supporting papers submitted and Certificate of Finality</p>		<p>1 day</p> <p>5 days</p>	
<p>7. Client comes back to the Embassy to get their personal copy of Annotated Civil Registry Document or receives their personal copy by mail.</p>	<p>7.1 Civil Registry Officer releases the personal copy of the petitioner</p>		<p>2 mins – release in person</p>	<p>Civil Registry Assistant</p>



## d.ii CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR

Filipinos abroad may file a petition before the Embassy to correct a clerical or typographical errors and change of first name or nickname, the day and month in the date of birth or sex of a person in the Civil Register Entries of the Embassy without need of a judicial order.

The error must be visible to the eyes or obvious to the understanding, and can be corrected or changed only by reference to other existing record or records.

<b>Office or Division:</b>	<b>Civil Registry Section</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	<b>G2C- Government to Client</b>
<b>Who may avail:</b>	<p>Filipino Citizens          Petition may be filed by a person 18 years of age and must have a direct and personal interest in the correction of clerical or typographical error in the civil register.          Only the following persons are considered to have a direct and personal interest in the correction of clerical error or change of first name:</p> <ul style="list-style-type: none"> <li>• Owner of the record that contains the error to be corrected or first name to be changed.</li> <li>• Owner's spouse, children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law or by the owner of the document sought to be corrected.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Petition for Correction in the Death Certificate/Birth Certificate/Marriage Certificate (4 copies)	Philippine Embassy Vienna
2. Certified machine copy of the certificate containing the alleged erroneous entry or entries.	Philippine Embassy Vienna or Philippine Statistics Authority (PSA) – formerly known as National Statistics Office (NSO) – online application for birth certificate request may be availed thru: <a href="https://www.psaberbilis.com.ph/Secure/OnlineApplication.aspx">https://www.psaberbilis.com.ph/Secure/OnlineApplication.aspx</a>
Not less than 2 public or private documents upon which the correction shall be based. Examples of these documents are the following: baptismal certificate,	Church where the child was baptized



voter's affidavit, employment record, GSIS/SSS record, medical record, school record, business record, driver's license, insurance, land titles, certificate of land transfer, bank passbook, NBI/police clearance, civil registry records of ascendants		COMELEC Employer GSIS or SSS Hospitals Schools, Dep Ed, CHED SEC LTO Insurance companies Land Registration Authority Land Registration Authority Banks NBI, Philippine National Police PSA		
Certified machine copy of the Official Receipt of the filing fee.		Philippine Embassy Vienna		
Notice or certification of posting		Philippine Embassy Vienna		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.The petition must be submitted in person, should be accomplished properly and in the prescribed form	The receiving clerk shall examine the petition only with regard to the completeness of entries and completeness and sufficiency of supporting documents	None	5 minutes	Civil Registry Consular Assistant
2 If the petition is sufficient and supporting documents are complete and in order, client proceeds to the Cashier to pay the corresponding processing fee.	Cashier accepts payment and issues Official Receipt	EUR____ for the Change of First name	3 minutes	Cashier
3.Client submits the application form and official receipt	3.1The receiving clerk shall get the OR and attach it to the petition  3.2 receiving clerk shall record the receipt of the petition in the logbook	None	1 min  1 min  10 days	Civil Registry Consular Assistant



	<p>3.3 Receiving clerk shall prepare the Record Sheet Form</p> <p>3.4 Receiving Clerk shall prepare the Notice of Posting, attach it to the petition for signature by the Consul General or Consul</p> <p>3.5 Petitioner will be advised of the posting of the Notice for 10 days.</p>		<p>2 mins</p> <p>10 days</p>	
	<p>4.1 Consul General shall act on the petition within 5 working days after the completion of 10-day posting period</p> <p>The CG shall render the decision for approval or disapproval of the petition.</p> <p>CG shall transmit the decision within 5 working days after the date of the decision approving the petition to CRG</p> <p>When the decision is for disapproval, petitioner shall be advised of two options: to appeal the decision within 10 working days from receipt of the decision or file an appropriate or petition with the proper court</p>	<p>None</p>	<p>5 days</p> <p>5 days</p> <p>5 days</p>	
	<p>5. The decision of the CRG whether affirming</p>	<p>None</p>	<p>10 days</p>	



	or impugning the decision of the CG shall be entered in 2 copies of the petition form containing the CG's decision shall be sent back to the CG as basis for preparing the Certificate of Finality		10 days	
	<p>6. The Certificate of Finality shall be prepared and issued by the CG upon receipt of the decision of CRG</p> <p>CG shall annotate the affected certificate and the corresponding page of the registry book</p> <p>CG shall send by pouch one (1) copy to OCRG the Petition form containing the decision, supporting papers submitted and Certificate of Finality</p>	None	<p>1 day</p> <p>1 day</p> <p>5 days Note: The Consulate sends civil registry documents by pouch to DFA-Manila for onward transmittal to PSA every 1<sup>st</sup> week of the month</p>	
7. Client comes back to the Embassy to get their personal copy of Annotated Civil Registry Document or receives their personal copy by mail.	7. Civil Registry Officer releases the personal copy of the petitioner	None	2 mins – release in person	Civil Registry Consular Assistant



### 3. NOTARIALS

#### a. ACKNOWLEDGEMENT/JURAT

Notarials services are part of the consular services that are offered by the Embassy to the public. The Embassy acknowledges the authenticity of the signature on the document submitted by the applicant.

<b>Office or Division:</b>	<b>Notarial Section</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Client</b>
<b>Who may avail:</b>	<b>Filipino and Austrian citizen</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>ACKNOWLEDGEMENT</b> Documents to be acknowledged such as Special Powers of Attorney, General Powers of Attorney, Deeds of Sale, Deeds of Donation, Contracts, SSS/GSIS forms, Extrajudicial Settlement, etc., (original, 1 photocopy) Note: Personal appearance of the signatory or signatories is a requirement for Notarization. Document will be signed in front of the Consular Officer.	Blank forms available at the Philippine Embassy- <a href="https://viennape.dfa.gov.ph/consularservices/downloadable-forms">https://viennape.dfa.gov.ph/consularservices/downloadable-forms</a>
Government issued IDs such as : Passport  Driver's license Photo card (present original, 2 photocopies; 1 photocopy per document to be consularized)	Austrian Passport Office; DFA-Manila or Foreign Service Posts Austrian Transport or Philippine LTO Austrian Transport
Self-addressed Express Post Envelope	Austrian Post Office
<b>JURAT</b> (documents such as Affidavit of Support and Consent, Parental Travel Permits, Complaints, Applications for Marriage License and Oaths of Professionals) Original and photocopy of the document (1);	Philippine Embassy Vienna <a href="https://viennape.dfa.gov.ph/consularservices/downloadable-forms">https://viennape.dfa.gov.ph/consularservices/downloadable-forms</a>
Government issued IDs such as : Passport  Driver's license	Austrian Passport Office; DFA-Manila or Foreign Service Posts Austrian Transport or Philippine LTO



