

**EMBASSY OF THE PHILIPPINES
MANAMA, KINGDOM OF BAHRAIN**

CITIZEN'S CHARTER

I. Mandate –

The Embassy ensures the implementation of the three (3) pillars of Philippine Foreign Policy, i.e. the preservation and enhancement of national security, the promotion and attainment of economic security, and the protection of the rights and promotion of the welfare and interest of overseas Filipinos.

II. Vision –

A resilient Foreign Service for a strong Philippines.

III. Mission –

To advance the interest of the Philippines, and the Filipino people in the Kingdom of Bahrain.

IV. Service Pledge –

We are an organization of competent, dedicated and highly motivated personnel, who adhere to the highest ethical standards of government service, and who devote our energies for the benefit of the Filipino people.

Our personnel are our greatest asset and are committed to delivering quality service to the Filipino people. In pursuit of these goals, we pledge to:

Deliver prompt, efficient and courteous service utilizing a highly responsive system, manned by competent, dedicated and highly motivated personnel, Sundays to Thursdays from 8:00 A.M. to 3:00 P.M.

Formulate procedures to comply with service standards, which ensure effective delivery of service to the Filipino.

Assist our countrymen anytime and anywhere in the Kingdom of Bahrain.

Continue improvements of existing procedures and explore new ones for the betterment of the service.

Adapt world-class norms and standards from both local and international service regulations.

Respond to clients' complaints the soonest possible time and take corrective measures.

Empower the Filipinos in the Kingdom of Bahrain through 24/7 access to information on our policies, programs, activities, and services through our website manamape.dfa.gov.ph, our Facebook Page Philippine Embassy in Bahrain, our Instagram Account PhlinBahrain, our hotline, Viber and WhatsApp No. +97339953235.

Serve and protect the rights of Filipinos in the Kingdom of Bahrain.

V. Service Matrix

SERVICE APPLIED FOR	WHO MAY AVAIL	DOCUMENTARY REQUIREMENTS	DETAILED STEPS AND DURATION	MAXIMUM PROCESSING TIME	PROCESSING FEE (IN BHD)	PERSON IN CHARGE POSITION, UNIT/DIVISION
Passport Processing for New, Renewal and Lost Application	Overseas Filipinos	<p><u>RENEWAL OF PASSPORT FOR ADULT APPLICANT (18 years old above)</u></p> <ol style="list-style-type: none"> 1. Accomplished renewal passport application form for adult 2. Passport (original, 1 copy of data page) 3. Latest residence permit (1 copy) <p>❖ Additional requirements may be requested for the following cases:</p> <ol style="list-style-type: none"> 1. Change of Civil Status / Last Name for Women <ul style="list-style-type: none"> - From single to married <ul style="list-style-type: none"> • PSA Marriage Certificate (if married in the Philippines) / PSA Report of Marriage (if married abroad) (original, 1 copy) - From married to single <ul style="list-style-type: none"> • PSA Death Certificate – for death of spouse (original, 1 copy) • PSA Birth Certificate (original, 1 copy) • PSA Annotated Marriage 	<p>Step 1</p> <p>Log information at the Embassy logbook, obtain passport application form from the information desk (1 minute)</p>	1 minute	n/a	Information Officer
			<p>Fill-out application form completely.</p>	n/a	n/a	n/a
			<p>Step 2</p> <p>Obtain a priority number at the Information Desk.</p>	n/a	n/a	Information Officer
			<p>Proceed to Window 1 or Window 2 at the Consular Section when priority number is called and submit documents for evaluation.</p>	n/a	n/a	n/a
			<p>Step 3</p> <p>Check applicant's passport record/ eligibility at the Department's Look-out-List. Evaluate the applicant's documents, If documents are in order, advise applicant to proceed to cashier to pay the passport fee. (2 minutes)</p>	2 minutes	n/a	Consular Officer
<p>Proceed to Cashier and pay</p>	n/a	n/a	n/a			

		<p>Certificate – for annulled (original, 1 copy)</p> <ul style="list-style-type: none"> If annotated Marriage Certificate is not yet available, Apostillized Court Judgment/Decision and Certificate of Finality <p><u>RENEWAL OF PASSPORT FOR MINOR APPLICANT (below 18 years old)</u></p> <ol style="list-style-type: none"> Accomplished renewal passport application form for minor Passport (original, 1 copy of data page) Latest residence permit (1 copy) Proof of Filiation - PSA Report of Birth (if born abroad) or PSA Birth Certificate (if born in the Philippines (original, 1 copy) Passport of parents (original, 1 copy) <p><u>REPLACEMENT OF LOST PASSPORT</u></p> <ol style="list-style-type: none"> Accomplished renewal passport application form for adult Affidavit of Loss of Passport PSA Report of Birth (if born abroad) or PSA Birth Certificate (if born in the Philippines (original, 1 copy) PSA Marriage Certificate (if married in the Philippines) / PSA Report of Marriage (if 	<p>passport fee.</p> <p>Step 4</p> <p>Accept payment and issue official receipt. Give priority number for data capturing. Advise applicant to wait for the priority number to be called for data capturing. (1 minute)</p> <p>Proceed to Enrolment/Encoding Area when priority number is called.</p> <p>Step 5</p> <p>Encode applicant's personal information, capture photo, affix signature and thumb mark in the computer database. (5 minutes)</p> <p>Advise applicant to check their personal information. Inform that any errors in the new passport that need to be corrected later will be charged to the applicant.</p> <p>Inform applicant to check for the availability of the new passport on the Embassy's website and official Facebook page.</p>	<p>1 minute</p> <p>n/a</p> <p>5 minutes</p> <p>n/a</p> <p>30-45 days</p>	<p>Passport Renewal BD 25.000 Replacement of Lost Valid Passport BD62.040 Affidavit of Loss BD10.340</p> <p>n/a</p> <p>n/a</p> <p>n/a</p>	<p>Collecting Officer</p> <p>n/a</p> <p>n/a</p> <p>Consular Officer</p> <p>n/a</p>
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		<p>married abroad), for married women (original, 1 copy)</p> <ol style="list-style-type: none"> 5. Photocopy of the lost passport, if available 6. Valid IDs 7. Police report, CID and Immigration report in English (For lost valid passport) <p><i>* For lost valid passports clearing period of 15 calendar days for verification purposes is mandatory</i></p> <p><u>ISSUANCE OF NEW PASSPORT FOR CHILDREN BORN IN BAHRAIN</u></p> <ol style="list-style-type: none"> 1. Accomplished passport application form for minor 2. Report of Birth issued by the Philippine Embassy (original, 1 copy) <p>❖ <i>(Please see requirements and fees for issuance of Report of Birth)</i></p> <ol style="list-style-type: none"> 3. Passport of parents (original, 1 copy) <p><u>RENEWAL OF DAMAGED / MUTILATED PASSPORT</u></p> <ol style="list-style-type: none"> 1. Accomplished renewal passport application form for adult 2. Damaged / Mutilated Passport (original, 1 copy of data page) 3. PSA Birth Certificate/PSA Report of Birth (original, 1 copy) 4. PSA Marriage Certificate/PSA Report of Marriage, for married 	<p>Applicant may opt to register his/her WhatsApp number in the WhatsApp Passport Availability Notification System.</p>	n/a	n/a	n/a
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- women (original, 1 copy)
- 5. Valid id (original, 1 copy)
- 6. Affidavit of Explanation

