

**MIGRATION SERVICE
OF THE MINISTRY OF TERRITORIAL
ADMINISTRATION AND INFRASTRUCTURE OF THE
REPUBLIC OF ARMENIA**

INFORMATION BROCHURE

**For asylum-seekers and refugees
in the Republic of Armenia**

Yerevan 2019

Content

INTRODUCTION	4
PART 1. ASYLUM AND REFUGEE STATUS	5
1.1. What is Asylum?	5
1.2. Who is a Refugee?	5
1.3. Rights and obligations of asylum-seekers and refugees	5
1.4. Principle of non-refoulement	8
PART 2. REFUGEE STATUS DETERMINATION (RSD) PROCEDURE	9
2.1 Applying for asylum	9
2.2 Interview	11
2.3 Decisions in relation to the claim for refugee status	11
2.4 Accelerated procedure for granting asylum	12
2.5 Unaccompanied and separated asylum seeking children	12
PART 3. FAMILY REUNION	13
2.1 Procedure of family reunion	13
PART 4. IDENTIFICATION DOCUMENTS PROVIDED TO REFUGEES AND ASYLUM-SEEKERS	13
2.2 Asylum-seeker ID card	13
4.2 Convention Travel Document	14
PART 5. RECEPTION CENTER (Temporary Accommodation Center for asylum-seekers)	15
9.1 Procedure of allocation of a room in the Reception Center	15
9.2 Period of residence in the Reception Center	16
9.3 Internal house rules of residence in the Reception Center	17
PART 6. REFUGEE STATUS AND ASYLUM CANCELLATION AND CESSATION	17

4.1	Refugee status cessation	17
4.2	Cessation of asylum	17
4.3	Cancellation of refugee status	17
	PART 7. APPEAL RIGHTS	18
5.1	Appealing the MS decision	18
5.2	Limitations for appeal submission	19
	PART 8. CONSEQUENCES OF REFUGEE STATUS AND ASYLUM REFUSAL	19
6.1	Voluntary return	19
6.2	Deportation	19
	PART 9. RE-APPLYING FOR ASYLUM	20
6.3	Grounds for re-applying for asylum	20
6.4	Procedure of new application processing	20
	PART 10. ASSISTANCE FOR REFUGEES	20
	PART 11. USEFUL CONTACTS	21

INTRODUCTION

Armenia, based on universally recognized rights, internationally recognized norms and national legislation, provides asylum (protection) to all persons who were forced to leave their country due to persecution. Persecution can cause serious threat to their life and freedoms.

This information brochure was developed for persons seeking asylum in the Republic of Armenia (RA) for providing them with clear, full and relevant information on procedures for granting asylum in Armenia and stages of asylum application processing.

The brochure was developed in the framework of the project implemented in cooperation with the Office of the United Nations High Commissioner for Refugees (UNHCR) and the Armenian Red Cross Society (ARCS), with the support of the Migration Service of the RA Ministry of Territorial Administration and Infrastructure.

PART 1. ASYLUM AND REFUGEE STATUS

1.1.

What is Asylum?

Asylum is a form of protection granted to foreign citizens or stateless persons in Armenia with rights, freedoms, and obligations arising from it. Asylum is provided through recognition of a foreign citizen or a stateless person as a refugee by the asylum authority in Armenia.

1.2.

Who is a Refugee?

A refugee is:

1) A foreign citizen, who owing to a well- founded fear of being persecuted, is outside the country of his/her citizenship and is unable or unwilling to avail him/herself of the protection of that country or to return to it.

The ground for persecution has to be one or more of these reasons:

- Race;
- Religion;
- Nationality;
- Membership of a particular social group;
- Political opinion.

A person may also not have citizenship and be outside the country of his/her permanent residence, being unable or fearing to return to it because of persecution.

2) Also, a foreign citizen, who has to leave the country of his/her citizenship (or in case of stateless persons, the country of permanent residence) for the following reasons:

- Generalized violence;
- Foreign aggression;
- Internal conflicts;
- Massive violation of human rights;
- Other serious events disturbing public order.

❖ A foreign citizen or stateless person, who is officially recognized as a refugee by the other Signatory States to the 1951 Convention Relating to the Status of Refugees, is also considered as a refugee.

In Armenia, refugee recognition is implemented by Migration Service (MS) of the RA Ministry of Territorial Administration and Infrastructure (see Part 12 for contacts).

1.3. Basic rights and obligations of asylum-seekers and refugees

Asylum-seekers have the following rights:

1. An asylum-seeker has the right to **consultation on asylum procedures** at the crossing point of the Armenian state border, if he/she is requesting protection (seeking

asylum).

2. An asylum-seeker has the right to **legal residence in Armenia** until the final decision on asylum application is made, including the period of appealing the negative decision in court (see Part 7 for details).

3. An asylum-seeker has the **right to contact UNHCR** at any time (see Part 12 for contacts).

4. An asylum-seeker has the right to **reside in the Reception Center, to get food and hygienic kits** during the entire period of asylum application processing, if there is a free room. (see Part 5).

5. In case of the Reception Center is fully accommodated, an asylum-seeker has the right to **apply to MS for financial support for renting an apartment**, which is provided for supporting the most vulnerable persons.

6. An unaccompanied or separated child has the right to **prioritized** accommodation in the Reception Center or other special institutions prescribed by the law, as well as the right to have a **guardian/custodian and representative**.

7. In case of mental illness or other morbid conditions, an asylum-seeker has the right to **have a representative/guardian**.

8. An asylum-seeker has the right to **freedom of movement** within the territory of Armenia.

9. An asylum-seeker has the right not to bear **criminal or administrative** liability for illegal entry or stay in Armenia.

