

# **CITIZEN'S CHARTER**

## **EMBASSY OF THE PHILIPPINES, BERNE**

### **MISSION:**

Promote and advance the interest of the Philippines and the Filipino people in Switzerland and Liechtenstein.

### **VISION:**

- The Embassy of the Philippines in Berne, is an organization of competent, dedicated and highly motivated personnel, living by the principle of excellence and integrity, and strongly committed to pursuing the interests of the Philippines and the Filipino people in Switzerland and Liechtenstein.
- The Embassy of the Philippines in Berne is equally committed and responsive to the needs of the public it serves and endeavours to deliver its services in the most effective and efficient manner, to the best of its ability and resources.

### **PERFORMANCE PLEDGE:**

In the pursuit of our mission, we pledge to:

- Deliver prompt, efficient and courteous frontline consular services from Mondays to Fridays, 9:00 a.m. to 5:00 p.m.
- Assist Filipinos and provide services as necessary even after official working hours and during weekends and holidays via the Embassy's hotline number +41 79-542-1992.
- Provide the public access to updated information on Philippine government and Embassy policies, programs, activities and services especially those of interests to Filipinos in Switzerland and Liechtenstein through our website: <http://bernepe.dfa.gov.ph/> and Facebook page <https://www.facebook.com/EmbassyofthePhilippinesBerne/> Continue to explore avenues that will enable the Embassy to deliver its existing services to the highest possible standard.

## **CONSULAR SERVICES OFFERED**

- Passports and Travel Documents
- Civil Registration (Birth, Marriage, Divorce, Death)
- Citizenship (Dual citizenship/Renunciation of citizenship)
- Legalization/Authentication/Acknowledgements/Affidavits/Certifications)
- NBI Clearance
- Visas
- Assistance to Nationals
- Overseas Absentee Voting/Registration

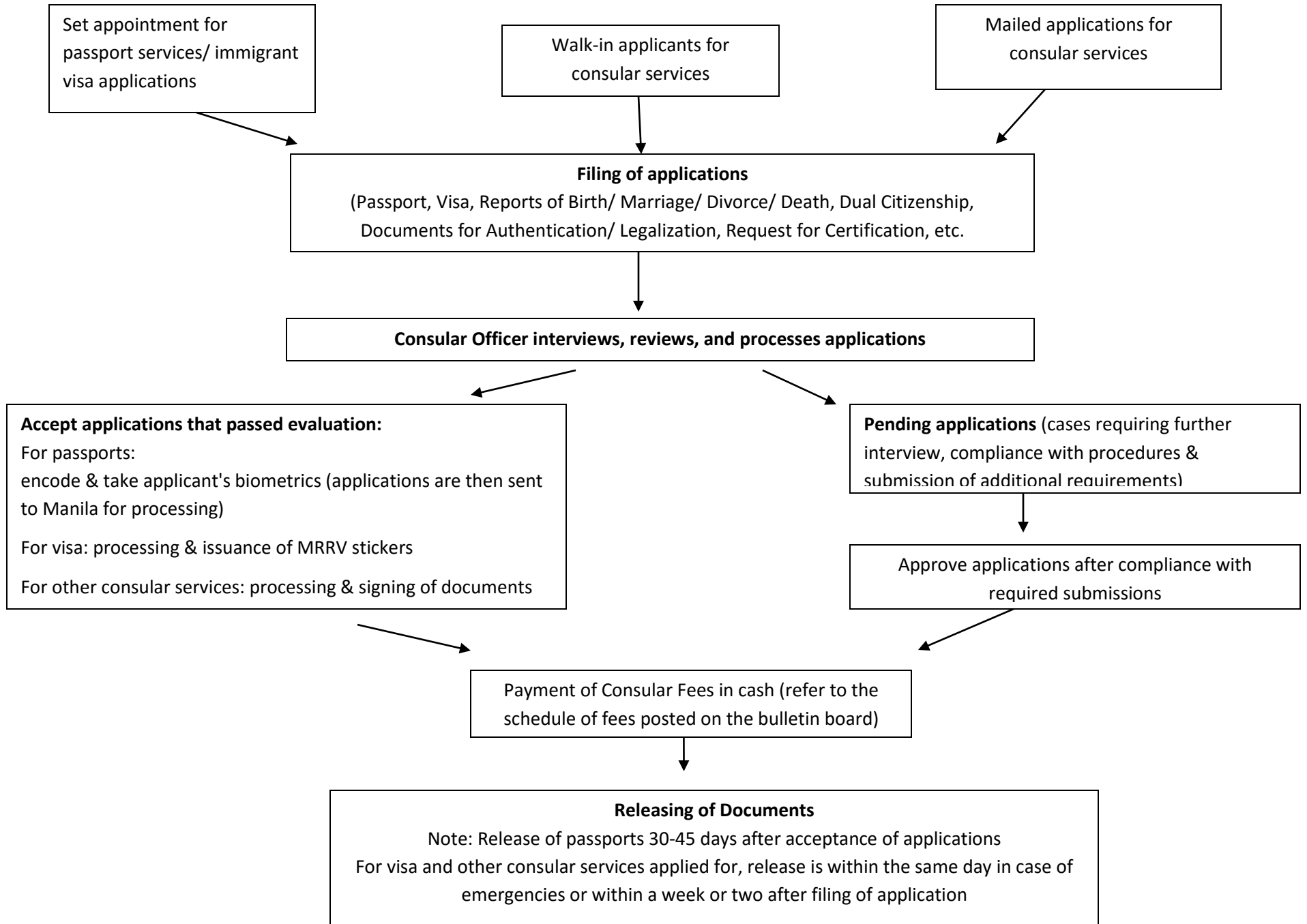
## **SUGGESTIONS/QUERIES:**

For suggestions and/or queries, kindly call or write the Embassy at the following:

Embassy of the Philippines  
Kirchenfeldstrasse 73-75  
3005 Berne

Tel. No.: +41 (31) 350 1717  
E-mail: [info@philembassyberne.ch](mailto:info@philembassyberne.ch)

# PROCESSES & PROCEDURES FOR CONSULAR SERVICES



# ASSISTANCE TO NATIONALS (ATN)

## WALK-IN FLOW CHART

### Step 1

Fill up Assistance to Nationals (ATN) Form with complete details including Contract addresses, e-mail and phone numbers



### Step 2

- The ATN officer will interview you.
- Present documents/supply other significant information as necessary.
- At the end of the interview ATN officer will give you advice on action to be

### Step 3

- If further case review is necessary, ATN officer will discuss/consult with other authorities on your case (Social Welfare case worker or other concerned Swiss & Philippine agencies).
- The ATN officer will relay to you the updates either through another meeting or through mail or telephones.

