



Ministry of Labour and Social Affairs
of Armenia



International Organization for Migration (IOM)



REFERRAL GUIDE FOR REINTEGRATION OF RETURNEES IN ARMENIA

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Referral Guide for Reintegration of Returnees in Armenia

Second edition

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List of abbreviations

AAAS	Armenian Social Aid Society (Association Arménienne d'Aide Sociale)
AMD	Armenian Drams
AVRR	Assisted Voluntary Return and Reintegration
BAMF	German Federal Office for Migration and Refugees (Bundesamt fuer Fluechtlinge)
CIS	Commonwealth of Independent States
EU	European Union
EUR	Euro
FADF	French Armenian Development Foundation, same as FFAD
FFAD	French Armenian Development Foundation (Fondation Franco-Armenienne pour le développement), same as FADF
FEDASIL	Federal Agency for the Reception of Asylum Seekers
GIZ	German Agency for International Cooperation (Gesellschaft fuer Internationale Zusammenarbeit)
ICHD	International Center for Human Development
ID	Identity Document
ILO	International Labour Organization
IOM	International Organization for Migration
MLSA	Ministry of Labour and Social Affairs
MRC	Migrant Resource Centre
MSY	Ministry of Sport and Youth Affairs
NGO	Non-governmental Organization
OFII	French Office for Immigration and Integration (Office Francais de l'immigration et de l'integration)
RCR	Referral Centre for Reintegration
RUEA	Republic Union of Employers of Armenia
SEA	State Employment Agency
SME	Small and Medium Enterprises
SMS	State Migration Service
UAMs	Unaccompanied Minors

UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UMCOR	United Methodist Committee on Relief
VAT	Value Added Tax
VoTs	Victims of Trafficking
VTB	Vneshtorgbank
WHO	World Health Organization

Foreword

Migration in Armenia is very much related to the country's economic situation and absence of sufficiently paid jobs which drive people to look for income abroad. As there are no fully operational bilateral and multilateral labour agreements, emigration takes place mostly irregularly, and many Armenian nationals find themselves in irregular situations abroad, which in its turn, increases the cases of return. Upon return people can face problems of their integration back into the society.

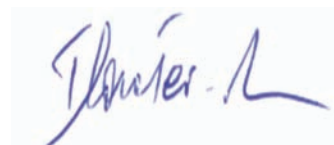
Reintegration of returnees is a key for sustainability of return. Returnees deserve being treated as a group in need of special attention. Therefore provision of adequate environment for successful reintegration to returning Armenian citizens is very important.

First edition of the Reintegration Referral Guide was initiated with the goal of steering and improving the assistance to the returnees toward the sustainability of return and published in 2013.

The current, second edition provides updated information about roles of all relevant State, non-State and intergovernmental bodies involved in return of Armenian citizens and their successful reintegration in Armenia; and given that reintegration has different aspects (legal, social, psychological, cultural, economic, health related, etc.) which require a complex approach, this guide will serve as a referral point for further assistance.

The Guide describes the role and functions of State and non-State bodies in reintegration of returnees; covers the various issues related to reintegration such as citizenship, residence, return documents, entry to Armenia and registration; pensions, benefits; economic and social reintegration; employment and self-employment (entrepreneurship) services for returnees, vocational training services; training and re-qualification; education and language training; banking system and micro-crediting; military service; customs and tax issues; and health and health insurance. In addition, the Guide includes useful addresses and contacts.

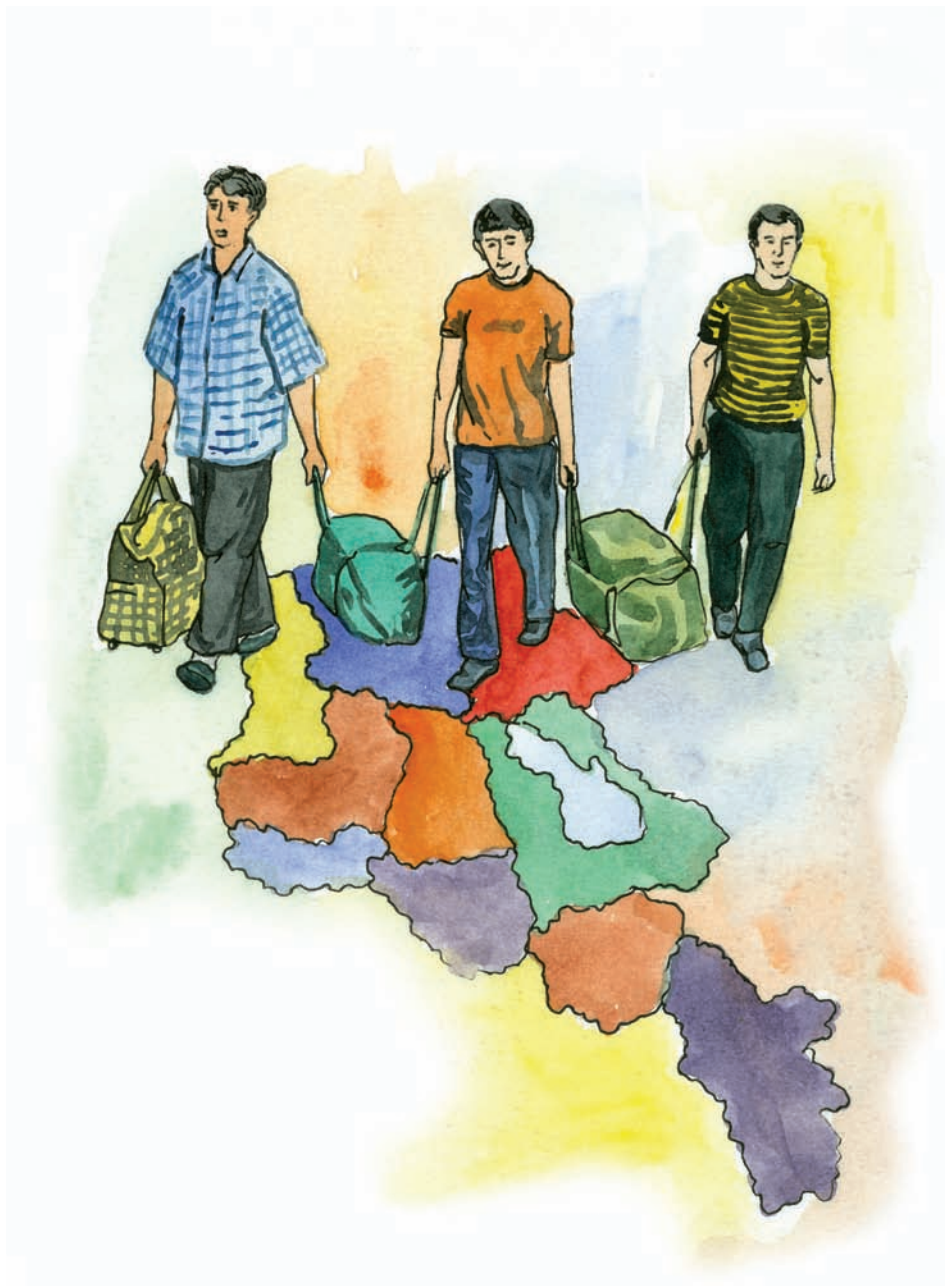
The Guide is intended to strengthen the in-country network of reintegration service providers. Sound capacity building focused on cooperation and coordination of reintegration services will hone the skills of the relevant officials and improve the reintegration services ultimately leading to more sustainable return.



Mrs Ilona Ter-Minasyan
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Part I

Reintegration system in Armenia



Chapter 1 Return

1.1 Citizenship

Return begins in the country of destination when migrant makes the decision to go back home regardless of the roots of such decision – whether it is completely voluntary or made under pressure of the personal situation or, finally, it is mandatory as administrative measure.

In any case, the right to return home is one of the fundamental ones. The article 13(2) of Universal Declaration of Human Rights, States: “everyone has the right to leave any country, including his own, and to return to his country”. Following this principle, the Article 25 of the Constitution of the Republic of Armenia stipulates: “Every citizen and everyone legally residing in the Republic of Armenia shall have the right to return to the Republic of Armenia”.



Who is Armenian citizen?

The Armenian Citizenship is regulated by the Republic of Armenia law on “Citizenship of the Republic of Armenia” which was adopted on 6 November 1995. Based on the Law, the Republic of Armenia Citizenship is acquired:

- by birth;
- through receiving citizenship (naturalization);
- through receiving citizenship as a group (group naturalization);
- through recognition of citizenship (for citizens of the former Armenian Soviet Socialist Republic, citizens of other republics of the former Union of Soviet Socialist Republics and stateless persons);
- through the restoration of citizenship;
- on the bases set forth in the international treaties of the Republic of Armenia;
- in other cases set forth in the Law.

Relevant to migrants is the first subparagraph of Article 6 which sets out that “Residence outside of the territory of the Republic of Armenia does not automatically result in loss of Republic of Armenia citizenship” as well as the second part of Article 7 which States that “The Republic of Armenia, its diplomatic and consular mission and the officials are required to protect the rights of the Republic of Armenia citizens abroad..”

1.2 Documents

Return back home after years or months staying in a host country requires preparatory measures. Usually the very initial stage presumes crossing the border and, accordingly, obtaining all the necessary documents and respecting all the required procedures.

Normally, the Armenian citizen returning from abroad needs only a passport or equivalent to cross the border of Armenia. All citizens of the Republic of Armenia older than 16 may carry an Armenian passport, regardless of place of residence. Armenians abroad can apply for or extend a passport at embassies or consular office of the Republic of Armenia. Citizens of the Republic of Armenia residing abroad who do not have a valid passport or have expired passports from the former Soviet Union, but need to return urgently to Armenia, can issue a return certificate (which is a temporary one-way travel document) by the embassy or consular office in the host country. A return certificate can also be issued for forced returns in case the Armenian citizen does not hold a valid travel document.

In Armenia it is the Police that issues passports through the Police Passport Department and the Passport Offices across the country. A Population Register was introduced in 2006 and holds information such as name, residence status, address, date and place of birth, sex, issued passport and ID documents and corresponding dates, citizenship of Armenia or other countries, number of social service card. It also contains information from the Ministry of Foreign Affairs received in their consulates on Armenians residing abroad. The information can be accessed by the Police, by the Passport Offices in Armenia, by the Ministry of Foreign Affairs and the National Security. Some consular offices abroad are also linked to the Population Register. Since 2007 the Population Register also includes pictures.

In 2012 an electronic passport featuring biometric data as well as an electronic identification card was introduced in Armenia. The biometric passport functions as a travel document and the electric ID card is for use within Armenia. The biometric passports have a picture, the digital image of the holder's fingerprint and the electronic signature of the holder. Both biometric passports and ID cards are valid for ten years. The cost for a biometric passport is AMD 25,000. An ID card costs AMD 3,000.

1.3 Return and Registration

During the return process, returning migrants who hold a valid passport, are not registered at the border points upon their arrival in Armenia and the RA does not keep statistics about rates of return migration. Once an Armenian citizen has returned to Armenia he/she only needs to inform the authorities and register under the new address if they registered their emigration in the first place. Births, deaths, marriages and divorce need to be registered in one of the urban or regional divisions of the Civil Registry Agency. The Civil Registry Agency also keeps the civil registry archive.

Returnees that had civil changes whilst being abroad, (e.g. the birth of children, etc.) and did not inform the respective Armenian embassy or consulate will need to update their records in the Civil Registry Agency after their return. In case they used an alias name whilst being abroad and the alias name was used in the marriage or birth certificates, the Civil Registry Agency has to be alerted about this so that the record can be adjusted. So far there is no mutual legal assistance agreement with the EU for cases where the civil registry records need correcting. The agreements that Armenia has on mutual legal assistance is the Minsk Convention for Commonwealth of Independent States (CIS) Member States and bilateral agreements with Greece, Lithuania and Bulgaria. For countries where Armenia has no agreement, the Civil

Registry Office will contact the relevant host country through the Ministry of Foreign Affairs and through the local Armenian Embassy in order to confirm the information with the authorities and adjust the records accordingly. Returnees that require an amendment to their civil registry records are required to approach their local Civil Registry Office and the inquiry will start from there.

1.4 Entry to Armenia, Customs

In 2 January 2015 Armenia joined the Eurasian Economic Union (EEU) and in 2015 adopted the new Law on Customs Regulation. Republic of Armenia Law on Customs Regulation, Article 249, paragraphs 11 and 12 stipulate that “Physical persons arriving in the Republic of Armenia for permanent residence, including displaced persons and refugees may import property for their personal use free of customs fee (excluding customs duty). The same persons enjoy the privilege set forth in the paragraph 11 of this article once in 5 years.”

According to the 3rd point of the article 98 of the Law on Customs Regulation of the Republic of Armenia, the goods transported by physical persons through Republic of Armenia State border for which they are exempted from customs fees and taxes, are exempted from customs duty.

Besides, under article 7 of the Law on Value Added Tax (VAT) of the Republic of Armenia, the importation by physical persons of personal effects specified by law is not subject to VAT. Moreover, the property of physical persons arriving in the Republic of Armenia for permanent residence shall be imported no later than within 18 months since the date of arrival in the Republic of Armenia.

With respect to the transported property subject to the above privilege, the Law on Customs Regulation, Article 5 paragraph 1 of the Republic of Armenia clarifies what is considered as a personal property: “Personally used property of a physical person arriving in the Republic of Armenia for permanent stay, one private car, and household items without manufacturer’s packaging and labelling and which were purchased by the physical person prior to the arrival in the Republic of Armenia. Meanwhile, the private car must be registered under the name of the given person for at least 6 months period by the person in the country where he/she was permanently residing prior to the last deregistration for importing the car in the Republic of Armenia and before registration in the Republic of Armenia as a permanent resident.”

In order to prove the legacy and use the benefits of the law and favourable customs conditions the returnee must submit a written application to the customs authority within 180 days.

According to the Republic of Armenia Law on Customs Regulation, Article 249, points 18 and 19 for the physical persons not registered in the Republic of Armenia the date of arrival in the Republic of Armenia for permanent residence is considered the date of their registration in the Republic of Armenia for permanent residence within 180 days from their arrival. For the physical persons already registered in the Republic of Armenia the date of arrival in the Republic of Armenia for permanent residence is considered the date of submission of a written application to the customs within 180 days from their arrival.



“Physical persons arriving in the Republic of Armenia for permanent residence are the citizens of the Republic of Armenia, foreign citizens and stateless persons who lived at least five consecutive years out of the Republic of Armenia in the period preceding the date of their arrival for permanent residence, except for displaced persons and refugees for whom the fact of their permanent residence outside the territory of the Republic of Armenia for at least five years is not being taken into account.

Permanently residing outside the Republic of Armenia is considered the person who lived outside of Armenia 184 and more days during each calendar year of the observed period.

Displaced persons or refugees, regardless of their arrival in Armenia for permanent residence, may import their personal property into the Republic of Armenia free of customs fee if they provide the customs authorities with the document issued by the authorized body of the Republic of Armenia certifying their respective status.”

Law on Customs Regulation, Article 249, Republic of Armenia

1.5 Importation of currency through customs border of the Republic of Armenia

Under Resolution of the Central Bank of Armenia of 29-07-2005 No. 386, Republic of Armenia “physical and legal persons (except banks, credit organizations and collection organizations) and individual entrepreneurs are entitled without written customs declaration (except cases provided by law) to import to the Republic of Armenia cash equivalent to up to 15,000 Euro.” In case of exceeding the above limit, the importation of this amount is subject to customs declaration.