10. An asylum-seeker has the right to **free legal aid** by the Office of the Public Defender.

11. An asylum-seeker has the right to interview with participation of an **interpreter** of his/her preferred gender free of charge.

12. An asylum-seeker has the right to acquisition and transfer of movable **property**, renting immovable property, as well as other property similar to the RA citizens.

13. An asylum-seeker has the right to seek **and find employment** in any sphere similar to the RA citizens,, with the exception of vacancies in state and local self-government bodies. The ID card of an asylum-seeker issued by the Migration Service (MS) and other documents proceeding from it, as prescribed by the law, are considered documents verifying the labor right.

14. An asylum-seeker has the right to secondary and higher **education** similar to the RA citizens.

15. An asylum-seeker has the right to free emergency and ambulatory **medical care**; persons under 18 also have the possibility of free hospital medical care.

16. An asylum-seeker has the right to appeal to the court against MS negative decision (see Part 7).

17. An asylum-seeker has the right to be **free from state fees** in case of appealing to the court against MS negative decision.

18. An asylum-seeker has the right to protection of personal data.

19. An asylum-seeker cannot be returned to his/her country of origin against his/her will (see point 1.4 for the principle of non- refoulement).

Obligations of asylum-seekers

An asylum-seeker has to respect the legal interests, rights and freedoms of the RA citizens and other persons, maintain public order and the RA security.

1. An asylum-seeker has to cooperate with the MS, providing them with detailed and correct information;

2. An asylum-seeker has to provide all available documents to the MS;

3. An asylum-seeker has to come to the interview on date and time appointed by the

MS. In case of not coming, he/she has to introduce a reasonable excuse for absence to the MS;

4. An asylum-seeker has to apply to the MS to prolong the Asylum-seeker ID card at least three working days prior to the expiry of its validity;
5. An asylum-seeker has to maintain internal house rules in the Reception Centre;
6. An asylum-seeker has to follow the requirements of the RA legislation;
7. An asylum-seeker has to pay all taxes, duties and other compulsory fees as the RA citizens.

Rights of refugees

1. Right to legal residence in Armenia

In case of being recognized as a refugee, the person is granted the right to legal residence and without time limitation as well as document certifying the refugee status.

2. Right to work

The refugee has the right to work. The refugee is not demanded to apply for working permit as it is usually the case with other foreigners. By refugee recognition he/she automatically receives the working-permit.

A refugee has the right to look for a job and to work under the same conditions as the RA citizens, except for the cases when it is obligatory to have the RA citizenship by the law (for example, work at state and local self-government bodies).

3. Right to education

In Armenia, refugees have the right to general education on the same basis as the RA citizens. They have the right to place their child, who is 6 years old or older, in the first grade of the RA state comprehensive school.

A refugee can choose a comprehensive school for his/her child. The list of state comprehensive schools is available in the official website of the RA Ministry of Education, Science, Culture and Sport (see <http://edu.am/index.php/am/documents/view/2191>).

With regard to higher education (university, institute, academia, etc.), a refugee has rights similar to the RA citizens (for more information see <http://edu.am/index.php/am/documents/index/101>).

4. Right to movement and choosing place of residence

A refugee has the right to freedom of movement within the territory of Armenia and choose a place of residence.

A refugee can travel outside Armenia with his/her valid Convention Travel Document in case of receiving visa of the respective country.

5. Right to property

A refugee has the same rights as the RA citizens with regard to purchase of movable and immovable property, as well as its ownership. A refugee **shall not enjoy only the right to land ownership**, as according to the national legislation, the right to land ownership is granted only to the RA citizens and foreigners who have special residence permit.

6. Right to social security and medical care

A refugee has the same rights equal to the RA citizens to benefit from social services, e.g. to receive

state allowances and financial aid, such as benefits given for temporary unemployment, accidents and professional diseases, pension, and unemployment allowance. A refugee has the right to receive free medical care and health services, and persons under 18 also have the possibility of free hospital medical care in accordance with the RA laws.

7. Right to Armenian citizenship (naturalization)

If a person is recognized as a refugee and is familiar with the Constitution of the RA, he/she has the right to apply for Armenian citizenship (see <https://www.mfa.am/hy/citizenship>).

In order to receive RA citizenship, he/she needs to apply to the Passport and Visa Department of the RA Police (see Part 12 for contacts), to fill in an application and submit the necessary documents. Familiarity with the RA Constitution will be examined by test.

Limitations to some rights

A refugee is not entitled to participate in the elections of the RA Parliament. He/she also cannot join any party of the RA or be elected or appointed to a position at state or local self-government bodies, nor can he/she be a public servant or have the right of land ownership (see paragraph 5).

Obligations of refugees

Refugees should respect the legal interests, rights and freedoms of the RA citizens and others, maintain public order, and the RA security.

He/she is obliged to **pay taxes, duties and other compulsory fees as prescribed by RA law.**

1.4. Principle of non-refoulement

The principle of *non-refoulement* is applied to both asylum-seekers and refugees.

If a person is applying for asylum in Armenia or has been granted refugee status, then he/she shall not be returned to the country of citizenship or permanent residence or another country against his/her will, where his/her life or freedom may be threatened for the following reasons:

- Race,
- Religion,
- Nationality,
- Membership of a particular social group,
- Political opinion,
- Generalized violence,
- External aggression,
- Internal conflicts,
- Massive violation of human rights, or
- Other serious events disrupting public order.

He/she may not be deported, returned or extradited to another country where there is a danger of cruel and inhuman or degrading treatment and torture or punishment.