DUAL CITIZEN

- 1. Accomplished passport application form for adult (new applicant)
- 2. Passport (original, 1 copy of data page)
- 3. Foreign passport (original, 1 copy)
- 4. PSA Birth Certificate/PSA Report of Birth (original, 1 copy)
- 5. Oath of Allegiance/Identification Certificate/Order of Approval (original, 1 copy)
- 6. PSA Marriage Certificate/PSA Report of Marriage, for married women (original, 1 copy)
- 7. Valid id (original, 1 copy)

Reminders:

- ❖ *Personal appearance of the applicant is required.*
- ❖ *Must be accompanied by either parent (if married) or by the mother only (if parents are not married)*
- ❖ *Local copy of Birth Certificate/Report of Birth/Marriage Certificate/Report of Marriage, if PSA document is unreadable*

	End of Transaction	Total processing time: 9 minutes (time duration in the queuing is not included)
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BACK OFFICE


- The applicant's passport information and biometric details must be signed by the authorized signing officer prior to its transmittal to DFA-Manila.
- Prepare a daily Masterlist of passport applicants.
- Draft communications re: Passport queries, passport request, lost passports, etc.

RECEIVING NEW PASSPORTS (FROM DIPLOMATIC POUCH)

- Upon receipt of the e-passport from DFA Manila, the e-passport will be checked against the shipping list, and the passport will be marked as "received"
- The e-Passports must be sorted according to the date of filing of the applicants.

REMINDER:

- a. Applications for EPASSPORT (EPPT) are sent to Manila where EPPTs are centrally printed and issued.
- b. Processing and release of new EPPT will take a maximum of forty-five (45) working days from the date of filing.
- c. Passport is released to applicant only. If minor, passport is released to parent/s only.
- d. In claiming your passport, present the following:
 1. Original passport for cancellation
 2. Original receipt of payment.
- f. **UNCLAIMED PASSPORTS** after six (6) months from the date of issuance will be automatically cancelled, as provided under relevant rules and regulations.

SERVICE APPLIED FOR	WHO MAY AVAIL	DOCUMENTARY REQUIREMENTS	DETAILED STEPS AND DURATION	MAXIMUM PROCESSING TIME	PROCESSING FEE (IN BHD)	PERSON IN CHARGE POSITION, UNIT/DIVISION
Passport Releasing	Overseas Filipinos	1. Personal appearance 2. Original old passport 3. Original official receipt  <i>For passports to be claimed by another person, only immediate family members (spouse, parents, siblings, adult children) are allowed to claim the passport on behalf of the applicant with authorization letter and valid id of the representative.</i>	Step 1 Log information at the Embassy logbook, obtain priority number for releasing of passport. (1 minute)	1 minute	n/a	Information Officer
			When priority number is called, proceed to Releasing Window (Window 5)	n/a	n/a	n/a
			Present the old passport and receipt.	n/a	n/a	n/a
			Step 2 Releasing officer will locate new passport upon presentation of receipt and old passport. (1 minute)	1 minute	n/a	Consular Officer
			Step 3 Check the details in the new passport and sign. Old passport will be cancelled.	2 minutes	n/a	n/a
	End of Transaction	Total processing time: 4 minutes (time duration in the queuing is not included)				

SERVICE APPLIED FOR	WHO MAY AVAIL	DOCUMENTARY REQUIREMENTS	DETAILED STEPS AND DURATION	MAXIMUM PROCESSING TIME	PROCESSING FEE (IN BHD)	PERSON IN CHARGE POSITION, UNIT/DIVISION
Travel Document	Overseas Filipinos	<ol style="list-style-type: none"> 1. Accomplished Travel Document form 2. Affidavit of Explanation 3. Passport (original, if available, 1 copy) 4. 4 pcs passport size photo (taken within last 6 months) 5. Ticket (copy) <p>Reminder: ❖ <i>Personal appearance of the applicant is required.</i></p>	<p>Step 1 Log information at the Embassy logbook, obtain travel document application form from the information desk (1 minute)</p> <p>Fill-out application form completely.</p> <p>Obtain a priority number at the Information Desk.</p> <p>Proceed to Window 1 or Window 2 at the Consular Section when priority number is called and submit documents for evaluation.</p> <p>Evaluate the applicant's documents, if documents are in order, advise applicant to proceed to cashier to pay the fee. (1 minute)</p> <p>Proceed to Cashier and pay travel document and affidavit of explanation.</p> <p>Accept payment and</p>	<p>1 minute</p> <p>n/a</p> <p>n/a</p> <p>n/a</p> <p>3 minutes</p> <p>n/a</p>	<p>n/a</p> <p>n/a</p> <p>n/a</p> <p>n/a</p> <p>n/a</p> <p>n/a</p> <p>Travel</p>	<p>Information Officer</p> <p>n/a</p> <p>Information Officer</p> <p>n/a</p> <p>Consular Officer</p> <p>n/a</p>

			issue official receipt. Advise applicant on the release of the travel document.	1 minute	Document BD 12.410 Affidavit of Explanation BD10.340	Collecting Officer
	End of Transaction	Total processing time: 5 minutes (time duration in the queuing is not included)				

