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# Armenia

## Country Fact Sheet 2024

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# Publisher

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For further information on voluntary return and reintegration, please visit the information portal [www.ReturningfromGermany.de](http://www.ReturningfromGermany.de), or contact your local return and reintegration office.

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# 1 Health Care

## General information on health care

Armenia's health care system is composed of a state-guaranteed free health care and an individual voluntary medical insurance. Primary health care as a type of medical assistance and service is free of charge for each person. 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. Every child is entitled to free medical aid and services within the scope of State healthcare 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 enjoy State-guaranteed free of charge medical assistance and services. In case of voluntary individual insurance, the patient's financial participation is 100%. Information on the health care system, legislation (including the groups of persons benefiting from free medical services and the list of diseases covered by the Government) can be obtained at the official website of the Ministry of Health of Armenia: [www.moh.am](http://www.moh.am).

## Availability of medical facilities and doctors

There are 122 hospitals excluding the medical obstetric facilities, private medical and dental cabinets. The 12 109 hospital beds (40.7 per 10,000 population) are equipped with the required appliances and ready for laying the patients. 473 institutions providing primary health care services include all medical institutions which provide the out-patient services (polyclinics, out-patient clinics, dispensaries, outpatient departments of the hospitals, health centres, etc.)

There are 15,061 physicians (50.9 per 10,000 population) with the higher medical education engaged in the medical treatment and sanitary organizations. There are 16,323 paramedical personnel (54.8 per 10,000 population) with the secondary medical education, who are engaged in the medical treatment, sanitary organizations, social security institutions, etc.). Information on the medical facilities and doctors can be obtained at the official website of the Ministry of Health of Armenia: [www.moh.am](http://www.moh.am).

# 1 Health Care



## Admission to medical facilities

First the returnee needs to register (or re-register) at the polyclinic of his/her district of residence to benefit from free primary health care services guaranteed by the State. The admission is free of charge, only a valid ID or passport is needed. If the returnee has received medical treatment abroad, it is necessary to present the history of the disease translated into Armenian.

## Availability and costs of medication

The database of medication registered in Armenia is available at: [www.pharm.am](http://www.pharm.am). Information on social groups of population entitled to receive free medication through local polyclinics is available at: [www.moh.am](http://www.moh.am). The returnees often need importing medication. For the course of treatment or personal use it is permitted to import up to 10 names of medicines, each with three consumer packages in case there is no cer

tificate (prescription or extract from the epicrisis) justifying a bigger amount needed for the treatment.

## Access for returnees

**Eligibility and requirements:** Being citizens of the Republic of Armenia, returnees and their family members have access to the health care system and benefit from all the free services

**Registration procedure:** First the returnee needs to register (or re-register) at the polyclinic of his/her district of residence to benefit from free primary health care services guaranteed by the State.

**Required documents:** The admission is free of charge, only a valid ID or passport is needed.

## 2 Labour market

### General information on labour market

Labor Force Participation Rate in Armenia increased to 61.70 percent in the third quarter of 2023 from 61 percent in the second quarter of 2023. Labor Force Participation Rate in Armenia averaged 60.21 percent from 2011 until 2023, reaching an all time high of 65.90 percent in the third quarter of 2011 and a record low of 54.80 percent in the first quarter of 2017.

Unemployment Rate in Armenia is 16 %. There are 63 thousand unemployed persons and 974 thousand employed persons in Armenia. The average wage is 265.471 AMD per month.

### Finding employment

The Integrated Social Service of the Ministry of Labor and Social Affairs implements the State Programs aimed at securing sustainable employment for job seekers and labor demand satisfaction and ensuring effective utilization of the available labor force. Detailed description of the programs can be accessed through the official website of the Integrated Social Service at: [socservice.am](http://socservice.am)

There are also private employment agencies in Armenia where vacant positions are announced:

- [www.careercenter.am/en](http://www.careercenter.am/en)
- [www.jobfinder.am](http://www.jobfinder.am)
- [www.ob.am](http://www.ob.am)

The Integrated Social Service offers job seekers the following services:

- Consulting and information on services;
- Professional orientation counseling;
- Free employment petition;
- Participation in State employment programs and events;
- Professional trainings and retrainings.