Chapter 2 Reintegration

2.1 Socioeconomic Reintegration and the Role of State Bodies

In order to make returns sustainable, reintegration plays an important role. Effective reintegration of migrants back into their home communities is an essential element in their ability to lead productive lives upon return and to facilitate the sustainability of return. Effective reintegration consists of many elements, including social, political and economic, and requires the active engagement of the migrant. Productive re-integration into local economic and social activity enables the migrant to attain self-sufficiency and the country of origin to more effectively use the skills, expertise and resources gained in the host countries. Socioeconomic reintegration refers to the social and economic process of reinsertion into the local community. It is generally recognized that the most immediate and urgent need is for economic reintegration in order to secure an income that can provide for both the returnees and their families. Socioeconomic reintegration is ideally complemented by a psychological, political, cultural and legal reintegration support.



Assistance to return and reintegration is an important part of migration policy and management¹ system in Armenia. The “Concept Paper on the Policy for the State Regulation of Migration in the Republic of Armenia”² specifies the main challenges and strategies in regards to Armenia’s migration policy, and one of them directly refers to the assistance for the return of Armenian nationals and their reintegration in their home country. This priority is also reflected in the “National Action Plan for Implementation of the Policy Concept for the State Regulation of Migration in the Republic of Armenia in 2012–2016”. The issue 8 is related to the support to the return of the Republic of Armenia citizens to Armenia, as well as their further reintegration process.

The main activities described in the National Action Plan are as follows:

- the improvement of the internet information system;
- the organization of consulting services in the bodies working with migration (such as the State Migration Service and other ministries);
- discussing with host countries issues of return and reintegration and the only point directly referring to socioeconomic reintegration;
- the running of employment programmes for returnees.

The role of the State in the reintegration process might be hardly underestimated. This is the process where all State institutions participate playing their roles in accordance with their competencies. Within this framework usually there must be an agency assigned to coordinate these activities. The State Migration Service (SMS) under the Ministry of Territorial

¹ According to IOM Glossary, the term migration management is used to encompass numerous governmental functions within a national system for the orderly and humane management for cross-border migration, particularly managing the entry and presence of foreigners within the borders of the State and the protection of refugees and others in need of protection. It refers to a planned approach to the development of policy, legislative and administrative responses to key migration issues.

² Adopted by the Republic of Armenia Government Protocol Decision N51 on 30 December 2010.

Administration and Development is the leading agency in migration management in Armenia. It coordinates migration issues and develops policies. The SMS's mandate was approved by Government decision No 1515-N from 17 December 2009. The SMS also monitors the "The National Action Plan for Implementation of the Policy Concept for the State Regulation of Migration in the Republic of Armenia in 2012–2016".

2.2 Migrant Resource Centres

There is no formal referral system set up in the RA so far. Potential and returned migrants can find assistance in one of the seven Migrant Resource Centres (MRC), which are run under the State Employment Agency of the Ministry of Labour and Social Affairs (SEA). The MRCs which are located in six regions of the country and in Yerevan city do take over functions of a referral system and will inform migrants about available services.

Table 1: Locations of MRCs



Source: http://hy.wikipedia.org/wiki/Պատկեր:map_Am.gif

A MRC has two target groups, potential labour migrants and migrants that returned to Armenia. The MRCs provide potential labour migrants with information on visa procedures, legislation and employment opportunities in host countries. They also inform returnees about existing reintegration programmes, refer to State employment programmes, and undertake skill assessments for returnees and invites employers and potential job candidates to so called job clubs.³

The first MRC in Armenia was established by IOM in 2006 and transferred to the State Employment Service in 2010. Later the IOM MRC model was replicated in 2 more locations within SEA with assistance from the EU-funded ILO run project and in 4 more locations with assistance of EU-funded project run by the People in Need NGO.

3 Job clubs are events where employers present their companies to a group of job-seekers.

The system of Integrated Social Services⁴ was introduced by the Government of Armenia in 2013 and its establishment is still in process. This system sees all social services united “under one roof”. Currently 18 Integrated Social Services Regional Centres (ISSRC) are functioning in the Republic of Armenia. The objectives of the Integrated Social Services system are on hand to increase efficiency and reduce paperwork within the authorities but at the same time they are there to provide an individual approach to beneficiaries, especially families and to provide one place where a recipient can receive all available information relating to services ranging from social security, social services, employment service and medical boards. The Integrated Social Services work with caseworkers who carry out an assessment of families and develop individual social support and protection plans tailored to the needs of the particular family.

The Ministry of Labor and Social Affairs also created and runs the official website of the integrated social services information system (<http://esocial.am>). The system of integrated social services is a complex of measures and implemented within the social assistance functions of State and non governmental authorities, organizations and individuals. The system of integrated social services prevents a difficult life experience, removes the causes and consequences by providing integrated social services, which are being provided by the operating on the territory of the Republic of Armenia regional centres of integrated social services. On the site one can find information about the activities, news, materials of the Integrated Social Services Regional Centres, and the whole information about everything that is related to the Integrated Social Services and contact the on-line advisors in case of need.

2.3 Reintegration Programmes

Returnees’ issues do not fall under one specific Ministry as returnees do not constitute a separate group and will be defined as employed, unemployed, pensioner, etc., i.e. there is a number of Ministries involved in the reintegration process (as per the Action Programme for Implementation of the Policy Concept for the State Regulation of Migration 2012–2016).

According to the RA Law on Employment the returned migrants are considered to be uncompetitive in the labor market, and can benefit from the annual State employment programs that support the reintegration of returnees through employment.

In Armenia there are currently four organizations implementing specific reintegration programmes to facilitate the reintegration of returnees in areas like, for example, employment, vocational training and social welfare:

- Caritas Armenia;
- Mission Armenia NGO;
- French Armenian Development Foundation (FADF);
- International Organization for Migration (IOM);
- French Office for Immigration and Integration (OFII).



⁴ The Concept of the system of integrated social services is available at www.mlsa.am/home/links.php?id_link=124 (in Armenian) and related decisions can be found at www.mlsa.am/up/ALL%20text%20integrvac.pdf (in Armenian).

Most of the reintegration programmes target returnees from a defined spectrum of countries and offer a variety of assistance with differing amounts of assistance. Depending on the donor, each is finite. In most cases the assistance starts pre-departure in the host country of the returnee and continues with reintegration assistance upon arrival in Armenia. The objective of these programmes is to provide assistance in the initial reintegration phase and to therefore enhance a sustainable reintegration in Armenia.

2.3.1 Caritas Armenia

Caritas Armenia, which is a registered benevolent NGO was established in 1995 and has four strategic directions such as **social protection, public health care and community development; migration, integration and prevention of trafficking; advocacy, lobbying and network collaboration; and emergency preparedness and response**. Caritas Armenia implements projects assisting vulnerable groups such as the elderly, orphans, disadvantaged children, physically impaired, disadvantaged pregnant woman and persons with disabilities in Shirak, Lori, Gegharkunik, Ararat regions and Yerevan. It also promotes infrastructure development such as the construction of water pipelines and irrigation systems, illumination of villages, the refurbishment of school facilities and the construction of Community Centres. The office in Yerevan deals with migration and trafficking. In 2006 Caritas Armenia started cooperation with Caritas Internationalis in Belgium where many Armenian migrants live.

2.3.2 French Office for Immigration and Integration (OFII)

The French Office for Immigration and Integration was created in 2005 as a State body in charge of the implementation of the migration policy under the umbrella of the French Ministry of Interior (from 1945 under several names). The OFII Representation in Armenia was created in December 2012 and is in charge of reintegration projects for Armenian returnees.

OFII provides services to ensure sustainable social and economic reintegration of returning migrants.

The related projects are: “Strengthening Armenia’s Migration Management Capacities with Special Focus on Reintegration Activities in the Framework of the EU-Armenia Mobility Partnership” and “Voluntary return and Reintegration assistance from France (in Armenia and Georgia).”

The EU Targeted Initiative Project “Strengthening Armenia’s migration management capacities, with special focus on reintegration activities, in the framework of the EU-Armenia Mobility Partnership” is implemented in cooperation with the Governments of Belgium, Bulgaria, the Czech Republic, France, Germany, the Netherlands, Poland and Romania as well as the German Agency for International Cooperation (GIZ). The project objectives are: capacity building, information campaigns, links between diaspora and the development and reintegration assistance to voluntarily or involuntarily returning Armenian nationals. Target groups include all returnees from EU Member States and other geographic areas. The project has various activities, among others a diaspora programme, which is implemented by the GIZ in Armenia.

Reintegration assistance for returnees from France can include, according to the needs and profiles of the beneficiaries social reintegration (housing, schooling, health), reintegration assistance through employment, and through business start-up.

2.3.3 French Armenian Development Foundation (FADF)

The French Armenian Development Foundation was established in 2004 by the Armenian Social Aid Society (AAAS). The AAAS was founded in 1890 and is a major actor in the Armenian Community in France. Since 2005 AAAS and OFII together with the FADF has been assisting the Armenian nationals to return back voluntarily from France to Armenia, within the framework of the **“Return to Sources”** project funded in 2005 by the European Union whose objective was to facilitate the voluntary return to Armenia. The project is since ongoing and has received funding from different institutions.

2.3.4 International Organization for Migration (IOM)

The International Organization for Migration (IOM) is the leading intergovernmental organization in the field of migration. IOM operates in Armenia since 1993 and has played an important part in reforms of migration management in Armenia through extensive capacity building, policy advice and shaping, research, technical assistance, public awareness as well as direct assistance to various categories of migrants. IOM Armenia mainly works in the following fields: technical cooperation on migration; migration policy and research; migrants rights and international migration law; border and identity management; labour migration; migration health; emergency and post-emergency operations; migration data; assistance to migrants and assistance to vulnerable migrants such as victims of trafficking.

The provision of reintegration assistance to migrants in their countries of origin is an essential element to ensure sustainability of returns. IOM and partners in countries of origin provide migrants with socioeconomic support to promote their self-sufficiency and contributions to their local communities. The sustainability of returns may, however, ultimately only be ensured in tandem with socioeconomic development.

Typically, potential returnees are referred to IOM by authorities of the host country, such as the immigration service, local asylum centres, or NGOs. The assistance provided to returnees varies broadly and ranges from return assistance which includes pre-departure information and counselling and the organization of voluntary return, to schemes that include help with long-term reintegration and economic viability of the migrants once they are back in their countries of origin, and upon return Rehabilitation Assistance (assistance to returnees for medical treatment and other rehabilitation activities) and reintegration assistance (usually through grants allocated by the governments of the countries from where the migrant returns to start up their businesses or pursue studies, as per individual needs).

IOM set up the first Migration Resource Centre in Yerevan for the Ministry of Labour and Social Affairs.

In 2000–2015 the IOM assisted around 6,800 migrants, who returned to Armenia from mainly European countries. Currently IOM implements several projects in the area of return and reintegration with participation of Armenia. Additionally IOM assists returnees from various, mainly European, countries on a case by case basis.⁵

5 The following are some of the programmes relating to return and reintegration which are currently implemented by IOM: (i) **Micro-Enterprise Development (MED) Project**; (ii) **“Return Ex-Asylum Seekers Belgium”** (managed by IOM Belgium); (iii) **“Reintegration Assistance Switzerland”** (managed by IOM Bern); (iv) **“ZIRF counselling - Individual Return Related Inquiries”** (Managed by IOM Germany); (v) **“Provision of Country of Origin Information on Medical Issues”** (managed by IOM Austria ongoing since 2008); (vi) **Assisted Voluntary Return from Poland and Reintegration** (managed by IOM Poland); (vii) **B-Connected** (managed by IOM Belgium); (viii) **Return and Emigration of Aliens from the Netherlands** (managed by IOM Netherlands).

IOM's AVRR programmes aim at providing orderly, humane and cost-effective return and reintegration of migrants who are unable or unwilling to remain in host countries and wish to return voluntarily to their countries of origin.

2.4 Reintegration assistance to vulnerable migrants

Vulnerable⁶ migrants such as elderly migrants, victims of trafficking (VoTs),⁷ migrants with health needs and unaccompanied minors (UAMs) fall under the responsibility of the RA Ministry of Labour and Social Affairs,⁸ RA Ministry of Foreign Affairs, the RA Ministry of Territorial Administration and Development and the RA Ministry of Health as well as the RA National Security Service and RA Police.

The assistance to victims of trafficking is regulated by the Law of the Republic of Armenia on Identification of and Support to Persons Subjected to Trafficking in Human Beings and Exploitation (2014). The Law regulates the relations regarding the processes of referral of persons suspected to have been subjected to trafficking in human beings and/or exploitation from the moment of their detection, as well as the processes of gathering and exchange of information with regards to those persons, their identification as victims or victims of special category, providing them with support and protection, and the provision of a reflection period. The purpose of the Law is detection, proper identification, provision of support, protection and effective social reintegration of persons subjected to trafficking in human beings and/or exploitation by developing strategic cooperation procedures between the State government and local self governing bodies, as well as with the NGOs, international organizations and civil society.

The institutions assisting returning VoTs and UAMs are IOM, the Ministry of Labour and Social Affairs, the State Migration Service, the Ministry of Health, OFII, Hope and Help and United Methodist Committee on Relief (UMCOR). These include tailored assistance such as legal, material or medical help, study or vocational training, temporary accommodation, and/or business start-up depending on the needs of the beneficiary. Caritas Armenia runs a Migration and Trafficking Resource Centre. Shelter Assistance to Victims of Trafficking is provided by UMCOR Armenia and Hope and Help NGO.

Unaccompanied minors, also known as separated children, are defined as persons under the age of majority in a country other than that of their nationality, who are not accompanied by a parent, guardian, or other adult who by law or custom is responsible for them. Unaccompanied children present special challenges for border control officials, because detention and other practices applied to undocumented adult non-nationals may not be appropriate for children.⁹ At the

6 A vulnerable group is any group or sector of society that is at higher risk of being subjected to discriminatory practices, violence, natural or environmental disasters, or economic hardship, than other groups within the State; any group or sector of society (such as women, children, the elderly, persons with disabilities, indigenous peoples or migrants) that is at higher risk in periods of conflict and crisis. IOM Glossary of Migration Terms.

7 A victim of human trafficking is any natural person who is subject to trafficking in human beings. Trafficking in persons is recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. IOM Glossary of Migration Terms.

8 The MLSA has a Resource-centre of support to the fighting against trafficking.

9 See the IOM Glossary on Migration.

<http://publications.iom.int/bookstore/free/Glossary%202nd%20ed%20web.pdf>.

10 The Council Resolution of 26 June 1997 on unaccompanied minors who are nationals of third countries is available at <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:1997:221:0023:0027:EN:PDF>.

international level, voluntary return assistance for unaccompanied minors is provided in line with the principle of “the Best Interests of the Child” and the UNHCR Guidelines for repatriation of minors. At the EU Level there are two important documents: The European Council Resolution on unaccompanied minors¹⁰ who are nationals of third countries; and the European Council Conclusions on unaccompanied minors.¹¹

The IOM assesses the return request for UAMs in terms of: family identification; pre-departure medical screening; psycho-social needs; the socioeconomic situation in the country of origin; legal considerations; reintegration schemes available in the countries of origin; assistance in obtaining a valid travel documents.

For vulnerable migrants IOM also organizes health assessment; health procedures on movement assistance (including medical escort), uninterrupted health care after return. Medical confidentiality is assured throughout the process.

When assisting Elderly migrants health aspects are very important. In many cases the elderly require being placed at care centres. The Ministry of Labour and Social Affairs (MLSA) is in charge of state-owned elderly houses.

Decision No. 318-N of the Government of Armenia on “State-Guaranteed Free Medical Care and Service” specifies the individuals who belong to one of the socially disadvantaged groups and who are entitled to receive state-guaranteed free of charge medical care and services. The full list of socially disadvantaged and separate (special) groups entitled to receive state-guaranteed free of charge medical care and services are given in *Annex 1*.

