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# VISA PRACTICE OF THE REPUBLIC OF AUSTRIA IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF AUSTRIA

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV AND SUB-TOTAL IN UKRAINE	32 337	6 761	20,91 %	32 337	32 754	1,27 %
TOTAL AUSTRIAN VISAS GLOBALLY	294 761	191 912	65,11 %	294 768	304 805	3,39 %

## SUBJECTIVE ASSESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE AUSTRIAN VISA PRACTICE:

01

#### SUBMITTING DOCUMENTS TO OBTAIN A VISA

Document submission time: the majority of the applicants to the Austrian Consulate (98,5%) noted that they managed to submit visa documents timely.

02

#### WAITING

Average document procession time: a little more than a half of the respondents (57,8%) indicated that their documents have been processed for 6-10 days, while one third of the applicants waited for 5 days or less.

03

#### CONFIRMING THE PURPOSE OF A TRIP

Additional documents: to obtain an Austrian, the applicants needed to submit about 5 additional documents. Such a number characterises the consulate as one of the least demanding in regard to the documents that confirm the purpose of a trip.

04

#### WHAT WAS REQUESTED AND WHAT WAS RECEIVED?

Visa validity period: according to the observations, 27% of the applicants to the Consulate of Austria obtained semi-annual visas and almost 18% received yearly visas.

05

## DURATION OF STAY IN COMPARISON WITH OTHER SCHENGEN STATES

THE AUSTRIAN CONSULATE IS ONE OF THE 8 COUNTRIES THAT ISSUE VISAS WITH THE LONGEST DURATION OF STAY.

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	9,5	17,5	15,9	0	0	1,6	7,9	27,0	15,9	4,8
BELGIUM	1,9	20,8	17,0	3,8	0	11,3	15,1	7,5	18,9	3,8
GREAT BRITAIN	3,4	3,4	0	0	0	0	0	50,8	27,1	15,3
GREECE	35,3	22,0	18,0	0	0	5,3	12,7	3,3	3,3	0
ESTONIA	2,1	12,8	29,8	0	0	4,3	10,6	4,3	27,7	8,5
SPAIN	0	8,2	44,3	4,9	8,2	6,6	9,8	0	16,4	1,6
ITALY	17,2	10,3	22,4	1,7	5,2	0	12,1	5,2	22,4	3,4
LATVIA	8,3	20,0	25,0	3,3	0	6,7	8,3	1,7	25,0	1,7
LITHUANIA	7,0	8,8	21,1	1,8	0	7,0	12,3	10,5	26,3	5,3
NETHERLANDS	5,6	11,1	20,4	3,7	1,9	9,3	13,0	9,3	20,4	5,6
GERMANY	17,0	22,7	21,0	2,2	0,9	3,5	12,2	9,2	9,2	2,2
POLAND	5,7	9,1	10,9	0,4	0,9	2,6	15,2	23,0	31,3	0,9
PORTUGAL	8,2	24,6	29,5	1,6	0	8,2	9,8	4,9	11,5	1,6
SLOVAKIA	3,4	5,9	13,6	0,8	2,5	2,5	6,8	16,1	32,2	16,1
SLOVENIA	3,0	21,2	27,3	9,1	0	3,0	3,0	3,0	27,3	3,0
HUNGARY	8,3	11,6	12,4	0,8	0	0,8	3,3	9,9	32,2	20,7
FINLAND	4,2	25,0	8,3	0	0	4,2	4,2	4,2	29,2	8,3
FRANCE	1,6	11,3	25,8	6,5	1,6	4,8	4,8	19,4	22,6	1,6
CZECH REPUBLIC	9,9	8,1	19,2	2,9	0,6	3,5	11,6	22,7	18,6	2,9
SWEDEN	4,2	27,1	27,1	0	8,3	2,1	16,7	2,1	8,3	4,2

06

## NUMBER OF ENTRIES

A little less than a half of visas (42,9%) that are issued by the Consulate of Austria have single-entry status, while a little more than a half are multiple-entry visas.

07

## SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS

VISA VALIDITY PERIOD  
LONGER THAN 3 MONTHS

47,7

DURATION OF STAY  
LONGER THAN 3 MONTHS

6,3

MULTI  
(MULTIPLE-ENTRY)

55,6

08

## FREE-OF-CHARGE VISAS

According to the interviews, one third of the applicants paid consular fees, while the majority obtained visas for free - 63,6%.

09

## JUSTIFYING EXPECTATIONS

The overall majority of the applicants - 98,4% - were satisfied with the results of their application to the Consulate of Austria.

10

## WHAT DO APPLICANTS MENTION ABOUT THE AUSTRIAN VISA PRACTICE?

- It is only possible to get a visa appointment at the Consulate of Austria if one registers 1,5-2 months in advance. Meanwhile, the visa centre only accepts applications from people who already have a visa history. So, the applicants, who want to get their first visa at the Austrian Consulate, need to plan their trip 2-3 month in advance.
- It costs 12 Euro to be officially preregistered for a visa appointment, but there is a free option which is available twice a week for half an hour, and as there are few applicants (10-15 people), everybody can make it.
- There are no principal complaints about the work of the Consulate's site or visa centre, filling in an electronic application form and further document submission is satisfactory.



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# VISA PRACTICE OF THE KINGDOM OF BELGIUM IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF BELGIUM

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV AND SUB-TOTAL IN UKRAINE	9 602	2 747	28,61 %	9 602	10 082	4,38 %
TOTAL BELGIAN VISAS GLOBALLY	190 579	90 802	47,65 %	190 721	233 523	16,00 %

## SUBJECTIVE ACCESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE BELGIAN VISA PRACTICE:

01

#### **SUBMITTING DOCUMENTS TO OBTAIN A VISA**

Document submission time: half of the applicants to the Consulate of Belgium missed the appointment for an interview and, as the result, failed to submit documents timely.

02

#### **WAITING**

Average document procession time: more than a half of the applicants said that their documents were processed in 5-10 days. At the same time, almost 17% of the respondents indicated a longer document procession time of about 11 to 15 days.

03

#### **CONFIRMING THE PURPOSE OF A TRIP**

Additional documents: according to the applicants' evaluations, visa requirements of Belgium in regard to additional documents are quite strict. The minimal number of documents was 7, the maximum was 11.

04

#### **WHAT WAS REQUESTED AND WHAT WAS RECEIVED?**

Visa validity period: more than one third of the visas issued by the Consulate of Belgium are valid for several weeks or one month, while semi-annual and yearly visas embrace less than one third of the visa total.

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	9,5	17,5	15,9	0	0	1,6	7,9	27,0	15,9	4,8
BELGIUM	1,9	20,8	17,0	3,8	0	11,3	15,1	7,5	18,9	3,8
GREAT BRITAIN	3,4	3,4	0	0	0	0	0	50,8	27,1	15,3
GREECE	35,3	22,0	18,0	0	0	5,3	12,7	3,3	3,3	0
ESTONIA	2,1	12,8	29,8	0	0	4,3	10,6	4,3	27,7	8,5
SPAIN	0	8,2	44,3	4,9	8,2	6,6	9,8	0	16,4	1,6
ITALY	17,2	10,3	22,4	1,7	5,2	0	12,1	5,2	22,4	3,4
LATVIA	8,3	20,0	25,0	3,3	0	6,7	8,3	1,7	25,0	1,7
LITHUANIA	7,0	8,8	21,1	1,8	0	7,0	12,3	10,5	26,3	5,3
NETHERLANDS	5,6	11,1	20,4	3,7	1,9	9,3	13,0	9,3	20,4	5,6
GERMANY	17,0	22,7	21,0	2,2	0,9	3,5	12,2	9,2	9,2	2,2
POLAND	5,7	9,1	10,9	0,4	0,9	2,6	15,2	23,0	31,3	0,9
PORTUGAL	8,2	24,6	29,5	1,6	0	8,2	9,8	4,9	11,5	1,6
SLOVAKIA	3,4	5,9	13,6	0,8	2,5	2,5	6,8	16,1	32,2	16,1
SLOVENIA	3,0	21,2	27,3	9,1	0	3,0	3,0	3,0	27,3	3,0
HUNGARY	8,3	11,6	12,4	0,8	0	0,8	3,3	9,9	32,2	20,7
FINLAND	4,2	25,0	8,3	0	0	4,2	4,2	4,2	29,2	8,3
FRANCE	1,6	11,3	25,8	6,5	1,6	4,8	4,8	19,4	22,6	1,6
CZECH REPUBLIC	9,9	8,1	19,2	2,9	0,6	3,5	11,6	22,7	18,6	2,9
SWEDEN	4,2	27,1	27,1	0	8,3	2,1	16,7	2,1	8,3	4,2

**NUMBER OF ENTRIES**

The respondents reported obtaining almost equal shares of single-entry (43,4%) and multiple-entry visas (56,6%).

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD LONGER THAN 3 MONTHS	30,2	DURATION OF STAY LONGER THAN 3 MONTHS	11,3	MULTI (MULTIPLE-ENTRY)	56,6
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**FREE-OF-CHARGE VISAS**

In almost half of the cases (45%), the applicants to the Belgian Consulate receive visas for free, while more than a half of the respondents are charged for visas.