Photo card (present original, 2 photocopies; 1 photocopy per document to be consularized)		Austrian Transport		
Self-addressed Express Post Envelope		Austrian Post Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1 LODGMET of document/s and FILLING OUT of Notarial Request Form given by the Consular processor	The Consular Assistant checks ID and evaluates the completeness of the submitted document/s. Affiant signs the document/s	None	3 minutes	<i>Consular Assistant</i>
Step 2 PAYMENT Applicant proceeds to the Cashier to pay the corresponding processing fee.	Cashier accepts payment and issues an official receipt	EUR22.50	3 minutes	<i>Collecting Officer</i>
	For expedite: Consular Assistant prepares the document/s for approval and signature of the Consul.	Additional EUR9.00 for express processing	5 minutes	<i>Consular Assistant</i>
	Consul signs the document		2 minutes	<i>Consul</i>
Step 3 COLLECTION Applicant collects the document at the consular section after 3 working days. (For expedited documents, the following day at 3:00 PM.)	Documents are released to the applicant	None	2 minutes	<i>Consular Assistant</i>



	Total:		Expedite: the following day, 1 day	
			Regular: 3 days	

## b. NBI FINGERPRINTING

NBI finger printing is a part of the Consular services offered by the Embassy.

<b>Office or Division:</b>	<b>Notarial Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Client</b>			
<b>Who may avail:</b>	<b>Philippine and Austrian Citizens, Citizens of Croatia, Slovenia and the Slovak Republic</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. NBI Fingerprint Form No. 5 (1 original)		Philippine Embassy in Vienna- Consular Section		
2. Passport (present original, 1 photocopy)		DFA-Manila, Office of Consular Affairs, Regional Consular Offices, Satellite Offices and Philippine Foreign Service Posts or Austrian Passport Office		
3. One (1) Recent 2x2 passport-size photo with white background		Photo shops/studios		
4. Non refundable fee of EUR22.50				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS ING TIME</b>	<b>PERSON RESPONSI BLE</b>
Step 1 LODGMET Applicant submits the required documents for assessment and verification	ASSESSMENT Receive the required documents and check for completeness	None	3 minutes	<i>Consular Assistant</i>
Step 2 PAYMENT Pay the required fees at the Cashier. "Make sure to secure Official Receipt that will be	Cashier accepts payment and issues an official receipt to applicant	EUR22.50	2 minutes	<i>Collecting Officer</i>





issued upon payment.”				
<p>Step 3 Applicant returns to the processing counter with the NBI form for fingerprint impression</p>	<p>PROCESSING Consular Assistant, upon presentation of receipt by the applicant will assist the applicant in the finger printing on the form,</p>	None	5 minutes	<i>Consular Assistant</i>
	<p>The NBI form will be signed by the Signing Officer/Consul</p>	None	1 minute	<i>Consul</i>
<p>Step 5 COLLECTION Applicant collects the document at the consular counter</p> <p>Note: Applicant sends the completed NBI form, copy of passport and authorization letter to his representative in the Philippines</p> <p>Applicant’s representative submits and collects the NBI clearance and sends the same back to the applicant</p>	<p>Consular Assistant releases the signed NBI form to applicant and explains the procedure and application to NBI-Manila</p>	None	2 minutes	<i>Consular Assistant</i>
<p>Step 6 Applicant brings NBI Clearance to the Consulate for the impression of the Consular seal</p>		None	2 minutes	<i>Consular Assistant</i>
	Total:		15 minutes	



### c. CERTIFIED TRUE COPY OF A DOCUMENT

A **certified copy** is a **copy** (photocopy) of a permanent/original document issued by the Philippine Embassy in Vienna

<b>Office or Division:</b>	<b>Notarial Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Client</b>			
<b>Who may avail:</b>	<b>Filipino Citizens</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original document and a photo copy of such permanent document issued by the Philippine Embassy		Client		
2. Valid ID: driver's license or passport (1 copy per document)		Austrian Transport Office, DFA-Manila, Foreign Service Posts		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client submits to the Embassy Consular Section his/her original <b>document</b> , a photo <b>copy</b> of it and a valid ID, such as driver license or passport.	1.1 Consular Assistant accepts the documents for review  1.2 If the documents are correct, client proceeds to the Cashier for payment		3 minutes	Consular Assistant
Client proceeds to the Cashier to pay the corresponding processing fee	Cashier accepts payment and issues Official Receipt	EUR22.50	2 minutes	Cashier
Client presents the Official Receipt to the Consular Assistant and wait for the processing of true copy of document	Consular Assistant submits to the Consul the original and photocopy of documents for approval		6 minutes	Consul



	The Consul shall certify a document by stamping 'CERTIFIED TRUE COPY' and putting his/her signature, seal and stamp on the copy itself			
Client claims the certified copy of document	Consular Assistant releases the client's document with the "Certified True Copy" stamped on it		3 minutes	Consular Assistant

#### d. ADMINISTRATION OF OATH

This consular service is available to all who have passed a professional examinations in the Philippines and government employees who have been promoted that wish to undertake their oaths at the Embassy for transmittal to their respective Departments/Agencies in the Philippines.

