



Country Fact Sheet

Armenia

2019



Credit: IOM / Armenia 2016

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**For further information please visit the information portal on
voluntary return and reintegration *ReturningfromGermany*:
<https://www.returningfromgermany.de/en/countries/Armenia>**

I. Checklist for Voluntary Return



Credit: IOM / Armenia 2016

Before the Return

The returnee should

- ✓ Request documents from the German authorities that might be needed later on: Valid passport or equivalent, birth certificates of the children, documents certifying education in Germany (both for the returnee and his/her children), medical history(ies) if any
- ✓ Armenians abroad can apply for or extend their passport at embassies or consular offices
- ✓ Armenians abroad with invalid or expired passports, but in need of urgent return, can be issued temporary one-way return certificates
- ✓ get information concerning the arrival at the airport and the onward journey. Shuttle Service Armenia, C-Media, Taxi service of Zvartnots Airport (+37410771100) is available at Zvartnots Airport arrival hall and offers transfers to Yerevan and other regions of Armenia
- ✓ find a temporary accommodation.

After the Return

The returnee should

- ✓ Returnees who hold a valid passport are not registered at the border points upon their arrival in Armenia. Once an Armenian citizen has returned to Armenia, he/she needs to inform the Police (Passport and Visa Department) and register under the new address if they registered their emigration in the first place. Returnees that had civil changes whilst being abroad, (e.g. 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
- ✓ (re-)register for the health insurance and the pension insurance system
- ✓ apply for social welfare
- ✓ contact services assisting with the search for jobs and housing
- ✓ apply for child care, schools or other educational institutions

II. Health Care (1/2)

I. General Information

Armenia's health care system is composed of a state-guaranteed free health care and an individual voluntary medical insurance. 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 of Armenia) and the list of health care institutions can be obtained at the official website of the Ministry of Health of Armenia: www.moh.am.

Benefits:

Benefits from the voluntary individual insurance depend on the program (preventive annual check-ups, ambulatory, dental, hospital, provision of medication, etc.) chosen by the patient.

Costs:

In case of voluntary individual insurance the patient's financial participation is 100%.

2. Medical treatment and medication

Medical facilities and doctors:

Information on the medical facilities and doctors can be obtained at the official website of the Ministry of Health of Armenia: <http://www.moh.am>.

Procedure of admission:

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.

Availability and costs of medication:

Following social groups of population are entitled to receive free medication through local polyclinics:

- Disabled, 1st and 2nd groups (the category of disability is defined by The Ministry of Labour and Social Affairs)
- Disabled children (under 18 years)
- WWII veterans and persons equal to the latter
- Children without parental care, as well as unilateral orphans (under 18 years)
- Children of multi-child families (under 18, with four and more minor children)
- Family members of the servicemen killed in action while 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 years)
- Children under 7 years

Discount of 50% on medication is guaranteed for the following social groups

- Disabled, 3rd group
- Illegally sentenced people
- Single not working pensioners
- Families consisting only of not working pensioners
- Single mother's children (under 18 years)

Discount of 30%

- non-working pensioners

Preconditions:

- referral from the local polyclinics
- passport, with exception of urgent cases
- Further documents certifying the social status

If the import of medication is necessary please consider the following:

- import for personal use is restricted up to 10 items of medicines, 3 consumer boxes each
- import of a larger amount should be certified by the doctor in charge, proofing the necessity of the mentioned amount for the treatment course