**JUSTIFYING EXPECTATIONS**

7,5% of the applicants expressed their dissatisfaction with the results of their application, while 92,5% received what they had planned.

**WHAT DO APPLICANTS EMPHASIZE ON IN THE BELGIAN VISA PRACTICE?**

- Few applicants at the Belgian visa centre can be explained by the fact that Ukrainians usually apply for Polish (Czech, Hungarian, Slovak) Schengen visas, cross the border of the named countries and only after that visit Belgium and other countries.
- Repeated issuing by the Embassy of Belgium of visas for 2-3 days to the Ukrainian journalists is discriminatory.





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# VISA PRACTICE OF THE HELLENIC REPUBLIC IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF GREECE

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV	99 973	19 156	19,16 %	99 973	100 548	0,57 %
MARIUPOL	16 869	423	2,51 %	16 869	17 136	1,56 %
ODESSA	12 023	604	5,02 %	12 023	12 170	1,21 %
KYIV AND SUB-TOTAL IN UKRAINE	128 865	20 183	15,66 %	128 865	129 854	0,76 %
TOTAL GREEK VISAS GLOBALLY	989 853	315 593	31,88 %	989 898	1 001 385	1,15 %

## SUBJECTIVE ASSESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE GREEK VISA PRACTICE:

01

#### SUBMITTING DOCUMENTS TO OBTAIN A VISA

Document submission time: almost all the applicants to the Consulate of Greece (100,0%) noted that they managed to submit their documents on the preferred time.

02

#### WAITING

Average document procession time: 77,5% of the respondents indicated that their documents were processed quickly – for about 5 days, while visa applications in 22,5% cases were processed in 6-10 days.

03

#### CONFIRMING THE PURPOSE OF A TRIP

Additional documents: average amount of additional documents that should be submitted by the applicants to obtain a visa in the Greek Consulate is 7, while maximum registered amount is 13.

04

#### WHAT WAS REQUESTED AND WHAT WAS RECEIVED?

Visa validity period: 12,7% of the respondents, who applied to the Consulate of Greece for visas, obtained them for 6 months, while only 3,3% of the applicants received yearly visas.

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	9,5	17,5	15,9	0	0	1,6	7,9	27,0	15,9	4,8
BELGIUM	1,9	20,8	17,0	3,8	0	11,3	15,1	7,5	18,9	3,8
GREAT BRITAIN	3,4	3,4	0	0	0	0	0	50,8	27,1	15,3
GREECE	35,3	22,0	18,0	0	0	5,3	12,7	3,3	3,3	0
ESTONIA	2,1	12,8	29,8	0	0	4,3	10,6	4,3	27,7	8,5
SPAIN	0	8,2	44,3	4,9	8,2	6,6	9,8	0	16,4	1,6
ITALY	17,2	10,3	22,4	1,7	5,2	0	12,1	5,2	22,4	3,4
LATVIA	8,3	20,0	25,0	3,3	0	6,7	8,3	1,7	25,0	1,7
LITHUANIA	7,0	8,8	21,1	1,8	0	7,0	12,3	10,5	26,3	5,3
NETHERLANDS	5,6	11,1	20,4	3,7	1,9	9,3	13,0	9,3	20,4	5,6
GERMANY	17,0	22,7	21,0	2,2	0,9	3,5	12,2	9,2	9,2	2,2
POLAND	5,7	9,1	10,9	0,4	0,9	2,6	15,2	23,0	31,3	0,9
PORTUGAL	8,2	24,6	29,5	1,6	0	8,2	9,8	4,9	11,5	1,6
SLOVAKIA	3,4	5,9	13,6	0,8	2,5	2,5	6,8	16,1	32,2	16,1
SLOVENIA	3,0	21,2	27,3	9,1	0	3,0	3,0	3,0	27,3	3,0
HUNGARY	8,3	11,6	12,4	0,8	0	0,8	3,3	9,9	32,2	20,7
FINLAND	4,2	25,0	8,3	0	0	4,2	4,2	4,2	29,2	8,3
FRANCE	1,6	11,3	25,8	6,5	1,6	4,8	4,8	19,4	22,6	1,6
CZECH REPUBLIC	9,9	8,1	19,2	2,9	0,6	3,5	11,6	22,7	18,6	2,9
SWEDEN	4,2	27,1	27,1	0	8,3	2,1	16,7	2,1	8,3	4,2

**NUMBER OF ENTRIES**

Survey data has demonstrated that 32,2% of the respondents obtained single-entry visas, while the share of respondents who received multiple-entry permit was 24,2%.

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD  
LONGER THAN 3 MONTHS

6,6

DURATION OF STAY  
LONGER THAN 3 MONTHS

0,0

MULTI  
(MULTIPLE-ENTRY)

4,2

**FREE-OF-CHARGE VISAS**

According to the survey, the share of respondents who paid consular fees at the Consulate of Greece was 85,0%; free visas were issued to 14,4% of respondents.

**JUSTIFYING EXPECTATIONS**

The majority of applicants (93,3%) expressed their satisfaction with the results of their visa application. 6,7% of respondents were dissatisfied.

**WHAT DO THE APPLICANTS EMPHASIZE ON IN THE GREEK VISA PRACTICE?**

- Uncomfortable location of the Greek Consulate in Kyiv.
- It is impossible to reach the Department of consular services via telephone. This delays registration for document submission, which can only be made via telephone.
- Applicants are invited to the Consulate together with numerous travel agencies, which creates further inconvenience.
- Each of the Greek Consulates and visa centres demand a different list of documents.



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# VISA PRACTICE OF THE REPUBLIC OF ESTONIA IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF ESTONIA

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV AND SUB-TOTAL IN UKRAINE	13 196	8 680	65,78 %	13 574	13 581	2,78 %
TOTAL ESTONIAN VISAS GLOBALLY	171 981	104 023	60,49 %	171 989	175 368	1,93 %

## SUBJECTIVE ACCESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE ESTONIAN VISA PRACTICE:

01

#### SUBMITTING DOCUMENTS TO OBTAIN A VISA

Document submission time: the majority of interviewed applicants (95,7%) mentioned that they have managed to submit their documents on time, as well as arrive to their appointments timely.

02

#### WAITING

Average document procession time: according to the respondents' answers, the majority of applications (80,9%) is being processed by consular officers quickly and correctly, which takes 6-10 days to complete. At the same time, about 17,0% of the applicants knew the results of their application in 5 days or less. These results are one of the best on the survey.

03

#### CONFIRMING THE PURPOSE OF A TRIP

Additional documents: the average amount of additional documents which was requested by the Estonian consular officers is 6. 10 additional documents were the maximum amount that was registered during the survey.

04

#### WHAT WAS REQUESTED AND WHAT WAS RECEIVED?

Visa validity period: almost one third of visas were monthly visas, and the Consulate issued the same share of yearly visas. The smallest share is reserved for visas that are valid for less than 10 days, as the Consulate prefers to issue visas that are valid for 6 months.

## 05

**DURATION OF STAY IN COMPARISON WITH OTHER SCHENGEN STATES**

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	9,5	17,5	15,9	0	0	1,6	7,9	27,0	15,9	4,8
BELGIUM	1,9	20,8	17,0	3,8	0	11,3	15,1	7,5	18,9	3,8
GREAT BRITAIN	3,4	3,4	0	0	0	0	0	50,8	27,1	15,3
GREECE	35,3	22,0	18,0	0	0	5,3	12,7	3,3	3,3	0
ESTONIA	2,1	12,8	29,8	0	0	4,3	10,6	4,3	27,7	8,5
SPAIN	0	8,2	44,3	4,9	8,2	6,6	9,8	0	16,4	1,6
ITALY	17,2	10,3	22,4	1,7	5,2	0	12,1	5,2	22,4	3,4
LATVIA	8,3	20,0	25,0	3,3	0	6,7	8,3	1,7	25,0	1,7
LITHUANIA	7,0	8,8	21,1	1,8	0	7,0	12,3	10,5	26,3	5,3
NETHERLANDS	5,6	11,1	20,4	3,7	1,9	9,3	13,0	9,3	20,4	5,6
GERMANY	17,0	22,7	21,0	2,2	0,9	3,5	12,2	9,2	9,2	2,2
POLAND	5,7	9,1	10,9	0,4	0,9	2,6	15,2	23,0	31,3	0,9
PORTUGAL	8,2	24,6	29,5	1,6	0	8,2	9,8	4,9	11,5	1,6
SLOVAKIA	3,4	5,9	13,6	0,8	2,5	2,5	6,8	16,1	32,2	16,1
SLOVENIA	3,0	21,2	27,3	9,1	0	3,0	3,0	3,0	27,3	3,0
HUNGARY	8,3	11,6	12,4	0,8	0	0,8	3,3	9,9	32,2	20,7
FINLAND	4,2	25,0	8,3	0	0	4,2	4,2	4,2	29,2	8,3
FRANCE	1,6	11,3	25,8	6,5	1,6	4,8	4,8	19,4	22,6	1,6
CZECH REPUBLIC	9,9	8,1	19,2	2,9	0,6	3,5	11,6	22,7	18,6	2,9
SWEDEN	4,2	27,1	27,1	0	8,3	2,1	16,7	2,1	8,3	4,2

## 06

**NUMBER OF ENTRIES**

Equal shares of respondents received multiple-entry visas and single-entry visas.