In order to receive state-guaranteed free in-patient health-care services, patients should present a referral from the local polyclinics, their passport, with the exception of “those urgent cases not requiring all day long surveillance when the patient does not possess identity documents,” whereas socially disadvantaged individuals and those included in separate (special) groups should submit the identity document and corresponding documents certifying the social status (Ministry of Health of Armenia, 2012b).

According to the RA Law on Employment, since 2015, all the State Agencies with 100 and more employees will be obliged to hire at least three (at least 3% of employees) disabled persons and/or persons that have not reached the retirement age. Since 2017 the same requirement will be obligatory for the private sector but in the size of 1 per cent.

2.4.1 Organizations working with returnees and vulnerable groups of people in Armenia

- Mission Armenia
- Armenian Red Cross Society (ARCS)
- Caritas Armenia
- French Armenian Development Foundation (FADF)
- French Office for Immigration and Integration (OFII)
- Hope and Help
- International Organization for Migration (IOM)

¹¹ The Council conclusions on unaccompanied minors of 3 June 2010 are available at <http://avrr.belgium.iom.int/images/stories/uam%20eu.pdf>.

Chapter 3 Sectorial reintegration

3.1 Employment

3.1.1 State Institutions

The State Employment Agency is a separate division of the Ministry of Labour and Social Affairs of the Republic of Armenia. The task of the agency is the execution of the State police on employment regulation.

The agency carries out its activity within the framework Republic of Armenia law “On Employment,” the Statute of the Agency and sub-legislative acts proceeding from the law.

The main goal of the agency is the implementation of State programmes on employment regulation directed at the creation of conditions for providing full and effective employment of the population.

The main goals of the Agency are implementation of the State Programs aimed at securing sustainable employment for job-seekers and securing labour demand satisfaction and ensuring effective utilization of the available labour force.

The State employment programmes are:

- Partial wage compensation of the employer in case of hiring a person who is uncompetitive in labour market and cash assistance for accompanying persons with disabilities;
- Organization of vocational trainings for unemployed persons and job-seekers who are at risk of dismissal;
- Support to the unemployed to be employed in some other residential area;
- Provision of support to the unemployed to acquire professional experience relevant to their professions;
- Organizing labour market research;
- Organizing job fairs;
- Provision of support to persons uncompetitive in labour market for small business or cattle breeding;
- Lump sum compensation to an employer for hiring uncompetitive persons in labour market;
- Provision of support to rural economy through the promotion of seasonal employment;
- Provision of support for the use of employment services provided by private employment agencies;
- Compensation of costs to the persons uncompetitive in labour market for visiting employers.



According to the Law on Employment, migrants are considered as persons uncompetitive in the labour market and can benefit from SEA 11 programs. According to the paragraph 7 of the point 2 of the Annex 14 approved by the Decree of 17 April 2014 of the Government of the Republic of Armenia, the risk of a person to become a labour migrant is one of the conditions to recognize the person as uncompetitive in the labour market. A person is considered uncompetitive if he or she:

- Has returned from abroad and hasn't managed to become employed within one year;
- Has gone abroad more than one time during the past three years and each time has stayed abroad more than one month;
- Has lived abroad more than one year for the past three years.

The programmes can be accessed from the official website of the State Employment Agency at: www.employment.am.

The **Ministry of Sport and Youth Affairs of the Republic of Armenia** (MSY) develops and implements the State youth policy. Among the policy priorities of the Ministry of Sport and Youth Affairs of the Republic of Armenia for 2013–2017 is the creation of workplaces, providing opportunities for education and the improvement of the socioeconomic situation of the youth.

3.1.2 Private Employment Agencies

There are various private employment agencies in Armenia. The agencies collaborate with the Union of manufacturers and businessmen, Republican Union of Employers of Armenia and the Union of small and medium enterprises as well as with international organizations working in the territory of RA. The **Republican Union of Employers of Armenia** (RUEA) is assuring improvement of business environment and advocacy of business community. RUEA unites six territorial and five sectorial unions and has about 10,000 members, including SMEs and sole entrepreneurs. One of its sectorial unions is the union of the private employment agencies in Armenia. The **Sectorial Union of Private Employment Agencies of the Republican Union of Employers of Armenia** was established in 2010. The mission of PEA union is to be a powerful and influential structure assuring support and advocacy of the interests of private employment agencies in Armenia as well as create the convenient legal environment for their successful work. Jointly with Republican Union of Employers of Armenia PEA developed a Code of Conduct for private employment agencies in Armenia (see *Annex 2*). Activity of Private Employment Agencies (PEAs) allows the member private employment agencies to collaborate with State organizations and structures, exchange information, to participate in Law discussions and to be involved in different employee placement programmes.

3.1.3 Self-employment

Self-employment and entrepreneurship is regulated by the Law on State Support to Small and Medium Entrepreneurship of the Republic of Armenia, which defines the criteria for SMEs in the Republic of Armenia as well as the basic directions for State support to SME. There are several organizations in Armenia that provide consultancy and entrepreneurial

training and supporting entrepreneurship/self-employment development for returnees. For example, the **Small and Medium Entrepreneurship Development Centre in Armenia** (SMEDNC) provides several types of assistance to entrepreneurially minded individuals with up to three years of State registration (regardless of background and age). The goal of the programme is to establish and promote new SMEs in the Republic of Armenia and to establish new workplaces.

3.2 Health

3.2.1. General and legal provisions

Delivery of health care in Armenia is regulated through a variety of legal acts, such as the Constitution of the Republic of Armenia, the Law on Health Care, and the Law on the State Budget. In accordance with Article 34 of the Constitution of the Republic of Armenia, “Everyone has the right to health care. The provision of medical care and services are defined by law. The State shall implement health programs, promote physical education and sport.”

The implementation of the constitutional norms is ensured through the number of laws and legislative acts and decisions. For example, Decision N318-N, adopted on 4 March 2004 regulates in detail the organization and financing procedure of free charge medical assistance and services guaranteed by the State.

The **Ministry of Health of the Republic of Armenia** is the body that coordinates activities within the health sector and is responsible for formulation and implementation of State strategies and policies in the health sector.

To date, the Ministry of Health has been working on drafting health policies and strategies, starting from the earliest law on “Medical assistance and service provision to the population” (1996).

Several statements of the law are:

- Primary health care as a type of medical assistance and service which is free of charge for each person, is based on more accessible methods and technologies and is guaranteed by the State.
- Anybody, irrespective of nationality, race, gender, language, religion, age, State of their health, political and any other convictions, social origin, property or other status has access to medical assistance and service in the Republic of Armenia.
- Citizens have the right to choose their health-care provider.



- Financing sources for health-care services may include the State budget, insurance contributions, direct payments, and other sources not prohibited by law.
- Every child is entitled to free medical aid and services within the scope of State health-care programmes.
- A person suffering from a disease dangerous for the surrounding shall have a right to receive State guaranteed free of charge medical assistance and services and get treatment in specialized establishments providing that medical assistance and services.
- Persons who have suffered in emergency situation enjoys State-guaranteed free of charge medical assistance and services.

The following services are periodically provided to disabled people under a number of programmes:

- Provision of prosthetic and rehabilitation items;
- Provision of wheel chairs and hearing aids;
- Provision of medial-social and mental health rehabilitation services to socially vulnerable persons;
- Printing and provision of Brail books, notebooks, Talking Books and newsletters of the Armenian Blind Union;
- Supporting young people (mostly with mental health problems) and their families in solving social, educational and health issues.

3.2.2 System of Co-payment

Since 2004 the Government of RA has introduced the system of co-payments. The Order of the Minister of Health of RA No. 229-A of 2013 defines the diseases and conditions for which the medical care and services for the population is carried out by co-payment (Ministry of Health of Armenia, 2013). In accordance with the principle of co-payment, the expenses of medical services incurred by the citizens are partially reimbursed by the State.

The following people are exempt from co-payment:

- people in socially vulnerable groups;
- people deemed to belong to a vulnerable group (after a determination by the Ministry of Health and the Municipalities, and a medical commission), in cases where treatment is given to people in a socially vulnerable condition, though they are not formally included in a socially vulnerable group;
- pensioners.

Some organizations provide their employees with employment benefit packages, which also include health insurance. There is no special State programme for providing medical insurance for vulnerable and unemployed groups. To obtain medical insurance from private insurance companies in Armenia a passport and a social insurance card are required.

In the context of reintegration of returnees, there is no special policy or strategy developed and the returnees have access to medical care in accordance with the law as any other person.

Since returnees are often classified as people belonging to vulnerable groups and hence

subject to some privileges, the description of the law-based rights of the people using the health system and services (especially the benefits), will be entitled to use the benefits programmes during their reintegration into society.

3.2.3 Hospital care

The cases when hospital care can be provided for free are regulated and described by orders Nos. 44, 720a, and several other orders and laws.

According to the aforementioned treatment of the following diseases and the following services are provided for free for the whole population:

- Treatment of intestinal and other infectious diseases;
- Treatment of sexually transmitted infections;
- Psychiatric care;
- Emergency medical care, in cases requiring intensive care;
- Treatment of addiction;
- Provision of haemodialysis;
- Obstetrician and gynaecological services;
- Intensive health care;
- Health-care services for vulnerable and special groups;
- Clinical and social rehabilitation and examination of the ability to work;
- Medical care for reproduction;
- Examination and treatment of individuals of pre-conscription and conscription age.

3.2.4 Medication supply

The list of social groups entitled to **free or discounted medication** provided through polyclinics, which is defined in decision N1717 made on 23 November 2006, by the Government of the Republic of Armenia is given below:

- Disabled, 1st and 2nd groups (The group (category) of disability is defined by The Ministry of Labour and Social Issues. It has a committee and does medical examination and assessment of disability);
- Disabled children (under 18);
- WWII veterans and persons equal to the latter;
- Children without parental care, as well as unilateral orphans (under 18);
- Children of multichild families (under 18, with four and more minor children);
- Family members of the servicemen killed in action when defending the Republic of Armenia as well as the ones who died in the line of duty;
- Children from families consisting of disabled people (under 18);
- Children under 7.

Social groups provided with medication at 50 per cent discount:

- Disabled, 3rd group;
- Chernobyl veterans;
- Illegally sentenced people;
- Single not working pensioners;
- Families consisting only of not working pensioners (including ones taking care for a minor child);
- Single mother's children (under 18).

Not working pensioners get medication at a 30 per cent discount.

List of diseases for which free medication is provided by polyclinics and hospitals:

- Tuberculosis (anti-TB drugs);
- Mental diseases (psychotropic drugs);
- Malign neoplasms (anti-tumour drugs, pain killers, narcotics);
- Diabetes mellitus and insipidus (anti-diabetic drugs);
- Epilepsy (anti-epileptic drugs);
- Myocardium infarction (first 2 months after sign out: drugs for better coronary blood circulation);
- Familial Mediterranean Fever (colchicine and/or analogous drugs);
- Cardiac valve insufficiencies (anti-coagulants, after prosthetics);
- Malaria (anti-malaria drugs);
- Chronic renal insufficiency (in case of kidney transplant and/or planned haemodialysis: cyclosporine, erythropoietin, mikofenolatmofetil and/or analogues);
- Phenylketonuria (phenylalanine-free baby formula).

For *free or discounted medication*, returnees need to apply to the polyclinic in their service area and provide ID (Armenian passport or any other document certifying their identity and Armenian citizenship) (birth certificate for children) and documents certifying that the persons belong to a certain socially vulnerable group.

The returnees often need **importing medication**. According to RA Government Decision # 581 "On Approving the Procedure of Import and Export of Medicines and Pharmaceutical entities in the Republic of Armenia" of 2000, an individual arriving in Armenia can import for personal use 10 items of medicines, 3 consumer boxes each, in case there is no certificate justifying a bigger amount needed for the treatment.

The returnee therefore has to have a certificate that the given medications are not available and registered in Armenia (from the Ministry of Health of Armenia) and another certificate from the doctor abroad that these medications are necessary for their treatment (epicrisis) and show them to the Customs Inspection on the border.

3.3 Education

3.3.1 Educational system of the Republic of Armenia

The **Republic of Armenia Ministry of Education and Science** is a national body of an executive authority which implements the policies of the RA Government in the Education and Science sectors.

The educational sector in the Republic of Armenia as well as the powers of the Ministry is defined by the Constitution of the Republic of Armenia, Laws of the Republic of Armenia “On education,” “On pre-school education,” “On general education,” “On primary vocational (handicraft) and middle level vocational education,” “On higher and post-graduate professional education” and other legal acts as well as by international treaties. In the context of the reintegration of migrants there are no special policies or procedures. All the citizens of the Republic of Armenia are subject to the same law.



Educational system of the Republic of Armenia includes all levels of education – from pre-school to post-graduate education. Educational programmes implemented in the Republic of Armenia are the following:

- general education programmes (basic and supplementary);
- professional education programmes (basic and supplementary).

General education programmes are aimed at comprehensive development of individuals, formation of their world outlook, creation of bases for selecting and mastering appropriate professional education programmes in line with their preferences, inclinations and abilities.

Basic general education programmes shall be the following:

- pre-school;
- elementary (general, specialized, special);
- basic (general, specialized, special);
- secondary (general, specialized, special).

Professional education programmes shall be designed to prepare specialists with relevant qualification, develop their abilities and skills, enhance their knowledge and raise their qualifications through sequencing general education and professional levels of education.

Basic professional education programmes shall be the following:

- primary vocational (handicraft);
- middle level vocational;
- higher professional;
- post-graduate professional.

Supplementary education programmes (general education and professional) shall be aimed at meeting educational needs of learners and specialists and raising their qualification, beyond basic programmes.

The following types of educational institutions exist in the Republic of Armenia:

- pre-school;
- general education;
- primary vocational (handicraft);
- middle level vocational;
- higher professional;
- supplementary education, including extracurricular upbringing;
- post-graduate professional education.

Educational programmes may also be implemented in non-educational institutions in accordance with the Law of the Republic of Armenia “On education,” upon permission of the authorized public administration body for education.

3.3.2 Recognition and assessment of qualifications.

For further reintegration of returnees, who acquired new qualifications abroad and wish to continue education in Armenia or find employment, the Government of the Republic of Armenia introduced the system of diploma/certificate acknowledgement. The certificate of acknowledgement is issued on the basis of the act of “Acknowledgement of international Certificates and Diplomas in the Territory of Armenia.”

Under this act the Ministry of Education and Science acknowledges and confirms the equivalence and certificates of education, academic titles and academic ranks conferred by international educational establishments and issues a certificate detailing equivalence.

Recognition and assessment of qualifications is done by the **National Information Centre for Academic Recognition and Mobility of the Ministry of Education** (Armenic).

The Armenic provides:

- information, advice or formal decision on the recognition and assessment of qualification;
- adequate, reliable and authenticated information on qualifications, education systems, and recognition organizations, public authorities and other interested parties;
- advice, final decision on the recognition of qualifications on the basis of their assessment by applying existing criteria and procedures;
- information on their rights regarding recognition;
- authentic information on the recognition of HE credentials and qualifications at national level.

3.3.3 Language training

The relevant knowledge of the Armenian language is one of the critical points for migrant reintegration into society. Proficiency in the Armenian language will help them to enter both educational institutions and colleges. Most of the organizations, working with migrants, can hire a tutor and organize Armenian language training courses if the need is identified for returnees. So the availability of courses is mainly demand driven.

There are numerous organizations, NGOs and education entities that provide training in the Armenian language. Among the NGOs, “Hope and Help” provides professional Armenian and Russian language courses for migrant children on a regular basis. Among other education structures that provide training in the Armenian language, is the School No. 114 in Yerevan.