<b>Office or Division:</b>	<b>Notarial Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Client</b>			
<b>Who may avail:</b>	<b>Filipino citizens</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
5. Certificate of passing the examinations, and/or Appointment papers (1 original, 1 photocopy)		Professional Regulation Commission		
6. Passport or any valid ID (2 photocopy)		DFA-Manila, Office of Consular Affairs or Philippine Foreign Service Posts		
7. Processing Fee of EUR		Philippine Embassy in Vienna - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1 LODGMENT	ASSESSMENT Documents lodged by the	None	3 minutes	Consular Assistant



Applicant presents the Appointment paper for Oath Taking and copy of passport or identification	applicant are assessed by the Consular Assistant Section			
Step 2 PAYMENT Applicant proceeds to the Cashier's Window to pay the corresponding processing fee and secures Official Receipt that will be issued upon payment.	Cashier accepts payment and issues an official receipt to applicant	EUR	2 minutes	<i>Collecting Officer</i>
Step 3 Applicant submits the document and presents the official receipt to the Consular Assistant	PROCESSING Consular Staff prepares the document to be signed by the Consul	None	3 minutes	<i>Consular Assistant</i>  <i>Consul</i>
Step 4 OATH-TAKING Applicant takes the Oath before the Consul will administer the Oath and release to document to the client	Consul administers the Oath Taking  Consul signs the Jurat portion of the document	None	5 minutes	<i>Consul</i>
Step 5 RELEASE Applicant receives the signed document.	Consular Assistant releases the document to the Applicant	None	2 minutes	<i>Consular Assistant</i>
	Total:	None	15 minutes	



## e. SOLEMNIZATION OF MARRIAGE

Article 75 and Article 10 of the Family Code of the Philippines provide that marriage may be solemnized by a Consul General, Consul or Vice Consul abroad when the marriage is between Filipino citizens.

<b>Office or Division:</b>	<b>Civil Registry Section</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Client</b>			
<b>Who may avail:</b>	<b>Filipino Citizens</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Duly accomplished application form for Marriage License (2 copies)		Philippine Embassy Vienna <a href="http://www.viennapedfa.gov.ph/downloadable-forms">www.viennapedfa.gov.ph/downloadable-forms</a>		
2.PSA-issued Birth Certificate of contracting parties (present original and 4 photocopies)		Philippine Statistics Authority(PSA) – formerly known as National Statistics Office (NSO) –online application for birth certificate request may be availed thru: <a href="https://www.psaberbilis.com.ph/Secure/OnlineApplication.aspx">https://www.psaberbilis.com.ph/Secure/OnlineApplication.aspx</a>		
PSA-issued Certificate of No Marriage (CENOMAR) of each contracting party (present original and 4 photocopies)		Philippine Statistics Authority(PSA) – <a href="https://www.psaberbilis.com.ph/Secure/OnlineApplication.aspx">https://www.psaberbilis.com.ph/Secure/OnlineApplication.aspx</a>		
Philippine passport of the contracting parties (present original and 4 photocopies)		DFA-Office of Consular Offices, Regional Consular Offices, Satellite Offices or Foreign Service Posts		
Two (2) Recent 2x2 photos of contracting parties		Photo studio or in any ICA-accredited photo booth		
Affidavit of Parental Consent of the parents of party/ies aged 18-21		Philippine Embassy in Vienna or Department of Foreign Affairs, Manila		
Affidavit of Parental Advice of the parents of party/ies aged 22-25		Philippine Embassy in Vienna or Department of Foreign Affairs, Manila		
Visa Grant Notice		MA35- Migration, Citizenship and Registry Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Contracting parties must appear personally at the Embassy to	Civil Registry Consular Assistant evaluates the documents if its	None	5 minutes	Civil Registry Consular Assistant



submit the requirements and apply for a Marriage	complete and in order			
2 If the application form is accomplished correctly and supporting documents are complete and in order, client proceeds to the Cashier to pay the corresponding processing fee.	Cashier accepts payment and issues Official Receipt	EUR22.50 for Application of Marriage License	3 minutes	Cashier
3. Client submits the application form and official receipt to the Processor/Civil Registry Consular Assistant	<p>3.1 The Civil Registry Consular Assistant advises the client to come to the consulate after 10 days of Posting of the Notice of Marriage</p> <p>3.2 Civil Registry Consular Assistant prepares the Notice of Marriage and Consul signs the Notice</p> <p>Posting of the Notice of Marriage at the premises of the Philippine Embassy</p>	None	<p>1 minute</p> <p>10 days</p>	<p>Civil Registry Consular Assistant</p> <p>Civil Registry Consular Assistant</p>
4. Client comes back to the Embassy Consular Section to get a copy of the Marriage License.	Civil Registry Consular Assistant/Processor releases the Marriage License and informs the client of the schedule for the marriage ceremony	None	1 min	Civil Registry Consular Assistant



5. Client proceeds to cashier to pay the fee for the marriage ceremony	Cashier accepts payment and issues Official Receipt	EUR54 fee for the marriage	2 min	Cashier
6. Contracting parties visit the Embassy on the schedule or date of the marriage ceremony and signs the Marriage Certificate during the ceremony	Consul or Consul General celebrates the marriage and signs the certificate of marriage	None	30 minutes	Consul or Consul General
7. Client comes back to the Embassy to get their copy of Marriage Certificate or receives their personal copy of MC by mail.	<p>8.1 Civil Registry Consular Assistant releases the Certificate of Marriage or sends the personal copy of the client by mail</p> <p>8.2 Civil Registry Consular Assistant sends the Certificate of Marriage by pouch to DFA-Manila for onward transmittal to PSA</p>		<p>2 mins – release in person</p> <p>Every 1<sup>st</sup> week of the month</p>	<p>Civil Registry Consular Assistant</p> <p>Civil Registry Consular Assistant</p>



## f. MORTUARY CERTIFICATE

A Mortuary Certificate is issued by the Embassy as a requirement in transporting the human remains of a Filipino citizen in a coffin or an urn to the Philippines.

<b>Office or Division:</b>	Notarial Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	<b>G2C- Government to Client</b>	
<b>Who may avail:</b>	Filipino citizens	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
8. Death Certificate (1 original, 1 photocopy)		MA35-Immigration, Citizenship and Registry Offices
9. Medical Certification of Death (1 original, 1 photocopy)		Attending Physician
10. Cremation Certificate ( 1 original, 1 photocopy)		Crematorium
11. Certification from the crematorium stating that the urn contains only the ashes of the deceased (1 original, 1 photocopy)		Crematorium
12. Passport of the Deceased (1 photocopy)		DFA-Manila or Foreign Service Posts
13. Name and flight schedule of the person accompanying the cremated remains to the Philippines ( 2 photocopy)		Airline Company
14. Processing Fee of EUR22.50 (Cash or Postal Money Order payable to the Philippine Embassy)		
15. Duly accomplished Report of Death (ROD) for Filipino Citizens.		Philippine Embassy Consular Section
16. Self-addressed Express Post Envelope for the return of the document.  Note: The Embassy assumes no responsibility for any delay, loss or damage in the mail or while the documents are in custody in courier service. The applicant should note the tracking numbers of all envelopes used and submitted.		Post Office