## 07

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD LONGER THAN 3 MONTHS	40,5	DURATION OF STAY LONGER THAN 3 MONTHS	6,4	MULTI (MULTIPLE-ENTRY)	59,6
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## 08

**FREE-OF-CHARGE VISAS**

More than a half of the applicants to the Consulate of Estonia (61,7%) did not pay for their visa, while almost 40% had to pay consular fees.

## 09

**JUSTIFYING EXPECTATIONS**

98,9% of the respondents mentioned that they were completely satisfied with the results of their application.

## 10

**WHAT DO APPLICANTS EMPHASIZE ON IN THE ESTONIAN VISA PRACTICE?**

- The Estonian consulate's exclusive use of Pony Express as intermediaries is its distinctive feature. Queue-free branches in Kharkiv and pleasant service positively characterise this service. However, the applicant pay extra 300 UAH beside consular fees.
- Service at the Consulate of Estonia in Kyiv is rather slow, as only two windows work. The Consulate can significantly reduce term of validity, nevertheless, it can issue a multiple-entry visa to a Schengen 'fresher'.
- The Consulate allows sending missing or corrected documents via e-mail.





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# VISA PRACTICE OF THE KINGDOM OF SPAIN IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF SPAIN

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	C VISAS ISSUED including multiple-entry visas (MEV)	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV AND SUB-TOTAL IN UKRAINE	78 135	2 700	3,46 %	78 137	80 045	0,29 %
TOTAL SPANISH VISAS GLOBALLY	1 634 163	236 539	14,47 %	1 635 515	1 838 516	5,23 %

## SUBJECTIVE ACCESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE SPANISH VISA PRACTICE:

01

#### **SUBMITTING DOCUMENTS TO OBTAIN A VISA**

Document submission time: 82,4% of applicants managed to get to the interview at the Consulate of Spain timely; meanwhile, 17,6% of respondents failed to submit their document package on time.

02

#### **WAITING**

Average document procession time: 63,2% of the applicants indicated the document procession time to be 5 days, while 36,8% of the respondents mentioned that their documents were processed in 6-10 days.

03

#### **CONFIRMING THE PURPOSE OF A TRIP**

Additional documents: to have a proper trip confirmation at the Consulate of Spain, an applicant should provide 7 documents for a Spanish visa. According to the survey, the maximum number of such documents was 13.

04

#### **WHAT WAS REQUESTED AND WHAT WAS RECEIVED?**

Visa validity period: according to the survey, 9,8% of the applicants to the Spanish Consulate obtain visas that were valid for 6 months; 16,4% of the respondents received yearly visas.

05

## DURATION OF STAY IN COMPARISON WITH OTHER SCHENGEN STATES

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	9,5	17,5	15,9	0	0	1,6	7,9	27,0	15,9	4,8
BELGIUM	1,9	20,8	17,0	3,8	0	11,3	15,1	7,5	18,9	3,8
GREAT BRITAIN	3,4	3,4	0	0	0	0	0	50,8	27,1	15,3
GREECE	35,3	22,0	18,0	0	0	5,3	12,7	3,3	3,3	0
ESTONIA	2,1	12,8	29,8	0	0	4,3	10,6	4,3	27,7	8,5
SPAIN	0	8,2	44,3	4,9	8,2	6,6	9,8	0	16,4	1,6
ITALY	17,2	10,3	22,4	1,7	5,2	0	12,1	5,2	22,4	3,4
LATVIA	8,3	20,0	25,0	3,3	0	6,7	8,3	1,7	25,0	1,7
LITHUANIA	7,0	8,8	21,1	1,8	0	7,0	12,3	10,5	26,3	5,3
NETHERLANDS	5,6	11,1	20,4	3,7	1,9	9,3	13,0	9,3	20,4	5,6
GERMANY	17,0	22,7	21,0	2,2	0,9	3,5	12,2	9,2	9,2	2,2
POLAND	5,7	9,1	10,9	0,4	0,9	2,6	15,2	23,0	31,3	0,9
PORTUGAL	8,2	24,6	29,5	1,6	0	8,2	9,8	4,9	11,5	1,6
SLOVAKIA	3,4	5,9	13,6	0,8	2,5	2,5	6,8	16,1	32,2	16,1
SLOVENIA	3,0	21,2	27,3	9,1	0	3,0	3,0	3,0	27,3	3,0
HUNGARY	8,3	11,6	12,4	0,8	0	0,8	3,3	9,9	32,2	20,7
FINLAND	4,2	25,0	8,3	0	0	4,2	4,2	4,2	29,2	8,3
FRANCE	1,6	11,3	25,8	6,5	1,6	4,8	4,8	19,4	22,6	1,6
CZECH REPUBLIC	9,9	8,1	19,2	2,9	0,6	3,5	11,6	22,7	18,6	2,9
SWEDEN	4,2	27,1	27,1	0	8,3	2,1	16,7	2,1	8,3	4,2

06

## NUMBER OF ENTRIES

According to the survey, 36,1% of visas issued by the Consulate of Spain are single-entry visas, while 62,3% have multiple-entry status.

07

## SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS

VISA VALIDITY PERIOD  
LONGER THAN 3 MONTHS

18

DURATION OF STAY  
LONGER THAN 3 MONTHS

4,9

MULTI  
(MULTIPLE-ENTRY)

62,3

08

## FREE-OF-CHARGE VISAS

The monitoring has pointed out that 76,5% of the applicants were eligible to pay consular fees. The share of charge-free visas was 23,5%.

09

## JUSTIFYING EXPECTATIONS

The majority of applicants to the Consulate of Spain - 95,1% - were satisfied with the results of their visa application.

10

## WHAT DO THE APPLICANTS EMPHASIZE ON IN THE SPANISH VISA PRACTICE?

- Frequent refusals due to negative visa history.



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# VISA PRACTICE OF THE ITALIAN REPUBLIC IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF ITALY

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV AND SUB-TOTAL IN UKRAINE	44 604	8 906	19,97 %	44 604	46 923	4,94 %
TOTAL ITALIAN VISAS GLOBALLY	1 641 931	1 171 259	71,33 %	1 642 808	1 707 427	3,78 %

## SUBJECTIVE ACCESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE ITALIAN VISA PRACTICE:

01

#### SUBMITTING DOCUMENTS TO OBTAIN A VISA

Document submission time: predominantly, 98,3% of the applicants to the Consulate of Italy managed to submit their visa documents timely.

02

#### WAITING

Average document procession time: 66,7% of the respondents said that their documents have been processed in 6-10 days; meanwhile, 18,3% of the applications were processed in 5 days.

03

#### CONFIRMING THE PURPOSE OF A TRIP

Additional documents: to obtain a visa in the Consulate of Italy, the applicants need to submit 7 additional documents on average; the maximum amount of such documents is 11.

04

#### WHAT WAS REQUESTED AND WHAT WAS RECEIVED?

Visa validity period: according to the survey data, 22,4% of the applicants to the Consulate of Italy obtained visas that are valid for 90 days, the same amount of applicants (22,4%) obtained yearly visas.

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
LITHUANIA	12,3	8,8	28,1	3,5	0	3,5	12,3	7,0	22,8	1,8
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
POLAND	9,6	10,4	8,3	0	0,4	2,2	37,0	8,3	23,5	0,4
PORTUGAL	16,4	32,8	27,9	0	0	6,6	3,3	8,2	4,9	0
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
SLOVENIA	33,3	21,2	15,2	0	0	0	21,2	3,0	3,0	3,0
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0

**NUMBER OF ENTRIES**

More than a half of respondents (60,3%) obtained single-entry visas, while 34,5% received multiple-entry permits.

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD  
LONGER THAN 3 MONTHS

31

DURATION OF STAY  
LONGER THAN 3 MONTHS

6,9

MULTI  
(MULTIPLE-ENTRY)

34,5

**FREE-OF-CHARGE VISAS**

According to the survey, the amount of applicants who paid consular fees was 80,0%, while 20,0% of the respondents obtained visas free of charge.

**JUSTIFYING EXPECTATIONS**

Predominant majority of applicants (100,0%) indicated their satisfaction with the result of their visa application to the Consulate of Italy.

**WHAT DO THE APPLICANTS EMPHASIZE ON IN THE ITALIAN VISA PRACTICE?**

- Long period of virtual waiting (1,5 months) has been set to choose the date for document submission to the Department of consular services at the Embassy of Italy. The majority of people address the visa centre because of this burdensome procedure.
- Legalized translation of documents is valid for 6 months only; an applicant has to produce a reference that would confirm that nothing has changed after this period.
- Procession time for a visa application form at the visa centre is relatively short (sometimes it is just 3 days). Notification about the results is delivered via SMS, and applicants can receive their passports without waiting in a queue.