The higher education entities also have language departments (mainly for foreign students). The Armenian State University as well as other institutions has special Foreign Students Training Faculties. Citizens of the Republic of Armenia can also participate in these courses to improve their language skills.

Students, who apply to this faculty, are divided into three groups:

- Students with no knowledge of Armenian
- Students with basic knowledge of Armenian
- Students with excellent knowledge of Armenian

In one academic year students gain enough knowledge to continue their professional courses in Armenian. The Ministry of Education and Science can provide information about available Armenian language training courses upon request or in case of necessity help to organize them for special groups.¹²

3.4 Military Service

Armenia has compulsory military service for two years for males from 18 to 27 years old. The responsible authority is the Armenian Ministry of Defence. For returnees that failed to serve the compulsory military service the “Law of the Republic of Armenia on citizen who failed to complete compulsory military service through violation of the established procedure” which was adopted 17 December 2003, applies.

Migrants who failed to complete the compulsory military service and are planning to return to Armenia need to submit their application to the Military Commissariat, through the consular section of the Armenian embassy or consulate in their host country in order not to be arrested by the border guards upon their return to Armenia. It is also possible to do this is through a proxy by issuing a power of attorney, i.e. a relative can submit the



¹² Citizens are provided with information on general and specific questions relating to educational system on the official web page of the Ministry of Education and Science of the Republic of Armenia, www.edu.am, under sections “Feedback” and “Frequently asked questions.”

application at the Ministry of Defence. Within a few days the applying returnee will be taken off the list of the border guards in order not experience problems when entering the country.

Those citizens that fail to complete compulsory military service and are 27 years and under upon their return to Armenia will need to pay a penalty set by the Article 2 of the “The Law of the Republic of Armenia on citizen who failed to complete compulsory military service through violation of the established procedure”. Those citizens that failed to complete compulsory military service and are 28 years and above will similarly need to pay a penalty set by the Article 2 of the law and will be registered as reservists.¹³

Returnees who require advice regarding military service should either contact a lawyer or get in touch with specialized NGOs, such as the Helsinki Citizen Assembly or the NGO Zinvori Mair (Mother of the Soldier).

The Military is Armenia’s biggest employer and there are employment possibilities for returnees. Applications are accepted by the Military Commissariats. Managerial positions are filled through contests. The vacancies are available publicized on the internet. For both male and female returnees in high school age (18–27 years) it is also possible to apply to study in one of the Military Educational institutions.

3.5 Banking

The banking system remains the biggest part of the Armenian financial market. As of September 2015, there were 21 commercial banks operating in the Republic of Armenia. They had 535 branches in Armenia and in Nagorno-Karabakh, of which 235 in Yerevan.

3.5.1 Central Bank

All the works in the financial sector are regulated by the Central Bank of Armenia. According to the State Law the Central Bank of Armenia is to ensure the stability of prices in the republic. In order to achieve its basic objective the Central Bank elaborates, approves, and implements monetary policy regulating monetary circulation and crediting of the economy.

The objectives of the Central Bank are:

- To ensure necessary conditions for the stability, solvency, liquidity and normal activities of the banking system of the Republic of Armenia;
- To create an effective settlement and payment system;
- To issue the currency of the Republic of Armenia, and organize and regulate money circulation.



¹³ Source: The Law of the Republic of Armenia on citizen who failed to complete compulsory military service through violation of the established procedure, adopted 17 December 2003 (unofficial translation).

The role of the Central bank is to ensure financial stability and control the payment system, national currency, legal acts and statistics in the financial sector of Armenia. The Central Bank also implements consumer rights' protection and oversee educational projects.

3.5.2 Commercial Banks

As of end of December 2014 there are 21 commercial banks operating in Armenia. Total assets of Armenia's commercial banks amount to about AMD 3,548.8 billion in December 2014.¹⁴

The top five banks (ranked by loans) recorded 53.3 per cent of the total loan portfolio as of 30 September 2015. The major part (95.7%) of the total sum of the outstanding loans was provided to the residents of Armenia, from which 56.9 per cent were companies (only 1.2% of this amount was provided to the State owned companies), 39 per cent to the households, and only a small part to non for profit organizations and other financial organizations (OFI). Compared with the same period of the previous year the share of loans to house holds in the total amount of outstanding loans decreased by 0.7 percentage points however the share of companies increased by 1.2 percentage points.¹⁵

According to Armenian banking sector overview the top ten banks of the Armenian banking sector as of 31 December 2014 are "ACBA-Credit Agricole Bank," "AmeriaBank" CJSC, "Anelik Bank," "AraratBank" OJSC, "Ardshinbank" CJSC, "AreximBank-GazPromBank Group," "ArmBusinessBank" CJSC, "ArmEconomBank" OJSC, "Armenian Development Bank" OJSC, and "ArmSwissBank" CJSC.

All the banks provide business loans with their terms and conditions.

To open an account at the bank a passport and social card are required. If returnee does not have valid passport yet, he can apply with the valid passport that he possessed while living overseas. Opening the account will take about two days depending on the bank. Receiving a bank card will take approximately one week depending on the bank.

3.5.3 Remittances and migrant savings

Armenia has a very large variety of money transfer systems. There are 13 different money transfer systems used by different banks: IntelExpress, MoneyGram, RIA Money Transfer, Golden Money transfer, Unistrim, XpressMoney, Avers, Anelik, BIF-SOUZ, Bistraya Pochta, Faster, SWIFT, Coinstar Pro Pay. All of them are working on the territory of the Republic of Armenia and using different rates for money transfer services and different payment conditions for both sender and receiver. In some cases the money sender pays the transfer fee, in some cases the receiver will take the fee payment. Every person can choose the most convenient option for their case.

According to the State Law on Income Tax (adopted 22 December 2010), property and funds received from private individuals are considered as heritage and (or) donation (gift) are not subject to taxation. Overall migrants' savings whether retained in the host country or accumulated in Armenia can represent a substantial amount of money. If the money is kept in the bank that has some affiliation in Armenia, or the person uses international credit cards like Master Card, Visa Card, American express, they can easily receive their savings upon their return. If the savings are kept in the bank account, which does not have affiliation in the

¹⁴ www.armbanks.am/en/2016/02/17/95388/

¹⁵ www.kpmg.com/am/en/issuesandinsights/articlespublications/pages/armenianbankingsectoroverviewforthe3quartersresultsof2015.aspx

Armenian banking system the procedure of receiving the money is rather complicated and will require a proxy who will fulfil the money transfer procedure. The savings are not subject to any taxation. The transfer fee will be collected only.

3.6 Social Protection

The **Ministry of Labour and Social Affairs** administers the social protection system in Armenia. The most important types of State social allowances in Armenia include:

- Family benefits
- Childcare benefits
- Childbirth benefit
- Pre-and postnatal maternity paid leave (which is part of the social insurance benefits).

Persons entitled to receive the allowances are:

- Citizens of the Republic of Armenia
- Foreign citizens holding an appropriate status of residence
- Persons without citizenship
- Refugees.

3.6.1 Family living standards enhancement benefits

Family living standards enhancement benefits are provided to assist in raising the living standards of disadvantaged families or to prevent deterioration of their condition. The family living standards enhancement benefits are: family benefit, social benefit and emergency assistance.

In 1994 the “PAROS” system was introduced in Armenia, which is a system to assess household vulnerability. This system determines the eligibility of registered families for benefits based on criteria with different scoring categories such as the social status of each family member, number of members, inability to work, settlement and living conditions, and average monthly family income and registers the information in a database. In 1996 some 70 per cent of all Armenian families were registered in “PAROS”. To apply for Family benefits, returnees need to lodge an application at a social service district office and will then be registered in the “PAROS” system. Families will need to provide supporting documentation for data on their household. Additional one-time benefits may be paid out to the poorest families. The base rate for the family benefits is AMD 17,000 and determination of the family benefit amount in terms of size and differentiation are set out in the Law “On State Benefits,” of the Republic of Armenia.

The **one off lump sum benefits** is provided to all new-born babies and is set at AMD 50,000 for the first and second children and AMD 430,000 for subsequent children. Applications are made through the social service district offices.

This is an allowance paid to employed mothers (or fathers) taking long-term maternity leave to care for the child. The assistance is AMD 18,000 a month and is paid until the child is aged 2. Applications are made through the social service district offices.

Women have the right to **pre-and postnatal maternity paid leave** of 140 days (70 days before and 70 days after delivery (more for complicated deliveries or multiple birth) based on Article 35 of the Armenian Constitution the benefit is 100 per cent of average earnings (regardless of the number of years of covered employment) divided by 30.4 (the average number of days in a month) and multiplied by the number of maternity leave days taken. Maternity leave is only provided to women in formal employment and therefore a high percentage of mothers in the informal sector in Armenia or housewives do not receive any maternity benefits. Applications are made through the social service district offices.

3.6.2 Pensions

The State body responsible for pensions and social welfare is the MLSA. The Ministry is in charge of implementing all policies in the labour and social security sectors apart from health care. Within the Ministry of Labour and Social Affairs the Social Security Service is the body that provides the services in the field of social security. Pensions are legally regulated through the “Law of the Republic of Armenia on State Pensions,” which was adopted on 22 December 2010. The basic pension in Armenia is AMD 13,000.

Persons at the age of 65 with at least 5 years history of insured work are entitled to the old-age (insurance) pension. An age scale is effective for women, according to which, each year that age for them increases by six months prior to reaching the age of 63. In 2007 women are eligible for pension at the age of 61, in 2011 – at the age of 63, etc. Persons that have reached the age of 65 and do not have work experience of at least five years are entitled to old-age (social) pension.



Instead of previous **distributive pension system** from January 2014 the new accumulative pension system started for all citizens aged below 40 and was introduced with both mandatory and voluntary funded pension options. This accumulative retirement plan means that from January 2014 working citizens below 40 years will save their future pensions themselves by having 5 per cent deducted from their monthly salaries and transferred into a savings account. The government will then double that amount. For those over 40 years the accumulative scheme is optional. As of 2014, pension funds are run by private/business funds.¹⁶ The citizens will have access to their pension when they reach the official pension age.

The **pension age** in Armenia is 63 years and 65 years for social pensions (less for those whose work was arduous or hazardous).

¹⁶ For further information visit the Pension System Awareness Centre at www.epension.am

There are three categories of pensions under the new system:

Labour pension:

- old age;
- privileged;
- long service;
- disability;
- survivor's;
- partial.

Military pension:

- long-term service;
- disability;
- survivor's.

Social pension:

- old age;
- disability;
- survivor's.

To receive a pension in Armenia, returnees have to be eligible according to the law and need to have a registered place of residence i.e. address in the Republic of Armenia. State pensions are currently administered and disbursed by the 51 Pension Offices across Armenia. Applications for State pensions are accepted by the State Social Security Service of the Ministry of Labour and Social Affairs.

For Armenian citizens that had permanent residence abroad, the multilateral agreement “*On Guarantees of Civil Rights in the Field of Pension Provision*” is of relevance, which was signed on 13 March 1992 by 12 members of the Commonwealth of Independent States (CIS) regulating pension provision within the CIS countries. This agreement entitles CIS citizens to receive their pension in their place of residence after retirement when the country of their previous permanent residence has ceased remunerating their pensions. Based on the agreement, the *International Association of Pension and Social Funds* was set up with participation of the CIS countries, Georgia and the Baltic States.¹⁷ The aim of the Association is the protection, promotion and development of social security and the coordination of social and pension funds. Important in this context is that the pension amount, the retirement age and the pension eligibility criteria vary in the different CIS countries.

¹⁷ For further information please see www.apsf.ru

3.7 Legal Aid and Personal Data Protection

3.7.1 Legal Aid

According to the Law on Advocacy of the Republic of Armenia, in certain cases legal aid can be provided to people who cannot afford to retain a lawyer. In specific cases, free legal aid can also be provided to people who have not yet been officially identified as a suspect or defendant, but there are substantial grounds to believe that the relevant body is preparing a charge against them. Free legal assistance is provided by the Chamber of Advocates of Armenia through its **Office of the Public Defender** at the State's expense. The Office of the Public Defender has 27 full-time and 2 part-time public defenders in the capital of Yerevan and 38 public defenders in the Regions of Armenia.

The Office of the Public Defender also provides free legal aid to the following persons:

- 1) family members of the servicemen who were killed (died) defending the borders of the Republic of Armenia;
- 2) 1st and 2nd group disabled;
- 3) prisoners;
- 4) members of the families registered in the vulnerability assessment system and having vulnerability score higher than 0;
- 5) participants of the Great Patriotic War and military operations during the defense of the borders of the Republic of Armenia;
- 6) unemployed persons;
- 7) pensioners living alone;
- 8) children without parental care, as well as persons belonging to children deprived of parental care;
- 9) refugees;
- 10) persons granted temporary asylum in the Republic of Armenia;
- 11) insolvent individuals who are presenting valid proof of their insolvency;
- 12) people with mental disorders receiving treatment in a psychiatric institution;
- 13) persons recognized by the Committee of Identification of Victims of Trafficking and Exploitation as victims or as a special category of victims.

Complaints of individuals regarding the violations of human rights and fundamental freedoms provided by the Armenian Constitution and laws and the international treaties of the Republic of Armenia, as well as by the principles and norms of International Law, caused by the State and local self-governing bodies and their officials can be filed with the **Office of the**



Human Rights Defender of Armenia. The Ombudsman's office has departments for women, disabled, children, refugees, soldiers, minorities, etc.

Representation and protection of labour rights and interests of workers can be done by the Confederation of Trade Unions of Armenia.

3.7.2 Protection of personal data

Social reintegration of returnees, especially the vulnerable ones (e.g. victims of trafficking) is very much dependant on the respect of their right to privacy and personal data protection. Therefore in the process of referral of the returnee from one institution to another it is vital to duly protect their personal data and all joint actions and cooperation activities should be conducted with respect for right to privacy and personal data protection. The privacy concerns are associated with the rapid growth of information technology and the fact that data are digitally transferable and easily accessible, and inadvertent disclosure of those can result in harm or threat to the safety of vulnerable people, youngsters at risk, disabled, VoTs, etc.

The Government of Armenia has ratified the Council of Europe Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data. The Law of the Republic of Armenia on Protection of Personal Data was adopted on 18 May 2015, which regulates the procedure and conditions for processing personal data, exercising State control over them by State administration or local self-government bodies, State or community institutions or organisations, legal or natural persons. By the decision of the Government of the Republic of Armenia No 734-N of 2 July 2015 the Agency for the Protection of Personal Data of the staff of the Ministry of Justice of the Republic of Armenia was established as an authorized body, and the statute and structure of the Agency for the Protection of Personal data of the Ministry of Justice was approved.

Part II

Referral system and institutional framework of reintegration

Chapter 4. Migrant resource centres

Potential and returned migrants can find assistance in one of the seven **Migrant Resource Centres** (MRC) which are run under the State Employment Agency of the Ministry of Labour and Social Affairs. MRC has two target groups, potential labour migrants and migrants that returned to Armenia.

The MRCs provide potential labour migrants with information on visa procedures, legislation and employment opportunities in host countries as well as inform, orient, and train labour migrants in preparation for employment and stay abroad, and reintegration upon their return home.

MRCs provide information about:

- (i) destination countries and their migration and labour legislation;
- (ii) the procedures required to depart and reside abroad; and
- (iii) possibilities of legal migration and dangers of irregular migration.

Being in the structure of the employment centres, the MRCs also provide information about vacancies in Armenia and in those foreign States, with whom the Armenian Ministry of Labour has working arrangements or bilateral/multilateral labour agreements.