The principle of non-refoulement will not be applied to an asylum-seeker or a person

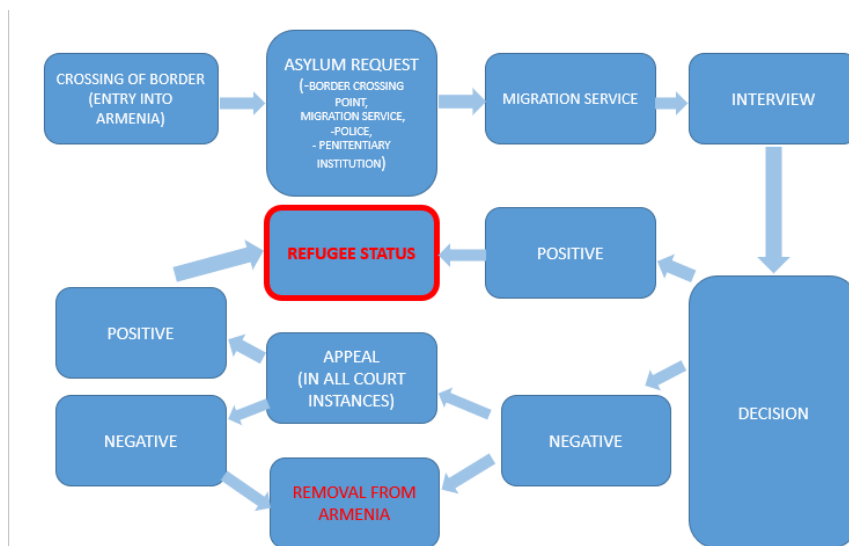
recognized as refugee, if:

- He/She has been recognized as a refugee, but there are reasonable grounds to believe that he/she causes a danger to the national security;
- Having been convicted of a particularly serious crime, the person constitutes a danger to the community.

PART 2. REFUGEE STATUS DETERMINATION (RSD) PROCEDURE

The brief description of the procedure of determination of refugee status is as follows: the asylum request is considered by the MA based on the interview conducted with you. A positive or negative decision is made.

In case of a positive decision, you are granted refugee status; in case of a negative decision, you are obliged to leave Armenia. A negative decision is subject to appeal in all three court instances. If the final decision is positive, you are granted refugee status; if it is negative, you are obliged to leave the country. You can find below the procedure in the form of a chart. Further, each step of the procedure is described in details.



2.1 Applying for asylum

You can apply for asylum in writing, orally, in sign language, or any other means of communication at the border crossing points, Police stations, the MS, or penitentiary institutions. You have a right to apply for asylum even if you have entered Armenia illegally.

Applying for asylum at the RA border crossing points:

You can apply for refugee status and asylum at the following **RA border crossing points and airports**:

- Bavra (Armenia-Georgia land border crossing point)
- Bagratashen (Armenia-Georgia land border crossing point)
- Meghri (Armenia-Iran land border crossing point)

- Ayrum (Armenia-Georgia railway border crossing point)
- Gogavan (Armenia-Georgia land border crossing point)
- Zvartnots airport
- Shirak airport

If you have entered Armenia legally and are at any Armenian land or air border crossing point, you may inform border guards about your intention of submitting asylum application in Armenia. After registering your asylum request you will be explained how to get to the MS office and submit asylum application.

Border Guards will explain you the procedure of seeking asylum in Armenia, and rights and obligations of asylum-seekers.

If you are attempting to enter Armenia without a valid travel document or a valid entry permit and wish to seek asylum, the border guards may decide to keep you for up to 72 hours in the reception facility designed for foreign citizens at border crossing point making relevant clarifications as prescribed by the law. After registering your asylum application, you will be visited by the MS staff. The officials of the Border Guards and the MS will draw up an act based on which you will be entitled to enter RA territory.

In case of necessity, you and your family members will be transported from the RA border crossing point to the MS office or the Reception Center.

In case of any questions, you may contact the staff of the MS, UNHCR, the Armenian Red Cross Society, as well as the offices of the Human Rights Defender and the Public Defender for counselling (see Part 11 for contacts).

Applying for asylum in detention

You also have the right to apply for asylum in detention facility (prison), if there is a threat to your life and freedom in your country and you are in need of international protection.

You need to submit your application for asylum to the administration of detention facility (prison). Your application will be transferred to the MS for processing.

You can also contact the MS, UNHCR, and the offices of the Human Rights Defender and the Public Defender from the penitentiary institution, if you are in need of counselling regarding the asylum application.

Applying for asylum in RA territory

If you have entered the territory of Armenia, then you should visit the Migration Service (MS) of the RA Ministry of Territorial Administration and Infrastructure for submitting your asylum request. You must submit an asylum application form to the MS. In case of need, the staff member will assist you in filling the application. The application can be filled in Armenian, your mother language or any language of the UN (Arabic, Chinese, English, French, Russian, and Spanish).

If you seek asylum together with your family members, you can submit a unitary application filled by an adult member of your family. However, each family member can file an individual asylum application as well (separate from the unitary application).

The following documents should be provided along with the asylum application:

- a copy of your passport, copies of other identification documents, if available;
- a copy of birth certificate (in case of minors), if available;

- documents in your possession, which in your opinion, can justify your claim;
- 2 color photos (35x45mm).

2.2 Interview

After registering your application at the MS, an interview will be conducted with you. You will be informed about the date and time of the interview in advance within three days after your application.

The aim of the interview is to get information on the reasons of leaving your country. You will be asked questions and you should answer them in as comprehensive and detailed manner as possible. You are obliged to come to the interview, cooperate with the MS and provide correct information to the interviewer.

If you do not show up for the interview for no valid reason and do not cooperate with the MS, then the processing of your application may be cancelled by the MS. If your attendance is not possible or if you are late for a valid reason, please inform the MS at least one day prior to the interview.