SERVICE APPLIED FOR	WHO MAY AVAIL	DOCUMENTARY REQUIREMENTS	DETAILED STEPS AND DURATION	MAXIMUM PROCESSING TIME	PROCESSING FEE (IN BHD)	PERSON IN CHARGE POSITION, UNIT/DIVISION
Application and Issuance of Visa	Foreign Nationals who are residents of Bahrain	<ol style="list-style-type: none"> 1. Accomplished Non-Immigrant visa form 2. One (1) passport size photo taken within last six months 3. Passport (original, 1 copy) 4. CPR card (original, 1 copy) 5. Round trip ticket (copy) 6. Latest bank statement or financial capacity to travel (original) 7. Hotel booking or Invitation Letter from the Philippine Sponsor with copy of sponsor's passport or any Identification card/document 8. Employment Certificate (original) <p>❖ Additional documents may be required in the following cases:</p> <p>➤ For Non-Bahraini national: Residence permit or re-entry</p>	Log information at the Embassy logbook, obtain visa application form from the information desk (1 minute)	1 minute	n/a	Information Officer
			Fill-out application form completely.	n/a	n/a	n/a
			Proceed to Window 3 at the Consular Section when priority number is called and submit documents for evaluation.	n/a	n/a	n/a
			Evaluate the applicant's documents and conduct interview. Consul General or Consul may also conduct interview.	10 minutes	n/a	Consular Officer
			If documents are in order, For visa free entry		n/a	n/a

		<p>visa valid for more than six (6) months at the time of travel (copy)</p> <ul style="list-style-type: none"> ➤ For Recruitment purpose, present a letter of authority from the Philippine Overseas Employment Administration (POEA) authorizing the applicant to recruit/interview Filipino workers. Must apply for a <u>Special Work Permit (SPW)</u> at the Bureau of Immigration upon arrival in Manila; ➤ For Medical Treatment, submit Medical Certificate attested by the Ministry of Health (Bahrain) and letter of Acceptance from Physician/Medical Institute in the Philippines ➤ If applicant is married to a Filipina Citizen, submit photocopy of Marriage Contract and copy of spouse's CPR/Passport; ➤ For foreign nationals of certain countries: Bahrain CID Good Conduct Certificate (please contact 17721234 for verification of country category); ➤ For multiple-entry visa application, a letter of intent indicating the applicant's purpose for multiple entry to the Philippines. 	<p>Nationals: advise applicant to pay the fee. For Visa required Nationals: advise applicant to come back after five (5) working days, and pay the fee.</p> <p>Accept payment and issue official receipt. Advise applicant when to return for the release of passport with Philippine visa. (1 minute)</p>	<p>1 minute</p>	<p><u>Visa Fees</u></p> <p><u>Visa-Free Entry</u> (single entry): BD 12.410</p> <p>(multiple-six (6) months): BD 24.820</p> <p>(multiple-one (1) year) BD 37.225</p> <p><u>Visa required Entry</u></p> <p>(single entry): BD19.550</p> <p>(multiple-six (6) months): BD 36.100</p> <p>(multiple-one (1) year) BD 52.680</p>	<p>Collecting Officer</p>
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		<p>Reminders:</p> <ul style="list-style-type: none"> ❖ <i>Personal appearance of the applicant is required.</i> ❖ <i>Additional requirements may be requested if necessary. Please note that the decision to grant a visa is not made by the Consular Officer alone. Submission of the requirements/documentation as listed is not a guarantee that you will be issued a visa.</i> ❖ <i>Processing Time: 2-5 working days upon payment.</i> 				
	End of Transaction	<p>Total processing time: 9 minutes (time duration in the queuing is not included)</p>				

BACK OFFICE

- All visa applications will be recorded in the log book.
- Type information details on the visa sticker.
- Affix visa sticker on passport.
- Submit passport with visa to signing officer
- Draft communications re: Visa queries

NOTE:

- Date of release of visa would depend on the type of visa applied for.
- Additional requirements may be requested, if necessary. Please note that the issuance of visa is the prerogative of the Philippine government, as represented by the Consular Officer. Submission of the required documents does not guarantee automatic issuance of visa. Possession of Philippine visa does not also guarantee entry to the Philippines. The Philippine Immigration authorities have the final say on the admission of foreign nationals into the country.

SERVICE APPLIED FOR	WHO MAY AVAIL	DOCUMENTARY REQUIREMENTS	DETAILED STEPS AND DURATION	MAXIMUM PROCESSING TIME	PROCESSING FEE (IN BHD)	PERSON IN CHARGE POSITION, UNIT/DIVISION
Legalization of Documents and Civil Registration	Overseas Filipinos Born in Bahrain and Foreign Nationals	<p>✚ <i>Personal appearance of the applicant is required.</i></p> <p><u>ACKNOWLEDGEMENT AND AFFIDAVITS</u></p> <ol style="list-style-type: none"> Documents for acknowledgement (Special Power of Attorney, Affidavits, Contracts, Deed of Sale, etc.) Passport of affiant (original, 1 copy) <p><u>CERTIFICATION</u></p> <ol style="list-style-type: none"> Passport (original, 1 copy) Request letter for certification <p><i>* Additional documents may be required.</i></p> <p><u>NBI</u></p> <ol style="list-style-type: none"> Accomplished sundry form Passport (original, 1 copy) 1pc 2x2 latest photo with white background <p><u>CERTIFIED TRUE COPY (CTC) OF DOCUMENTS</u></p> <ol style="list-style-type: none"> Document to be certified (original, 1 clear copy) Passport (original, 1 copy) 	<p>Log information at the Embassy logbook, obtain applicable form from the information desk (1 minute)</p> <p>Fill-out application form completely.</p> <p>Obtain a priority number at the Information Desk.</p> <p>Proceed to Window 3 at the Consular Section when priority number is called and submit documents for evaluation.</p> <p>Evaluate the applicant's documents, If documents are in order, advise applicant to proceed to cashier to pay the fee. (1 minute)</p> <p>Proceed to Cashier and pay travel document and affidavit of explanation.</p> <p>Accept payment and issue official receipt. Advise applicant on the</p>	<p>1 minute</p> <p>n/a</p> <p>n/a</p> <p>n/a</p> <p>5 minutes</p> <p>n/a</p> <p>1 minute</p>	<p>n/a</p> <p>n/a</p> <p>n/a</p> <p>n/a</p> <p>n/a</p> <p>Acknowledgement BD10.340</p>	<p>Information Officer</p> <p>n/a</p> <p>Information Officer</p> <p>n/a</p> <p>Consular Officer</p> <p>Collecting Officer</p>

AFFIDAVIT OF SUPPORT (for travel of family members to Bahrain)

1. Accomplished Affidavit of Support Form
2. Passport of affiant (original, 1 copy)
3. Valid residence permit of Affiant (original, 1 copy)
4. Valid passport of the visiting family member (copy)
5. Visa of the visiting family member (copy)
6. Proof of Relationship to the Affiant (PSA-Birth Certificate/PSA-Marriage Contract, etc.) (copy)

**Family members up to 4th degree of affinity and consanguinity (up to first cousin)*

1st Degree:

Parent:

PSA Birth certificate/PSA Report of Birth of affiant

Child/Children:

PSA Birth Certificate/PSA Report of Birth of children

Spouse:

PSA Marriage Contract/PSA Report of Marriage

2nd Degree:

Grandparent:

PSA Birth certificate /PSA Report of Birth of affiant

release of the travel document.