They also inform returnees about existing reintegration programmes, refer to State employment programmes, undertake skill assessments for returnees and invites employers and potential job candidates to so called job clubs.¹⁸ One of the Migrant Resource Centres in Yerevan additionally runs a hotline for Armenians living in Poland giving advice on documents, visas, banking, etc.

MRC in Yerevan

Address: Yerevan Erebuni and Nubarashen District Employment Centre,
213A Khorentashi Avenue, Yerevan, Republic of Armenia
Phone: + 374 10 57 46 80

MRC in Ashtarak

Address: Ashtarak City Employment Centre, 7 Nerses Ashtaraketsi Street,
1st floor, rooms NN 6, 7, 8, 0201 Ashtarak, Aragatsotn Region, Republic of Armenia
Phone: +374 232 35233, 35293

MRC in Artashat

Address: 47 Isakov Street, Artashat, Republic of Armenia
Phone +374 93 97 00 69

MRC in Ijevan

Address: Ijevan City Employment Centre, 2 Vasilian Street, Ijevan,
Tavush Region, Republic of Armenia
Phone: +374 263 31567; 31139

¹⁸ Job clubs are events where employers present their companies to a group of job-seekers.

MRC in Armavir

137 Abovyan Street, 2nd floor, Armavir, Republic of Armenia

Phone: + 374 (0) 94 96 00 39

MRC in Vaik

14 Shahumyan Street, Vaik, Republic of Armenia

Phone: + 374 (0) 94 94 01 16

MRC in Goris

3 Mashtots Street, 2nd floor, Goris, Republic of Armenia

Phone: + 374 (0) 93 93 05 56



Source: www.yerevan.am/edfiles/images/embassy/varchakaneng.jpg

In the structure of the State Migration Service of Armenia a centre has been established: the so called Referral Centre for reintegration (RCR), a first point of contact within the SMS; which will formally refer returnees to existing programmes.¹⁹ This centralized system is designed to provide a single point of contact for migrants to be registered and referred to State services and employment programmes as required. The RCR office is located in the offices of the State Migration Service. Returnees will be registered and provided with general information, needs and skill assessment will be carried out and returnees will be referred to employment

¹⁹ The RCR is the initiative of the EU Targeted Initiative Project “Strengthening Armenia’s migration management capacities, with special focus on reintegration activities, in the framework of the EU-Armenia Mobility Partnership” implemented by the Office Français pour l’Immigration et l’Intégration in cooperation with the Governments of Belgium, Bulgaria, the Czech Republic, France, Germany, the Netherlands, Poland and Romania as well as the GIZ.

programmes through the State Employment Agency (SEA) or to programmes run by international and local organizations or NGOs. It is also expected to generate more qualitative data about returns from the RCR and statistics about return migration. Currently the only statistics available in regards to migration are the statistics of passenger traffic, i.e. the number of passengers arriving in Armenia and numbers departing. The difference is calculated as a positive or negative migration. Data received directly from returnees will in future give a more realistic picture and allow far greater analysis of the information

Referral Centre for Reintegration within the State Migration Service (SMS)

Address: 4 Hr. Kochar street, Yerevan 0033, Republic of Armenia,

Phone: +374 (0)10 22 49 25

E-mail: contact@ti-armenia.org

Webpage: www.smsmta.am

E-mail: externalrelations.sms@gmail.com

Working Hours: Every day 9:00 to 18:00 (break: 13:00-14:00)

The State Migration Service runs **Tundarc** (www.tundarc.am) internet information system created for the citizens of the Republic of Armenia (also dual citizens) returning to Armenia from foreign States. The system enables to obtain both useful information about return and reintegration processes in Armenia and programs implemented in this sphere, as well as apply to Armenian State authorities with concrete issue or problem or a suggestion via modern means of electronic communication.

In the framework of the Targeted Initiative for Armenia (TIA) project Reintegration Cooperation and Coordination Forum was organized. The Forum is a non-formal cooperation platform operating on a voluntary basis aimed at gathering organizations handling the issues of migrants and discussing problems and challenges of the field and sharing accumulated experience. Forum members are State Institutions, NGOs, and international organizations. The Forum conducts its activities through regular working meetings, that usually take place once a quarter and the coordination of the Forum activities is ensured by the State Migration Service. For the information on Forum activities, please visit www.tundarc.am and follow Facebook pages:

www.facebook.com/TIAproject

www.facebook.com/groups/709642632473751/

Chapter 5. Reintegration programmes by main selected implementing agencies

Agency	Main functional areas	Contacts
International Organization for Migration (IOM)	<p>Targeted regions in Armenia - All regions</p> <p>Partners - Governments of EU Member States, Government of Armenia</p> <p>Donors - Various</p> <p>Target group - Armenian nationals voluntarily returning to Armenia from Belgium, Finland, Italy, Norway, Poland, Slovakia, Switzerland and the Netherlands. Voluntary assisted return only, can also be eligible applicants held in detention centres that wish to return under AVRR. Reintegration for returns under Readmission.</p>	<p>IOM Mission in Armenia</p> <p>Address: 14 Petros Adamian street, 0010 Yerevan, Republic of Armenia</p> <p>Phone: +374 10 585692,</p> <p>Fax: +374 10 543365</p> <p>Webpage: www.iom.int/assisted-voluntary-return-and-reintegration</p> <p>www.iom.int/countries/Armenia (English)</p> <p>E-mail: iomArmenia@iom.int</p>
<p>IOM provides services to:</p> <ul style="list-style-type: none"> Ensure the sustainable return and reintegration of beneficiaries; Enable them to resettle in their home country, communities, and families; Better equip migrants to face challenges of the return and reintegration process; <p>The related programs:</p> <p>Assisted Voluntary Return from Poland and Reintegration (2010 – 2013, funded by the European Return Fund and the Government of Poland);</p> <p>B-Connected (Belgium, 2014 – 2015, funded by the European Return Fund);</p> <p>Measures to Enhance the Assisted Voluntary Return and Reintegration of Migrants with a Chronic Medical Condition Residing in</p>		

<p>the EU (2013 – 2014, funded by the European Return Fund and the Dutch Government); Micro-Enterprise Development (MED) Project (ongoing since 1997, various donors); Provision of Country of Origin Information on Medical Issues (ongoing since 2008, funded by the Government of Austria); Reintegration Assistance Switzerland (ongoing, funded by the Swiss Federal Government); Return Ex-Asylum-Seekers Belgium (ongoing since 1984, funded by the Government of Belgium); Return Information Fund (since 2002, in cycles, funded by the Swiss Federal Government); Supporting the establishment of effective readmission management in Armenia, Azerbaijan and Georgia Regional Project (2013 – 2014, funded by European Commission); Information Centre for Voluntary Return (ZIRF) Counselling-Individual Return Related Inquiries (since 2006, in cycles, funded by the Government of Germany).</p>	<p>Reintegration support</p> <p>Provision of Assisted Voluntary Return and Reintegration packages tailored to the individual needs of the migrants and depends on the programme. IOM can offer:</p> <ul style="list-style-type: none"> Pre-departure information and counselling in the country of destination; Pre-departure arrangements and assistance; Travel assistance; Post-arrival assistance; and Reintegration assistance (Reintegration allowances/grants; Information, counselling and referral services; Small business development/income-generating activities; Vocational training; Education support; housing and health assistance; Job placements/apprenticeships; Community assistance).
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	<p>Reception and Shelter assistance for stranded migrants.</p> <p>Wage subsidy and/ or vocational training/ education subsidy reintegration opportunity scheme: an employment contract and monthly timesheets must be presented to the IOM office in country of return.</p> <p>A cash grant (called reallocation grant) (amount varies for adults, the oldest the most) is provided upon departure to Armenia.</p> <p>Usually in kind reintegration grant is attributed to an identified individual per case, in addition to the standard reintegration grant allocated to all other individuals in the case (amount differs for adults and minors). The grant can be used to purchase professional equipment and for other related expenses.</p>
Employment	<p>IOM implements micro-credit scheme for vulnerable groups, victims of trafficking, refugees and returnees within Micro-Enterprise Development (MED) Project. The objective of the programme is to create self-employment and employment opportunities and to facilitate (re) integration. The MED programme provides small business training and counselling, microcredits and provides employment opportunities. The project is implemented in cooperation with the Ministry of Labour and Social Affairs.</p> <p>The MED programme aims at enhancing the self-sufficiency and integration of returnees, refugees, and displaced persons through the provision of micro-enterprise training, business credit for self-employment and employment opportunities. Target groups are returnees, refugees, displaced persons, women and individuals with low income. Loan terms:</p> <ul style="list-style-type: none"> ■ Group guaranteed loans-up to USD 500 (re-loans up to USD 1,000) with a repayment period of up to nine months; ■ Collateralized loans-up to USD 3,000 (re-loans up to USD 10,000) with a repayment period of two years;

	<ul style="list-style-type: none"> ▪ Tied loans for job creation for refugees, up to USD 3,000 (re-loans up to USD 10,000) with a repayment period of two years. <p>The selection criteria are: business viability, guarantees available, applicant credibility and employment generated. Loan repayment is closely monitored and followed up by the Project Business Advisors. Loans are provided through local banks with whom the IOM signed implementation agreements on banking services, such as Vneshtorgbank (VTB).</p> <p>Armenia Bank and Anelik Bank. Micro-business loans provided by IOM Armenia MED project through local banks with 10 – 22 per cent annual interest rate from 12–24 months.</p> <p>Business plans are assessed and loans approved/rejected by a Loan Selection Committee which consists of IOM and a partner bank. Collateral is provided by borrowers where available, and in the absence of collateral, peer guarantee groups are formed or borrowers (businesses) closely assisted and monitored by project business advisors. The project presently works in all regions of Armenia. Banks share the loan risk and interest income (or get a processing fee) subject to the services rendered.</p>
Education/training	IOM provides education and schooling, vocational-professional trainings.

<p>“Armenian Caritas” Benevolent Non-Governmental Organization</p>	<p>Targeted regions in Armenia - Shirak, Lori, Gegharkunik, Ararat Provinces and the City of Yerevan</p> <p>International Partners - Caritas Austria, Austrian Development Cooperation, Caritas Germany, German Ministry for Economic Cooperation and Development, Caritas France, Caritas Belgium, Cordaid, ICMC, Caritas Switzerland, Caritas Espanole, Caritas Sweden, Caritas Italia, Catholic Medical Mission Board, Renovabis, Medico Foundation, WCC, Action of the Three Kings, Kardinal Frings Gymnasium, Catholic Relief Services, United States Conference of Catholic Bishops (USCCB), l’Oeuvre d’Orient association, Norwegian Ministry of Foreign Affairs, Government of Liechtenstein</p> <p>Target group - Voluntary, mandatory and forced returnees from EU, Norway, Switzerland and Liechtenstein, who are citizens of Armenia.</p>	<p>“Armenian Caritas” Main Office Address: 8 H. Sargissian Street, Side street # 3, Gyumri 3118, Republic of Armenia Executive Director: Mr. Gagik Tarasyan Phone: +374 312 57201</p> <p>“Armenian Caritas” Yerevan Office Address: 34 Chaikovski Street, Apt. # 23, Yerevan 0010, Republic of Armenia Office Responsible and “Regional Campaign against Illegal Migration and Trafficking” and “Sustainable Reintegration after Voluntary Return” Project Manager: Movses Hakobyan “Migration and Development” Project Manager: Lusine Stepanyan</p> <p>Phone: +374 10 56 57 66</p> <p>Webpage: www.caritasarm.am (Armenian/English) www.facebook.com/ArmenianCaritas/?fref=ts E-mail: caritas@cararm.am</p>
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<p>“Armenian Caritas” provides services to ensure the returnees reintegration in their communities. The related programs are:</p> <ul style="list-style-type: none"> ▪ Migration and Development; ▪ Sustainable Reintegration after Voluntary Return; ▪ Regional Campaign against Illegal Migration and Trafficking. 	<p>“Armenian Caritas” provides social, medical, small-scale/start-up business development grants, community social development grants and non-interest business development loans. Assistance also can include resolving temporary housing problems (renting a house or buying a house with returnee contribution), providing medical, social, psychological assistance, providing opportunities for vocational and professional re-orientation training, assisting in finding employment. Information and Counselling is provided related to different issues; legal, social, economic, medical, etc.</p> <p>In their project “Sustainable Reintegration after Voluntary Return” “Armenian Caritas” assists AVR returnees from Belgium with reintegration assistance. The project is funded by the Belgian Ministry of Social Integration through the Belgian Federal Agency for the Reception of Asylum seekers (FEDASIL) and Caritas Internationalis in Belgium. Returnees are assisted to return by IOM and then “Armenian Caritas” provides reintegration assistance upon arrival in Armenia. Before their departure the beneficiaries have to design a business plan so that upon arrival in Armenia the returnee has a concrete project idea.</p> <p>The project Migration and Development is funded by the Government of Liechtenstein and Caritas Austria from 2010. The project aims to provoke the establishment of sustainable reintegration measures for returnees to Armenia, and to create an effective, client-oriented information system for potential migrants. It targets all deported, mandatory and voluntary returnees from EU, Norway, Switzerland and Liechtenstein, who have lived in one of these countries at least for 6 months, were asylum-seekers or labour migrants there, have returned to Armenia and applied to “Armenian Caritas” for reintegration assistance not later than six months period after their return.</p>
<p>Reintegration support</p>	

	<p>The assistance may include:</p> <ul style="list-style-type: none"> ▪ Individual counselling of the returnees /legal, social and business; ▪ Assistance with housing problems; ▪ Provision of livestock to villagers for the family economic stability; ▪ Provision of medical, social, psychological and legal assistance; ▪ Tailor-made vocational trainings such as IT skills, accounting, hairdressing, etc; ▪ Start-ups’ advice and business loans; ▪ Assistance with employment search; ▪ Encouragement of community development of returnees.
<p>Employment</p>	<p>Starting from 2013 the “Migration and Development” project aims to help returnees to stabilize their social status through the establishment of their own businesses in the home country. The programme provides beneficiaries of the project with no interest rate loans. Nationals of the RA who have lived abroad for at least one year and returned to Armenia after January 2014 are eligible to apply for the loan. The loan amount is up to EUR 2,500, or its AMD equivalent. The loan is provided for one to two year period depending on the business type, and the repayment process begins three months after receiving the funds. For the business loan, the returnees undergo needs assessment with “Armenian Caritas” They can be supported in their business set up by a business consultant. The loan needs to be repaid after a year depending on the type of business venture. So far businesses have been established in the following areas: agriculture, transport (taxi), health and beauty (hairdressing), shoe repair, sewing and retail.</p>

After submitting the loan application, business courses are conducted for the beneficiary, which include general business knowledge involved in setting up and expanding business activity, as well as more specific methods of preparing business plans. During this period, the beneficiary prepares and submits his/her business plan in order to receive the loan. The so called Revolving Fund Disperse Committee responsible for granting loans will then assess the business plan and make a final decision on whether to grant the loan. While assessing business plans, the following criteria are taken into consideration:

The feasibility and urgency of the submitted business plan is based on the following criteria:

- The realistic nature of the budget;
- The personal ability and skills of the applicant to run a business;
- The amount of the applicant's own investment;
- Creation of new jobs by the suggested project (direct and indirect).

According to the decision of the Committee, "Armenian Caritas" and the beneficiary will sign a bilateral contract, which includes the conditions of the loan and the repayment schedule. Under the contract, all of the equipment and property obtained through the loan will, as long as the beneficiary repays the loan, in full go over to the beneficiaries upon completion of the time period. The liabilities associated with the loan contract are suspended once the sum is returned and the appropriate act is signed between both sides. "Armenian Caritas" provides the beneficiary with the necessary training, guidelines and information, and furthermore provides accounting assistance and free legal consultations from the time of the loan application until the repayment of the loan in full. At the same time, while the loan is still active, monitoring of the business project is carried out, requiring the beneficiary to submit financial and narrative reports every three months according to formats developed by "Armenian Caritas."