Upon your request, you will be interviewed by an MS official of your preferred gender. If you do not speak Armenian language, then the interview will be conducted with the participation of the interpreter of your preferred gender, provided by the MS. Should you wish, you can have an interpreter of your own choice and on your own means with the consent of the MS. The MS will make the record of the interview.

If you agree, a staff member of the UNHCR, as well as your lawyer from the Office of the Public Defender, or your personal lawyer may be present at the interview.

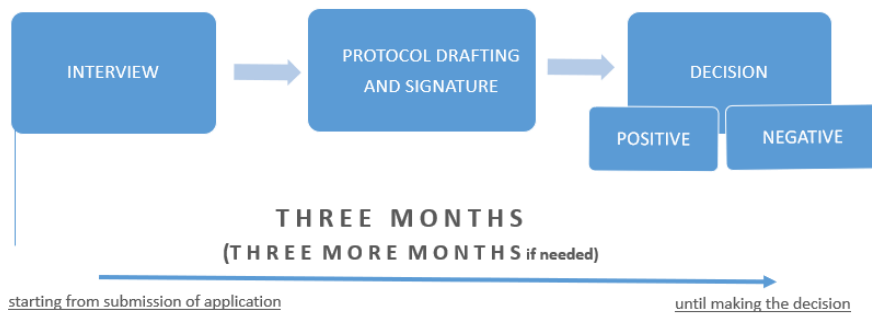
If the MS considers that your application is well-founded and there is sufficient information on the file to grant you a refugee status, then no interview may be done with you.

The interview is confidential. The information provided by you will not be communicated to the authorities of your country, including the Embassies, or any other person. Such information can be provided to other people only by your written permission. The confidentiality of the interview is guaranteed by the RA Law “On Personal Data Protection”; the information received from the interview is strictly confidential and shall not be published.

2.3 Decisions in relation to the claim for refugee status

The MS will take a decision after submission of asylum application within three months. In some cases, it can be extended up to six months based on the decision by the MS. As a result of considering the application, the MS will take a decision:

- on recognizing as a refugee and granting asylum in Armenia, or
- on rejection of your asylum application.



The MS makes its decision on information contained in your individual file and provided by you during the interview, as well as available information on your country of origin.

The MS can apply exclusion grounds and not recognize you as a refugee, if there are reasonable grounds to assume that you committed a crime against peace and humanity, a war crime or other serious crimes, or you were found guilty in actions that contradict aims and principles of the United Nations.

If you have already been recognized as a refugee by any other country (Signatory State to the 1951 Convention Relating to the Status of Refugees and the 1967 Protocol), then you will be granted only asylum or decision on its rejection will be made. You will be informed about the decision made by the MS within three days. You can receive the decision yourself from the MS or it will be sent to you by mail.

2.4 Accelerated procedure for granting asylum

Your asylum claim may be reviewed in an accelerated manner, if:

1. Your asylum claim is unfounded, that is the grounds mentioned in it do not obviously meet the refugee recognition criteria (see Part 1, point 1.2).
2. Your asylum application has been once considered and rejected and you submitted a new asylum application (see Part 9).

The accelerated procedure is processed within 10 working days. The application processing period may be extended up to one month based on the decision by the MS. You have all the rights and obligations set out for asylum-seekers during accelerated procedure.

The accelerated procedure of granting asylum shall not be applied to you, if you are an asylum-seeker with special needs.

Persons with special needs are:

- asylum-seeking or refugee children,
- persons with disabilities,
- pregnant women,
- single parents with minor children,
- persons with serious illnesses,
- persons with mental disorders,
- survivors of trafficking, tortures, or other forms of violence.

2.5 Unaccompanied and separated children

A person who is under 18 is considered to be a child in Armenia. If the child is not accompanied by an adult family member in Armenia, then he/she is considered an unaccompanied child.

If a person under 18 is accompanied by an adult in Armenia, but is separated from his/her parents, he/she is considered a child separated from the family.

In case of an unaccompanied and separated child, the processing of asylum application shall be temporary ceased by the MS until a representative/guardian is appointed.

The representative is appointed by the MS, from the list of candidates with appropriate knowledge and experience.

If a guardian has been appointed for the child, he/she is considered the representative. If the child has been placed in a social protection institution (orphanage, boarding school, Children's Support Centre), the staff member of the institution is considered the representative of the child.

The appointed representative will present the interests of the child during the whole period of asylum process. The MS interview will take place in the presence of the representative. The interview will take place within two weeks after appointment of the representative. It will be held by the MS official having experience of work with persons with special needs. With the consent of the child, the MS will take measures to search for the parents of the child for family unification purpose.

A room will be provided as a priority in the temporary Reception Center for asylum-seekers under the MS (Reception Center). If the child is unable to reside there independently, he/she will be placed in another institution which will ensure his/her living and care.

Asylum-seekers in need of special assistance: there are cases when a person is in such morbid condition that he/she is not capable of realizing the essence and significance of the procedure of granting asylum. In such cases, asylum application is processed according to the corresponding procedure (for more information, ask the MS).

PART 3. FAMILY REUNION

3.1 Procedure of family reunion

Being recognized as a refugee, you have a right to family reunification with family members even if they are outside the boundaries of Armenia. In order to reunite with you they must apply to Armenian diplomatic representation or consular department (e.g. the Embassy) in their country, with request for family reunification. Your family members will be granted with valid visa for entering Armenia.