Jurat
BD10.340

Certification
BD10.340

Affidavit
BD10.340

Legal Capacity to Contract Marriage
BD20.680

CTC of Documents
BD10.340

Seen and Noted
BD10.340

Application of Marriage License
BD10.340

Certificate of Marriage License
BD10.340

Marriage Solemnization
BD24.820

Report of Birth
BD10.340

Report of Marriage

		<p>PSA Birth Certificate/PSA Report of Birth of the parent of the affiant or PSA Marriage Contract of the parent of the affiant</p> <p>Sibling: PSA Birth Certificate/PSA Report of Birth of the affiant PSA Birth Certificate/PSA Report of Birth of the Sibling of the affiant</p> <p>Grandchild: PSA Birth Certificate/PSA Report of Birth of the grandchild PSA Birth Certificate/PSA Report of Birth of the parent of the grandchild</p> <p>Parent-in-Law: PSA Marriage Contract/PSA Report of Marriage of the affiant</p> <p>Daughter/Son-in-Law: PSA Marriage Contract/PSA Report of Marriage of the daughter/son</p> <p>3rd Degree: Great Grandparent: PSA Birth Certificate/ PSA Report of Birth of the affiant PSA Birth Certificate/PSA Report of Birth of the parent of the affiant or PSA Marriage Contract of the parent of the affiant PSA Birth Certificate of the grandparent of the affiant</p> <p>Aunt/Uncle: PSA Birth Certificate/Report of Birth of affiant PSA Birth Certificate/PSA Report of Birth of parent of the affiant</p>			<p>BD10.340</p> <p>Report of Death BD10.340</p> <p>Shipment of Remains BD86.860</p> <p>Affidavit of Acknowledgment of Paternity (AAP) BD10.340</p> <p>Certificate of Registration of AAP BD10.340</p> <p>Affidavit to Use Surname of the Father BD10.340</p> <p>Oath of Profession BD10.340</p> <p>Dual Citizenship Notary of Petition:10.340BD Processing Fee:20.680BD Derivative:10.340BD</p> <p>RA9048</p>	
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		<p>PSA Birth Certificate/Report of Birth of aunt/uncle</p> <p>Niece/Nephew: PSA Birth Certificate/PSA Report of Birth of the affiant PSA Birth Certificate/PSA Report of Birth of the niece/nephew PSA Birth Certificate/PSA Report of Birth of the parent of the niece/nephew</p> <p>Great Grandchild: PSA Birth Certificate/PSA Report of Birth of the great grandchild PSA Marriage Contract/PSA Report of Marriage of the parent of the grandchild</p> <p>Grandparent-in-law: PSA Marriage Certificate/PSA Report of the affiant PSA Marriage Certificate/PSA Report of Marriage of the parent of the spouse brother/sister-in-law PSA Marriage Certificate /PSA Report of Marriage of affiant PSA Birth Certificate/PSA Report of Birth of the brother/sister-in-law <u>or</u> PSA Marriage Certificate/PSA Report of Marriage of the brother/sister-in-law</p> <p>Grandchild-in-Law: PSA Marriage Certificate/PSA Report of Marriage of the grandchild PSA Marriage Certificate/PSA Report of Marriage of the parents of the grandchild</p> <p>4th Degree First Cousin:</p>			<p>Notary of Petition:10.340BD Filing Fee: 20.680BD</p>	
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		PSA Birth Certificate/PSA Report of Birth of affiant PSA Birth Certificate/PSA Report of Birth of the parent of affiant PSA Birth Certificate/PSA Report of Birth of the first cousin PSA Birth Certificate/PSA Report of Birth of the parent of the first cousin Grand Nephew/Niece: PSA Birth Certificate /PSA Report of Birth of affiant PSA Birth Certificate /PSA Report of Birth of grand nephew/niece PSA Birth Certificate/PSA Report of nephew/niece PSA Birth Certificate/PSA Report of Birth of sibling of the affiant Aunt/Uncle-in-Law: PSA Marriage Certificate/PSA Report of Marriage of affiant PSA Birth Certificate/PSA Report of Birth of aunt/uncle-in-law PSA Birth Certificate/PSA Report of Birth of the parent-in-law First Cousin -in-Law: PSA Marriage Certificate/PSA Report of Marriage of affiant PSA Birth Certificate/PSA Report of Birth of first cousin-in-law PSA Birth Certificate/PSA Report of Birth of the parent of first cousin-in-law PSA Birth Certificate/PSA Report of Birth of parent-in-law Niece/Nephew-in-Law: PSA Marriage Certificate/PSA Report of Marriage of the affiant				
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PSA Birth Certificate/PSA Birth Certificate of niece/nephew-in-law
PSA Birth Certificate/PSA Report of Birth of brother/sister-in-law

AFFIDAVIT OF SUPPORT AND CONSENT / AFFIDAVIT OF CONSENT TO TRAVEL (FOR MINOR CHILDREN)

1. Accomplished Affidavit of Support Form
2. Passport of affiant/s (original, 1 copy)
3. Valid residence permit of affiant/s (copy)
4. PSA Birth Certificate of child/children (copy)

“SEEN AND NOTED”

1. Documents to be “seen and noted” (original, 1 clear copy)
2. Passport of the owner of the document (original, 1 copy)

LEGAL CAPACITY TO CONTRACT MARRIAGE

1. Accomplished application for Legal Capacity to Contract Marriage
2. Passport (original, 1 copy)
3. Valid residence permit (copy)
4. PSA Birth Certificate (original, 1 copy)
5. PSA issued Certificate of No Record of Marriage (CENOMAR) and duly

Apostillized by the Department of Foreign Affairs. (original, 1 copy)

****Please note that CENOMAR must have EXACTLY the same details with the Birth Certificate.***

Additional documents may be required in the following cases:

- ❖ Parental consent if between the ages 18 and 21 yrs. old or Parental advice if ages 22 and 25 yrs. old. If parents are in the Philippines, Parental Consent/Advice should be notarized by nearest notary public, authenticated by the Regional Trial Court & Apostillized by the Department of Foreign Affairs
- ❖ If annulled, PSA Annotated Marriage Certificate, DFA Apostillized Court Judgment/Decision and DFA Apostillized Certificate of Finality

CIVIL REGISTRATION

MARRIAGE SOLEMNIZATION
(Marriage will be solemnized at Embassy)

