

USEFUL CONTACT INFORMATION

Please note that the services mentioned below are provided by those institutions and organizations free of charge for refugees.



State Migration Service of the Ministry of Territorial Administration and Development of the Republic of Armenia

State Migration Service conducts activities towards integration of refugees in Armenia.

Tel: +374 60 27 50 08
Address: Yerevan 0037, 31 K. Ulnetsi Str.
Email: externalrelations.sms@gmail.com
Website: www.smsmta.am



Human Rights Defender of the Republic of Armenia

Defender is an independent state official, who observes the maintenance of human rights and freedoms on the part of state and local self-government bodies and its officials, as well as organizations operating in the field of public service. The Defender also contributes to the restoration of violated rights and freedoms

Tel: +374 10 53 76 51
Address: Yerevan 0002, 56a Pushkin Str.
Email: ombuds@ombuds.am
Hot Line: 116
Website: www.ombuds.am
FB: <https://www.facebook.com/Armenianombudsman/>

Office of Public Defender



Office of Public Defender provides free legal aid, inter alia to asylum-seekers, refugees, as well as persons who received temporary protection in Armenia.

Tel: +374 10 60 07 14
Address: Yerevan, 0010, 7/2 Zakyan Str., second floor
Email: pashtpan@advocates.am
Website: www.advocates.am



Representation in Armenia of United Nations High Commissioner for Refugees (UNHCR)

The UNHCR monitors examination of asylum applications by the State Migration Service and provides necessary support to ensure quality asylum procedure. UNHCR complements the Government efforts in meeting basic needs of asylum-seekers, refugees and displaced populations and contributes to bridging assistance gaps in the fields of health, education and income generation by way of projects implemented by its partners.

Tel: +374 91 41 53 87; +374 91 54 59 37
Address: Yerevan 0010, 14 Petros Adamyan Str.
Email: armye@unhcr.org
Website: www.un.am/hy/agency/UNHCR
FB: <https://www.facebook.com/UNHCRArmenia/>



Armenian Red Cross Society (ARCS)

The ARCS provides counselling, as well as arranges thematic information sessions for asylum-seekers and refugees. It also conducts monitoring visits to border crossing points and organizes training sessions for border guards.

Tel: +374 60 62 50 50; +374 60 62 50 63
Address: Yerevan 0015, 21/1 Paronyan Str.
Email: arcs-pm@redcross.am
Website: www.redcross.am/hy



UNHCR
The UN Refugee Agency

INFORMATION LEAFLET

on the rights and obligations of persons recognized as a refugee in the Republic of Armenia

November 2017

What rights does a refugee have?

- Persons recognized as a refugee have the rights equal to those of citizens of the Republic of Armenia (RA), except for the rights to participate in the parliamentary elections and referendum (in cases prescribed by Law), join any party, to be elected or appointed to a position at state or local self-government bodies, and the right to own land.
- According to RA Constitution you are protected from discrimination based on your race, religion, country of origin or any other ground.
- You have a freedom to practice your religion and choose religious education for your children.
- You as a refugee cannot be expelled or returned in any manner whatsoever to the territories of another country, where there is a danger, as per well-founded reasons, that you would be subjected to death penalty, torture, inhuman or degrading treatment or punishment, except the cases related to protection of national security or maintenance of public order.

As a refugee, you have:

- Right to apply for citizenship of the Republic of Armenia for which you should approach the Passport and Visa Department of the Police of RA (address: Davtashen, 4th District, 17/10 Building).
- Right to choose the place of your residence and move freely within the state territory, as citizens of RA.
- You can travel outside Armenia with your valid Convention Travel Document in case you receive a visa of the respective country.
- Right to work, to free choice of employment within the territory of Armenia. You may seek employment on your own, or approach state and private employment agencies for support with job search, under same conditions as citizens of RA.
- Right to acquisition of movable and immovable property, as well as its ownership.

- You can also approach the State Migration Service for support with a temporary shelter in the Integration Centre, as well as state supported housing which will be provided if free places are available, as an interim measure to support your integration in Armenia.
- Right to receive social assistance, including state allowances on poverty (subject to individual case assessment and scoring) and disability (subject to medical examination, the amount is between 16,000 – 22,000 AMD), as well as a pension (basic pension in the size of 16,000 AMD is provided to men and women from the age of 65 y.o.), equal to citizens of RA.
- Right to receive free medical care and services on the same conditions as citizens of RA. These services include emergency medical aid, limited services in policlinics and hospitals supported by the state. You also have the right to receive medical care and services for pay on the same conditions as citizens of RA.
- Right to basic general education in public schools for free and private schools for pay, as well as right to vocational and higher education on the same conditions as citizens of RA (this includes application for scholarship, state supported educational programs).
- Right to free legal aid. Please, approach the Office of Public Defender (see contact details in the first page).
- Right to approach the UNHCR Representation in Armenia and the Armenian Red Cross Society.
- Right to apply to the Human Rights Defender.

What obligations does a refugee have?

As a refugee, you are obliged to:

- Follow laws of the Republic of Armenia and maintain public order.
- Pay taxes, duties and other compulsory fees, as the RA citizens.

Applying to the Human Rights Defender

- Every person, including refugees, as well as every legal entity has the right to apply to the Defender.
- You can apply to the Defender, if you believe that your rights have been violated by the state, local self-governing bodies or its officials, as well as organizations operating in the field of public service.
- Your complaint will be discussed if you apply to the Defender within a year following the day when you have learnt or should have learnt about the alleged violation of your rights.
- Complaint can be submitted both written (in paper or online) or orally in any language you may prefer.
- After receiving the complaint, the Defender within 30 days adopts one of the following decisions:
 1. on accepting the complaint for consideration;
 2. on not considering the complaint;
 3. on presenting to the complainant possible means for the protection of his or her rights and freedoms;
 4. on referring the complaint for consideration to another entity.
- As a result of consideration of the complaint, the Defender delivers one of the below mentioned decisions:
 1. on existence of violation of human rights;
 2. on absence of violation of human rights;
 3. on filing an action before the court on declaring as fully or partially invalid the regulatory legal acts;
 4. on terminating the consideration of the complaint.
- Based on the first decision, the Defender suggested the state or local self-government body or the official thereof or the organization having committed the violation, to eliminate the violation within a reasonable time, indicating the necessary measures for restoration of the human rights and freedoms.