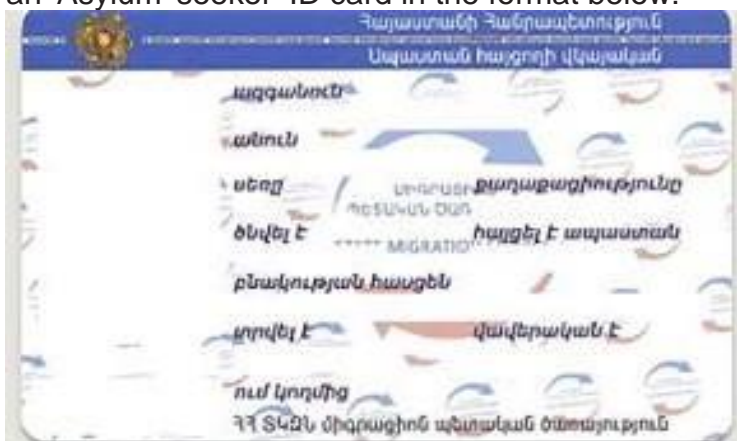
In case of absence of Armenian diplomatic representation or consular department in the respective country, they must apply to diplomatic representation or consular department of Armenia in the closest country with request for family reunification.

Your family members will be recognized as refugees by the MS, if they live in Armenia together with you and possess the same citizenship as you.

PART 4. IDENTIFICATION DOCUMENTS PROVIDED TO REFUGEES AND ASYLUM-SEEKERS

4.1 Asylum-seeker ID card

Within three working days after submitting an asylum application, the MS will issue an Asylum-seeker ID card in the format below:



This document confirms that you have applied for asylum in Armenia and your presence in the territory of Armenia is legal. The ID card provides you with the right of free movement within the entire territory of Armenia, exercising a number of rights and benefiting from a number of services (for details, see Part 1).

The Asylum-seeker ID card will be issued to you for three months. If a decision with regard to your asylum application is not delivered by the MS, the period of validity of the card will be extended for another three months. The period of validity of the card will be extended every time it expires for another period up to three months until a final decision is made (including the end of the appeal procedure).

In case of loss of the card, you should immediately apply to the relevant RA Police unit and the MS to be issued a new one.

You should return your Asylum-seeker ID card to the MS, if:

1. you have been granted asylum,
2. your asylum application is finally rejected,
3. you withdraw your asylum application,
4. you are leaving Armenia,
5. the Asylum-seeker ID card is subject to be replaced by a new one.

4.2 Convention Travel Document

If you are recognized as a refugee and granted asylum, you will be provided with a Convention Travel Document (CTD) by the territorial office of the Passport and Visa Department in the format below:

ՀԱՅԱՍՏԱՆԻ
ՀԱՆՐԱՊԵՏՈՒԹՅՈՒՆ
REPUBLIC OF ARMENIA
РЕСПУБЛИКА АРМЕНИЯ



ՃԱՄՓՈՐԴԱԿԱՆ ՓԱՍՏԱԹՈՒՂԹ
(1951Թ.ՅՈՒԼԻՍԻ 28-Ի
ԿՈՆՎԵՆՏԻԱ)

TRAVEL DOCUMENT
(CONVENTION OF 28 JULY
1951)

ПРОЕЗДНОЙ ДОКУМЕНТ
(КОНВЕНЦИЯ ОТ 28 ИЮЛЯ
1951г.)

This Document grants the right of freedom of movement in Armenia and permits traveling outside of Armenia. The Convention Travel Document is valid for two years and will be extended/renewed afterwards for two years each time. Your child's (children) data under the age of 16 shall be included in your CTD.

In order to receive a Convention Travel Document, it is necessary to submit the following documents to the Passport and Visa Department or its territorial office:
-an application in writing,
-the MS decision on recognition as a refugee and

granting asylum,
- 2 color photos (35x45mm).

In case of loss of the Convention Travel Document, within 10 days you should inform the MS and the RA Police. If the Convention Travel Document is lost in a foreign country, you should inform the RA diplomatic representation or consular service (Embassy).

Note:

- Similarly to Armenian citizens, it is planned to issue biometric passports, i.e. Convention Travel Document to refugees under 16 with a validity of 3 years, and to refugees aged 16 and above with a validity of 10 years.
- It is also planned to issue a Refugee ID card, as a document certifying the refugee status and the legal residence in the RA. The Refugee ID card will serve as an internal document only, and is not intended for travelling outside of Armenia.

PART 5. RECEPTION CENTER (Temporary Accommodation Center for asylum-seekers)

5.1 Procedure of allocation of a room in the Reception Center

The Reception Center functions under subordination of the MS and is designed for accommodation of asylum-seekers and their family members. Freedom of movement of the asylum-seekers residing in the Reception Center is not restricted.

If you want to live in the Reception Center you should mention it in your asylum application or submit a separate application.

After receiving a relevant application, the MS, as soon as possible, will provide you with a referral on accommodation in the Reception Center, if there is a free room there.

When allocating a room, the manager of the Reception Center takes into account the number, sex, age of your family members and other peculiarities. Members of opposite sex not belonging to the same family are not accommodated together.

While residing in the Reception Center you and your family members will be provided with food, bed linen, and hygienic kits. You will not make payments for consumed electricity and water. Saving those resources is highly encouraged. The Reception Center is financed from the RA state budget.

If there is no free room in the Reception Center, a referral cannot be issued. In this or any other case where it is impossible to allocate a room in the Reception Center, you have the right to apply for financial assistance in order to rent an apartment.

In order to receive financial assistance, you have to submit the application to the MS pursuant to the defined form. The working group comprised of the officials of the MS and UNHCR will assess your basic needs visiting the place of your actual residence, after which a decision will be made regarding your application according the established criteria, as this type of help is provided to the most vulnerable persons.

The financial assistance shall be provided for a period of three months, and if the consideration period of asylum application is extended, the assistance will be provided until processing of the application is completed by the MS (maximum six months). Please note that food and hygiene kits are not provided in this case.