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# VISA PRACTICE OF THE REPUBLIC OF LITHUANIA IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF LITHUANIA

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV AND SUB-TOTAL IN UKRAINE	25 655	15 334	59,77 %	25 655	26 040	1,10 %
TOTAL LITHUANIAN VISAS GLOBALLY	411 959	147 408	35,78 %	411 959	416 851	0,92 %

## SUBJECTIVE ASSESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE LITHUANIAN VISA PRACTICE:

01

#### **SUBMITTING DOCUMENTS TO OBTAIN A VISA**

Document submission time: the majority of applicants to the Consulate of Lithuania (96,6%) noted that they managed to submit their visa documents on time.

02

#### **WAITING**

Average document procession time: 78,3% of the respondents indicated that their visa document package was processed in 6-10 days, while the documents from 11,7% of the applicants were evaluated in less than 5 days.

03

#### **CONFIRMING THE PURPOSE OF A TRIP**

Additional documents: to obtain a Lithuanian Schengen visa, the applicants need to submit about 5 additional documents on average. Such practice makes the Consulate of Lithuania one of the least demanding ones in terms of documents which confirm the purpose of a trip.

04

#### **WHAT WAS REQUESTED AND WHAT WAS RECEIVED?**

Visa validity period: according to the monitoring data, 12,3% of the applicants to the Consulate of Lithuania obtained visas for 6 months and 26,3 % of the applicants received yearly visas.

## 05

**DURATION OF STAY IN COMPARISON WITH OTHER SCHENGEN STATES**

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
<b>LITHUANIA</b>	<b>12,3</b>	<b>8,8</b>	<b>28,1</b>	<b>3,5</b>	<b>0</b>	<b>3,5</b>	<b>12,3</b>	<b>7,0</b>	<b>22,8</b>	<b>1,8</b>
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
POLAND	9,6	10,4	8,3	0	0,4	2,2	37,0	8,3	23,5	0,4
PORTUGAL	16,4	32,8	27,9	0	0	6,6	3,3	8,2	4,9	0
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
SLOVENIA	33,3	21,2	15,2	0	0	0	21,2	3,0	3,0	3,0
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0

## 06

**NUMBER OF ENTRIES**

19,3% of visas that are issued by the Consulate of Lithuania are single-entry visas, while 80,7% are multiple-entry visas.

## 07

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD LONGER THAN 3 MONTHS	42,1	DURATION OF STAY LONGER THAN 3 MONTHS	31,6	MULTI (MULTIPLE-ENTRY)	80,7
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## 08

**FREE-OF-CHARGE VISAS**

According to the survey, 63,3% of the applicants paid consular fees, while 36,7% obtained their visas free of charge.

## 09

**JUSTIFYING EXPECTATIONS**

Almost all respondents (100%) were satisfied with the results of their application to the Consulate of Lithuania.

## 10

**WHAT DO THE APPLICANTS EMPHASIZE ON IN THE LITHUANIAN VISA PRACTICE?**

- There are no ATMs or currency exchange offices next to the Consulate, and since Hryvnia is not accepted, applicants should bring 35 Euro in cash with them.



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# VISA PRACTICE OF THE KINGDOM OF NETHERLANDS IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF NETHERLANDS

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV AND SUB-TOTAL IN UKRAINE	25 857	11 461	44,33 %	25 867	26 872	3,63 %
TOTAL NETHERLANDISH VISAS GLOBALLY	405 774	239 963	59,14 %	406 582	441 074	6,78 %

## SUBJECTIVE ACCESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE NETHERLANDISH VISA PRACTICE:

01

#### SUBMITTING DOCUMENTS TO OBTAIN A VISA

Document submission time: 76,3% of the respondents that applied to the Consulate of Netherlands noted that they managed to submit the essential document package on time. At the same time, 23,7% of the respondents did not submit applications timely.

02

#### WAITING

Average document procession time: the majority of applicants to the Consulate of Netherlands (63,3%) indicated that their documents were processed for 6-10 days, while the share of persons whose documents were processed in less than 5 days is 31,7%.

03

#### CONFIRMING THE PURPOSE OF A TRIP

Additional documents: to obtain a Netherlands Schengen visa, the applicants need to collect and submit 7 documents on average. Meanwhile, the longest list of additional documents that has been submitted to the Consulate of Netherlands contained 12 documents.

04

#### WHAT WAS REQUESTED AND WHAT WAS RECEIVED?

Visa validity period: according to the observation by the EWB, the applicants received visas for 6 months from the Consulate of Netherlands in 13 % cases, while 20,4% of the applicants received yearly visas.

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
LITHUANIA	12,3	8,8	28,1	3,5	0	3,5	12,3	7,0	22,8	1,8
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
POLAND	9,6	10,4	8,3	0	0,4	2,2	37,0	8,3	23,5	0,4
PORTUGAL	16,4	32,8	27,9	0	0	6,6	3,3	8,2	4,9	0
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
SLOVENIA	33,3	21,2	15,2	0	0	0	21,2	3,0	3,0	3,0
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0

**NUMBER OF ENTRIES**

Visas that have single-entry status were provided to 38,9% of the applicants to the Consulate of Netherlands. The share of multiple-entry visas was 61,1%.

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD LONGER THAN 3 MONTHS	35,3	DURATION OF STAY LONGER THAN 3 MONTHS	13	MULTI (MULTIPLE-ENTRY)	61,1
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**FREE-OF-CHARGE VISAS**

According to the monitoring, the number of applicants who paid consular fees to the Consulate of Netherlands was 58,3%; the share of respondents who did not pay consular fees was 41,7%.

**JUSTIFYING EXPECTATIONS**

The dominant majority of applicants - 94,4% - were generally satisfied with the results of their application to the Consulate of Netherlands.

**WHAT THE APPLICANTS SAY ABOUT VISA PRACTICES OF NETHERLANDS?**

- As the queue to submit visa documents to the Consulate is built for several weeks in advance, the majority of applicants are forced to apply at the visa centre.
- Multi-visa at the Consulate of Netherlands is issued only to those applicants who often travel to the country and had experience using a 'topical' Schengen visa before.
- The Netherlands visa centre can be characterised as effective and fast in terms of document procession, refusals are reduced to the minimum due to small numbers of applicants and rejection of incorrectly filled documents already at the submission.





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# VISA PRACTICE OF THE FEDERAL REPUBLIC OF GERMANY IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF GERMANY

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV AND SUB-TOTAL IN UKRAINE	100 390	31 347	31,23 %	100 469	106 377	5,55 %
TOTAL GERMAN VISAS GLOBALLY	1 729 119	326 069	18,86 %	1 735 522	1 851 547	6,27 %

## SUBJECTIVE ACCESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE GERMAN VISA PRACTICE:

01

#### SUBMITTING DOCUMENTS TO OBTAIN A VISA

Document submission time: practically all applicants to the Consulate of Germany (100,0%) mentioned that they managed to submit visa documents during the time slot they'd selected.

02

#### WAITING

Average document procession time: 70,0% of the surveyed respondents noted that their documents were processed for 6-10 days, while 18,3% respondents received their documents after less than 5 days in procession.

03

#### CONFIRMING THE PURPOSE OF A TRIP

Additional documents: average amount of additional documents that were submitted by the applicants to obtain visas from the Consulate of Germany was 7, while the maximum registered amount of such documents was 17.

04

#### WHAT WAS REQUESTED AND WHAT WAS RECEIVED?

Visa validity period: 12,2% of the respondents at the Consulate of Germany obtained visas for a term of over 6 months (60 days), and 9,2% of the applicants managed to obtain yearly visas.



	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
LITHUANIA	12,3	8,8	28,1	3,5	0	3,5	12,3	7,0	22,8	1,8
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
POLAND	9,6	10,4	8,3	0	0,4	2,2	37,0	8,3	23,5	0,4
PORTUGAL	16,4	32,8	27,9	0	0	6,6	3,3	8,2	4,9	0
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
SLOVENIA	33,3	21,2	15,2	0	0	0	21,2	3,0	3,0	3,0
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0

**NUMBER OF ENTRIES**

The survey data showed that 50,2% of the respondents obtained single-entry visas, while the percentage of respondents who obtained multiple-entry visas was 42,4%.

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD LONGER THAN 3 MONTHS	20,6	DURATION OF STAY LONGER THAN 3 MONTHS	7,9	MULTI (MULTIPLE-ENTRY)	42,4
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**FREE-OF-CHARGE VISAS**

According to the survey, the amount of applicants who paid consular fees to the Consulate of Germany is 67,2%, while 32,0% obtained their visa free of charge.

**JUSTIFYING EXPECTATIONS**

The majority of applicants (96,5%) expressed their overall satisfaction with the results of application process at the Consulate of Germany.

**WHAT THE APPLICANTS SAY ABOUT VISA PRACTICES OF GERMANY?**

- Changes in visa regime in the German visa centres introduced on 10 June 2013 considerably simplify visa process for all the citizens of Ukraine, and not only the ones who had obtained at least two Schengen visas for the last two years.
- Visa applicants from all over Ukraine do not have to travel to the Consulate of Germany in Kyiv and to wait in queues.