1. Accomplished application for Marriage License
2. Passport (original, 1 copy)
3. Valid residence permit (copy)

		<p>4. PSA Birth Certificate (original, 1 copy)</p> <p>5. PSA issued Certificate of No Record of Marriage (CENOMAR) and duly Apostillized by the Department of Foreign Affairs. (original, 1 copy)</p> <p>*Please note that CENOMAR must have EXACTLY the same details with the Birth Certificate</p> <p>6. 2x2 latest photos of each of the contracting parties (2 pcs)</p> <p><i>Additional documents may be required in the following cases:</i></p> <ul style="list-style-type: none">❖ Parental consent if between the ages 18 and 21 yrs. old or Parental advice if ages 22 and 25 yrs. old. If parents are in the Philippines, Parental Consent/Advice should be notarized by nearest notary public, authenticated by the Regional Trial Court & Apostillized by the Department of Foreign Affairs❖ If annulled, PSA Annotated Marriage Certificate, DFA Apostillized Court Judgment/Decision and DFA Apostillized Certificate of Finality				
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REPORT OF BIRTH (ROB)
Provide five (5) photocopies and
present original

1. Accomplished Report of Birth form. Entries must be computer encoded.
2. Birth certificate duly authenticated by the Ministry of Foreign Affairs, Bahrain
3. Passport of parents
4. Valid residence permit of parents
5. PSA-Report of Marriage (if married abroad) or PSA-Marriage Certificate of parents (if married in the Philippines)

***Kindly collate and arrange into sets of five (5) according to the order of documents above.*

Additional documents may be required in the following cases:

- ✚ If parents are not married:
 - Affidavit of Acknowledgement of Paternity (in case father is willing to acknowledge)
 - Certificate of Registration for Affidavit of Acknowledgement of Paternity
 - Affidavit to Use the Surname of the Father (in case the mother is willing to let the child use the surname of the father)
 - Certificate of Registration for

Affidavit to Use the Surname of the Father

REPORT OF MARRIAGE (ROM)
Provide four (4) photocopies and present original

1. Accomplished Report of Marriage form. Entries must be computer encoded
2. Marriage Contract (in English Translation), authenticated by Ministry of Justice and Islamic Affairs and Ministry of Foreign Affairs Bahrain
3. Passports of each contracting parties
4. Valid residence permit of each contracting parties
5. Certificate of Legal Capacity to Contract Marriage issued by the Philippine Embassy, Bahrain
6. PSA Birth Certificate
7. PSA issued CENOMAR authenticated by the Department of Foreign Affairs (DFA)

***Kindly collate and arrange into sets of four (4) according to the order of documents above.*

REPORT OF DEATH (ROD)

1. Death Certificate (copy)
2. Passport of the deceased (copy)

		<ol style="list-style-type: none">3. Embassy's Certification on the Shipment of Remains4. Accomplished Report of Death form <p><u>SHIPMENT OF REMAINS</u></p> <ol style="list-style-type: none">1. Employer/representative or next-of-kin of the deceased should present to the Embassy the original passport of the deceased, the Death Certificate/Medical Notification of Cause of Death issued by the Bahrain Ministry of Health and No Objection Certificate (NOC) of the shipment of the remains issued by Bahrain Ministry of Foreign Affairs2. Submit the address and contact number of consignee in the Philippines (next-of-kin or funeral parlor), and a Letter of Acceptance of human remains from the NOK3. Embassy's Certification relative to the deceased will be submitted to the Ministry of Interior's Criminal Investigation Directorate, for the issuance of "Declaration of the Removal of the Dead Body"4. Submit flight details of the shipment of the remains to the ATN Office, as basis for notification of the NOKs in the Philippines, and for reporting to				
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DFA and DOLE-POEA/OWWA.

Petition for Correction of clerical error in the Report of Birth or Report of Marriage (RA9048)

Provide four (4) photocopies and present original

1. Accomplished Form No 1.2/
Form No. 2.2
2. PSA Report of Birth/PSA Report of Marriage (document to be corrected)
3. Any two of the following documents:
 - Baptismal Certificate
 - Voter's Affidavit
 - Employment Record
 - GSIS Record
 - SSS Record
 - Medical Record
 - Business Record
 - School Record
 - Driver's License
 - Insurance
 - Civil Registry Records of ascendants
 - Land Titles
 - Certificate of Land Transfer
 - Bank Passbook
 - NBI/Police Clearance

DUAL CITIZENSHIP

Provide four (4) photocopies and present original

1. Accomplished application form

		<ol style="list-style-type: none"> 2. PSA Birth Certificate 3. PSA Marriage Certificate (if applicable) 4. Foreign Naturalization certificate 5. Foreign passport 6. IDs/CPR 7. Birth Certificate of minor child/children (for Derivative) 8. 2x2 photos with white background, taken within six months (4 pcs) <p><u>OATH OF PROFESSION</u></p> <ol style="list-style-type: none"> 1. Accomplished Professional Regulation Commission Form No 001 2. Passport (original, 1 copy) 				
	End of Transaction	Total processing time: 7 minutes (time duration in the queuing is not included)				

BACK OFFICE

- Processed documents will be registered on the log book
- Prepare processed documents for stamping and signature
- All processed document will be signed by the authorized signatory
- Draft communications re: documentation queries

NOTE:

- Civil Registration and Legalization of Documents Forms are available at the Embassy and Embassy website.

SERVICE APPLIED FOR	WHO MAY AVAIL	DOCUMENTARY REQUIREMENTS	DETAILED STEPS AND DURATION	MAXIMUM PROCESSING TIME	PROCESSING FEE (IN BHD)	PERSON IN CHARGE POSITION, UNIT/DIVISION
Releasing of Travel Document, Visa, Legalized and Civil Registration Documents	Overseas Filipinos Born in Bahrain and Foreign Nationals	1. Official Receipt ✚ <i>For documents to be claimed by another person other than the applicant, provide authorization letter and valid id of the representative.</i>	Log information at the Embassy logbook, ask for priority number for releasing. (1 minute)	1 minute	n/a	Information Officer
			When priority number is called, proceed to Releasing Window (Window 5)	n/a	n/a	None
			Present receipt.	None	None	None
			Release of travel document, passport with visa, legalized and civil registration documents.	2 minutes	None	Releasing Officer
	End of Transaction	Total processing time: 3 minutes (time duration in the queuing is not included)				