Education	Vocational and reorientation trainings are provided to returnees in the following areas: Floristic design, computer courses, the English language courses, stand-up meal and party designing, hairdressing, accounting, cooking, manicure, make-up, table design, etc.
Health care	“Armenian Caritas” implements health support- referral activities for returnees from EU countries, Norway, Switzerland and Liechtenstein.

<p>French Office for Immigration and Integration (OFII)</p>		<p>French Office for Immigration and Integration (OFII) Representation in Armenia</p> <p>Address: Piazza Grande, 10 V. Sargsian Street, 3rd floor, Yerevan, 0010 Republic of Armenia Phone: +374 60 61 3036 Webpage: www.ofii.fr; facebook.com/TIAproject http://ec.europa.eu/immigration (English)</p> <p>French Embassy in Armenia 8, Grigor Loussavoritch Phone: +374 60 651950 Webpage: www.ambafrance-am.org</p>
<p>French Office for Immigration and Integration (OFII)</p>	<p>Targeted regions in Armenia - All regions</p> <p>Partners - Lead partner: France: French Office for Immigration and Integration (OFII); Junior partner: Germany: Deutsche Gesellschaft f3r Internationale Zusammenarbeit (GIZ)</p> <p>In consortium with partners from 8 European Union Member States: Belgium: Immigration Office and Federal Agency for the reception of asylum seekers; Bulgaria: Ministry of Labour and Social Policy; Czech Republic: Ministry of Interior; France: Armenian Social Aid Society;</p>	<p>French Office for Immigration and Integration (OFII) Representation in Armenia</p> <p>Address: Piazza Grande, 10 V. Sargsian Street, 3rd floor, Yerevan, 0010 Republic of Armenia Phone: +374 60 61 3036 Webpage: www.ofii.fr; facebook.com/TIAproject http://ec.europa.eu/immigration (English)</p> <p>French Embassy in Armenia 8, Grigor Loussavoritch Phone: +374 60 651950 Webpage: www.ambafrance-am.org</p>

	<p>Germany: Federal Office for Migration and Refugees; Netherlands: Repatriation and Departure Service and Immigration and Naturalisation Service of the Ministry of Interior and Kingdom Relations; Poland: Ministry of Interior and Administration and Ministry of Labour and Social Policy; Romania: Ministry of Administration and Interior</p> <p>Donors - European Union</p> <p>Target group - Armenian nationals returning to Armenia, after having spent abroad at least 6 months and applying for support within one year after return to Armenia. Voluntary, assisted, forced and readmitted.</p>	
		<p>OFII provides services to ensure sustainable social and economic reintegration of returning migrants.</p> <p>The related projects:</p> <p>Strengthening Armenia's Migration Management Capacities with Special Focus on Reintegration Activities in the Framework of the EU-Armenia;</p> <p>Mobility Partnership;</p> <p>Voluntary return and Reintegration assistance from France (in Armenia and Georgia).</p>

Reintegration support	<p>Provision of information, needs assessment and referral services upon return at the Referral Centre for Reintegration. Counsellors at the Referral Centre for Reintegration provide counselling and information on running reintegration projects and possibilities of assistance (business start-up assistance, referral to medical assistance, language training support, vocational education and training support).</p> <p>Reintegration assistance for returnees from France can include, according to the needs and profiles of the beneficiaries:</p> <ul style="list-style-type: none"> ▪ Social reintegration (housing, schooling, health); ▪ Reintegration assistance through employment; ▪ Reintegration assistance through business start-up.
Employment	<p>Small business start-up support after needs assessment by a case officer. Up to EUR 5,000 in kind assistance for individual business start-ups. Up to EUR 10,000 in kind assistance for development/ reintegration projects proposed by Diaspora organisations. Assistance is provided in kind.</p>
Education	<p>Various vocational trainings for adults. Armenian language training for children and adults. Business start-up training, Business start-up training and grants, Special assistance for Victims of Trafficking such as Vocation and Education training.</p>
Health	<p>OFII assists in health support for returnees from all EU Member States and other geographical areas. Basic medical and psychological support and referral to appropriate services.</p>

<p>French Armenian Development Foundation (FADF)</p>	<p>Targeted regions in Armenia - All regions</p> <p>Partners - Office Français de l’immigration et de l’Intégration (OFII), Association Arménienne d’Aide Sociale (AAAS)</p> <p>Donors - EU, Office Français de l’immigration et de l’Intégration (OFII), Association Arménienne d’Aide Sociale (AAAS)</p> <p>Target group - Armenian nationals voluntarily returning to Armenia from France, Assisted return.</p>	<p>French Armenian Development Foundation (FFAD)</p> <p>Address: 10/7 Azatutian Avenue, 0037 Yerevan, Republic of Armenia</p> <p>Phone: + 374 10 201840</p> <p>Fax: + 374 10 205840</p> <p>Webpage: www.ffad.am (Armenian, English, French)</p> <p>E-mail: info@ffad.am</p>
<p>FADF provides services to ensure sustainable social and economic reintegration of returnees.</p> <p>The related programs:</p> <p>Return to sources</p>		
<p>Reintegration support</p>	<p>Within the framework of the “Return to sources” project, by the assistance of the OFII and AAAS, pre-departure support and counseling is provided in France to the persons returning to Armenia voluntarily.</p> <p>With the assistance of the OFII, services aimed at social and economic reintegration are provided in Armenia including:</p> <p>Reintegration through work- professional education and training, technical assistance (forming a CV or updating it), rendering of information on vacancies and relevant sources, interview preparation.</p>	

	<p>Social reintegration - Counseling on available social services and programs, referral to relevant institutions, provision of social package that can include rendering of first aid facilities and furniture, dwelling (apartment fee) reimbursement, assistance for the organization of the child's education, as well as translation of the necessary documents (with notary certification).</p>
Employment	<p>With the assistance of the OFII, counseling and support is given to help the beneficiaries to find a work:</p> <ul style="list-style-type: none"> Organization of the beneficiary's vocational training at appropriate specialized institutions; Provision of technical support (forming a CV or updating it); Information on vacancies and relevant sources and interview preparation. <p>Support to small business creation:</p> <p>The feasibility study and elaboration of a business plan are carried out with the help of a business consultant with direct participation of the beneficiary. After the elaboration of a business plan it is submitted to the French Embassy in Yerevan and OFII where the committee makes decisions whether to finance or reject the business plan. When the project is approved the FADF staff provides individual counseling and support, organizes the purchase procedure and supports the launch of the business. During the first two years of the business launch the foundation specialists perform monitoring and assessment visits, by providing with the necessary counselling.</p>
Education	<p>The beneficiaries' vocational training is arranged by the vocational training providers having the primary consent of OFII. Vocational training is provided with maximum 6 month duration and pursues to support the returnees to obtain the required skills and become competitive in the labour market.</p>
Health	<p>Within the framework of the project support to the returnees from France is rendered to assure service availability of urgent first aid. The support can include medicine purchase and reimbursement of the fee for the medical services.</p>

<p>Republican Union of Employers of Armenia</p>	<p>Targeted regions in Armenia - Yerevan, Lori and Syunik region</p> <p>Partners - Beeline Armenia, German Union of Employers</p> <p>Donors - “State Employment Service” Agency, ILO (youth employment), RUEA (through its own means), G-20 (VET, trainings, business idea market)</p> <p>Target group - Mixed group, including return migrants</p>	<p>Republican Union of Employers of Armenia</p> <p>26a Movses Khorenatsi street, 0010, Yerevan, Armenia +37410 527 421; ruea@employers.am www.employers.am</p>
<p>RUEA provides training and consulting for start-up business Related programs: Business planning and organization, VET (Vocational Training and Education) German Project.</p>		
<p>Reintegration support</p>	<p>Training about legal types of enterprises, business legislation, consulting for starting up a business, mentoring. Investment can be provided upon request.</p> <p>Trainings for vocational education institutions and for high schools on analysis of the local legislation / weak and strong sides. Proposals for reform, evaluation modules and teaching opportunities for employers to facilitate access to entrepreneurial education.</p> <p>Economic evaluation of the impact of labour demand and labour supply reduction.</p>	

Education	<p>Awareness raising activities on human trafficking and forced labour</p> <p>“Business planning and organization” trainings for 35–45 age group.</p> <p>“How to start and improve own business” trainings for 18–25 and 25–55 age group.</p> <p>“Career path planning” training course for about 40 high school students.</p> <p>“What is labour migration, forced labour, trafficking in humans” seminars for college students.</p> <p>Stimulation of enterprise engineering capabilities in 3–4 pilot enterprises (training, workshops and practical activities for students of schools and colleges).</p>
Mission Armenia	<p>Targeted regions in Armenia - Yerevan Nor Nork District, Kapan, Siunik Region</p> <p>Partners - Various www.mission.am/en/partners/index.php</p> <p>Donors - Various www.mission.am/en/donors/index.php Target group - vulnerable population</p> <p>Address: 42, Garegin Nzhdeh St. Yerevan 0026, Armenia Phone: (+374 10) 444792, 444793, 444761, 444732 Fax: (+374 10) 444792 URL: www.mission.am E-mail: org@ngo.mission.am</p>
<p>Mission Armenia provides services to make better the lives of vulnerable people, to provide them the most vital services and above all to fully reintegrate them into the society.</p>	
Health	<p>Health assistance/health education, social services, socio-legal counselling, training sessions, psychological support, etc.</p> <p>Health education sessions.</p> <p>Psychological and legal trainings and counselling.</p> <p>Community Centre / Temporary Recovery Centre</p>

Part III

Recommended net thematic resources and bibliography

i General migration profile - Armenia

The IOM **country fact sheets for Armenia** developed for the German “Information Centre for Voluntary Return:”

http://www.bamf.de/SharedDocs/MILO-DB/EN/Rueckkehrfoerderung/Laenderinformationen/Informationsblaetter/cfs_armenien-dl_en.html (in Armenian, English and German).

The **Armenia country facts sheets** produced for the Country of Return Information (CRI) Project Network: <http://www.refworld.org/publisher,CRIP,COUNTRYREP,ARM,,,0.html>

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ii Return

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iii Reintegration

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- 2001 The Return and Reintegration of Rejected Asylum Seekers and Irregular Migrants. An analysis of government assisted return programmes in selected European countries, Koser, K., **International Organization for Migration (IOM)**, Geneva.
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www.careercentre.am

www.hr.am

www.jobfinder.am

www.ashxatanq.am

www.job.am

www.tanger.am

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The list and information on **State and private primary vocational and middle level vocational institutions** operating on the territory of the Republic of Armenia:

www.edu.am/index.php?menu1=93&arch=0 (Armenian).

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www.legalaid.am (in Armenian, English).

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www.mlsa.am/home/index.php?code_id=371&menu_id=362 (in Armenian).

The List of social service centres in the **Ararat Region**:

www.mlsa.am/home/index.php?code_id=374&menu_id=362 (in Armenian).

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www.mlsa.am/home/index.php?code_id=377&menu_id=362 (in Armenian).

The list of social service centres in **Gegharkunik Region**:

www.mlsa.am/home/index.php?code_id=380&menu_id=362 (in Armenian).

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www.mlsa.am/home/index.php?code_id=383&menu_id=362 (in Armenian).

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www.mlsa.am/home/index.php?code_id=386&menu_id=362 (in Armenian).

The List of social service centres in the **Shirak Region**:

www.mlsa.am/home/index.php?code_id=389&menu_id=362 (in Armenian).

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www.mlsa.am/home/index.php?code_id=392&menu_id=362 (in Armenian).

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www.cba.am/en/sitepages/fscfobanks.aspx (in English).

The list of **credit organizations** is available at

www.cba.am/en/SitePages/fscfocreditorganizations.aspx (in English);
www.cba.am/am/SitePages/fscfocreditorganizations.aspx (in Armenian).

Money transfer systems for more detailed information please follow the link:

www.banks.am/am/transfers

Online banking services including terms and conditions of the business loans:

www.banks.am

The list of **Armenia’s bilateral tax agreements**:

<http://taxservice.am/Content.aspx?itn=TLInternationalTreaties>
(in Armenian, Russian, English).

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- 1997 The Law of Republic of Armenia on Value Added Tax:
www.customs.am/Shared/Documents/_CL/Laws/or_1997_ho118.pdf
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"Guidelines on the Protection of Child Victims of Trafficking"

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"Let's talk, Developing effective communication with children victims of violence and trafficking" www.childtrafficking.org/eng/publication.html (*in English*).

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www.unhcr.org/4566b16b2.pdf

The list of boarding institutions, orphanages for child care and protection:

www.mlsa.am/home/index.php?menu_id=110&child_id=128&code_id=458

www.mlsa.am/home/index.php?menu_id=110&child_id=128&code_id=407

www.mlsa.am/home/index.php?menu_id=110&child_id=128&code_id=605

Care centres for elderly

www.mlsa.am/home/index.php?menu_id=110&child_id=125&code_id=455

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x Data

CoE Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data is available at <http://conventions.coe.int/Treaty/en/Treaties/Html/108.htm> (in English), <http://conventions.coe.int/Treaty/RUS/Treaties/Html/108.htm> (in Russian).

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www.coe.int/t/dghl/standardsetting/DataProtection/default_en.asp (English).