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# VISA PRACTICE OF THE REPUBLIC OF POLAND IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF POLAND

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
LVIV	219 825	173 739	79,04 %	219 825	224 615	2,13 %
KYIV	81 129	31 485	38,81 %	81 129	81 814	0,84 %
LUTS'K	56 912	40 273	70,76 %	56 912	57 894	1,79 %
KHARKIV	33 587	12 329	36,71 %	33 587	33 893	0,90 %
VINNYTSIA	29 235	18 045	61,72 %	29 235	29 828	1,99 %
ODESSA	19 701	5 606	28,46 %	19 701	19 957	1,28 %
SEBASTOPOL	7 424	2 158	29,07 %	7 424	7 525	1,34 %
KYIV AND SUB-TOTAL IN UKRAINE	447 813	283 635	63,34 %	447 813	455 526	1,69 %
TOTAL POLISH VISAS GLOBALLY	1 075 114	635 304	59,09 %	1 075 284	1 091 461	1,49 %

## SUBJECTIVE ASSESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE POLISH VISA PRACTICE:

01

#### **SUBMITTING DOCUMENTS TO OBTAIN A VISA**

Document submission time: dominant majority of the applicants to the Polish Consulates informed that they submitted documents on the time planned.

02

#### **WAITING**

Average document procession time: 6-10 days is an average document procession time for the Polish consular officers, which complies with the norms defined by the current regulations.

03

#### **CONFIRMING THE PURPOSE OF A TRIP**

Additional documents: the Polish visa practice is the least demanding in terms of additional documents to confirm the purpose of a trip. On average, consular officers demand from 4 to 9 additional documents.

04

#### **WHAT WAS REQUESTED AND WHAT WAS RECEIVED?**

Visa validity period: Poland belongs to the group of countries that issue the biggest amount of semi-annual and yearly visas. According to the survey, almost a half of all issued visas are valid for 6 month or one year.

## 05

**DURATION OF STAY IN COMPARISON WITH OTHER SCHENGEN STATES**

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
LITHUANIA	12,3	8,8	28,1	3,5	0	3,5	12,3	7,0	22,8	1,8
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
<b>POLAND</b>	<b>9,6</b>	<b>10,4</b>	<b>8,3</b>	<b>0</b>	<b>0,4</b>	<b>2,2</b>	<b>37,0</b>	<b>8,3</b>	<b>23,5</b>	<b>0,4</b>
PORTUGAL	16,4	32,8	27,9	0	0	6,6	3,3	8,2	4,9	0
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
SLOVENIA	33,3	21,2	15,2	0	0	0	21,2	3,0	3,0	3,0
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0

## 06

**NUMBER OF ENTRIES**

Poland is one of the leaders in issuing multiple-entry visas. More than 70% of the applicants received multiple-entry visas.

## 07

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD  
LONGER THAN 3 MONTHS

55,2

DURATION OF STAY  
LONGER THAN 3 MONTHS

3,22

MULTI  
(MULTIPLE-ENTRY)

72,2

## 08

**FREE-OF-CHARGE VISAS**

Almost a half of the applicants (45,4%) to the Polish consulates obtain visas for free.

## 09

**JUSTIFYING EXPECTATIONS**

The majority of applicants (93,4%) to the Polish consulates were satisfied with the results of their application, yet, 6,6% of the respondents were not satisfied, which can be explained by lack of respect to the applicants during application process.

## 10

**WHAT DO APPLICANTS EMPHASIZE ON IN THE POLISH VISA PRACTICE?**

- It is very difficult to register at the Polish visa centre in Lviv via the Internet, because the data base 'hangs', bank charges 20 UAH for services, and queuing takes no less than 30 minutes. Still, there is a positive feature: an applicant is asked to pay for services only after the documents have been checked.
- It is difficult to reach the visa centre of Poland in Zhytomyr via telephone.
- Applications to the Consulate of Poland in Vinnytsia should be submitted several months in advance, which creates considerable difficulties in planning a trip. Moreover, the applicants have to pay their visa bills at a bank that is located in a different part of the city.
- In Luts'k, consular officers insist that the applicants should address the visa centre, since, as they believe, there is not enough space for all applicants. At the same time, such service only delays issuing of the documents. Moreover, the visa centre is not responsible for loss of documents, which is stated in the contract.





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# VISA PRACTICE OF THE PORTUGUESE REPUBLIC IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013



brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF PORTUGAL

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	КІЛЬКІСТЬ ПОДАНИХ ЗАЯВОК	APPLIED FOR
KYIV AND SUB-TOTAL IN UKRAINE	6 484	1 306	20,14 %	6 484	6 549	0,99 %
TOTAL PORTUGUESE VISAS GLOBALLY	138 680	81 105	58,48 %	138 849	148 721	6,63 %

## SUBJECTIVE ACCESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE PORTUGUESE VISA PRACTICE:

01

#### **SUBMITTING DOCUMENTS TO OBTAIN A VISA**

Document submission time: only 5% of the applicants failed to have their visa interviews on time, while the majority of applicants noted that they had no problems choosing favourable time to submit visa documents.

02

#### **WAITING**

Average document procession time: in the majority of cases (52,5%), the Consulate of Portugal processes documents in 11-15 days; this time is one of the longest among the surveyed Schengen countries and, besides, it exceeds the legally prescribed procession time of 7-10 days.

03

#### **CONFIRMING THE PURPOSE OF A TRIP**

Additional documents: according to the survey, officers of the Consulate of Portugal request 7-9 additional documents on average, which characterises the Portuguese visa practice as one of the least 'demanding' in terms of required documents among the surveyed countries.

04

#### **WHAT WAS REQUESTED AND WHAT WAS RECEIVED?**

Visa validity period: the biggest share of Schengen visas issued by the Consulate of Portugal has validity periods between less than a month and a full month.

## 05

**DURATION OF STAY IN COMPARISON WITH OTHER SCHENGEN STATES**

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
LITHUANIA	12,3	8,8	28,1	3,5	0	3,5	12,3	7,0	22,8	1,8
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
POLAND	9,6	10,4	8,3	0	0,4	2,2	37,0	8,3	23,5	0,4
<b>PORTUGAL</b>	<b>16,4</b>	<b>32,8</b>	<b>27,9</b>	<b>0</b>	<b>0</b>	<b>6,6</b>	<b>3,3</b>	<b>8,2</b>	<b>4,9</b>	<b>0</b>
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
SLOVENIA	33,3	21,2	15,2	0	0	0	21,2	3,0	3,0	3,0
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0

## 06

**NUMBER OF ENTRIES**

According to the survey, the Consulate of Portugal issues mainly multiple-entry visas – 83,6%, which makes this country one of the leaders in issuing multiple-entry visas.

## 07

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD LONGER THAN 3 MONTHS	18	DURATION OF STAY LONGER THAN 3 MONTHS	13,1	MULTI (MULTIPLE-ENTRY)	83,6
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## 08

**FREE-OF-CHARGE VISAS**

60,7% of respondents reported having paid a 35 Euro consular fee.

## 09

**JUSTIFYING EXPECTATIONS**

The majority of applicants were satisfied with the results of their application.

## 10

**WHAT DO THE APPLICANTS EMPHASIZE ON IN THE PORTUGUESE VISA PRACTICE?**

- The consulate does not start working until 9.30, though the timetable prescribes it to open at 9.00, which creates considerable difficulties for the people who plan to get to work on time.
- In case of refusal, there is an opportunity to write a letter to the Consul in English, which can help amend the decision.
- No queues, quick service and openness to the applicants create a generally very favourable impression of the Consulate.





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# VISA PRACTICE OF THE SLOVAK REPUBLIC IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013



brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF SLOVAKIA

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE-ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV	24 243	4 660	19,22 %	24 243	24 274	0,19 %
UZHGOROD	20 053	8 931	44,54 %	20 053	20 329	1,39 %
KYIV AND SUB-TOTAL IN UKRAINE	44 296	13 591	30,68 %	44 296	44 603	0,74 %
TOTAL SLOVAKIAN VISAS GLOBALLY	74 532	19 968	26,79 %	74 539	75 730	1,23 %

## SUBJECTIVE ASSESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE SLOVAKIAN VISA PRACTICE:

01

#### SUBMITTING DOCUMENTS TO OBTAIN A VISA

Document submission time: only 3,6% applicants failed to have their interview on time, while the majority of respondents informed that they had no problems in choosing favourable time to submit visa documents.

02

#### WAITING

Average document procession time: only 8,5% of the applicants to the Slovak Consulates indicated that their documents took 11-15 days to process, while the overall majority of applicants mentioned a 5-7 day document procession period.

03

#### CONFIRMING THE PURPOSE OF A TRIP

Additional documents: according to the survey, the Slovakian consular officers request from 6 to 10 additional documents on average.

04

#### WHAT WAS REQUESTED AND WHAT WAS RECEIVED?

Visa validity period: the Consulates of Slovakia issue enough yearly visas (32,2%) and multiple-entry visas (16,1%) compared to other Schengen states.