Financial assistance may not be provided to you, when:

- 1) your application for asylum has been rejected by the MS in accordance with the accelerated procedure prescribed by the RA Law “On Refugees and Asylum;”
- 2) your application for asylum has been rejected and you re-applied for asylum in Armenia;
- 3) you have rejected the offer of the MS to reside in the Reception Center or in other accommodation;
- 4) you had previously resided in the Reception Center and left the area occupied upon expiry of the term of residence;
- 5) you had previously resided in the Reception Center, however the referral issued by the MS was recognized invalid owing to the absence without a valid reason or violation of internal house rules for the residence;
- 6) you — as an unaccompanied or separated child or a person with special needs — have been placed in an establishment, where your basic needs are satisfied.

The provision of financial assistance will be stopped, when:

- 1) a room has been provided to you by the MS in the Reception Center or in another place, despite the fact, whether or not the allocated area has been actually occupied thereby;
- 2) you have been provided with accommodation in the framework of the projects implemented by international or non-governmental organizations;
- 3) you have acquired an apartment by the right of ownership;
- 4) you do not have the status of an asylum-seeker any more.

5.2. Period of residence in the Reception Center

The RA legislation stipulates certain timeframe for living in the Reception Center. You and your family members may reside in the Reception Center until a final decision on your application is made.

If your application is rejected and you have appealed the negative decision to the court, you have the right to continue to stay in the Reception Center until a final decision on your application is made by court instances.

If your application is rejected and you have not appealed the negative decision to the court, you may continue to live in the Reception Center for up to 30 days. When the deadline expires, you have to immediately free the room.

If your application is satisfied and you have been recognized as a refugee and received asylum, you have to vacate the room after notification from the MS on positive decision. Afterwards, you may apply to the MS with the request to provide you with a room in a dormitory/social house. This application will be considered by the relevant working group.

5.3. Internal house rules for residence in the Reception Center

The house rules for residence in the Reception Center are established by the decree of the Minister of Territorial Administration and Infrastructure dated 10 August 2016; and they are obligatory for all residents of the Reception Center.

The house rules for residence in the Reception Center will be introduced to you by the manager of the Reception Center in the language you understand, when you move to the center. **You should respect them.**

In case of problems occurred during living in the Reception Center, you may apply to the manager of the Reception Center, as well as to MS and to UNHCR and to partner NGOs (see Part 11 for contacts).

PART 6. REFUGEE STATUS AND ASYLUM CANCELLATION AND CESSATION

6.1. Refugee status cessation

Your refugee status may be ceased by the MS for the following reasons:

1. you have voluntarily re-availed yourself of the protection of the country of your citizenship,
2. having lost your citizenship you have voluntarily restored it,
3. you have acquired citizenship of RA or another country and enjoy the protection of that country,
4. you have voluntarily returned to the country you had left/fled due to fear of being persecuted,
5. you can no longer refuse to avail yourself of the protection of the country of your citizenship, because the circumstances due to which you were recognized as a refugee stopped to exist.
6. not having citizenship, you are able to return to the country of your former residence, because the circumstances due to which you were recognized as a refugee stopped to exist,
7. you do not want to be considered as a refugee for personal reasons.

6.2. Cessation of asylum

The asylum granted to you by the MS may be canceled, if:

- there are reasonable grounds that you are a threat to the national security of the Republic of Armenia, or
- you have been convicted for committing a serious or particularly serious crime.

6.3. Cancellation of refugee status

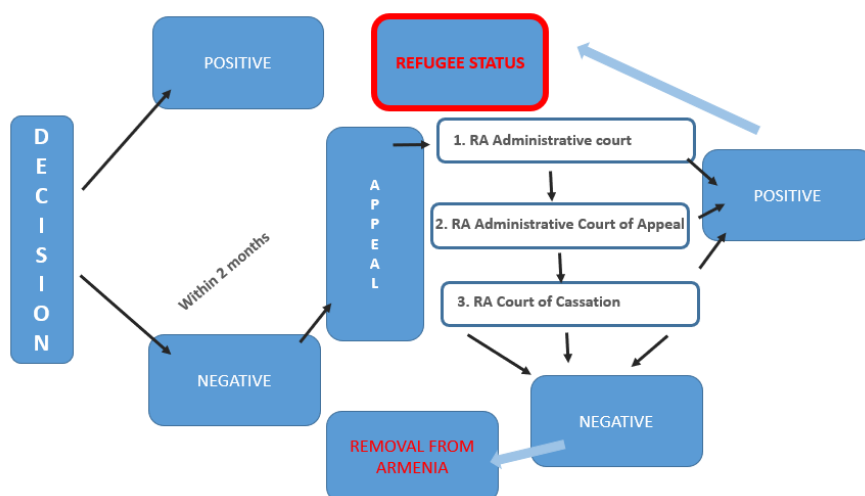
Your refugee status will be canceled, if after granting it the MS finds out that:

- you should not have been granted refugee status because your data does not meet the requirements stipulated by Article 6 of the RA Law on Refugees and Asylum.
- during the refugee status determination procedure one of the grounds for exclusion had been applicable to you.

PART 7. APPEAL RIGHTS

7.1 Appealing the MS decision

You have the right to appeal to the court (in court instances) against any negative decision made by the MS regarding your asylum application.



If you have appealed the MS decision, before the court will make a final decision you are considered as an asylum-seeker and have the right to legally reside in the territory of Armenia, benefit from the available services and reside in the Reception Center. You will not be deported/returned to your country of citizenship or country of permanent residence until there is a final decision.

You have the right to receive legal aid for appealing the MS decision to the court.

For free legal aid you should apply to the Public Defender's Office of the Chamber of Advocates. You will be provided with a public defender, who will help you with the appeal procedure - give you free legal consultation, prepare a claim for submitting to the court and defend your interests in court instances (see Part 11 for contacts).