### Further education and training

The returnees, being Armenian nationals have access to the education system and can acquire additional higher or vocational education if they want. Organizing of professional trainings is one of the tasks of the Integrated Social Service.

#### Access for returnees

**Eligibility and requirements:** The returnees can benefit from the state employment programs without any restrictions.

**Registration procedure:** The returnee has to register at one of the territorial offices of the Integrated Social Service.

**Required documents:** Passport or ID, relevant documents certifying education and professional qualification, workbook or other documents confirming the information on the work activity, and a written application.

## 3 Housing

### General information on housing

The supply of apartments is rather high both in rural and urban areas. The price range for apartments in Yerevan is USD 100,000 - USD 500,000 and higher. Outside of Yerevan the prices are much lower – USD 50,000 -USD 200,000. The lowest market prices for an apartment rental start from a monthly rent of AMD 250,000 in Yerevan and AMD 100,000 in Marzes (administrative district of Armenia). Costs for utilities are the same all over the country and can be obtained at the official website of the Public Services Regulatory Commission of the Republic of Armenia: <http://www.psrc.am>.

### Finding accommodation

Returnees need to seek accommodation at the private real estate agencies. Supply of apartments both for rent and for sale is rather high. Links for some real estate agencies in Armenia:

- [www.myrealty.am](http://www.myrealty.am)
- [www.akcern.am](http://www.akcern.am)
- [www.elate.am](http://www.elate.am)
- [www.erkir.am](http://www.erkir.am)
- [www.list.am](http://www.list.am)

### Social grants for housing

The Ministry of Labor and Social Affairs, by the Government's decision, implements a social housing program for socially disadvantaged and special groups in need of housing. This group includes people who do not own a residential area, who live in

a temporary shelter or other objects of public importance.

Citizens can apply to the territorial centre of the Integrated Social Service of their actual place of residence, where the compliance of their social status with the established requirements will be examined. After that, it will be decided whether they are accepted as a person (or family) in need of accommodation or rejected.

#### Access for returnees

**Temporary housing facilities:** There are no welcome centres, shelters for returnees,

**Social housing:** There are temporary shelters for homeless, disabled, and elderly citizens, including assistance for finding housing. To benefit from the assistance, returnees must apply to the Ministry of Labor and Social Affairs (<http://www.mlsa.am>). Following the registration, the Ministry will decide how to support the applicants. Budget and places available for accommodation, however, are limited.

**Required documents:** Passport or ID and application.



## 4 Social welfare

### Social welfare system

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 allowance,
- social benefits;
- urgent help;
- lump-sum child benefit;
- childcare benefit up to two years old;
- temporary disability benefits;
- maternity benefit;
- old age benefit;
- disability benefits;
- benefit in case of loss of feeder;
- funeral allowance

Detailed description of benefits and allowances, application procedures as well as contact details of the 49 offices of the

Integrated Social Service are available at: <https://socservice.am/> It is also possible to apply online and track the application.

#### Access for returnees:

**Eligibility and requirements:** Citizens of Armenia, foreign citizens having a residence permit, persons without residence status, as well as refugees I have the right to social assistance, if any grounds exist.

**Registration procedure:** The returnees must register at one of the 51 territorial offices of the State Social Security Service (10 in Yerevan and 41 in the respective regions).

**Required documents:** Valid ID, application describing the returnee's situation and supporting documents to prove their situation and claim.



## 4 Social welfare

### Pension system

Persons who have reached the age of 63 and have at least 10 years of work experience are entitled to an age working pension. A person who is not entitled to age working pension, is entitled to an old-age pension when 65 years of age. There are two categories of pensions in Armenia: Labour pension: old age, privileged, long service, disability, survivor's, and partial. Military pension: long-term service, disability, and survivors. More information is available at: <http://www.mlsa.am/>

#### Access for returnees:

**Eligibility and requirements:** Persons at the age of 63 with at least 10 years history of insured work are entitled to the old-age pension. Returnees have to be eligible according to the law (like other citizens of Armenia) and need to have a registered place of residence i.e. address in the Republic of Armenia.

**Registration procedure:** Register at one of 51 offices of State Social Security Service and apply for pension if eligible.