## DURATION OF STAY IN COMPARISON WITH OTHER SCHENGEN STATES



		11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
LITHUANIA	12,3	8,8	28,1	3,5	0	3,5	12,3	7,0	22,8	1,8
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
POLAND	9,6	10,4	8,3	0	0,4	2,2	37,0	8,3	23,5	0,4
PORTUGAL	16,4	32,8	27,9	0	0	6,6	3,3	8,2	4,9	0
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
SLOVENIA	33,3	21,2	15,2	0	0	0	21,2	3,0	3,0	3,0
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0



## NUMBER OF ENTRIES

According to the survey, the Consulates of Slovakia issue mostly multiple-entry visas – 75,4%.



## SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS

VISA VALIDITY PERIOD LONGER THAN 3 MONTHS	64,4	DURATION OF STAY LONGER THAN 3 MONTHS	0	MULTI (MULTIPLE-ENTRY)	75,4
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## FREE-OF-CHARGE VISAS

66,7% of the respondents indicated that they have paid 35 Euro consular fees, while 33,3% applicants were not charged for their visas.



## JUSTIFYING EXPECTATIONS

Almost 18% of the respondents expressed dissatisfaction with the results of their application, yet more than a half of respondents noted that their expectations were justified.



## WHAT DO APPLICANTS EMPHASIZE ON IN THE SLOVAKIAN VISA PRACTICE?





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# VISA PRACTICE OF THE REPUBLIC OF SLOVENIA IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013



brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF SLOVENIA

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV AND SUB-TOTAL IN UKRAINE	9 555	9 527	99,71 %	9 555	9 652	1,00 %
TOTAL SLOVENIAN VISAS GLOBALLY	40 358	39 079	96,83 %	40 358	42 127	4,20 %

## SUBJECTIVE ASSESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE SLOVENIAN VISA PRACTICE:

01

#### **SUBMITTING DOCUMENTS TO OBTAIN A VISA**

Document submission time: 32,4% of applicants to the Consulate of Slovenia indicated that they could not submit visa documents timely and, as the result, missed their appointment to an interview, which is one of the highest rates among the monitored group of countries.

02

#### **WAITING**

Average document procession time: procession of visa applications by the Consulate of Slovenia complies with the current regulations - more than a half of applicants reported that, commonly, their documents were processed in 5-10 days.

03

#### **CONFIRMING THE PURPOSE OF A TRIP**

Additional documents: the Consulate of Slovenia is the least demanding regarding to the number of documents that are essential to confirm the purpose of a trip. On average, 6 to 8 additional documents are enough to apply.

04

#### **WHAT WAS REQUESTED AND WHAT WAS RECEIVED?**

Visa validity period: 27,3% of the applicants indicated that they received monthly visas, and the same share of applicants obtained yearly visas.



## DURATION OF STAY IN COMPARISON WITH OTHER SCHENGEN STATES



	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
LITHUANIA	12,3	8,8	28,1	3,5	0	3,5	12,3	7,0	22,8	1,8
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
POLAND	9,6	10,4	8,3	0	0,4	2,2	37,0	8,3	23,5	0,4
PORTUGAL	16,4	32,8	27,9	0	0	6,6	3,3	8,2	4,9	0
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
<b>SLOVENIA</b>	<b>33,3</b>	<b>21,2</b>	<b>15,2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21,2</b>	<b>3,0</b>	<b>3,0</b>	<b>3,0</b>
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0



## NUMBER OF ENTRIES

The Consulate issues multiple-entry visas only.



## SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS

VISA VALIDITY PERIOD LONGER THAN 3 MONTHS	33,3	DURATION OF STAY LONGER THAN 3 MONTHS	9	MULTI (MULTIPLE-ENTRY)	100
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## FREE-OF-CHARGE VISAS

According to the survey, the Consulate of Slovenia issues the smallest amount of charge-free visas – 23,5%.



## JUSTIFYING EXPECTATIONS

All the interviewed applicants were satisfied with the results of their application.



## WHAT DO THE APPLICANTS EMPHASIZE ON IN THE SLOVAKIAN VISA PRACTICE?

- The Consulate of Slovenia appeared to be the least visited among all surveyed consulates. This can be explained by the fact that the majority of applicants prefer to address travel agencies to visit Slovenia.
- The Consulate of Slovenia is inconveniently located at the second floor of an office building, which is a considerable disadvantage for visitors.



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# VISA PRACTICE OF HUNGARY IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF HUNGARY

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV	68 340	5 916	8,67 %	68 340	68 763	0,76 %
UZHGOROD	45 300	26 539	58,58 %	45 300	45 554	0,56 %
BEREHOVE	22 717	15 658	68,93 %	22 717	23 257	2,32 %
KYIV AND SUB-TOTAL IN UKRAINE	136 257	48 113	35,31 %	136 257	136 574	0,96 %
TOTAL HUNGARIAN VISAS GLOBALLY	315 489	102 693	32,55 %	315 489	322 647	2,22 %

## SUBJECTIVE ASSESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE HUNGARIAN VISA PRACTICE:

01

#### SUBMITTING DOCUMENTS TO OBTAIN A VISA

Document submission time: almost all the respondents in two Hungarian Consulates (98,4%) answered that they managed to fit in the preferred date for an interview.

02

#### WAITING

Average document procession time: more than a half of the respondents indicate that document procession time at the Consulate corresponds with the norms of the Visa Code and the EU-Ukraine Visa Facilitation Agreement.

03

#### CONFIRMING THE PURPOSE OF A TRIP

Additional documents: the Hungarian consular officers request 4-5 additional documents on average.

04

#### WHAT WAS REQUESTED AND WHAT WAS RECEIVED?

Visa validity period: the Consulate issues the biggest amount of yearly visas among 20 surveyed consular establishments of the EU member states - 32,2%.

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
LITHUANIA	12,3	8,8	28,1	3,5	0	3,5	12,3	7,0	22,8	1,8
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
POLAND	9,6	10,4	8,3	0	0,4	2,2	37,0	8,3	23,5	0,4
PORTUGAL	16,4	32,8	27,9	0	0	6,6	3,3	8,2	4,9	0
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
SLOVENIA	33,3	21,2	15,2	0	0	0	21,2	3,0	3,0	3,0
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0

**NUMBER OF ENTRIES**

A bigger share of visas that are issued by the Consulates of Hungary are multiple entry-visas, which take up 66,9% of all issued visas according to the monitoring. This places Hungary into the top-10 of the countries which issue the biggest amount of multiple-entry visas.

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD  
LONGER THAN 3 MONTHS

62,8

DURATION OF STAY  
LONGER THAN 3 MONTHS

0,8

MULTI  
(MULTIPLE-ENTRY)

66,9

**FREE-OF-CHARGE VISAS**

More than a half of the applicants to the Hungarian Consulate receive visas for free - 63,6%.

**JUSTIFYING EXPECTATIONS**

93,4% of the applicants that were interviewed at the Consulate of Hungary obtained the visas they preferred and only 6,6% were not satisfied with the results.

**WHAT DO APPLICANTS EMPHASIZE ON IN THE HUNGARIAN VISA PRACTICE?**

- The Hungarian consular service does not cooperate with visa centres, but it has an online queue system.
- The Hungarian Consulate in Kyiv demands a 30% hotel booking.
- According to the new rules, people, who applied for visas via travel agencies and were refused, have to come to the Consulate for their passports.
- In case of a refusal, the most common reason is "purpose of the trip was not confirmed".
- "Live queue" at the Consulate in Kyiv causes discomfort and throng.





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# VISA PRACTICE OF THE REPUBLIC OF FINLAND IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF FINLAND

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV AND SUB-TOTAL IN UKRAINE	14 067	2 423	17,22 %	14 067	14 752	4,64 %
TOTAL FINNISH VISAS GLOBALLY	1 373 845	1 221 175	88,89 %	1 373 848	1 392 051	1,31 %

## SUBJECTIVE ACCESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE FINNISH VISA PRACTICE:

01

#### **SUBMITTING DOCUMENTS TO OBTAIN A VISA**

Document submission time: all applicants to the Consulate and visa centre of Finland managed to submit their documents and to have visa interviews on time.

02

#### **WAITING**

Average document procession time: more than a half of the applicants to the Finnish Consulate indicate that visa documents took 5-10 days to process; yet, 12% of citizens waited for a decision for more than a month.

03

#### **CONFIRMING THE PURPOSE OF A TRIP**

Additional documents: in terms of number of documents required, the Finnish consular officers are considered to be the least bureaucratic, in particular, with regard to other EU countries, as the respondents estimated an average of 4-8 additional documents that are essential to obtain a Schengen visa.

04

#### **WHAT WAS REQUESTED AND WHAT WAS RECEIVED?**

Visa validity period: the survey has captured equal shares of applicants who received visas for the terms of one month, six months and one year.

## 05

**DURATION OF STAY IN COMPARISON WITH OTHER SCHENGEN STATES**

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
LITHUANIA	12,3	8,8	28,1	3,5	0	3,5	12,3	7,0	22,8	1,8
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
POLAND	9,6	10,4	8,3	0	0,4	2,2	37,0	8,3	23,5	0,4
PORTUGAL	16,4	32,8	27,9	0	0	6,6	3,3	8,2	4,9	0
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
SLOVENIA	33,3	21,2	15,2	0	0	0	21,2	3,0	3,0	3,0
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0

## 06

**NUMBER OF ENTRIES**

A little less than a half of applicants (45,8%) indicated that they obtained multiple-entry visas, while a little more than a half (54,2%) received single-entry visas.