For free legal aid you can also apply to UNHCR partner "Mission Armenia" NGO (see <http://www.mission.am/NEW/geo/index.php?iL=0&iM=10291> for the activity map of the NGO).

If you have financial means, you may hire a lawyer on your own means by applying to the Chamber of Advocates of the RA or any lawyer's office.

To appeal against the negative decision, it is necessary to submit the appeal to the RA Administrative court (see Part 11 for contacts). The content of application should meet the requirements of the RA legislation; otherwise the court will not admit it. For appealing a negative decision, it is recommended to apply to a lawyer who will assist you in the appeal procedure (see Part 7 and Part 11).

Appeal procedure

The appeal procedure is implemented by three court instances:

1. The RA Administrative Court,
2. The RA Administrative Court of Appeals,
3. The RA Court of Cassation.

There is no exact timeframe defined for court to review your claim.

Appeal decisions

The Administrative court can issue the following decisions:

1. to reject a claim,
2. to satisfy a claim,
3. to annul decision of the MS and to compel the MS to re-consider the decision.

The RA Administrative Court of Appeals can issue the following decisions:

1. to reject a claim,
2. to satisfy a claim,
3. to annul the decision of the Administrative Court and send the case to the Administrative Court for reconsideration.

The RA Court of Cassation can issue the following decisions:

1. to return a claim to you due to absence of grounds for cassation claim,
2. to annul and change the decision of the Administrative Court of Appeals,
3. to annul the decision of the Administrative Court of Appeals and send the case to the Administrative Court for reconsideration.

7.2 Time limit for appeal submissions

You may appeal the MS negative decision to the RA Administrative Court within 2 months after notification on the MS decision on your asylum application. If you do not apply to the court within this time period, the decision by the MS will be considered final. The period for launching an appeal may be renewed only if there are valid reasons for missing it. The reasons for missing the appeal period are considered to be valid, if they do not fall within the sphere of your influence.

After the reasons for missing the appeal period disappear, you can submit an appeal to the court within 15 days, but no later than within three months starting from the day you got the notification about the decision on your asylum application. If you do not lodge the appeal within this period, the decision of the MS will be considered final.

PART 8. CONSEQUENCES OF ASULYM REFUSAL

8.1 Voluntary return

If your asylum application was rejected by the MS and you did not appeal the negative decision, the decision of the MS is considered to be final. You must voluntarily return to the country of your citizenship or permanent residence.

If you appealed to the court against a negative decision and your asylum claim was rejected by the court in final instance, the decision is considered to be final. You must voluntarily return to the country of your citizenship or permanent residence.

If you desire to repatriate voluntarily, you may apply to the MS for the assistance with regard to your voluntary repatriation. You may apply for voluntary repatriation also during the discussion period of your asylum application.

The MS will assist you:

- to get all available information on the situation in the country of your citizenship or permanent residence,
- to receive necessary travel documents and visa for entering the country of origin or permanent residence or possible transit country.

8.2 Deportation

If you do not leave Armenia voluntarily within the prescribed deadline, your stay in Armenia will be considered illegal. The MS will apply to the RA Police and it will ensure your deportation. Your deportation from Armenia will be implemented only based on court

decision.

You will not be deported from Armenia, if:

- you have any type of residence permit providing the right to legally reside in the country (temporary, permanent and special). The temporary and permanent residence permits are granted by the Passport and Visa Department of the RA Police (See Part 12), while the special residence permit is granted by the RA President decree,
- you are a minor and your parents reside in Armenia legally,
- you have a minor under the lawful care or you are 80 and above years old. In such cases you may apply to the Passport and Visa Department of the RA Police to receive temporary residence permit in Armenia.

PART 9. RE-APPLYING FOR ASYLUM

9.1 Grounds for re-applying for asylum

- After a final negative decision on your asylum application (including court procedure), you can re-apply to the MS for asylum in Armenia, if:
 - new circumstances have arisen which were missing during the processing of the previous application,
 - you have new proofs, which you were not able to present during the processing of your previous application.

In the course of a new asylum procedure you have all rights and obligations set out for asylum-seekers you had during processing your first application.

9.2 Procedure of processing of a new application for asylum

If you have submitted a new application for asylum (repeated application), you will be interviewed by the MS official to find out whether there are grounds for processing a new application.

If during the interview it becomes clear that there are no grounds for processing a new application, your new application will not be examined.

If it turns out that there are grounds for processing a new application, your new application will be examined by the MS and a decision will be made to grant or reject refugee status. In case of a negative decision you can appeal it to the court. In this case you are still considered as an asylum-seeker and have all rights set out for asylum-seekers.

PART 10. ASSISTANCE FOR REFUGEES

State agencies and non-governmental organizations within the framework of their competencies provide assistance to refugees in various issues:

- Assistance in providing accommodation,
- Financial support,
- Legal aid,
- Psychological support,
- Social assistance,
- Medical care,
- Assistance in educational issues,
- Assistance in pension issues.

Assistance in providing accommodation

The State is not obliged to provide accommodation to the persons recognized as a refugee. The MS has dormitories at its disposal, and you can be provided with a room in one of them, if free rooms are available. The issue of providing you with a room in the dormitory is discussed and the room is allocated to you by the relevant working group coordinated by the MS. The relevant application should be submitted to the MS on working days: Monday to Friday, at 09:00-18:00 (break 13:00-14:00).

Medical care

If you have some health problems you can apply to your district polyclinic, where you will receive free ambulatory medical assistance. You also will be provided with free emergency assistance (see Part 11).

Educational assistance

Institutions of general education will help your child on the issues related to his/her school attendance free of charge. As regards to higher education, you should apply to the preferred higher education institution to get education at the department of your choice, similarly to Armenian citizens. (see Part 11).