**Required documents:** Application form; identification document; public service license plate; documents confirming the length of service; certificate issued by the Social Payment Service or reference issued by the employer for the amount of wages and number of years; photo (4 x 6 mm).

### Vulnerable groups

The Ministry of Labour and Social Affairs (MLSA) is implementing programs supporting the following vulnerable groups:

- Disabled and elderly persons
- Pensioners
- Orphans
- Victims of trafficking
- Women and children

Access to services provided by MLSA is organized by 51 offices of the Integrated Social Service. The State programs are available at: <http://www.mlsa.am>. The Medical-Social Expertise (<https://socservice.am/>) provides medical and social examination services on behalf of the Republic of Armenia. The Agency' of the Integrated Social Service responsibilities involve acknowledgement of disability, definition of disability groups, identification of disability causes, as well as establishment of duration and expiry. The Service specifies forms of social protection and working conditions for disabled persons, issues eligibility recommendations for those to perform a specific job, etc.

For registration and assistance, persons can contact one of the offices of the Integrated Social Service with a valid ID or passport. For health issues they can also apply to the Ministry of Health. Victims of trafficking are assisted by the MLSA and can also benefit from free health care services.

## 5 Education

### General information on education

The educational system of Armenia includes all levels of education - from pre-school to post-graduate education. Educational programmes are general and professional. 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 are the following:

- pre-school;
- elementary (general, specialised, special);
- basic (general, specialised, special);
- secondary (general, specialised, 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 are the following:

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

### Cost, loans, and stipends

Fees for state and non-state HEIs differ; they normally depend on how “popular” the chosen sector is in the labor market. Tuition fees in state Higher Education Institutions vary between AMD 800,000 – 1.200,000 per study year. Students with high progress studying in the bachelor’s program of universities receive a stipend of AMD 5,000, those with excellent progress – AMD 6,050. In the master’s program, high-achieving students receive AMD 5,500, and excellent students receive AMD 6,300. Universities can set nominal scholarships and tuition discounts for the given academic year. Loans for covering tuition are provided by different banks. Primary and secondary schools are free of charge. The higher education is free of charge, supported by the state budget for:

- children of servicemen died in defense of Armenia;
- citizens who became disabled while fulfilling their military duties;
- the disabled of 1st or 2nd group as well as the disabled since childhood under 18;
- students having been deprived of parental care and having not attained the age of 23.

### Approval and verification of foreign diplomas

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

## 5 Education

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 higher education credentials and qualifications at national level.

The application form, list of the necessary documentation for the recognition of foreign qualifications and the prices for the provided services are available at the following link: [www.armenic.am/](http://www.armenic.am/)

### Access for returnees:

**Required documents:** Application, 2 photos, birth certificate, health certificate from the family doctor.

**Required documents:** To be admitted to another school/university a document is required, stating that the pupil or student has been transferred to the next class/year of a school or university.



## 6 Children

### General situation of children and infants

The Republic of Armenia has ratified the key international treaties concerning the rights of the child. In 2018, the government adopted a new program to protect children's rights.

From 2020 to 2023, the government of Armenia has increased funding for foster care twofold, while funding for outsourcing protection services to local civil society organisations has increased fivefold in an attempt to ensure national coverage. In parallel, ongoing enhancements have been made in case management and the availability of alternatives to residential care, alongside the improved accessibility and coverage of community-based child and family support services. As a result, there has also been an increase in the number of children reunified with their biological families.

Despite the stated progress, there are still about 1,135 children in Armenia residing in state-run orphanages and special schools. Vast majority of children in residential care and educational facilities are children with disabilities. In addition to poverty and the inability of families to meet the basic needs of their children, as well as other vulnerabilities of families, one of the main reasons for institutionalization of care of children with disabilities is the lack of specialized community-based child and family support services or limited access to those services.

School age children enjoy the opportunity to attend general schools for free. Since 2014, there has been a transition



to universal inclusive education in the general education system. Inclusive education is about ensuring that every child, including those in need of special education needs, in accordance with developmental characteristics, is provided with the necessary conditions and the maximum possible participation in the educational process by providing a customized environment. A three-tier system for responding to a child's educational needs is applied.