## 07

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD LONGER THAN 3 MONTHS	37,5	DURATION OF STAY LONGER THAN 3 MONTHS	8,3	MULTI (MULTIPLE-ENTRY)	45,8
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## 08

**FREE-OF-CHARGE VISAS**

More than a half of the applicants (64,0%) to the Finnish consular establishments paid 35 Euro of consular fees.

## 09

**JUSTIFYING EXPECTATIONS**

All surveyed visa applicants to the Finnish Consulate and visa centre expressed their content with the results of their visa application.

## 10

**WHAT DO APPLICANTS EMPHASIZE ON IN THE FINNISH VISA PRACTICE?**

- A small number of visa applicants to the Consulate of Finland, which can be explained by the fact that Ukrainians usually obtain Polish (Czech, Hungarian, Slovak) Schengen visas and only then go to Finland.
- The applicants are usually satisfied with the Finnish Consulate's services; there are no queues.
- The visa centre of Finland provides comfortable delivery service via courier (60 UAH), which makes it unnecessary for non-residents of Kyiv to arrange additional trips to receive their passports.



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# VISA PRACTICE OF THE FRENCH REPUBLIC IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF FRANCE

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV AND SUB-TOTAL IN UKRAINE	44 741	5 511	12,3 %	44 744	45 096	0,78 %
TOTAL FRENCH VISAS GLOBALLY	2 104 760	541 331	25,72 %	2 107 308	2 324 370	9,34 %

## SUBJECTIVE ASSESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE FRENCH VISA PRACTICE:

01

#### **SUBMITTING DOCUMENTS TO OBTAIN A VISA**

Document submission time: almost 15% of applicants to the consulate and visa centre of France admitted that they could not submit documents on time, and, as the result, missed their appointment to an interview, which is the highest rate among the surveyed countries.

02

#### **WAITING**

Average document procession time: the majority of applicants to the Consulate of France indicated that the submitted documents were processed for 5-10 days.

03

#### **CONFIRMING THE PURPOSE OF A TRIP**

Additional documents: the Consulate of France is the leader among Schengen states in the average number of additional documents which are required to confirm the purpose of a trip.

04

#### **WHAT WAS REQUESTED AND WHAT WAS RECEIVED?**

Visa validity period: most frequently, the Consulate of France issues monthly visas - 25,8% - and visas for six months in 23% of cases.

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
LITHUANIA	12,3	8,8	28,1	3,5	0	3,5	12,3	7,0	22,8	1,8
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
POLAND	9,6	10,4	8,3	0	0,4	2,2	37,0	8,3	23,5	0,4
PORTUGAL	16,4	32,8	27,9	0	0	6,6	3,3	8,2	4,9	0
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
SLOVENIA	33,3	21,2	15,2	0	0	0	21,2	3,0	3,0	3,0
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0

**NUMBER OF ENTRIES**

The majority of visas that are issued by the Consulate of France are multiple-entry visas in 59,7% of cases, while 38,7% of the respondents mention that they obtained single-entry visas.

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD LONGER THAN 3 MONTHS	43,6	DURATION OF STAY LONGER THAN 3 MONTHS	13,1	MULTI (MULTIPLE-ENTRY)	59,7
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**FREE-OF-CHARGE VISAS**

According to the survey, the Consulate of France issues the biggest number of free visas – 41,8%.

**JUSTIFYING EXPECTATIONS**

The majority of applicants were satisfied with the results of their visa application process.

**WHAT DO THE APPLICANTS SAY ABOUT THE FRENCH VISA PRACTICE?**

- It is possible to make corrections and ask clarifying questions during a document check.
- A photo for an application form can be made directly in the visa centre; it is also possible to make copies of required documents for free.
- A passport can be delivered to an applicant after visa has been issued (or refused) (50 UAH).
- The work of call-centre employees is unsatisfactory, since they either do not consult, or do not have information on important questions (application form, photo).





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# VISA PRACTICE OF THE CZECH REPUBLIC IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF GREECE

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV	33 170	1 900	5,91 %	32 170	33 507	3,99 %
DONETSK	24 995	1 815	7,26 %	24 995	25 653	2,57 %
LVIV	16 762	2 308	13,77 %	16 762	17 914	6,43 %
KYIV AND SUB-TOTAL IN UKRAINE	73 927	6 023	8,15 %	73 927	77 074	4,08 %
TOTAL CZECH VISAS GLOBALLY	585 634	42 127	7,19 %	585 635	603 486	2,96 %

## SUBJECTIVE ASSESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE CZECH VISA PRACTICE:

01

#### SUBMITTING DOCUMENTS TO OBTAIN A VISA

Document submission time: 88,3% of the citizens mentioned that they managed to submit visa documents timely.

02

#### WAITING

Average document procession time: more than a third of the applicants (28,3%) noted that they had to wait for the documents to be processed for just 5 days; a bit more than a half of the applicants informed that one week was enough to receive the Consulate's decision.

03

#### CONFIRMING THE PURPOSE OF A TRIP

Additional documents: officers of the Czech Consulate request from 8 to 13 documents to confirm the purpose of a trip. This is one of the highest rates of visa bureaucracy, where only Germany has higher rates. However, such number of documents can be explained by significant amount in absolute figures of issued Czech visas, which is particularly relevant for the Czech Consulate in Lviv.

04

#### WHAT WAS REQUESTED AND WHAT WAS RECEIVED?

Visa validity period: almost one third of the applicants obtain visas that are valid between 6 months and one year, and about 20% of the respondents mention obtaining yearly visas. Nevertheless, the share of visas that are valid for more than one year is still low - just 2,9%.

05

**DURATION OF STAY IN COMPARISON WITH OTHER SCHENGEN STATES**

The states that issue visas that are valid the longest are Hungary (60,7% of its visa total), Slovakia (57,6%), Austria (39,7%), Great Britain (39%), Poland (37%), Estonia (34%); Czech Republic can also be added to this list (30,8%).

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
LITHUANIA	12,3	8,8	28,1	3,5	0	3,5	12,3	7,0	22,8	1,8
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
POLAND	9,6	10,4	8,3	0	0,4	2,2	37,0	8,3	23,5	0,4
PORTUGAL	16,4	32,8	27,9	0	0	6,6	3,3	8,2	4,9	0
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
SLOVENIA	33,3	21,2	15,2	0	0	0	21,2	3,0	3,0	3,0
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0

06

**NUMBER OF ENTRIES**

More than a half of the surveyed consulates issue multiple-entry visas. Almost 60% of multiple-entry visas are issued by the consulates of the Czech Republic.

07

**SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS**

VISA VALIDITY PERIOD LONGER THAN 3 MONTHS	44,2	DURATION OF STAY LONGER THAN 3 MONTHS	14	MULTI (MULTIPLE-ENTRY)	59,9
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08

**FREE-OF-CHARGE VISAS**

More than a half of the applicants to the Czech Consulate obtain visas free of charge — 62,8%.

09

**JUSTIFYING EXPECTATIONS**

95,3% of the applicants that were surveyed at the Consulates of Czech Republic received expected visas, while only 4,7% were dissatisfied with the results.

10

**WHAT DO THE APPLICANTS EMPHASIZE ON IN THE CZECH VISA PRACTICE?**

- The Czech Republic has consular departments in Kyiv, Lviv and Donetsk.
- The Consular Service of the Czech Republic does not cooperate with visa intermediaries.
- The opportunity to fax the Consulate with an essential document to confirm the purpose of a trip is a great advantage of this visa practice.
- Scrupulous treatment of bus ticket bookings from Ukraine and 100% prepaid hotel bookings in the Czech Republic. The consulate can call and inquire meticulously about the whole route of the trip. The difficulty is that not each and every hotel accepts pre-payment.
- The applicants, who have signed up for a particular time slot beforehand and come to the Consulate, form a 'live queue', which is managed by a secretary, in order to avoid crowds.

# COMMENTS BY THE EMBASSY OF THE CZECH REPUBLIC IN UKRAINE ON THE FIRST STATISTICAL RESULTS OF THE SURVEY OF BY THE NGO "EUROPE WITHOUT BARRIERS"

SCHENGEN VISA STATISTICS OF THE CZECH MISSIONS IN UKRAINE FOR THE FIRST HALF OF 2013				
SCHENGEN VISAS				
JANUARY - JUNE 2013				
MISSION	APPLIED FOR	ISSUED	NOT ISSUED	REJECTION RATE, %
KYIV	16 189	15 955	234	1,45 %
LVIV	9 174	8 861	313	3,41 %
DONETSK	12 457	12 351	106	0,88 %

## GENERAL COMMENTS:

The Embassy of the Czech Republic in Ukraine (further referred to as "the Embassy") is of the opinion that the collected data should concern only Schengen visas as the survey compares the visa practice of Schengen missions. Long-term visas and stays does not belong to the common visa policy and they should not be a part of the survey. That 's why the Embassy will concentrate on Schengen visas in its comments.