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Applicant submits the required documents for assessment and verification	Receive the required documents and check for completeness	None	3 minutes	<i>Consular Assistant</i>
Step 2 <b>PAYMENT</b> Applicant proceeds to the Cashier's Window to pay the corresponding processing fee.	Cashier accepts payment and issues an official receipt to applicant	EUR22.50  Additional EUR9.00 for express processing	2 minutes	<i>Collecting Officer</i>
Step 3	<b>PROCESSING</b> Notarial/Consular Assistant prepares the mortuary certificate  Consul signs the Mortuary Certificate	None  None	5 minutes  2 minutes	<i>Consular Assistant</i>  <i>Consul</i>
Step 4 <b>RELEASING</b> Applicant receives the Document	For Expedite processing, Document is released to the applicant the following working day at 3:00pm  For Regular processing, document is released after 3 working days or mailed to the applicant.	None	2 minutes	<i>Consular Assistant</i>
	Total:		Expedite: 1 day  Regular: 3 days	



## 4. VISA

A Philippine Visa is an endorsement made on a travel document by a consular officer at a Philippine Embassy or Consulate denoting that the visa application has been properly examined and that the bearer is permitted to proceed to the Philippines and request permission from the Philippine Immigration authorities at the ports of entry to enter the country.

<b>Office or Division:</b>	VISA SECTION	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Foreign nationals who wish to travel to the Philippines as a temporary Visitor (Pleasure/Business), Transit Passenger, Seaman, Foreign Government Official (except officials of UN and other International Organizations who will be posted in the Philippines)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Visa Application Form		Form is downloadable from the Embassy's website under <a href="https://viennape.dfa.gov.ph/downloadable-forms">Downloadable Forms</a> or may be secured in person from Post's Consular Section
Original Passport		Client
Passport type photo		Client
Itinerary/Flight details		Client
Non Refundable Visa Fee. To be paid in cash.		Client
Other requirements.  The Consular Assistant/Processor may require additional documents to confirm certain circumstances relating to the applicant's stay in the Philippines and/or depending on the purpose of the visit. (Bank Statement, Visa, Legitimation card/Residence permit in Austria, Invitation Letter, Hotel Reservation, etc.		Client



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1. Submit Visa application Form and requirements to the Consular Section	The Visa Officer/Consular Assistant/Processor accepts the Visa Application form and supporting documents.		3 minutes	<i>Visa Officer/ Consular Assistant/ Processor</i>
Step 2. Visa Officer evaluates the visa applicant's documents	<b>EVALUATION</b> The Visa Officer evaluates the visa applicant's documents.		5 minutes	<i>Visa Officer/ Consular Assistant/ Processor</i>
Step 3. If all documents are complete and in order, visa applicant makes payment at the Cashier	Cashier accepts payment and issues Official Receipt	EUR27.00 (Single Entry, 3 months)  EUR54.00 (Multiple entry, 6 months)  EUR81.00 (Multiple entry, 1 year)  EUR18.00 (Seaman's visa)  EUR135.00 (Non-quota immigrant visa)  EUR144.00	2 minutes	<i>Cashier</i>



		(Quota immigrant visa)		
Step 4. Visa Officer prepares the visa, for approval and signature of the Signing Officer	<b>PROCESSING</b> Visa Officer prepares the visa, for approval and signature of the Consul or Signing Officer			<i>Visa Officer and Signing Officer</i>
Step 5. Visa applicant returns on a designated day to collect passport with visa	<b>COLLECTION</b> Visa applicant returns after 3 working days to collect passport with the Visa label.		Depends on visa rules applicable to applicant's nationality and circumstance	<i>Visa Officer/ Consular Assistant/ Processor</i>

## 5.ASSISTANCE TO NATIONALS (ATN)

Pursuant to the Philippine Foreign Service Act of 1991 and the Migrant Workers and Overseas Filipinos Act, as amended, the Department of Foreign Affairs is mandated to formulate and implement policies and programs to promote and protect the rights and welfare of Filipino migrants, and provide assistance to overseas Filipinos in distress.

<b>Office or Division:</b>	ATN SECTION
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>Overseas Filipino nationals in distress who are currently in Austria, Croatia, Slovenia and the Slovak Republic</li> <li>Next-of-Kin of Filipino nationals in distress in Austria, Croatia, Slovenia and the Slovak Republic</li> </ol>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
ATN Form	Form is downloadable from the Embassy website under <a href="https://viennape.dfa.gov.ph/downloadable-forms">Downloadable Forms</a> <a href="https://viennape.dfa.gov.ph/downloadable-forms">https://viennape.dfa.gov.ph/downloadable-forms</a> , or may be secured in



		person from Embassy's Consular Section's ATN Officer		
Written statement and other documents pertinent to the case		Client		
<p><b>Note</b></p> <p>Accomplished ATN Form can be submitted in person, or sent by mail, e-mail (<a href="mailto:consular@philippine-embassy.at">consular@philippine-embassy.at</a>, <a href="mailto:office@philippine-embassy.at">office@philippine-embassy.at</a>), fax to (0043 1) 533 24 01 24, or SMS to 0043 6691 232 2034 , stating the full name of the requesting party, area of concern, and type of assistance required.</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>ACCOMPLISH ATN FORM</b> Client approaches the counter and is given a Request for Assistance (ATN) Form by Embassy ATN Officer or Consular Assistant, or downloads form from Post's website	ATN Officer or Embassy Consular Section staff member gives client a Request for Assistance (ATN) Form.	NONE	1 minute or less	<i>Consular Assistant/ Evaluator at the Counter</i>
<b>FILLING IN OF ATN FORM</b> Client accomplishes the Request for Assistance (ATN) Form	The ATN Officer may assist the client in filling in the Request for Assistance (ATN) Form	NONE	Varies depending on length of client's narrative	<i>ATN Officer</i>
<b>SUBMISSION OF ATN FORM</b> Client submits accomplished ATN Form to ATN Officer.	ATN Officer accepts the accomplished ATN Form of the client.	NONE	1 minute or less	<i>ATN Officer</i>
<b>INTERVIEW BY ATN OFFICER</b>	ATN Officer clarifies	NONE	Varies depending on	<i>ATN Officer</i>



<p>Client submits to an interview by the ATN Officer.</p>	<p>information given by, or obtaining additional information from the client. Appropriate courses of action are identified. Exchange contact details for follow-through.</p>		<p>length of client's narrative</p>	
<p>Client awaits advice of ATN Officer.</p>	<p><b>REFERRAL OF CASE</b> If needed, the case is referred by the ATN Officer to appropriate Philippine and/or Austrian agencies for resolution or for further action.</p> <p><b>COORDINATION WITH DFA MANILA</b> If needed, Embassy informs/coordinates with DFA on case.</p>	<p>NONE</p>	<p>Varies</p>	<p><i>ATN Officer</i></p>
<p>Client awaits feedback from Consulate.</p>	<p><b>FEEDBACK TO CLIENT</b> Client is provided with feedback based on results of actions undertaken.</p>	<p>NONE</p>	<p>Varies</p>	<p><i>ATN Officer</i></p>



## 6. OVERSEAS VOTING REGISTRATION

Overseas voting is the process by which qualified citizens of the Philippines abroad exercise their right to vote.