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Part IV

Contacts of Main Organizations involved in Reintegration of Returnees

State Bodies

Armenian State Pedagogical University

13 Alex Manoogian Street, Room 404

Tel.: + 374 10 556030/168,

<http://receaproject.blogspot.com>;

<http://int.awo-bremerhaven.de/index.php?id=312&L=1>

Central Bank of the Republic of Armenia

6 Vazgen Sargsian Street, 0010 Yerevan

Tel.: +374 10 59 26 93 (hotline)

www.cba.am

Ministry of Defence of Armenia

5 Bagrevand Avenue, 0044 Yerevan

Tel.: +374 10 29 46 99

modpress@mail.am

www.mil.am

Ministry of Diaspora of Armenia

3/8 Vazgen Sargsian Street, 0010 Yerevan

Tel.: +374 10 585601, 585602

www.mindiaspora.am

Ministry of Education and Science

3/8 Vazgen Sargsian Street, 0010 Yerevan

Republic of Armenia

Tel.: +374 10 52 06 32; 52 73 43

Department of Secondary Education

Tel.: +374 10 52 47 49

Department of Primary (Vocational) and High Specialized Education

Tel.: +374 10 547019

Department of Higher and Post-Graduate Education

Tel.: +374 10 58 99 07

info@edu.am

www.edu.am

Ministry of Foreign Affairs

3/8 Vazgen Sargsian Street, 0010 Yerevan

Republic of Armenia

Webpage: www.mfa.am (Armenian/English/Russian)

Tel.: +374 10 54 40 41, +374 60 620000

info@mfa.am

www.mfa.am

Ministry of Health care

Address: Republic Square, Governmental building-3, 375010 Yerevan,

Hotline: +374 10 52 88 72

www.moh.am

Ministry of Justice of Armenia Civil Status Acts Registration Agency

3/8 Vazgen Sargsian Street, 0010 Yerevan,

Tel.: +374 10 38 02 24

argam.stepanyan@moj.am

<http://moj.am/structures/view/structure/12>

Ministry of Labour and Social Affairs of Armenia

Government Building 3, Republic Square, 0010 Yerevan

Department of Family, women and children issues

Division of Women's Issues Tel.: +374 10 56 53 21, +374 10 56 53 21

Department of Social Assistance Tel.: +374 10 560252

Department of Disabled and Elderly Tel.: +374 10 52 17 61

www.mlsa.am

Medical-Social Expertise Agency of the MLSA

129 A. Armenakian Street, Nork Marash, 0047 Yerevan

Tel.: +374 10 650601

info@hhbsp.am

www.hhbsp.am/

Ministry of Sport and Youth Affairs

9 Abovian street, Yerevan

Tel.: +374 10 54 69 32, 52 64 49, 52 99 28

<http://msy.am>

www.cragrer.am

Office of the Human Rights Defender of Armenia

56A Pushkin street, 0002 Yerevan

Tel.: +374 10 53 76 51

Hotline: 116

Fax: +374 10 53 88 42

ombuds@ombuds.am

<http://ombuds.am>

Small and Medium Enterprise Development Centre of Armenia (SMEDNC)

5a Mher Mkrtchian Street, 0010 Yerevan

Tel.: +374 10 54 16 48, 56 37 14, 58 32 61

Hotline: +374 10 56 37 14

info@smednc.am

www.smednc.am

Police of the Republic of Armenia

130 Nalbandyan Street, Yerevan

Website: www.police.am

Hotlines: For general issues +374 10 54 69 14, +374 10 54 69 12

For migration: 080050550 (Republic of Armenia Police),

080050551 (RF Federal Migration Service Representation in Armenia)

For human trafficking and irregular migration: 0800 505 50

Police of Armenia, Passport and Visa Department

10/17 Davidashen fourth District, 0054 Yerevan

Website: www.passportvisa.am (Armenian)

Tel.: +374 10 370263

Hotline: +374 (0) 9 007 007 (paid)

Public Defender's Office

8 Koryun Street, Apt. 5

Tel.: +374 10 583844

Chamber of Advocates of Armenia

3 Zakiyan Street

Tel.: +374 10 54 71 28; 56 45 24

**State Migration Service of the Ministry of Territorial Administration and Development
Referral Centre for Reintegration within the State Migration Service**

4 Hrachia Kochar Street, Yerevan, 0033, Armenia

Tel.: +374 (0)10 22 49 25

contact@ti-armenia.org

www.smsmta.am, www.backtoarmenia.com

State Revenue Committee of Armenia

3 Movses Khorenatsi Street, 0015 Yerevan,

T.: +374 10 594311,

Hotline: +374 60 54 44 44

info@customs.am

www.customs.am, www.petekamutner.am

State Employment Agency of the Ministry of labour and Social Affairs

68 Ulnetsi Street, Yerevan

Tel.: +374 10 280619

Hotline: +374 (0) 80 00 10 20

info@employment.am

www.employment.am

State Social Security Service of the Ministry of Labour and Social Affairs

Address: 13 Nalbandian Street, 0010 Yerevan

Phone: +374 10 51 14 14, 51 14 14 (FREE)

Fax: +374 010 52 15 94

Webpage: www.ssss.am/arm/pensions (Armenian)

Email: info@sif.am

SOS-children villages, National Office

1 Yekmalyan str., suite 31, 0002 Yerevan

Tel: +374 10 533 352, +374 10 533 372

Fax: +374 10 533 342

E-mail: soscvarmenia@sos-kd.am

Social Service District Office Avan and Nor-Nork

19 Guy Avenue, 0062 Yerevan

Phone: +374 010 51 14 54, 51 14 99/363

Fax: +374 010 63 89

Email: anahit.azaryan@sif.am

Social Service District Office Arabkir

12 Vagarshian Street, 0012 Yerevan

Phone: +374 010 51 14 17, 010 51 14 99/301

Fax: +374 010 26 62 98

Email: hovhannes.hovhannisyan@sif.am

Social Service District Office Davitashen

Davitashen, District-3, municipality building, 0054 Yerevan

Phone: +374 010 51 14 19, 010 36 75 55

Fax: +374 010 36 39 11

Social Service District Office Erebuni-Nubarashen

87 A Sasuntsi Davti Street, 0008 Yerevan

Phone: +374 010 51 14 34, 51 14 99/331

E-mail: kima.ghukasyan@sif.am

Social Service District Office Kentron-1

Khanjian Street 19B, 0010 Yerevan

Phone: +374 010 51 14 37, 010 51 14 99/341

E-mail: amalya.vardumyan@sif.am

Social Service District Office Kentron-2

Sayat-Nova Avenue 21, 0010 Yerevan

Phone: +374 010 51 14 49, 010 51 14 99/351

E-mail: arayik.arshakyan@sif.am

Social Service District Office Malatia-Sebastia

Sebastia Street 3A, 0065 Yerevan,

Phone: +374 010 51 14 59, 010 51 14 99/383

E-mail: armenak.matevosyan@sif.am

Social Service District Office Mashtots

12 Estonakan Street, 0038 Yerevan,

Phone: +374 010 51 14 57, 010 51 14 99/375

Fax: +374 010 39 13 20

E-mail: sanam.asatryan@sif.am

Social Service District Office Shengavit

Address: G. Nzhde Street 48/2, 0026 Yerevan

Phone: +374 010 51 14 64, 010 51 14 99/394

E-mail: samvel.elbakyan@sif.am

Social Service District Office Kanaker-Zeitun

Address: K. Ulnetsi Street 59/5, 0014 Yerevan

Phone: +374 010 51 14 23

Fax: +374 010 24 80 50

E-mail: varduhi.gevorgyan@sif.am

Migrant Resource Centres

MRC in Yerevan

Yerevan Erebuni and Nubarashen District Employment Centre

213A Khorentashi Avenue, Yerevan

Tel: + 374 10 57 46 80

MRC in Ashtarak

Ashtarak City Employment Centre,

7 Nerses Ashtaraketsi Street, 1st floor, rooms NN 6, 7, 8

0201 Ashtarak, Aragatsotn Region

Tel: +374 232 3 52 33, 3 52 93

MRC in Artashat

47 Isakov Street, Artashat

Tel.: +374 93 97 00 69

MRC in Ijevan

Ijevan City Employment Centre, 2 Vasilian Street,

Ijevan, Tavush Region

Tel.: +374 263 31567, 31139

MRC in Armavir

137 Abovian Street, 2nd floor, Armavir

Tel.: + 374 94 96 00 39

MRC in Vaik

14 Shahumyan Street, Vaik

Tel: + 374 (0)94 94 01 16

MRC in Goris

3 Mashtots Street, 2nd floor, Goris

Tel.: + 374 93 93 05 56

Intergovernmental Organizations

International Organization for Migration

Mission in Armenia
14 Petros Adamian street, 0010 Yerevan
Tel.: +374 10 585692

IOM Micro-Enterprise Development Project
1/62 Aghbyur Serob Street, Yerevan
Tel: +374 10 22 94 74

IOM MEDP in Giumri
14 G. Nzhdeh Street, Apt. 18, Gyumri
Tel.: +374 312 48 608
iomArmenia@iom.int
www.iom.int/cms/return-assistance-migrants-governments,
www.iom.int/Armenia

Armenian Non-Government Organizations

Business Support Centre

“Business Pale” Centre, 2nd floor, 6 Yekmalian Str., 0002 Yerevan
Tel.: +374 10 57 47 78, +374 10 53 23 13,
+374 60 53 21 13, +374 99 57 47 78, +374 77 57 47 78
bsc@bsc.am
marketing@bsc.am
www.bsc.am (English, Armenian, Russian).

Caritas Armenia Main Office

8 Vazgen Sargissian Street, Side street nr. 3, 3118 Giumri,
Tel: +374 312 57201

Caritas Armenia Yerevan Office

34 Chaikovski Street, Apt. 23, Yerevan
Tel.: +374 10 56 57 66
caritas@cararm.am
www.caritasarm.am
www.reintegrationcaritas.be/en/country-information/asia/armenia.html

Confederation of Trade Unions of Armenia

Home of Trade Unions
26/3 Vazgen Sargsian Street, 8th floor
Tel.: +374 10 545237, +374 10 520445, +374 10 582149, +374 10 589231,
+374 10 524528
www.hamk.am (in Armenian, English).

French Armenian Development Foundation (FFAD)

10/7 Azatutyan Avenue, 0037 Yerevan

Tel.: +374 10 201840

info@ffad.am

www.ffad.am

Future is Open

Zatik Orphanage

1 Qajaznuni street, 3rd floor, Yerevan

Tel.: +374 10 559126

E-mail: info@fio.am

www.helpthechildren.fio.am/zatik/arm/orphanage.php (Armenian, English).

Helsinki Citizens' Assembly Vanadzor Office

Tigran Mets 59, Vanadzor

Phone: +374 32 24 22 68

Fax: +374 32 24 12 36

Hotline: 0 8000 12 11

Webpage: www.hcav.am (Armenian, English).

E-mail: hcav@hcav.am

Hope and Help

37 Pushkin Street, Appt. 5, Yerevan

Tel.: + 374 10 53 48 34

Trafficking Hotline: 08008081

info@hopehelp.am

www.hopehelp.am

International Centre for Human Development

19 Sayat Nova Avenue (Ani Piazza Hotel), 0001 Yerevan

Tel.: +374 10 582638, +374 10 528321

www.ichd.org

Mission Armenia

42, Garegin Nzhdeh Street, Yerevan 0026

Phone: +374 10 44 47 92, 44 47 93, 44 47 61, 44 47 32

Fax: +374 10 44 47 92

E-mail: org@ngo.mission.am

www.mission.am

Red Cross Society, Armenia

21/1 Paronyan Street, 0015 Yerevan

Tel./Fax: +374 10 583630

E-mail: redcross@redcross.am

www.redcross.am (Armenian/English).

Repat Armenia Foundation

37 Hanrapetutian Street

Tel.: +374 60 46 46 60

contact@repatarmenia.org

<http://repatarmenia.org/eng>

Republican Union of Employers of Armenia

26a Movses Khorenatsi street, 3rd floor

Tel.: +374 10 52 74 21, 52 87 09

www.employers.am (Armenian, English, Russian).

**Sectorial Union of Private Employment Agencies of
the Republican Union of Employers of Armenia**

(Headquartered at Tanger Recruitment Agency)

7 Kasian street, 2-nd entrance, Apt. 11, Yerevan

Tel.: +374 10 27 53 10, +374 60 52 95 29

Mobile: +374 91 29 18 92

tanger@tanger.am

Skype: [tanger.recruitment.company](https://www.skype.com/join/tangerrecruitmentcompany)

<http://tanger.am> (Armenian, Russian, English).

United Methodist Committee on Relief (UMCOR) Armenia

14, Karapet Ulnetsi Street, Yerevan

UMCOR anti-trafficking hotline: 0 800 50 558

Tel: +374 10 24 81 41, 28 29 77

Fax: +374 10 24 92 15

E-mail: umcor@umcor.am

www.umcor.am

Zinvori Mair

Address: 5/107 Khanjyan Street, 375010 Yerevan

Phone: +374 10 52 32 02, +374 10 52 32 02, +374 32 24 22 68

Webpage: www.zinvori-mair-ngo.am (Armenia, English, Russian)

E-mail: anahit.hovnanyan@gmail.com

Foreign Organizations implementing reintegration programmes

French Office for Immigration and Integration (OFII) Representation in Armenia

Piazza Grande, 10 V. Sargsyan Street, 3rd floor, 0010 Yerevan

Tel.: +374 60 61 3036

www.ofii.fr

[facebook.com/TIAproject](https://www.facebook.com/TIAproject)

<http://ec.europa.eu/immigration>

Part V

Annexes

Annex 1. List of socially disadvantaged groups entitled to receive state-guaranteed free of charge medical care and services

Beneficiaries of the poverty family benefits programme (30.00+ points)

People with 1st group of disability

People with 2nd group of disability

People with 3rd group of disability

Participants of the Great Patriotic War and individuals equated to them

Women of reproductive age in pregnancy, childbirth and postnatal periods

Children under 7

Children with disabilities under 18

Children without parental care (under 18) and individuals belonging to the group of children without parental care (under 18–23)

Children under 8, as well as children under 12 and people above 65 and more (regarding specialized dental care)

Children of disabled people's families (under 18)

Children of big families (having 4 and more dependent children under 18)

Children under 18 placed under dispensary supervision

Single parent children under 18

Individuals undergoing additional medical examination by the Socio-Medical Expertise Commission with a referral from the State SMEC authority

14–15 year old young men of conscription/pre-conscription age (in-patient health care, and for individuals of call-up age also hospital examination), as well as conscripts called for military trainings as regards of outpatient and hospital examination)

Servicemen and persons equated to them, family members of those servicemen who died in service or while defending the Republic of Armenia, retired servicemen subject to military pensions for long-term service or for disability

Rescue workers and their family members

Prisoners, detainees and convicts

People receiving care in orphanages, elderly houses, and in shelters for homeless

The repressed

People involved in the clean-up activities following the Chernobyl accident

Victims of human trafficking and exploitation

Asylum-seekers and their family members

The list has been updated on 26.12.13 (No. 1515-N)

Annex 2. “Code of Conduct” of Private Employment Agencies in Armenia

(adopted by the Republican Union of Employers and Private Employment Agencies Sectorial Union on 02.06.2010).

Principle 1 - Respect for Ethical and Professional Conduct

Members shall observe the highest principles of ethics, integrity, professional conduct and fair practice in dealing with temporary agency workers as well as other relevant stakeholders and shall conduct their business in a manner designed to enhance the operation, image and reputation of the industry.

Principle 2 - Respect for Laws

Members and their staff shall comply with all relevant legislation, statutory and non-statutory requirements and official guidance covering Private Employment Agencies.

Principle 3 - Respect for Transparency of Terms of Engagement

Members shall ensure that workers are given details of their working conditions, the nature of the work to be undertaken, rates of pay and pay arrangements and working hours.

Principle 4 - Respect for free of charge provision of services to jobseekers

Members shall not charge directly or indirectly, in whole or in part, any fees or costs to jobseekers and workers, for the services directly related to temporary assignment or permanent placement.

Principle 5 - Respect for Safety at Work

1. Members shall act diligently in assessing risks in order to promote the safety at agency workers in their workplace.
2. Members shall inform agency workers whenever they have reason to believe that any particular assignment causes an occupational health or safety risk.

Principle 6 - Respect for Diversity

Members shall establish working practices that safeguard against any unlawful or unethical discrimination.

Principle 7 - Respect for the Worker's Rights

1. Equitable, objective and transparent principles for the calculation of agency workers' wages shall be promoted, considering national legislation and practices.
2. Members shall not in any way deny the right of freedom of association of their employees.
3. In accordance with national law and practice, private employment agencies shall not make workers available to a user company to replace workers of that company who are legally on strike.

Principle 8 - Respect for Confidentiality

1. Members shall ensure confidentiality in all of their dealings.
2. Members and their staff shall ensure that permission has been given and documented before disclosing, displaying, submitting or seeking confidential or personal information.

Principle 9 - Respect for Professional Knowledge and Quality of Service

1. Members shall work diligently to develop and maintain a satisfactory and up to date level of relevant professional knowledge.
2. Members shall ensure that their staffs are adequately trained and skilled to undertake their responsibilities and assure a high quality service.

Principle 10 - Respect for Fair Competition

Members shall assure mutual relations based on fair competition.