Social and psychological assistance

Social and psychological assistance is mainly provided by non-governmental organizations.

At the end of this brochure you can find the contact information of those organizations you can apply for assistance.

Employment

In order to find a job, you can apply to the State Employment Agency which offers:

- Consultations and information on provided services;
- Consultation on professional orientation;
- Free of charge assistance to find job;
- Participation in employment projects and events;
- Vocational trainings (see Part 11 for contacts).

You can find the list of non-state organizations providing employment assistance at the following link: <http://employment.am/am/118/free.html>

Legal aid

Asylum-seekers and refugees are provided free legal aid free of charge in accordance with the Law of the Republic of Armenia "On advocacy."

The Office of the Public Defender provides free legal aid to vulnerable groups prescribed by the law. Asylum seekers and refugees are included as a separate group entitled to free legal aid.

Also, you can also apply the Office of the Human Rights Defender and the RA Chamber of Advocades for legal counselling (see Part 11 for contacts).

PART 11. USEFUL CONTACTS

1. The Migration Service of the RA Ministry of Territorial Administration and Infrastructure

Address: 31 Ulnesti str., Yerevan
Telephone: (060) 275-032
E-mail: migrationservice.sms@mta.gov.am
Website: www.smsmta.am,
Facebook: <https://web.facebook.com/armenia.m>
(Asylum granting and refugee issues)

2. United Nations High Commissioner for Refugees (UNHCR)

Address: 0010, 14 Petros Adamyan Street, Yerevan
Telephone: (010) 54-59-37 (ext.117)
Mobile: (091) 41 53 87,
E-mail: armyeprt@unhcr.org
Website: www.un.am/hy/agency/unhcr
Facebook: <https://web.facebook.com/UNHCRArmenia/>
(International protection issues)

3. The RA Administrative Court

Address: 23 Garegin Nzhdeh, Yerevan
Telephone: (010) 44-71-21
(Appealing a negative decision on asylum application)

4. The RA Administrative Court of Appeals Address: 3/9 Tbilisyan Avenue, Yerevan Telephone: (010) 20-11-95
(Appealing decision to the RA Administrative Court of Appeals)

5. Civil and Administrative Chamber of the RA Court of Cassation

Address: 5 Vazgen Sargsyan, Yerevan
Telephone: (010) 51-17-35
(Appealing decision to Civil and Administrative Chamber of the RA Court of Cassation)

6. Chamber of Advocates of Armenia Address: 7-2 Zakyan St., Yerevan Telephone: 010 60-07-01,
E-mail: info@advocates.am
(Hiring a lawyer)

7. Office of the Public Defender

Address: 2 Zakyan St., Yerevan
Telephone: (010) 60-07-04,
E-mail: info@advocates.am
(Free legal aid)

8. Human Rights Defender of Armenia

Address: 56 a Pushkin St., Yerevan
Telephone: (010) 53-76-51,
E-mail: ombuds@ombuds.am
Website: <http://ombuds.am/>
(Protection of human rights)

9. Armenian Red Cross Society (ARCS)

Address: 21/1 Paronyan St., Yerevan
Telephone: 095/055 62 50 65, 060 62-50-6375,

arcs-pm@redcross.am, redcross@redcross.am

Website: <https://www.redcross.am/>

(Assistance and counseling according to ongoing projects)

10. "Reception Center" State non-governmental organization

Address: 70/1 Moldovakan St., 2nd Block of Nor Nork, Yerevan

Telephone: (010) 62-72-54,

E-mail: rc.sms@mta.gov.am

(Accommodation in the reception center)

11. The RA Ministry of Territorial Administration and Infrastructure

Address: Government Building 3, Republic Square, Yerevan

Telephone: (010) 51-13-18, mta@mta.gov.am

(Issues related to allocation of a room in a dormitory to recognized refugees)

12. Department of Passport and Visa of the RA Police

Address: Davtashen, 4th District, 17/10 Building, Yerevan Telephone: (010) 37-02-64

(Issues related to receiving RA citizenship)

13. Ministry of Foreign Affairs of the Republic of Armenia

Address: 3 Vazgen Sargsyan St., Yerevan

Telephone: (060) 62-00-00, info@mfa.am

14. Mission Armenia NGO

Address: 42 Garegin Njdeh St., Yerevan

Telephone: (010) 44-47-61, org@ngo.mission.am

(Free social, medical assistance, legal counseling other assistance according to ongoing projects)

15. "KASA" Swiss humanitarian foundation

Address: 29 Nalbandyan St., Yerevan

Telephone: 010 54-18-44, kasaam@kasa.am

(Socio-cultural integration issues according to ongoing projects)

16. FAR's Children's Support Centre Foundation

Address: 64 Ulnetsi St., Yerevan

Telephone: 0800-611111, farz@far.am

(On issues of refugee and asylum-seeker children)

17. Ministry of Labor and Social Affairs

Address: Government Building 3, Republic Square, Yerevan

Telephone: (010) 52-08-30

(Issues related to receiving state allowances, pension, job placement)

18. Ministry of Education, Science, Culture, and Sport

Address: Government Building 3, Republic Square, Yerevan

Telephone: 010 52-06-32, info@edu.am

(Issues related to education)

19. Ministry of Health

Address: Government Building 3, Republic Square, Yerevan

Telephone: 060-80-80-03, info@moh.am

(Issues related to healthcare)

20. Employment Agency of the Ministry of Labor and Social Affairs
Address: 68 Ulnetsi Str., 5th floor, Yerevan (Kanakaner-Zeytun administrative district)
Telephone: 010-28-06-55 , 060-65-27-60, info@employment.am
(Issues related to employment)

21. Emergency aid - 911 or 112

22. Fire service – 101

23. Police – 102

24. Ambulance – 103

25. Call center - 113