



Freedom of Information Team
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Steve
By email: request-234113-2b99a676@whatdotheyknow.com

FOI Reference: 33199

6 November 2014

Dear Sir

Thank you for your letter of 13 October requesting information on the Visa section in Manila, specifically:

- 1- How many countries does the Visa section in the Philippines process applications for?
- 2- How many Entry Clearance Officers (ECO and Entry Clearance Managers (ECMs) work there?
- 3- DO ECMs vet, review, countersign visa applications decided on by ECOs?
- 4- What is the average number of visa applications processed by Manila monthly?
- 5- What is the training required by ECOs
- 6- In what way are standards maintained?

Your request is being handled as a request for information under the Freedom of Information Act 2000. I can confirm that the Home Office holds the information you have requested. Please see below.

- 1- The Visa section in Manila processes visa applications for the following countries: Malaysia, Taiwan, Singapore, Australia, South Korea, Papua New Guinea, Brunei, Hong Kong, New Zealand, Mongolia, Japan & Fiji.
- 2- 18 ECOs and 3 ECMs work at the Visa section in Manila.
- 3- ECMs do not vet or counter sign every entry clearance application; they conduct a random review of 20% of all applications received.
- 4- About 10,500 applications are processed monthly. The actual number of cases processed each month can vary greatly due to seasonality.

5- ECOs undergo three weeks of intensive training in entry clearance procedures in the UK before going out to work at various visa sections worldwide. Furthermore training sessions are held at post when required.

6- Standards are maintained by regular checks and reviews of applications.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference [33191]. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response. The contact address for requesting an internal review is below:

Information Access Team
Home Office
Ground Floor,
Seacole Building
2 Marsham Street
London SW1P 4DF

E-mail: FOIRequests@homeoffice.gsi.gov.uk.

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response.

If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

A. Ojewale (Mrs)

FOI Practitioner – Midlands, East of England & International Responder Hub
UK Visas & Immigration