For purposes of the 9 May 2022 elections, COMELEC fixes the registration period for overseas voting from 16 December 2019 to 30 September 2021, pursuant to COMELEC Resolution No. 10619 entitled “*Rules and Regulations on the Conduct of Continuing Registration for Overseas Voting for Purposes of the May 9, 2022 National and Local Elections*”.

<b>Office or Division:</b>	Overseas Voting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	<p>All Filipino migrants, overseas workers, seafarers, dual citizens and qualified Filipino students studying in Austria.</p> <p>All citizens of the Philippines, who are abroad or will be abroad during the thirty (30) day voting period (9 April to 9 May 2022); at least eighteen (18) years of age on the day of the elections; and not otherwise disqualified by law, may register.</p>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished OVF No. 1		Philippine Embassy in Vienna <a href="https://viennape.dfa.gov.ph/downloadable-forms">https://viennape.dfa.gov.ph/downloadable-forms</a>		
For Filipino Citizens: Philippine Passport		Client's copy issued by the Department of Foreign Affairs or any Foreign Service Posts (FSPs) and/or Regional Consular Offices (RCOs)		
For Dual Citizens: Philippine Passport or Identification Certificate, Oath of Allegiance or Order of Approval		Client's copy issued by concerned Philippine Foreign Service Post		
For Seafarers: Philippine Passport or Seafarer's book		Client's copy issued by concerned Philippine authorities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant must personally appear at	a) The VRM Operator generates the	None	2 minutes	Passport Officer / VRM



the Embassy Consular Section.	application form number and writes on the upper right-hand portion of			<i>Operator / Substitute VRM Operator</i>
2.The applicant will submit/furnish the accomplished OVF No. 1 together with the supporting documents to the VRM Operator or his substitute.	the accomplished OVF 1 for applicants for registration/certification.  b) The VRM Operator encodes the demographics required by the VRS and captures the applicant's biometric data.	None	5 minutes	<i>VRM Operator / Substitute VRM Operator</i>
3. The applicant will submit to a biometric capture.	c) The VRM operator checks and verifies the entries in the accomplished application forms vis-a vis the entries in the VRS to ensure accuracy and completeness of the entries in the VRS.  d) The VRM Operator affixes initials under space provided for the signature of the Administering Officer, in Part III of OVF 1.  e) The VRM Operator returns the initialed OVF1 to the applicant and direct him/her to proceed to the	None	3 minutes	<i>VRM Operator / Substitute VRM Operator</i>





	Administering Officer.			
	f) Administering Officers signs the OVF1			<i>Administering Officer</i>

## 7. FILCOM INVITATIONS REQUESTS FOR MEETINGS AND CALLS

The Philippine Embassy receives invitations from various Filipino community organizations a number of events and requests for meetings with and calls on the Ambassador/ Chief of Mission or the Consul General/Deputy Chief of Mission

<b>Office or Division:</b>	Cultural Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Client			
<b>Who may avail:</b>	All Filipino Community Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
17. Letter of Request		Organizer		
1.1. Draft Proposed Programme		Organizer		
1.2. Background of the organization or event		Organizer		
1.3 Profile of Organization		Organizer		
1.4 Other invitees/participants		Organizer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1 Filcom organization sends a letter of invitation to the Philippine Embassy by mail or email	Secretary/Cultural Officer evaluates the request if requirements are complete. If not, Secretary asks for additional requirements	None	5 minutes	<i>Secretary/ Cultural Officer</i>
	Forward the invite with attached requirements to the Ambassador/Chief		5 minutes	



	<p>of Mission or the Consul General/Deputy Chief of Mission for consideration and instruction.</p> <p>Secretary/Cultural drafts a reply letter based on the instruction of the Ambassador/Chief of Mission or Consul General/Deputy Chief of Mission</p> <p>The Consul/Deputy Chief of Mission General edits the draft reply and message prepared by the Cultural Officer for the Ambassador/Chief of Mission.</p> <p>The Cultural Officer finalizes and prints the letter and message on the letterhead once approved by the Ambassador/Chief of Mission or Consul General/Deputy Chief of Mission for her signature .</p> <p>The Ambassador/Chief of Mission or the</p>		<p>1 day</p> <p>1 hour</p> <p>5 minutes</p>	<p><i>Cultural Officer</i></p> <p><i>Consul General/ Deputy Chief of Mission</i></p>
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	Consul General/Deputy Chief of Mission signs the letter reply.			
Step 2 Client receives the Embassy's reply	Communication officer records and sends the signed letter and message to the requesting organization	None	15 minutes	<i>Communication Officer</i>
	Total:		1 day and 1.30 hours	
<b>18. Request for Meetings and courtesy calls</b>				
Step 1 Filcom organization sends a letter request for meetings and courtesy calls	Secretary receives the request and forwards to the Ambassador for consideration	None	2 minutes	<i>Secretary/Cultural Officer</i>
Step 2 Requesting Party receives the Embassy's reply via email or telephone call.	Send a reply via email or call to convey to the requesting organization the date and time of the approved meeting/call  Input in the calendar of events the confirmed meeting/call	None	1 day	<i>Secretary/Cultural Officer</i>
	Total:		1 day and 2 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p><b>Thru Drop Boxes:</b> Answer the <b>client feedback form</b> and drop it at the designated drop boxes located in the Consular Section</p> <p><b>Thru Email:</b> Complaints may also be sent thru <b>email: <a href="mailto:office@philippine-embassy.at">office@philippine-embassy.at</a></b> and should include the following:</p> <ul style="list-style-type: none"> <li>Name and phone number</li> <li>Date of transaction</li> <li>Kind of transaction</li> <li>Specific issue or complaint</li> </ul> <p><b>Thru Phone:</b> Complaints may also <b>be lodged over the telephone</b>. Specific issue or complaint will be recorded on the Complaint logbook and acted upon by the Office and advised the complainant accordingly either thru phone or email.</p> <p><b>Contact info:</b>  <b>T: (0043 1) 533 2401</b>  <b>F: (0043 1) 533 2401 24</b>  <b>E: <a href="mailto:office@philippine-embassy.at">office@philippine-embassy.at</a></b></p>
How feedbacks are processed	<p><b>Thru drop boxes:</b> The Complaint Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant officer/section and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the client.</p>