The access to Early Childhood Development (ECD) institutions in general is quite low in rural communities. Moreover, there is a lack of adjusted preschool centres for disabled children at preschool age. Health services are free for children under the age of 18. There are different medical and social support programs provided by the State for free for children with special needs. (Non-)

## 6 Children

### (Non-)governmental actors dealing with children's well-being and rights

World Vision operates 15 offices in Armenia for the past 30 years, and more than 110,000 children throughout the country directly benefit from the organization's development projects. For years World Vision's main priorities in Armenia have been age-appropriate child development and health, comprehensive child rights protection, youth empowerment and employment, and economic empowerment of families and poverty reduction.

UNICEF has been working in Armenia over for over 25 years and supports to protect children from preventable diseases through 90% immunization, to expand access to preschool education, to advance inclusive education for children with disabilities, to ensure that disadvantaged girls and boys aged 0-6 years and their families have access to quality and inclusive health care and nutrition services, children with disabilities are included in the society and can exercise their right to quality education and rehabilitation, out of school children are integrated in the education system, the judicial system safeguards the best interests of the child, etc.

### Access for returnees:

**Entry requirements:** Birth certificate, documents certifying the attendance to an educational institution abroad (if any).

**Immediate steps upon return:** Registration at the local polyclinic, applying to a school or college. The state kindergartens are free, but there is a queue. The fee for a private kindergarten is about AMD 100,000 per month.

## 7 Contacts

<b>Ministry of Labor and Social Affairs</b> Social support Government Building 3, Republic Square 0010 Yerevan +374 10 526831 info@mlsa.am www.mlsa.am	<b>Ministry of Healthcare</b> Healthcare provision, referral Government Building 3, Republic Square 0010 Yerevan +374 10 582413 info@moh.am www.moh.am	<b>Migration and citizenship service</b> Davtashen, 4th District, 17/10 Building0054 +374-10-370264 https://migration.am/ https://avv.police.am/hy/
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<b>Ministry of Education, Science, Culture and Sport</b> Vazgen Sargsyan 3, 0010 Yerevan +373 59-96-00, +373 59-96-01 info@escs.am http://www.escs.am	<b>Integrated Social Service</b> Social support, pensions Nalbandyan 13 0010 Yerevan info@socservice.am https://socservice.am/	<b>IOM Armenia</b> Support for returnees Petros Adamian 14 0010 Yerevan +374 10 585692 IOMArmenia@iom.int www.iom.int/countries/armenia
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<b>World Vision Armenia</b> Support for children Romanos Melikyan 1 0065 Yerevan +374 10 749118 wvarmenia@wvi.org www.wvi.org/armenia	<b>French Office for Immigration and Integration</b> Support for returnees G. Lusavorich 8 0015 Yerevan ofii.armenie@ofii.fr +374 60 651950 https://am.ambafrance.org	<b>United Nations Children's Fund</b> Support for children Petros Adamian 14 0010 Yerevan +374 10 584892 yerevan@unicef.org http://www.unicef.am
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<b>Armenian Red Cross Society</b> Social support 21/1 Paronyan Str., Yerevan, 0015, Armenia (+374 60) 62 50 50 Hot line: 8184 redcross@redcross.am www.redcross.am	<b>Armenian Foundation for Sustainable Development</b> Support for returnees Azatutyan Avenue10/7 0037 Yerevan +374 10 201840 info@ffad.am www.af4sd.org	<b>Kamurj UCO CJSC</b> Microcredits for business Sebastia 123 0032 Yerevan +374 11 219787; +374 11 219797 info@kamurj.am www.kamurj.am
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<b>Enterprise Incubator Foundation</b> Small business support Bagrevand 21/1 0062 Yerevan +374 11 219787; +374 11 219797 info@eif.am http://www.eif.am	<b>Women's Support Center</b> Support for victims of abuse and violence Hotline: 099 88 78 08 +374 10 56 57 66 wsc.armenia@gmail.com www.womensupportcenter.org	<b>Nairi Medical Center</b> Medical facility Paronyan 21 Yerevan +37410 537500 info@nairimed.am www.nairimed.am
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## 7 Contacts