SERVICE APPLIED FOR	WHO MAY AVAIL	DOCUMENTARY REQUIREMENTS	DETAILED STEPS AND DURATION	MAXIMUM PROCESSING TIME	PROCESSING FEE (IN BHD)	PERSON IN CHARGE POSITION, UNIT/DIVISION
Assistance-to-Nationals: Regular Repatriation	Filipino nationals in distress	Passport copy CPR I.D. (national ID) copy Accomplished ATN Form OFW Information Sheet (optional)	Enter name, contact number, CPR No., and purpose of visit in the logbook at the reception The reception personnel will direct the client to the ATN Section (Room 1 or 2)	1 minute	None	Reception personnel Philippine Embassy
			Fill-up ATN form to put on record the particulars/ details of the request for assistance. ATN Officer assists the client in filling out the ATN Form	15 minutes	None	ATN Officer ATN Section Philippine Embassy
			Undergo Interview by ATN case officer. ATN Officer interviews, processes and assesses details, testimonies and documentation of client.	30 minutes	None	ATN Officer ATN Section Philippine Embassy
			Obtain contact information of ATN case officer. ATN Officer provides contact information	1 minute	None	ATN Officer ATN Section Philippine Embassy
			If client is an overstaying OFW (expired residence visa), Verify status of the client with police authorities and	1 day	None	ATN Officer ATN Section Philippine Embassy

		<p>immigration office. If no police case is filed against the client, request the employer / agency through OWWA, if worker is a documented workers, to facilitate the repatriation of the client at the employer's expense</p> <p>If client is an undocumented worker, request his/her friends/relatives and those who facilitated her travel to Bahrain to provide repatriation funds.</p> <p>ATN Fund may only be requested for the client's repatriation if all possible remedies have already been exhausted. In this event, Post awaits the DFA's authority to disburse ATN Fund for repatriation purposes</p> <p>If client has a valid residence visa, Inform the client of immigration laws and police authorities'</p>	<p>10 days (minimum)</p> <p>2 days</p>		
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			<p>procedures, if there is a case filed against him/her.</p> <p>ATN officer will request the employer's consent or No Objection Letter, (NOC) through a visa cancellation form duly-signed by the sponsor to effect the repatriation of the client; Client cannot leave Bahrain without employer's consent.</p> <p>If the employer refuses to cooperate, ATN case officer will coordinate with the Immigration office for the issuance of exit permit of the client.</p>			
			<p>If client will provide air ticket and immigration fines, prepare travel document in lieu of a passport, if passport has been lost or cannot be retrieved from the sponsor.</p>	1 day	Gratis for ATN Cases	<p>ATN Officer ATN Section Philippine Embassy</p>
			<p>If client needs to appear before the Immigration officer, for taking of his/her statement, fingerprints, and conduct</p>	3 hours	None	<p>ATN Officer / Translator ATN Section Philippine Embassy</p>

			of investigation on the circumstances of the clients' illegal stay, accompany client to the immigration office to enable her to provide statements to immigration authorities			
			Submit additional documents as may be required under the circumstances. ATN Officer receives and submits additional documents to relevant offices in Bahrain	1 day	None	ATN Officer ATN Section Philippine Embassy
			On client's departure from Bahrain, ATN Officer provides airport assistance	3 hours	None	ATN Officer / Translator ATN Section Philippine Embassy
Assistance-to-Nationals: Shipment of Human Remains / Cremated Remains	NOK of deceased Filipino national	<ol style="list-style-type: none"> 1. NOK's Accomplished ATN request form and affidavit 2. Proof of relationship with the deceased Filipino national of the person requesting assistance (Birth Certificate, Marriage Certificate) 3. Documents bearing information of the deceased Filipino national, such as, employer details, foreign placement agency, OFW information sheet. 	Enter name, contact number, CPR No., and purpose of visit in the logbook at the reception. Reception personnel will assist client, and directs the client to the ATN Section (Room 1 or 2)	1 minute	None	Reception Personnel

		<p>4. Letter of Acceptance of Human Remains</p> <p>5. Death certificate</p> <p>6. Medical Notification of Cause of Death</p> <p>7. Deceased Filipino national's passport or travel document</p>				
			<p>The ATN officer registers the client's personal information.</p> <p>The client is interviewed and advised on the general actions to be undertaken by the office to act on the assistance required or requested.</p> <p>The client is also advised on the documentary requirements to be submitted to the office.</p>	20 minutes	None	ATN Officer ATN Section Philippine Embassy
			Client may request updates on the SOR. The client is promptly provided with feedback or updates on the status of the shipment of remains.	5 minutes	None	ATN Officer ATN Section Philippine Embassy
			If the deceased overseas Filipino is undocumented and requests for funding assistance from the	10 days (minimum)	BD86.860 (through ATN Fund)	ATN Officer ATN Section Consular personnel Consular Section

			government, ATN Officer shall make the necessary arrangements and submit a request for appropriate ATN funding approval to DFA- OUMWA. If funding is approved, consular services for Shipment of Remains will be followed			Philippine Embassy
			If NOK provides funding for SOR, consular services for Shipment of Remains will be followed	1 day	BD86.860 (through ATN Fund)	
			Prior to shipment of the remains of the deceased Filipino national, ATN Officer informs the NOK, of the schedule, DFA- OUMWA and OWWA for coordination	As soon as information is available		
Assistance-to-Nationals: Consular Jail Visit	Filipino nationals who are serving jail sentences or detained due to criminal charges against them	Diplomatic Note from the Ministry of Foreign Affairs containing approval of the jail visit.	Draft and send Note Verbale to the Ministry of Interior and Bahrain Prosecution through MFA to secure permission for the Embassy consular team to visit Filipino detainees at various Bahraini jails.	15 minutes (Approval of the request may take 10 working days)	None	ATN Officer ATN Section Philippine Embassy
			On the day of the jail visit, ATN Officer prepares	15 minutes	None	ATN Officer / Translator ATN Section

			necessary ATN forms to be accomplished by Filipino detainees			Philippine Embassy
			ATN Team visits detainees in 6 detention facilities, documents cases of new detainees, ascertain needs of detainees (case updates, transfer to another cell, personal hygiene and food request, medical services and convey the same to concerned authorities	2 hours	None	ATN Officer / Translator ATN Section Philippine Embassy
Assistance-to-Nationals: Medical Repatriation	Filipino nationals in Bahrain	<ol style="list-style-type: none"> 1. Medical Report 2. Immigration Clearance 3. Court Clearance 4. Accomplished ATN Form 5. Passport and/or Passport copy of the overseas Filipino patient 6. CPR and/or CPR copy of the overseas Filipino patient 				
			Fill-up ATN form to put on record the particulars/details of the request for assistance. ATN Officer assists the client in filling out the ATN form.	20 minutes	None	ATN Officer / Translator ATN Section Philippine Embassy