	<p>The Embassy submits a Monthly Client Feedback Report to the Home Office -DFA-OUCSCC.</p> <p><b>Thru email and phone:</b>  <b>Feedback/Complaint received thru email or phone</b> requiring answers are forwarded to the relevant officer/section and they are required to answer within three (3) days of the receipt of the complaint The answer of the office is then relayed to the client.</p> <p><b>Contact info:</b></p> <p><b>Contact info:</b>  <b>T: (0043 1) 533 2401</b>  <b>F: (0043 1) 533 2401 24</b>  <b>E: office@philippine-embassy.at</b></p>
<p>How to file a complaint</p>	<p><b>Thru Drop Boxes:</b> Answer the <b>Client Feedback Form</b> and drop it at the designated drop boxes</p> <p><b>Thru Email or Phone:</b> Lodge a complaint thru email office@philippine-embassy.at or over the phone (0043 1) 533 2401</p>
<p>How complaints are processed</p>	<p><b>Thru Drop Boxes:</b> The Complaint Officer opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaint Officer shall start the investigation and forward the complaint to the relevant section for their explanation.</p> <p>The Complaint Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p>



	<p>The Complaint Officer will give the feedback to the client.</p> <p><b>Thru Email or Phone:</b>          Feedbacks/Complaints are forwarded to the relevant officer/section and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the client.</p>
<p>Contact Information of Philippine Embassy, Vienna, Austria</p>	<p>Contact info:          T: (0043 1) 533 2401          F: (0043 1) 533 2401 24          E: office@philippine-embassy.at</p>

Office	Address	Contact Information
<p>Embassy and Permanent Mission of the Republic of the Philippines in Vienna, Austria</p>	<p>20-21st Floors ARES Tower, Donau-city-strasse 11, 1220 Vienna, Austria</p>	<p>T: (0043 1) 533 2401          F: (0043 1) 533 2401 24          E: office@philippine-embassy.at</p>



## INTERNAL SERVICES

### 1. LEAVE APPLICATIONS

As a general rule, officials and employees of the government shall be entitled to avail of leave benefits annually.

<b>Office or Division:</b>	<b>Administrative Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>All Embassy/Mission Personnel</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b><u>For Vacation Leave:</u></b>				
1. One (1) original Civil Service Commission (CSC) forms signed by the Head of Post		Philippine Embassy/Mission		
<b><u>2. Clearance from Accountabilities if Leave Request is 30 calendar days or more</u></b>				
<b><u>For Sick Leave:</u></b>				
1. Medical Certificate (if more than five [5] days)		Issued by a Physician		
<p>Note: For Leave Requests, only applications for Vacation Leave and Sick Leave shall be covered for the online application process called, the Human Resource Information System (HRIS) at <a href="https://www.megamenu.dfa.gov.ph">https://www.megamenu.dfa.gov.ph</a>.</p> <p>All applications for Special Leave (Maternity Leave, Paternity Leave, Magna Carta, Solo Parent, Study Leave, Monetization of Leave Credits, Terminal Leave Benefits) shall not be part of the HRIS program, and will be filed manually and require approval from the DFA-HRMO.</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client to accomplish and submit the duly	1.1 Administrative Officer (AO)	None	20 minutes	Administrative Officer



<p>accomplished CSC Leave form to the Administrative Officer          Note: Vacation Leave should be filed at least (5) days before the start of leave</p>	<p>receives the application and accomplish the certification of leave credits on the form;</p> <p>1.2. AO submits the accomplished form to the Ambassador/ Chief of Mission, for approval.  <i>Note: Depending on length of time and where to be spent, some leave requests require Home Office approval. In such case, the signed leave form together with the draft fax message shall be endorsed to DFA-HRMO for approval. (Department Circular No. 21-2018)</i></p> <p><i>Client applicant also needs to get Clearance from Accountabilities if leave request is 30 calendar days or more.</i></p>			<p>Head of Post/          Ambassador/          Chief of Mission</p>
<p>2. Client upload thru Vienna PE/PM servers at File/2020, to accomplish and sign the leave form and clearance, if applicable.</p>	<p>The Ambassador/Chief of Mission, as final approver, shall approve the application.</p>		<p>1 day (if no need for Home Office Approval)           3 days (if submitted to Home</p>	<p>Administrative Officer           Head of Post/          Ambassador/          Chief of Mission</p>





2.2 Client receives notification of approval from the Administrative Officer			Office for approval)	
2.3 Client is also provided with a copy of the approved leave from the Home Office, if applicable.				

## 2. CLEARANCE FROM ACCOUNTABILITIES

As a general rule, this document is issued to Personnel as part of their requirements for official travel.

<b>Office or Division:</b>	<b>Administrative Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>All Embassy/Mission Personnel</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b><u>For Leave Request:</u></b>				
1. Copy of approved CSC Leave Form signed by the Head of Post (Note: this is applicable if number of calendar days is 30 days or more).		Philippine Embassy/Mission		
<b><u>For Recallee:</u></b>				
1. Copy of Assignment Order (Recall Order)		DFA-HRMO		
Note: Issuance of Clearance would depend on the submitted documents (i.e. Accomplished CSC Leave Form or Recall Order)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client to submit appropriate documents relative to his/her application for	1.1 Administrative Officer (AO) receives the application and provides the client	None	20 minutes	Administrative Officer Finance Officer



clearance from accountabilities	<p>with the Clearance form for the appropriate signature of officers contained in the form.</p> <p>1.2 After the completion of this form, the AO shall transmit this to DFA-HRMO and DFA-OFMS depending on the purpose of the clearance.</p> <p>1.3 AO shall provide the concerned personnel with the original document, together with certified copies of such clearance</p>			Collecting Officer Property Records Officer Librarian Head of Post
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### 3. REQUEST AUTHORITY TO TRAVEL

Personnel are issued Travel Order as a requirement prior to their official trip.

