

All services provided by UNHCR and its partners are FREE OF CHARGE.

If you have information about UNHCR staff, or staff of UNHCR partners or contractors, being involved in corruption, exploitation (including sexual exploitation), fraud, or sexual abuse, report it IMMEDIATELY. Persons wishing to make a complaint may do so: (i) at UNHCR partners' offices using available complaint form in English, Armenian, Russian, French, Spanish, Farsi, Turkish and Arabic, or (ii) at the UNHCR Armenia office via complaint box or using an e-mail address: armyecomplaint@unhcr.org, or (iii) by contacting UNHCR Inspector General's Office at: inspector@unhcr.org.



**United Nations High Commissioner for
Refugees (UNHCR) in Armenia**

UN House, 14 Petros Adamyan Street,
Yerevan 0010, Armenia

Tel.: +37410 545 937 (ext.117)

Hotline: 08000 0025

+37491 415 387

E-mail: armyeptr@unhcr.org

URL: <https://www.unhcr.org>,

<https://www.un.am/en/UNHCR>

<https://help.unhcr.org/armenia/>

UNHCR Armenia Facebook, Instagram,
Twitter, YouTube

Information for asylum-
seekers, refugees and other
displaced persons

in the Republic of Armenia

UNHCR Armenia 2021

About UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established in 1950 by the United Nations General Assembly. The agency is mandated to lead and coordinate international actions for the worldwide protection of refugees, asylum-seekers and stateless persons and to seek, together with governments, durable solutions for them. The primary responsibility for the provision of international protection of refugees rests with host governments.

What is the role of UNHCR in Armenia?

Armenia is a party to the 1951 UN Convention relating to the Status of Refugees. Formal applications for refugee status have to be made with the Migration Service of Armenia. This government entity will decide whether an applicant is eligible for being granted refugee status in Armenia.

In Armenia, UNHCR does not register refugees and does not issue refugee documents. UNHCR's role in Armenia focuses on supporting the Government to ensure quality asylum procedures and helps the Government to carry out its obligations towards individual refugees and asylum-seekers in line with the International Law and globally accepted standards. UNHCR and partners assist asylum-seekers by making social and legal counseling and representation accessible to everyone.

To complements the government's efforts in meeting the basic needs of asylum-seekers, refugees, stateless people and other populations it serves, UNHCR, through its partner NGOs, contributes to bridging assistance gaps with regards to health, education, livelihood support and income generating activities.

UNHCR also undertakes training of government officials and of NGO staff in addition to other key society actors.

UNHCR Armenia advocates for the improvement of national legal and policy framework through consultations and sharing of expertise.

Please note that UNHCR Armenia does not receive and/or process applications for asylum in other countries.

Asylum Authority in Armenia

Migration Service of the RA Ministry of

Territorial Administration and

Infrastructure

Scope of activities:

- ✓ Reception of asylum-seekers
- ✓ Refugee status determination (RSD)

- ✓ Facilitation of refugee integration through referrals to other partners' projects
- ✓ Advice on Government services and assistance schemes

Address: 31, Karapet Ulnetsi Str; Yerevan, RA

Tel: 033 275 024, 033 275 034

Tel: 060 275 024, 060 275 034

Email: migrationservice.sms@mta.gov.am

Website: www.smsmta.am

UNHCR Main Partners in 2021

Some assistance may have limited capacity and will be targeting individuals and families with the most pressing needs. Please check directly with the partner.

Mission Armenia NGO

Scope of activities provided through Mission Armenia Head Office, day-care centres, Reception and Integration Centers, social houses:

- ✓ Social services (consulting/counseling, emergency support, case management, referrals)
- ✓ Legal assistance (consulting/counseling, rights protection and court representation)
- ✓ Health services (informative support, referrals to polyclinics and hospitals, provision of medicine)
- ✓ Care services (persons with disabilities/elderly)
- ✓ Awareness-raising and advocacy
- ✓ Cash-based humanitarian assistance
- ✓ Humanitarian assistance in the form of food/non-food basic commodities
- ✓ Temporary shelter support through social housing and rental subsidy scheme
- ✓ Assistance to persons from Nagorno-Karabakh in refugee-like situation:
 - Improvement of living conditions in shelters, including quick fix interventions and emergency shelter repair
 - Procurement of household equipment for collective shelters
 - Improvement of sanitary conditions: distribution of hygiene items
 - Capacity-building of community-based women and children in psychological, educational and livelihood centres
 - Community-based projects promoting peaceful coexistence and favorable environment for refugees

Address: 42, G. Nzhdeh Str; Yerevan, RA Tel: 010 444 792, 094 440 793, 096 403 545

Email: org@ngo.mission.am

Website: www.mission.am

Facebook: [MissionArmenia](https://www.facebook.com/MissionArmenia)

Armenian Red Cross Society

Scope of activities:

- ✓ Counseling and referrals
- ✓ Organisation of Armenian language classes for persons with refugee status and/or asylum seekers.
- ✓ Weekly monitoring visits to the Reception Center
- ✓ Monthly monitoring visits to the border crossing points (BCPs) and trainings for border guards
- ✓ Organisation of information sessions and provision of information materials
- ✓ GBV case management
- ✓ Psychological support
- ✓ Child protection case management and educational support
- ✓ Provision of translation and interpretation services
- ✓ Implementation of the Economic Integration project for refugees and persons displaced from Syria:
 - Provision of tools for business activities
 - Provision of paid traineeship
 - Employment support
- ✓ Assistance to persons from Nagorno-Karabakh in refugee-like situation:
 - Distribution of non-food items
 - Community-based protection activities
 - Protection monitoring related activities

Address: 21/1, Paronyan Str; Yerevan, RA Tel: 060 625 063

Email: arcs-pm@redcross.am

Website: <https://www.redcross.am/en/home.html>

Facebook: [Armenian Red Cross Society](https://www.facebook.com/ArmenianRedCrossSociety)

KASA Swiss Humanitarian Foundation

Maintains the UNHCR hotline on behalf of UNHCR and is involved in:

- Provision of information regarding types of assistance programs by UNHCR and partners
- Collecting feedback on the work of partners and UNHCR.