

Mission *To be partners of Overseas Filipinos in Milan and the rest of Northern Italy in the pursuit of the national interest and in the promotion and protection of their rights and well-being*

Vision *Prompt and effective delivery of consular services, including the protection and promotion of the rights and welfare of Overseas Filipinos areas under its jurisdiction (Milan and the rest of Northern Italy) through the active and dedicated efforts of the Consulate General's competent, committed, and highly motivated personnel guided by the principles of excellence, integrity and patriotism.*

Assistance-to-Nationals (ATN) Section

Contact Details

Address: Via Stromboli 1, 20144 Milan, Italy
Website: <http://www.philcongenmilan.net>
Tel No: (39) 02.43980383
Fax No: (39) 02.43911229
E-mail: philcongenmilan@gmail.com
ATN Hotline: (39) 388.3774996

Office Hours

Monday – Friday
9:00 AM – 5:00 PM (no lunch break)
except on Philippine and Italian holidays

ATN Officers

Ms. Gail Fraces Atangan (from 1 May 2014)

Post's Consular Officers

Consul General Marichu Mauro
Vice Consul Helen Anne B. Sayo
Vice Consul Maria Rosanna O. Josue

Feedback Mechanism

Please let us know how we have served you through:

E-mail: philcongenmilan@gmail.com
Website: <http://www.philcongenmilan.net>
Tel No: (39) 02.43980383
Fax No: (39) 02.43911229
ATN Hotline: (39) 388.3774996
or by completing the Feedback Form at the Information Desk
Philippine Consulate General
Via Stromboli 1, Milan 20146

Frontline Service for ATN

- Legal Advice/Cases
- Shipment of Remains, Death Benefits and Insurance
- Business, Employment, Family Disputes
- Verification
 - Whereabouts
 - Financial Support
 - Health/Working Conditions
 - Report of Death
 - Family Concerns
- Arrest, Detention and Imprisonment
- Visits to Prisons, Deportation Centers and Hospitals
- Assistance to Detained Filipino Nationals
- Consular Representation
- Repatriation

Who may avail of the ATN Services?

- All Filipino citizens based in areas under the Consulate General's jurisdiction (Milan and rest of Northern Italy)
 - Distressed Filipino national himself/herself
 - Next-of-kin of distressed Filipino national
- Filipino community organizations and leaders
- Non- Governmental Organizations at Post
- Media
- Other Government agencies

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-In-Charge	Fees	Form
1	Proceed to the Consulate's ATN Services Section	Welcomes client to ATN Services Section, 2 nd floor and provides ATN Form for completion of client	1 minute	ATN Officer	No Fees	
2	Complete an ATN Form	Obtains completed ATN form from client. Informs client to wait for name to be called. ATN Form processed.	5 minutes	ATN Officer	No Fees	ATN Form
3	Wait for turn	Client's name is called to meet/discuss with ATN officer.	5 minutes	ATN Officer	No Fees	
4	Interview by ATN Officer Presentation of supporting documents/other significant information	ATN Officer reviews information provided by client in ATN form and other documents presented. Client is requested to identify key concern/request. Case is further vetted through Q&A with client. Summarizes concerns and informs on possible courses of action.	20-25 minutes	ATN Officer/ Consular Officer	No Fees	ATN Form
5	Client acknowledges case summary identifying key issues, concerns or requests laid out by ATN officer. Should there be any objections, client requests for revisions/clarification. Client reviews options presented and informs ATN officer of preferred action.	With a common understanding of the case with the client, ATN officer restates the expressed preferred course of action for the confirmation of client. Once confirmed, ATN officer acts accordingly.	5 minutes	ATN Officer/ Consular Officer	No fees	
6	Action on client's case is taken and completed.	To communicate with the appropriate parties (DFA, host local authorities, other parties) - through fax report, email, letter, certification, follow-up call - , in the interest of the client's concerns, issues, or requests. Client is advised to be contacted as soon as there are developments /feedback re the case (i.e. DFA response, local authority, other party)	10 minutes	ATN Officer/ Consular Officer	No Fees	Fax request, report to DFA Letter request to host local authorities , or Letter to other parties concerned such as another Filipino, a company etc.

DOCUMENTARY REQUIREMENTS Clients are requested to provide evidence of identity. In this case, a Philippine passport and other Philippine or Italian government-issued picture IDs may be presented. Other documents may be requested in support of requests, complaints and claims.