<b>Erebouni Medical Center</b> Medical facility 0087 Yerevan +37410 451058 hospital@erebouni.am www.erebounimed.com	<b>Avan Mental Health Center</b> Medical facility, mental health Acharyan 21, 1st Blind Alley 0040 Yerevan +37410 236829 mpcavanclinic@mail.ru www.ahak-center.com	<b>Hematological Center after prof. Yolyan</b> Medical facility Nersisyan 7 0014 Yerevan +37410 2838 00 armhaem@arminco.com www.blood.am
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<b>Arabkir Medical Center</b> Medical facility Mamikonyants 30 0014 Yerevan +37410 236883-1111 arabkirjmc@gmail.com www.arabkirjmc.am	<b>Artmed Medical Rehabilitation</b> Medical facility, rehabilitation Tsarav Aghbyuri 55a 0052 Yerevan +37410 621790 +37410 623599 www.artmed.am	<b>Astghik Medical Center</b> Medical facility Daniel Varuzhan 28 0032 Yerevan +37411 667788 info@astghikmc.am www.astghikmc.am
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<b>Nork-Marash Medical Center</b> Medical facility Armenakyan 13 0047 Yerevan +37410 655930 heart@nmmc.am http://www.nmmc.am	<b>Fanarjian Center of Rentgenology and Oncology</b> Medical facility, oncology Fanarjyan 76 0052 Yerevan +374 10 23 68 29 info@oncology.am www.oncology.am	<b>Armenia Republican Medical Center</b> Medical facility Margaryan 6 0078 Yerevan +37410 318109 info@armeniamedicalcenter.am www.armeniamedicalcenter.am
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<b>Izmirlian Medical Center</b> Medical facility Aharonyan 6 0069 Yerevan +37410 242023 izmirlianmedicalcenter@gmail.com www.izmirlianmedicalcenter.com	<b>National Center of Pulmonology</b> Medical facility Arzni Highway, 10 Abovyan city +374-222-20011 info@ntp.am http://www.ntp.am	<b>Kanaker-Zeytun Medical Center</b> Medical facility Hrachya Nersisyan 7 0014 Yerevan +37410 285809 qzmc@mail.ru www.kanaker-zeytunmc.am
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<b>Mikayelyan Institute of Surgery</b> Medical facility, surgery Ezras Hasratyan 9 0031 Yerevan +37410 281790 info@surgery.am www.surgery.am	<b>National Centre for Infectious Diseases</b> Medical facility, AIDS, HIV Acharyan 2 0040 Yerevan armaidsofficial@gmail.com https://www.facebook.com/AIDScenterRA/
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## 8 At a glance

### Measures to be taken before return

- Border crossing: Valid passport, ID or other travel documents
- Passport: Apply for or extend your passport at the Embassy or consular offices of Armenia
- Birth certificates: Request birth certificates from German authorities if your children were born in Germany
- Education: Bring documents certifying education in Germany both for you and your children
- Health: Medical history(ies) and other clinical records if any translated into Armenian or English
- Medication: Import for personal use is restricted up to 10 items of medicines, 3 consumer boxes each
- Accommodation: Find online before arrival

### Measures to be taken upon arrival

- Registration: Inform the Police and register under the new address if you changed your place of residence
- Civil changes: Update your records in the Civil Registry Agency after return if you had civil changes whilst being abroad – birth of children, marriage, etc
- Health: Visit your polyclinic renew your registration for free
- Social assistance/pensions: Visit the closest office of the Integrated Social Service
- Job: Visit the closest office of the Integrated Social Service
- Education: Apply for childcare, schools or other educational institutions

## 9 Virtual Counselling

### Migrant assistance in Armenia

The Virtual Counselling project is implemented by the International Organization for Migration (IOM) in Germany. Migrants living in Germany who are considering a return are offered return and reintegration counselling by IOM staff in Armenia. Local IOM staff can be contacted in English and Armenian through online messengers.

This service aims to empower migrants to return in dignity by informing them about various return and reintegration options and assistance programmes.



Contact IOM Armenia

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+374 431 500 26

Monday - Friday 11:00 a.m. - 2:00 p.m. (CET)