Annex 3. List of laws and legal documents

National Legislation

The Constitution of Armenia (1995)

Republic of Armenia Labour Code (2004)

Republic of Armenia Civil Code (1998)

Customs Code of the Republic of Armenia (2000)

Republic of Armenia Administrative Violations Code (1985)

Republic of Armenia Family Code (2004)

The Law of the Republic of Armenia on “Citizenship of the Republic of Armenia” (1995)

The Law of the Republic of Armenia on Employment (2013)

The Law of the Republic of Armenia on State Pensions (2010)

The Law of the Republic of Armenia on State Benefits (2013)

The Law of the Republic of Armenia on Social Assistance (2005)

The Law of the Republic of Armenia on Social Protection of Children without Parental Care (2002)

The Law of the Republic of Armenia on Social Protection of Disabled in the Republic of Armenia (1993)

The Law of the Republic of Armenia on Temporary Unemployment Benefits (2012)

The Law of the Republic of Armenia on Cumulative Pensions (2010)

The Law of the Republic of Armenia on Minimal Monthly Salary (2003)

The Law of the Republic of Armenia on Insurance and Insurance Activities (2007)

The Law of the Republic of Armenia on the provision of medical assistance and service to population (1996)

The Law of the Republic of Armenia on Medicines (1998)

The Law of the Republic of Armenia on Psychiatric Assistance (2004)

The Law of the Republic of Armenia on Reproductive Health and Reproductive Rights (2002)

The Law of The Republic of Armenia on Protection of Personal Data (2015)

The Law of the Republic of Armenia on Identification of and Support to Persons Subjected to Trafficking in Human Beings and Exploitation (2014)

The Law of the Republic of Armenia on Securing Equal Rights and Equal Opportunities for Women and Men (2013)

The Law of the Republic of Armenia on Civil Status Acts (2004)

The Law of the Republic of Armenia on State Register of Population (2002)

The Law of the Republic of Armenia on the Passport of the Citizen of the Republic of Armenia (2011)

The Law of the Republic of Armenia on Social Service Number (2011)

The Law of the Republic of Armenia on Identity Cards (2011)

The Law of the Republic of Armenia on Individual Entrepreneurs (2001)

The Law of the Republic of Armenia on Joint Stock Companies (2001)

The Law of the Republic of Armenia on Limited Liability Companies (2001)

The Law of the Republic of Armenia on Licensing (2001)

The Law of the Republic of Armenia on State Registration of Legal Entities (2001)

The Law of the Republic of Armenia on Non-governmental organizations (2001)

The Law of the Republic of Armenia on Foundations (2002)

The Law of the Republic of Armenia on Trade Unions (2000)

The Law of the Republic of Armenia on Use of Control Cash Registers (2004)

The Law of the Republic of Armenia on Defining privileges on income tax and mandatory social security fees for Individual entrepreneurs (2005)

The Law of the Republic of Armenia on Granting Privileges on Income Tax and Mandatory Social Security Payments (2012)

The Law of the Republic of Armenia on State Support of Small and Medium Entrepreneurship” (2000)

The Law of the Republic of Armenia on Mandatory Social Security Payments (1997)

The Law of the Republic of Armenia on Taxes (1997)

The Law of the Republic of Armenia on Unified Income Tax (2009)

The Law of the Republic of Armenia on Income Tax (2010)

The Law of the Republic of Armenia on Property Tax (2002)

The Law of the Republic of Armenia on Profit Tax (1997)

The Law of the Republic of Armenia on Value Added Tax (VAT) (1997)

The Law of the Republic of Armenia on State Duty (1997)

The Law of the Republic of Armenia on Local Duties and Payments (1997)

The Law of the Republic of Armenia on Organizing and Conducting Inspections in Organizations on the Territory of the Republic of Armenia (2000)

The Law of the Republic of Armenia on Customs Regulation (2014)

The Law of the Republic of Armenia on Protection of the Rights of Consumers (2001)

The Law of the Republic of Armenia on Credit Organizations (2002)

The Law of the Republic of Armenia on the Central Bank of Armenia (1996)

The Law of the Republic of Armenia on Banks and Banking Activities (1996)

The Law of the Republic of Armenia on Bank Secret (1996)

The Law of the Republic of Armenia on Accounting (2002)

The Law of the Republic of Armenia on Audit Activity (2002)

The Law of the Republic of Armenia on Local Self-Government (2002)

The Law of the Republic of Armenia on Education (1999)

The Law of the Republic of Armenia on Pre-School Education (2005)

The Law of the Republic of Armenia on Higher and Specialized Education (2004)

The Law of the Republic of Armenia on Higher and Post-Graduate Professional Education (2004)

The Law of the Republic of Armenia on General Education (2009)

The Law of the Republic of Armenia on Primary Specialized (Vocational) and Specialized Education (2005)

The Law of the Republic of Armenia on Military Service (1998)

The Law of the Republic of Armenia on Passing Military Service (2002)

The Law of the Republic of Armenia on citizen who failed to complete compulsory military service through violation of the established procedure (adopted on 17 December 2003)

The Law of the Republic of Armenia on Alternative Service (2003)

The Law of the Republic of Armenia on Consular Service (1996)

The Law of the Republic of Armenia on Advocacy (2004)

Decree of the President of the Republic of Armenia on Securing Additional Measures for Social Protection of Unemployed Pensioners (1992)

Decision of the Government of the Republic of Armenia on the “State programme on employment regulation and an action plan for 2014”

Decision of the Government of the Republic of No. 1360-N of 22 September 2011 “On Approving the procedure of processing by the RA State Bodies of the applications received within the framework of the readmission agreements”

Decision of the Government of the Republic of Armenia of No. 318-N on “State-Guaranteed Free Medical Care and Service” (specifies the individuals who belong to one of the socially disadvantaged groups and who are entitled to receive state-guaranteed free of charge medical care and services)

Decree of the Government of the Republic of Armenia of No. 1717-N of 23 November 2006, “On the approval of the social groups eligible for medication supply on free basis or at privileged prices and the lists of diseases”

Decree of the Government of the Republic of Armenia of No. 44-A of 17 January 2012 “On the approval of hospital medical aid and criteria within the framework free medical aid and services guaranteed by the State”

Decree of the Government of the Republic of Armenia of No. 720-A of 26 March 2013, “On the approval of the criteria for the organization of psychiatric aid within the framework free medical aid and services guaranteed by the State”

Decree of the Government of the Republic of Armenia of No. 229 of 7 February 2013, “On the approval of the criteria for urgent medical aid and conditions compensated on co-financing basis within the framework of free medical aid and services guaranteed by the State”

Decision of the Government of the Republic of Armenia No. 734-N “On Establishing an Agency for the Protection of Personal Data of the staff of the Ministry of Justice of the Republic of Armenia, recognising the Agency for the Protection of Personal Data of the Staff of the Ministry of Justice of the Republic of Armenia as an authorized body, making supplements to the decision of the Government of the Republic of Armenia No 1917-N of 28 November 2002 and approving the statute and structure of the Agency for the Protection of Personal data of the Ministry of Justice of the Republic of Armenia” of 2 July 2015

Decision of the Government of the Republic of Armenia No. 1693-N “On the strategy of State youth policy in 2013–2017 of 27 December 2012

Decision of the Government of the Republic of Armenia No. 798 on 14 December 1998 “Concept of State Youth Policy”

Decision of the Government of the Republic of Armenia No. 1427 on 4 November 2010 “On funding organisational expenses relating to education of children of senior pre-school age”

Decision of the Government of the Republic of Armenia No. 29 on 16 July 2009 “On further implementation of 2008–2015 strategic plan for reforms relating to pre-school education in the Republic of Armenia”

Decision of the Government of the Republic of Armenia 1593- on 10 November 2011 “The National Action Plan for Implementation of the Policy Concept for the State Regulation of Migration in the Republic of Armenia in 2012–2016”

Decision of the Government of the Republic of Armenia 1515 - N on 7 December 2009 “On the establishment of “Staff of Migration State Service” State Administrative Body of Ministry of Territorial Administration of the Republic of Armenia, approval of the charter of Migration State Service of Ministry of Territorial Administration the Republic of Armenia and structure of the staff”

Decision of the Government of the Republic of Armenia N350 on the procedure of assignment and payment of poverty family benefits and lump sum assistance in the Republic of Armenia on 2 July 2003

Decision of the Government of the Republic of Armenia No. 1154-N “On Approving the procedure for receiving RA entry visa on special conditions for citizens of Armenian origin and of certain other categories of countries whose citizens can apply for RA visa only in RA diplomatic or consular bodies in foreign countries and only based on invitation,” 8 October 2008

Decision of the Government of the Republic of Armenia No. 952-N of 26 July 2012 on Approving the Programme of Establishing System of Integrated Social Services in the Republic of Armenia

Decision of the Government of the Republic of Armenia No. 1207-N on 30 October 2008 “Republic of Armenia Sustainable Development Programme”

“Concept Paper on the Policy for the State Regulation of Migration in the Republic of Armenia” (adopted by the Republic of Armenia Government Protocol Decision N51 on 30 December 2010)

Repatriation Concept of Armenia (adopted by the Minutes of the Meeting of the Republic of Armenia Cabinet No 48 of 9 December 2010)

Republic of Armenia Demographic Policy Strategy for 2009–2035, approved by Minutes No. 27 of the Republic of Armenia Government of 2 July 2009

The “Concept on Studying and Preventing Irregular Migration Originating from Armenia” (adopted on 29 December 2011)

“Model charter of a pre-school education institution of the Republic of Armenia community non commercial organization”(adopted 4 February 2003)

Order No. 39-N of 24 July 2013 of Republic of Armenia Minister of Health “Criteria for urgent medical aid provision to the population under free medical aid and services guaranteed by the State”

Order No. 1155-A of Republic of Armenia Minister of Health of 15 June 2011, “On the list of social groups entitled to free or privileged acquisition of medication through ambulatory-polyclinic medical institutions”

Order of the Minister of Health of Republic of Armenia No. 229-A of 2013 (defines the diseases and conditions for which the medical care and services for the population is carried out by co-payment)

Order No. 3128a of 28 December 2012 (described the list of diseases and conditions that required immediate medical intervention for adults aged 18 and more and for children under age of 18, and are provided free of charge)

Order No. 720-A, of Republic of Armenia Minister of Health of 26 March 2013 “On the adoption of criteria for psychiatric aid under free medical aid and services guaranteed by the State”

Procedure for admission to, transfer from and removal of a learner from a general education institution of the Republic of Armenia (adopted on 18 August 2011)

Resolution No. 386 of the Central Bank of Armenia of 29 July 2005 “On the approval of the procedure for the movement, delivery, importation, exportation and declaration of currency” and deeming Resolution of RA Central Bank No.173 of 26 August 1998 invalid

International and bilateral treaties

The International Convention on the Protection of the Rights of All Migrant Workers and Members of their Families of 18 December 1990 (2013)

Council of Europe Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data (1981)

CIS Convention on Guarantees of Civil Rights in the Field of Pension Provision adopted on 13 March 1992

CIS “Agreement on cooperation in the field of labour migration and social protection for migrant workers” in force since 26 February 1996

“EU-Armenia Mobility Partnership Declaration” (2011)

Readmission agreement between the EU and Armenia, ratified by the Armenian Government on 11 November 2013

“Agreement between the Government of the Republic of Latvia and the Government of the Republic of Armenia on Admission and Transfer of Persons” (2002)

“Agreement between the Government of the Republic of Armenia and the Government of the Kingdom of Denmark on the Readmission of Persons with Unauthorized Stay” (2003)

“Agreement between the Government of the Republic of Armenia and the Government of the Republic of Lithuania on the Readmission of Persons with Unauthorised Stay” (2003)

“Agreement between the Government of the Republic of Armenia and the Swiss Federal Council on the Readmission of Persons with Unauthorized Stay” (2003)

“Agreement between the Government of the Republic of Armenia and the German Federal Republic on the Readmission of Persons with Unauthorized Stay” (2008)

“Agreement between the Government of the Republic of Armenia and the Government of the Republic of Bulgaria on the Readmission of Persons with Unauthorized Stay” (2007)

“Agreement between the Government of the Republic of Armenia and the Government of the Kingdom of Sweden on the Readmission of Persons with Unauthorized Stay” (2008)

“Agreement between the Government of the Republic of Armenia and the Government of the Kingdom of Norway on the Readmission of Persons with Unauthorized Stay” (2010)

“Agreement between the Government of the Republic of Armenia and the Government of the Czech Republic on the Readmission of Persons with Unauthorized Stay” (2010)

“Agreement between the Government of the Republic of Armenia and the Government of the Russian Federation on the Readmission” (2010)

The list of ILO Conventions signed by Armenia is available at:

www.ilo.org/dyn/normlex/en/f?p=1000:11200:0::NO:11200:P11200_COUNTRY_ID:102540

Annex 4. IOM Data Protection Principles

1. LAWFUL AND FAIR COLLECTION

Personal data must be obtained by lawful and fair means with the knowledge or consent of the data subject.

2. SPECIFIED AND LEGITIMATE PURPOSE

The purpose(s) for which personal data are collected and processed should be specified and legitimate, and should be known to the data subject at the time of collection. Personal data should only be used for the specified purpose(s), unless the data subject consents to further use or if such use is compatible with the original specified purpose(s).

3. DATA QUALITY

Personal data sought and obtained should be adequate, relevant and not excessive in relation to the specified purpose(s) of data collection and data processing. Data controllers should take all reasonable steps to ensure that personal data are accurate and up to date.

4. CONSENT

Consent must be obtained at the time of collection or as soon as it is reasonably practical thereafter, and the condition and legal capacity of certain vulnerable groups and individuals should always be taken into account. If exceptional circumstances hinder the achievement of consent, the data controller should, at a minimum, ensure that the data subject has sufficient knowledge to understand and appreciate the specified purpose(s) for which personal data are collected and processed.

5. TRANSFER TO THIRD PARTIES

Personal data should only be transferred to third parties with the explicit consent of the data subject, for a specified purpose, and under the guarantee of adequate safeguards to protect the confidentiality of personal data and to ensure that the rights and interests of the data subject are respected. These three conditions of transfer should be guaranteed in writing.

6. CONFIDENTIALITY

Confidentiality of personal data must be respected and applied to all the stages of data collection and data processing, and should be guaranteed in writing. All IOM staff and individuals representing third parties who are authorized to access and process personal data, are bound to confidentiality.

7. ACCESS AND TRANSPARENCY

Data subjects should be given an opportunity to verify their personal data, and should be provided with access insofar as it does not frustrate the specified purpose(s) for which personal data are collected and processed. Data controllers should ensure a general policy of openness towards the data subject about developments, practices and policies with respect to personal data.

8. DATA SECURITY

Personal data must be kept secure, both technically and organizationally, and should be protected by reasonable and appropriate measures against unauthorized modification, tampering, unlawful destruction, accidental loss, improper disclosure or undue transfer. The safeguard measures outlined in relevant IOM policies and guidelines shall apply to the collection and processing of personal data.

9. RETENTION OF PERSONAL DATA

Personal data should be kept for as long as is necessary, and should be destroyed or rendered anonymous as soon as the specified purpose(s) of data collection and data processing have been fulfilled. It may however, be retained for an additional specified period, if required for the benefit of the data subject.

10. APPLICATION OF THE PRINCIPLES

These principles shall apply to both electronic and paper records of personal data, and may be supplemented by additional measures of protection, depending inter alia on the sensitivity of the personal data. These principles shall not apply to non-personal data.

11. OWNERSHIP OF PERSONAL DATA

IOM shall assume ownership of personal data collected directly from data subjects or collected on behalf of IOM, unless otherwise agreed, in writing, with a third party.

12. OVERSIGHT, COMPLIANCE AND INTERNAL REMEDIES

An independent body should be appointed to oversee implementation of these principles and to investigate any complaints, and designated data protection focal points should assist with monitoring and training. Measures will be taken to remedy unlawful data collection and data processing, as well as breach of the rights and interests of the data subject.

13. EXCEPTIONS

Any intent to derogate from these principles should first be referred to the IOM Legal Affairs Department for approval, as well as the relevant unit/department at IOM Headquarters.



International Organization for Migration (IOM)

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Second edition

Designed by Aram Urutyun