<b>Office or Division:</b>	<b>Administrative Section</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>	
<b>Who may avail:</b>	<b>All Embassy/Mission Personnel</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
For Consular Outreach		
1. Copy of PPMP indicating the particular activity	Embassy 2020 File/Admin/APP PPMP 2020	
For Official Meetings		
1. Travel Authority issued by DFA	DFA-Manila	
For Recallee		



1. Recall Order issued by DFA		DFA-Manila		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client to submit appropriate documents relative to his/her application for Travel Order	<p>1.1 Administrative Officer (AO) receives the required document and prepares the Travel Order for the approval of the Head of Post</p> <p>1.2 AO shall provide the concerned personnel with the original signed copy and provide the Finance Officer with a certified copy of the signed document as well</p>	None	20 minutes	<p>Administrative Officer</p> <p>Head of Post</p>

#### 4. ISSUANCE OF CERTIFICATE OF EMOLUMENTS

The certificate of emolument is issued by Post for newly-arrived personnel to be used in opening a bank account and in securing apartment/living quarters.

<b>Office or Division:</b>	Philippine Embassy/Mission, Vienna			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government Employee			
<b>Who may avail:</b>	Embassy/Mission Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Emoluments		DFA-Manila		
2. Certificate of Last Payment		DFA-Manila		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1: Client to request for issuance	<ul style="list-style-type: none"> <li>Request client to submit</li> </ul>	None	2 minutes	Finance Officer



of Certificate of Emoluments	required documents			
Step 2: Client to submit the requirements	<ul style="list-style-type: none"> <li>● Accept and check if all documents are in order</li> <li>● Compute the emoluments and prepare the certification</li> <li>● Certification to be signed by Finance Officer and Head of Post</li> </ul>	None	2 minutes  5 minutes  1 minute	Finance Officer  Finance Officer  Finance Officer and Head of Post
Step 3: Client to collect the certification	Release the certification	None	30 seconds	Finance Officer



## 5. CERTIFICATE OF LAST PAYMENT

The Certificate of Last Payment is issued to personnel who are due for recall/reassignment in the Home Office containing amounts and details of allowances last paid at Post. This certificate is submitted in the Home Office as part of the requirements for initial payment and inclusion in the Home Office payroll.

<b>Office or Division:</b>	Philippine Embassy/Mission, Vienna			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government Employee			
<b>Who may avail:</b>	Embassy/Mission Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Recall/Reassignment Order		DFA-Manila		
2. Paid Disbursement Vouchers/Payroll		Finance Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1: Client to request for issuance of Certificate of Last Payment	<ul style="list-style-type: none"> <li>Request client to submit copy of recall order</li> </ul>	None	1 minute	Client
Step 2: Client to submit the requirements	<ul style="list-style-type: none"> <li>Accept and check the requirement</li> </ul>	None	1 minute	Finance Officer
	<ul style="list-style-type: none"> <li>Check the disbursement vouchers and payroll</li> </ul>		5-8 minutes	Finance Officer
	<ul style="list-style-type: none"> <li>Compute total payments made and prepare the certification</li> </ul>		2 minutes	Finance Officer
	<ul style="list-style-type: none"> <li>Certification to be signed by Finance Officer, Administrative Officer, and Head of Post</li> </ul>		1 minute	Finance Officer, Administrative Officer, Head of Post



Step 3: Client to collect the certification	Release the certification	None	30 seconds	Finance Officer
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## 6. CERTIFICATE OF NON-AVAILMENT OF SHIPMENT

The Certificate of Non-Shipment is issued to personnel due for recall/reassignment in the Home Office who did not avail of the shipment privilege for personal effects and household goods.

<b>Office or Division:</b>	Philippine Embassy/Mission, Vienna			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government Employee			
<b>Who may avail:</b>	Embassy/Mission Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Paid Disbursement Vouchers/Finance records/files		Finance Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1: Client to request for issuance of Certificate of Non-Availment of shipment	<ul style="list-style-type: none"> <li>Finance Officer (FO) to check record if client availed of shipment privilege</li> <li>FO to prepare the certification</li> <li>Certification to be signed by Head of Post</li> </ul>	None	1 minute	Finance Officer
			2 minutes	Finance Officer
			30 seconds	Head of Post
Step 2: Collect the certification	Release the certification	None	30 seconds	Finance Officer



## 7. CERTIFICATE OF INITIAL CLAIM OF ALLOWANCES

The payment of initial claim of allowances is for newly-arrived personnel at Post and normally due at the end of the month of arrival.

<b>Office or Division:</b>	Philippine Embassy/Mission, Vienna			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government Employee			
<b>Who may avail:</b>	Embassy/Mission Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Assignment Order		DFA-Manila		
2. Travel Order		DFA-Manila		
3. Clearance from Money Accountabilities		DFA-Manila		
4. Certificate of Emoluments		DFA-Manila		
5. Certificate of Last Payment		DFA-Manila		
6. Passport copy		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1: Client to request payment of Initial Claim of Allowances (Overseas, Family, Living Quarters and Clothing Allowances)	<ul style="list-style-type: none"> <li>FO to inform client the required documents</li> </ul>	None	3 minutes	Finance Officer
Step 2: Client to submit required documents	<ul style="list-style-type: none"> <li>Accept and check if all documents are in order</li> <li>Compute the total entitlement and prepare disbursement voucher and bank check</li> </ul>	None	2 minutes  5-10 minutes <i>(Note: Overseas, Family and Clothing allowances is paid by end of month of arrival while LQA is paid first day of the month following arrival)</i>	Finance Officer  Finance Officer



	<ul style="list-style-type: none"> <li>• Prepare Claim Certificates</li> <li>• Claim certificates to be signed by Client, FO, AO, and Head of Post</li> <li>• Disbursement voucher to be signed by FO, AO, and Head of Post</li> </ul>		5 minutes	
			2 minutes	Finance Officer
			1 minute	Client, Finance Officer, Administrative Officer, and Head of Post
				Finance Officer, Administrative Officer, and Head of Post
Step 3: Collect the check	Release the check	None	30 seconds	Finance Officer

## 8. REIMBURSEMENT OF REPRESENTATION EXPENSES

Representation allowance is given to the Head of Post and other authorized officers and personnel in the performance of their official duties and functions beneficial to the government.