			Undergo interview by ATN Case Officer. Interview, process, and assess the details, testimonies and documentation of the assistance required by the client.	40 minutes	None	ATN Officer ATN Section Philippine Embassy
			Obtain contact information of ATN Case Officer. ATN Officer provides the client with contact details	1 minute	None	ATN Officer / Translator ATN Section Philippine Embassy
			Interview attending physician / medical consultants to determine the clients/patient condition and the treatment being undertaken. Request for medical report. Consult doctors on the timeframe of patient/client fit to travel status and other requirements. (medical escort if needed).	30 minutes	None	ATN Officer ATN Section Philippine Embassy
			If client is an overstaying OFW (expired residence visa), verify status of the client with police authorities and immigration office.	1 day	None	ATN Officer ATN Section Philippine Embassy

		<p>If client has a valid residence visa, Inform client of immigration laws and police authorities' procedures, if there is a case filed against him/her.</p> <p>ATN officer will request the employer's consent or No Objection Letter (NOC), through a visa cancellation form duly-signed by the sponsor to effect the repatriation of the client; Client cannot leave Bahrain without employer's consent.</p> <p>If the employer refuses to cooperate, ATN case officer will coordinate with the Immigration office for the issuance of exit permit of the client.</p>	1 day	None	<p>ATN Officer ATN Section Philippine Embassy</p>
		<p>If Client will provide air ticket and immigration fines, ATN Officer prepares travel document in lieu of a passport, if passport had been lost or cannot be retrieved from</p>	1 day	None	<p>ATN Officer ATN Section</p> <p>Consular personnel Consular Section</p> <p>Philippine Embassy</p>

			the sponsor.			
			<p>If client is fit to travel, request fit to travel certification from the hospital and submit the airline medical approval form for final approval.</p> <p>Accomplish Unified Medical Repatriation Assistance Form (UMRAF) if client wishes for hospital assistance upon arrival.</p> <p>Report and coordinate with DFA-OUMWA the client's repatriation details (flight details, nok, UMRAF, request for POEA-OWWA airport assistance) and submit the UMRAF</p>	1 day	None	ATN Officer ATN Section Philippine Embassy
			On the scheduled departure of client, provide airport assistance	2 hours	None	ATN Officer / Translator ATN Section Philippine Embassy
Assistance-to-Nationals: Legal Assistance	Filipino nationals who need legal	<ol style="list-style-type: none"> 1. Accomplished ATN Form 2. Passport or passport copy 3. CPR I.D. or copy 	Visit the Embassy. Write name, CPR No., contact number and purpose of visit in the Embassy	1 minute	None	Reception personnel Philippine Embassy

	representa- tion		logbook. Reception personnel assists the client in accomplishing the data needed in the logbook, then directs client to ATN Section (Rooms 1 and 2).			
			Accomplish ATN Form and Affidavit provided by ATN Officer. Include request for legal representation in the Affidavit provided. ATN Officer assists client in accomplishing the ATN form, then conducts interview on the circumstances of case.	30 minutes	None	ATN Officer ATN Section Philippine Embassy
			The Client meets with representatives of the legal retainer for consultation	1 hour	None	ATN Officer ATN Section Philippine Embassy
			The Client executes Power of Attorney to enable the law firm to represent him or her. Assists and accompanies client to the court to execute the Power of Attorney	1 hour	BD5.000	ATN Officer / Translator ATN Section Philippine Embassy

			Attends hearings in court until judgment of the case has been rendered. ATN Officer and Translator accompanies and assists client during court hearings and requests updates from the court or legal retainer and relay the same to the client.	1 hour	None	ATN Officer / Translator ATN Section Philippine Embassy
Assistance-to-Nationals: Whereabouts	NOKs of Filipino nationals in Bahrain	<ol style="list-style-type: none"> 1. Accomplished ATN form and Affidavit if the NOK is in Bahrain; or 2. Letter request through DFA-OUMWA, or email through the Embassy's official website, or messages in the Embassy's social media platforms 3. Passport or CPR copy of the Filipino national ; other details such as last known address, employer contact details 	Visit the Embassy. Write name, CPR No., contact number and purpose of visit in the Embassy logbook. Reception personnel assists the client in accomplishing the data needed in the logbook, then directs client to ATN Section (Rooms 1 and 2).	1 minute	None	
			Accomplish ATN Form and Affidavit provided by ATN Officer. Include in the Affidavit the request to search for the whereabouts of their family member or relative in Bahrain. ATN Officer	40 minutes	None	ATN Officer ATN Section Philippine Embassy

			assists client in accomplishing the ATN form, then conducts interview on the circumstances of case.			
		4. Letter request through DFA-OUMWA, or email through the Embassy's official website, or messages in the Embassy's social media platforms	Respond to the inquiries of the client; Based on the contents of client's letter or communication sent by DFA or CO ATN case officer may invite the client or subject person on whereabouts request to appear before the Embassy (if possible) to put on record the request for assistance or effect means to locate whereabouts of an OFW (e.g. call number provided or check immigration records whether subject is still in Bahrain).	40 minutes	None	ATN Officer ATN Section Philippine Embassy
			ATN Officer proceeds to verify the status of the person with the immigration authorities.	1 day	None	ATN Officer / Translator ATN Section Philippine Embassy
			The ATN Officer shall provide immediate updates to the NOK or concerned person who made the request for	5 minutes	None	ATN Officer ATN Section Philippine Embassy

			whereabouts of the Filipino national in Bahrain			
Assistance-to-Nationals: Request for Assistance Through Telephone, Hotline, Email, Social Media	Filipino nationals in Bahrain in distress, their NOKs, concerned friends and relatives	<ol style="list-style-type: none"> 1. Accomplished ATN form 2. Letter or printed message 3. Passport copy 4. CPR copy 	<p>Client calls, e-mails, or sends a text message in the Embassy's hotline, Facebook, Viber, WhatsApp and Instagram Account, and requests assistance.</p> <p>ATN Officer, Communications Officer or Hotline Duty Officer (first responders) responds to the calls, emails or messages. If the Filipino national is in Bahrain, the first responder invites the Filipino national in distress to visit the Embassy to put on record his or her request for assistance. The first responder may also direct the caller to the relevant government offices in Bahrain, i.e. police station, Labour Market Regulatory Authority, Ministry of Labor, immigration, depending</p>	15 minutes	None	ATN Officer Hotline Duty Officer Communications Officer (First Responders)