The data of the survey do not cover persons applying for visas through accredited travel agencies which is very important taking into account that about two thirds of all the applicants at the Embassy use these agencies and lots of them have obtained one-year multiple-entry visas as a consequence of positive changes in the Czech visa policy towards Ukraine this year which, however, has not been reflected in the results of the survey. The number of respondents was also not sufficient enough to avoid the threat of subjective evaluation – that is why such a survey cannot give a full objective picture.

The first results of the survey also give the impression that even the people asking visa applicants did not have the full knowledge of the respective Schengen visa regulations.

As a result of the above-mentioned the survey brings more confusion and it does not present a clearer picture of the visa practice of the Schengen missions in Ukraine.

## COMMENT:

The standard length of Schengen visa procedure at the Embassy and at the Consulates General of the Czech Republic in Lviv and Donetsk is about 7-9 calendar days and never exceeds 10 calendar days set by the Agreement between the European Union and Ukraine on the facilitation of the issuance of visas (further referred to as „the VFA"). The reasons for individual prolongations of the above-mentioned period are based on Art 7(2) of the VFA and are caused especially by the fact that a visa applicant does not present all the required documents the list of which is published both on the website of the Embassy and on the notice-board of the consular section of the Embassy.

Even the following table can serve as a proof that the big majority of visa applicants (76,1 %) gets the result of visa procedure within 10 calendar days, so the period of 12 calendar days mentioned in the previous table cannot be considered an average.

**COMMENT:**

The Embassy strictly follows the respective provisions of the VFA, so the visa applicants fulfilling the criteria of Art. 6(4) of the VFA have never been obliged to pay a visa fee.

**COMMENT:**

The Embassy reminds of the fact that B-visas (transit visas) have not existed for several years as this type of visas was cancelled at the moment when the Visa Code came into effect, and the purpose of transit was included in the C-type visa category. That's why there is a logic question how it is possible that such a data appeared in the survey and what information they bring.

**COMMENT:**

According to the statistical data for the period from January to November of 2013 the refusal rate of Schengen visa applications at the Embassy is only 1,34 %, at the Consulate General in Donetsk 0,90 % and in Lviv 2,36 %.

**01****VISA VALIDITY PERIOD****COMMENT:**

the data in the previous table do not reflect the reality as they do not take into account those citizens who applied for a visa through accredited travel agencies (65% of all applicants at the Embassy). In the framework of this category there is a huge number of visa applicants who obtained one-year touristic multiple-entry visas as a result of the changes of the visa policy at all the three missions of the Czech Republic in Ukraine.

**02****DURATION OF STAY****COMMENT:**

according to Schengen visa rules if the validity of a Schengen visa exceeds 180 days the duration of stay in the visa sticker shall always be 90 days which in fact means 90 days in any 180-day period.

The Embassy also presumes that similar data in different tables should conform to each other.

But this is not the case of the tables concerning visa validity period on one hand and duration of stay according to Schengen countries on the other hand. Taking into account all the above-mentioned in this comment and using the data for the Czech Republic the percentage proportion of visas with a period validity longer than 180 days (21,5 % as a result of the summary of 18,6 + 2,9 % in the respective table) should be the same or smaller than the percentage proportion of visas with duration of stay longer than 90 days (but the respective table presents only 14 % as a result of the summary of 5,2 + 7,6 + 1,2 %).

**03****NUMBER OF ENTRIES****COMMENT:**

the type of visa, including the number of entries, also depends on the wish of an applicant. This year the Embassy has obtained 4841 applications for multi-entry Schengen visas and issued 4569 visas of this kind, i.e. 94,38 % of such applications have been decided in a positive way.





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# VISA PRACTICE OF THE KINGDOM OF SWEDEN IN UKRAINE

BASED ON THE EU OFFICIAL STATISTICS FOR 2012  
AND INDEPENDENT MONITORING FUNDINGS FOR 2013

brief overview

## VISA PRACTICE IN FIGURES

TABLE 2012 SELECTED STATISTICAL DATA ON VISA PRACTICE OF SWEDEN

CONSULATE	C VISAS ISSUED including multiple-entry visas (MEV)	MULTIPLE- ENTRY C VISAS ISSUED	MEV SHARE	C+A TYPE VISAS ISSUED	APPLIED FOR	REFUSED (%)
KYIV AND SUB-TOTAL IN UKRAINE	9 107	4 499	49,4 %	9 107	10 296	2,25 %
TOTAL SWEDISH VISAS GLOBALLY	179 857	57 548	32,00 %	179 865	215 763	9,10 %

## SUBJECTIVE ACCESSMENT OF VISA PRACTICE BY APPLICANTS

independent monitoring: measurable outcomes

### 10 DISTINCTIVE FEATURES OF THE SWEDISH VISA PRACTICE:

01

#### SUBMITTING DOCUMENTS TO OBTAIN A VISA

Document submission time: the majority of applicants to the Consulate of Sweden (91,7%) noted that they managed to submit documents timely and to make it to the interview in the preferred time slot.

02

#### WAITING

Average document procession time: 66,7% of the respondents informed that their documents were processed for 6-10 days. Simultaneously, 20,8% of the respondents noted that their time in waiting for a visa was less than 5 days.

03

#### CONFIRMING THE PURPOSE OF A TRIP

Additional documents: average number of documents that have to be submitted with a visa application to the Department of consular services at the Embassy of Sweden is 6, while maximum number is 8 documents.

04

#### WHAT WAS REQUESTED AND WHAT WAS RECEIVED?

Visa validity period: visas that are valid for 6 months were provided to 16,7% of the applicants, while yearly visas were issued only to 8,3% of the respondents.

## 05

## DURATION OF STAY IN COMPARISON WITH OTHER SCHENGEN STATES

	< 10	11-20	21-30	31-40	41-50	51-60	61-70	91-180	181-365	365+
AUSTRIA	38,1	1,6	9,5	0	1,6	3,2	39,7	6,3	0	0
BELGIUM	24,5	20,8	18,9	0	3,8	1,9	18,9	7,5	3,8	0
GREAT BRITAIN	10,2	6,8	3,4	0	0	0	8,5	39,0	23,7	8,5
GREECE	44,3	24,2	20,8	0,7	0	2,7	7,4	0	0	0
ESTONIA	10,6	29,8	14,9	0	2,1	2,1	34,0	2,1	4,3	0
SPAIN	19,7	31,1	26,2	1,6	1,6	3,3	11,5	4,9	0	0
ITALY	37,9	22,4	12,1	0	3,4	1,7	15,5	0	5,2	1,7
LATVIA	20,0	18,3	28,3	1,7	0	3,3	13,3	5,0	8,3	1,7
LITHUANIA	12,3	8,8	28,1	3,5	0	3,5	12,3	7,0	22,8	1,8
NETHERLANDS	18,5	25,9	14,8	5,6	0	3,7	18,5	11,1	1,9	0
GERMANY	29,7	24,0	13,5	2,2	1,3	3,9	17,5	5,7	2,2	0
POLAND	9,6	10,4	8,3	0	0,4	2,2	37,0	8,3	23,5	0,4
PORTUGAL	16,4	32,8	27,9	0	0	6,6	3,3	8,2	4,9	0
SLOVAKIA	11,9	11,0	11,0	2,5	2,5	3,4	57,6	0	0	0
SLOVENIA	33,3	21,2	15,2	0	0	0	21,2	3,0	3,0	3,0
HUNGARY	28,1	6,6	3,3	0	0,8	0	60,3	0	0,8	0
FINLAND	12,5	33,3	12,5	0	0	4,2	29,5	0	8,3	0
FRANCE	14,8	26,2	14,8	0	0	1,6	29,5	9,8	3,3	0
CZECH REPUBLIC	19,2	11,0	15,1	0,6	0,6	8,7	30,8	5,2	7,6	1,2
SWEDEN	14,6	45,8	16,7	0	8,3	4,2	2,1	2,1	6,3	0

## 06

## NUMBER OF ENTRIES

66,7% of the applicants obtained single-entry visas and 33,3% received multiple-entry documents.

## 07

## SHARE CORRELATION BETWEEN MULTIPLE-ENTRY AND LONG-TERM VISAS

VISA VALIDITY PERIOD LONGER THAN 3 MONTHS	14,6	DURATION OF STAY LONGER THAN 3 MONTHS	8,4	MULTI (MULTIPLE-ENTRY)	33,3
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## 08

## FREE-OF-CHARGE VISAS

The share of applicants to the Consulate of Sweden who obtained visas free of charge was 25,0%; meanwhile, 75,0% of the respondents indicated that they were charged for a visa.

## 09

## JUSTIFYING EXPECTATIONS

100,0% of the applicants informed that they were satisfied with the result of their visa application.

## 10

## WHAT DO THE APPLICANTS EMPHASIZE ON IN THE SWEDISH VISA PRACTICE?

- The treatment of young unmarried women who travel to see their friends is too strict. During interviews, uncomfortable personal questions are asked, which one can only answer if there is a long-lasting and intimate relationship with the Swedish side.
- The Consulate and the visa centre of Sweden lack document submission time slots for months ahead.