<b>Office or Division:</b>	Philippine Embassy/Mission, Vienna
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G Government to Government Employee
<b>Who may avail:</b>	Embassy/Mission Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Post Representation Expenses (for Head of Post)	
3. Official Receipts/Invoices	Head of Post (HOP)
4. Guest List	HOP, PA/Secretary of HOP
5. Other supporting documents	HOP, PA/Secretary of HOP, FO





Representation Expenses (for Officers/Authorized Personnel)				
1. Official Receipts/Invoices		Officer/Authorized personnel concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Client (Head of Post/Authorized Personnel) to request for reimbursement of Representation Expenses	<ul style="list-style-type: none"> <li>FO to inform Client to submit receipts and documents</li> </ul>	None	3 minutes	Finance Officer
Step 2: Client to submit receipts and documents	<ul style="list-style-type: none"> <li>Accept receipts/documents and check if all are in order</li> </ul>		2 minutes	Finance Officer
	<ul style="list-style-type: none"> <li>Compute total reimbursement and prepare disbursement voucher and bank check</li> </ul>		5 minutes	Finance Officer
	<ul style="list-style-type: none"> <li>Disbursement voucher to be signed by Client, FO, AO, and Head of Post</li> </ul>		2 minutes	Client, Finance Officer, Administrative Officer, and Head of Post
Step 3: Collect the check	Release the check	None	30 seconds	Finance Officer



## 9. REIMBURSEMENT OF TRAVELLING EXPENSES/DAILY SUBSISTENCE ALLOWANCE

The payment of travelling expenses usually in the form of Daily Subsistence Allowance is being paid to officers or personnel after completion of an official trip such as attendance and participation in Seminar/Training/Conference/Retooling/ Consultations/Consular Outreach Program.

<b>Office or Division:</b>	Philippine Embassy/Mission, Vienna			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government Employee			
<b>Who may avail:</b>	Embassy/Mission Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Travel Order/Authority		Post/DFA-Manila		
2. Certificate of Travel Completed		Post		
3. Certificate of Appearance/Participation (if applicable)		Post/Organizer of Seminar		
4. Itinerary of Travel		Personnel concerned		
5. Airticket and Boarding Passes		Personnel concerned		
6. Others (program of activities, report of consular outreach, etc.)		Personnel concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1: Client to request payment of Travelling Expenses (DSA, Airfare, etc.)	<ul style="list-style-type: none"> <li>FO to inform client of documents required</li> </ul>	None	3 minutes	Finance Officer
Step 2: Client to submit the required documents	<ul style="list-style-type: none"> <li>Accept and check if all documents are in order</li> <li>Compute the total DSA etc. and prepare disbursement voucher</li> </ul>	None	2 minutes 5-8 minutes	Finance Officer Finance Officer



	and bank check <ul style="list-style-type: none"> <li>Disbursement voucher to be signed by FO, AO, and Head of Post</li> </ul>		1 minute	Finance Officer, Administrative Officer, and Head of Post
Step 3: Collect the check	Release the check	None	30 seconds	Finance Officer

## 10. UNACCOMPANIED BAGGAGE EXPENSES

The unaccompanied baggage expenses are expenses paid in advance by personnel being assigned to Post and cover the cost of unaccompanied shipment by air of their personal effects. Request for reimbursement is normally done after arrival of personnel at Post and upon submission of the required documents.

<b>Office or Division:</b>	Philippine Embassy/Mission, Vienna			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government Employee			
<b>Who may avail:</b>	Embassy/Mission Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Assignment Order		DFA-Manila		
2. Travel Order		DFA-Manila		
3. Airway Bill		Personnel Concerned		
4. Three (3) Quotations		Personnel Concerned		
5. Inventory of Goods/Personal Effects		Personnel Concerned		
6. Certificate of Arrival at Post		Post		
7. Passport copy		Personnel Concerned		
8. Funding Authority		OFMS (DFA Home Office)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1: Client to request reimbursement of	<ul style="list-style-type: none"> <li>FO to inform client of</li> </ul>	None	2 minutes	Finance Officer



Unaccompanied Baggage Expenses	documents required			
Step 2: Client to submit the required documents	<ul style="list-style-type: none"> <li>● Accept and check if all documents are in order</li> <li>● Prepare funding request and submit to HRMO/OF MS for approval</li> </ul>	None	3 minutes  5 minutes	Finance Officer  Finance Officer
Step 3: Wait for approval (approximately: 2-4 weeks)	<ul style="list-style-type: none"> <li>● Once funding authority is received/ap proved, prepare disbursement voucher and bank check</li> <li>● Disbursement voucher to be signed by FO, AO, and Head of Post</li> </ul>	None	5 minutes  1 minute	Finance Officer  Finance Officer, Administrative Officer, and Head of Post
Step 4: Collect the check	Release the check	None	30 seconds	Finance Officer



## 11. ISSUANCE OF REQUISITION SLIP

The issuance of requisition slip is an internal document that officer and staff is requesting for office supplies

<b>Office or Division:</b>	Philippine Embassy/Mission, Vienna			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government Employee			
<b>Who may avail:</b>	Embassy/Mission Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip Form		NAS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit duly accomplished requisition form for office supplies to the Property Officer	1.1. Accept and check if the requested supplies are available	None	20 minutes	Property Officer
	1.2. The Property Officer and Administrative Officer will approve/sign the requisition form			Property Officer Administrative Officer
	1.3. The Property Officer will give the requested supplies to the employee together with the requisition form for the latter's signature			Property Officer Employee
The concerned employee must sign requisition slip upon receipt of supplies and submit this to the Property Officer	The Property Officer accepts the signed form and file this for inventory/auditing purposes	None	2 minutes	Property Officer Employee concerned



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the internal client feedback form and submit it to the drop box located in the Office of the Consul General/Deputy Chief of Mission
How feedbacks are processed	The Complaint Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant officer and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the employee.
How to file a complaint	Answer the Internal Client Feedback Form and drop it at the designated drop boxes
How complaints are processed	The Complaint Officer opens the drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaint Officer shall start the investigation and forward the complaint to the relevant officer/section for their explanation. The Complaint Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaint Officer will give the feedback to the employee.

Office	Address	Contact Information
Embassy and Permanent Mission of the Republic of the Philippines Vienna	20-21st Floors, ARES Tower, Donau-city-strasse 11, 1220 Vienna, Austria	T: 0043 1 533 2401 E: <a href="mailto:office@philippine-embassy.at">office@philippine-embassy.at</a>