			<p>on the case</p> <p>If the caller or message-sender is out Bahrain, the first responder shall advise him or her to go to the nearest DFA Office, or Philippine Embassy or Consulate if abroad.</p>			
			<p>If client visits ATN Section, ATN Section, ATN Officer assists client in accomplishing ATN form and conducts an interview on the assistance required and circumstance of the case.</p>	40 minutes	None	<p>ATN Officer ATN Section Philippine Embassy</p>
			<p>ATN Officer verifies status of the Filipino national in distress with the immigration and/or the police authorities</p>	1 day	None	<p>ATN Officer Translator ATN Section Philippine Embassy</p>
			<p>If Client requests endorsement to relevant government offices, or requests to be accompanied to the said offices, ATN Officer drafts a letter of endorsement to concerned government offices.</p>	15 minutes	None	<p>ATN Officer ATN Section Philippine Embassy</p>
			<p>In case client needs to be</p>	2 hours	None	<p>ATN Officer / Translator</p>

			accompanied to the concerned government offices, ATN Officer and/or Translator shall accompany the client to the said offices.			ATN Section Philippine Embassy
			In all cases, the ATN Officer shall provide updates on the requests as soon as available	5 minutes	None	ATN Officer ATN Section Philippine Embassy

SERVICE APPLIED FOR	WHO MAY AVAIL	DOCUMENTARY REQUIREMENTS	DETAILED STEPS AND DURATION	MAXIMUM PROCESSING TIME	PROCESSING FEE (IN BHD)	PERSON IN CHARGE POSITION, UNIT/DIVISION
Procurement Services: Participation in procurement activities	Interested suppliers, contractors, service providers, lessor, consultant, manufacturers	Technical requirements or Terms of Reference (TOR) of proposal as outlined in the Request For Quotation (RFQ) for a proposal or project.	BAC shall ensure that the following documents are in order: <ul style="list-style-type: none"> - APP of the Embassy - PPMP of the end-user - Approved Job Request/ Purchase request - Terms of Reference 	30 minutes	None	BAC Secretariat, end-user representative

			BAC shall prepare the Request for Quotation that will be posted in the Embassy's official website and in the Embassy's Bulletin Board located at the main entrance of the Chancery	30 minutes	None	BAC Secretariat
			BAC shall cause the posting of the RFQ in the website and in the Bulletin Board	3 working days	None	BAC Secretariat, Communications Officer
			Supplier/service provider submits the proposal / quotation for assessment. BAC accepts the proposal/quotation. Consolidate all quotations received.	2 minutes	None	BAC Secretariat or end-user representative
			Determine which has the lowest quotation and at the same time the most compliant one. If only one submitted a proposal, assess if it conforms to the terms published.	20 minutes	None	BAC Secretariat or end-user representative
			Preparation and approval of all BAC documents.	1 day	None	BAC Secretariat
			BAC Secretariat / end-user representative	3 minutes	None	BAC Secretariat End-user

			<p>informs the winning supplier / service provider that his proposal was chosen.</p> <p>BAC Secretariat prepares the contract or Purchase Order for signature of the Head of Post and winning supplier / service provider.</p> <p>Supplier / service provider signs the contract or Purchase Order.</p>	<p>1 day</p> <p>2 minutes</p>	<p>None</p> <p>None</p>	<p>representative</p> <p>BAC secretariat</p> <p>Supplier / service provider</p>
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VI. CONTACT INFORMATION

EMBASSY OF THE REPUBLIC OF THE PHILIPPINES MANAMA, KINGDOM OF BAHRAIN

Address	:	Villa 939, Road 3220, Block 332, Mahooz, Manama, Kingdom of Bahrain	Embassy Hotline	:	(00973) 39953235
Mailing Address	:	P.O. Box 26681	Assistance-to-Nationals	:	(00973) 36360140
Telephone no.	:	(00973) 17721234	Facebook Page	:	Philippine Embassy in Bahrain
Fax no.	:	(00973) 17720827	Instagram Account	:	phlinbahrain
Email Address	:	manama.pe@dfa.gov.ph			
Website	:	www.manamape.dfa.gov.ph			
Viber / WhatsApp	:	(00973) 39953235			

SERVICE AGENCIES	POLO	OWWA	SSS	Pag-IBIG
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E-mail address	polobahrain@yahoo.com	owwamanama2012@gmail.com	philsss.bahrain@gmail.com	popbahrain@pagibigfund.gov.ph
Contact No.	(00973) 17740951 (Landline) (00973) 17740829 (Fax)	(00973) 17721908 (Landline) (00973) 39309580 (Hotline) (00973) 32214224	(00973) 36906218	(00973) 38062625
Website	www.dole.gov.ph	www.owwa.gov.ph	www.sss.gov.ph	www.pagibigfund.gov.ph
Social Media Account		Owwa Manama (Facebook)		

Office Hours : **8:00 to 3:00** (Public Transactions)

NO LUNCH BREAK

VII. PROCEDURE FOR FILING COMPLAINT

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Accomplish the client feedback form and drop it at the black, steel boxes near the reception desk or at the Consular Section. Feedback may also be sent through e-mail at manama.pe@dfa.gov.ph , through text message or call / Viber / WhatsApp at +9739953235, Facebook Page Philippine Embassy in Bahrain, Instagram Account PhlinBahrain
How feedback is processed	From Sundays to Thursdays, the Administrative Officer opens the drop box, compiles and records all feedback forms submitted. All feedback requiring answers are forwarded to the concerned sections or personnel for reply within three (3) days from receipt of the feedback.
How to file a complaint	Complaints may be sent through e-mail at

	<p>manama.pe@dfa.gov.ph , or through text message or call / Viber / WhatsApp at +9739953235, Facebook Page Philippine Embassy in Bahrain, Instagram Account PhlinBahrain. The complainant should provide the following information:</p> <ul style="list-style-type: none">• Name of the person being complained of• Incident• Evidence <p>Clients may send their inquiries or requests for follow-ups through the abovementioned contact details.</p>
How complaints are processed	<p>Complaints received are forwarded to the Administrative Officer, who shall review the merits of each complaint. If the said complaint has merit, it shall be forwarded to the concerned section or personnel through a memorandum informing them of the said complaint, and requesting them to provide their explanation within three (3) days.</p> <p>Upon receipt of the response of the concerned section or personnel, the Administrative Officer prepares a report for the Head of Post for appropriate action.</p> <p>The Administrative Officer informs the Complainant of the status of his/her complaint.</p>

Contact Information	Telephone No.: +973 1772 1234 Fax No. : +973 1772 0827 Mobile No.: +973 3995 3235 Viber/WhatsApp : +973 3995 3235 Facebook Page: Philippine Embassy in Bahrain Instagram Account: PhlinBahrain E-mail address: manama.pe@dfa.gov.ph
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