II. Health Care (2/2)

Health Care System: Access for Returnees

Eligibility and Requirements

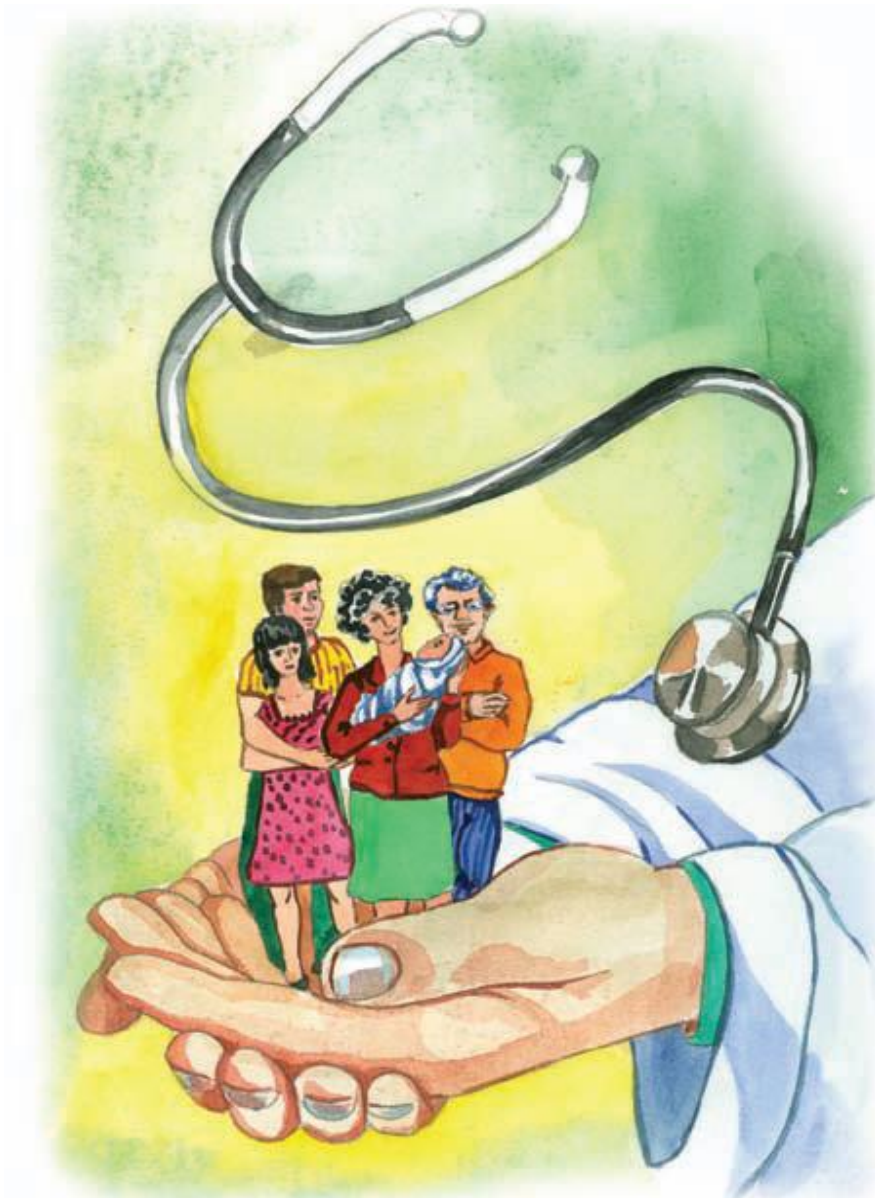
Everyone residing in the Republic of Armenia - citizens of the Republic of Armenia, foreign citizens having a residence permit in the Republic of Armenia, persons without residence status, as well as persons having refugee status in the Republic of Armenia can access the healthcare system. Returnees and their family members can access the voluntary health insurance services (paid by the returnee) and can benefit from the free healthcare services provided by the Government.

Registration Procedure:

The returnees and their family members can be registered at one of the polyclinics and benefit from free healthcare services provided by the polyclinic. The returnees and their family members can continue benefiting from the services of the polyclinic where they were registered before departure.

Registration Documents :

A valid ID is sufficient for new registration or for renewal of the registration based on their personal files.



III. Labour Market and Employment (1/2)

I. General information

In Armenia, the unemployment rate is currently at 16.3%. Wages in Armenia increased to 176.874 AMD/month in February from 172.198 AMD/month in January of 2019. Wages in Armenia averaged 160.527.42 AMD/month from 2010 until 2019, reaching an all time high of 250.029 AMD/month in December of 2017 and a record low of 995.53 AMD/month in January of 2010.

2. Ways/assistance to find employment

The State Employment Agency 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.

3. Unemployment assistance

Armenia has a State program on population employment regulation. Detailed description of the programs can be accessed through the official website of the State Employment Agency at www.employment.am.

State programs include

- Professional training courses
- Support to the unemployed in moving to other residential areas for work
- Support to unemployed in gaining work experience
- Support to small entrepreneurship
- Support to unemployed by providing seasonal jobs in agricultural field

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

- Workplaces in banking system
- The Career Center
- JobFinder
- Vacancy.am
- Job.am

Indices	Unit of measure	2017	2018
The number of labor force	thousand persons	2021.4	2015.3
The number of employed persons	- - - - -	1011.9	1073.8
The number of unemployed persons	- - - - -	219	208.4
The unemployment rate	%	17.8	16.3

III. Labour Market and Employment (2/2)

4. Further educational possibilities, vocational trainings

Organizing vocational trainings is one of the tasks of the State Employment Agency. Information on registration and available trainings can be obtained at <http://employment.am>.

Unemployment Assistance: Access for Returnees

Eligibility and Requirements:

The returnees can benefit from the state employment programs without any restrictions. Moreover, people classified as returned migrants are considered to be uncompetitive in the labor market, and can therefore benefit from the annual state employment programs that support the reintegration of returnees through employment.

Registration Procedure:

The returnee has to register at one of the territorial offices of the State Employment Agency.

Required Documents:

Valid ID and application form.



IV. Housing

I. General Information

In case the financial situation of the returnee allows them to buy a flat on their own, the lowest market prices for an apartment start from a monthly rent of 100,000 AMD in Yerevan and 50,000 AMD in Marzes (administrative district of Armenia). Costs for utilities can be obtained at the official website of the Public Services Regulatory Commission of the Republic of Armenia: <http://www.psrc.am/en>.

Supply of apartments for rent is rather high. Links for Real Estate Agencies in Armenia:

- www.myrealty.am
- www.akcern.am
- www.elate.am
- www.erkir.am
- www.list.am

2. Ways/assistance to find accommodation

There are temporary shelters for homeless, disabled, and elderly citizens, including assistance for finding housing. To benefit from the assistance, returnees have to apply at 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.

3. Social grants for housing

Currently there are no state programs aiming at the provision of accommodation for returnees.



V. Social Welfare (1/2)

I. General Information

The social welfare system of Armenia currently includes:

- State social assistance programs, such as family benefits, disability, age, and other social pensions, one-off child birth allowances, and a child allowance (up to the age of 2);
- Social assistance programs for the handicapped, veterans, and children; in particular, medical and social rehabilitation programs, in-house social services for the elderly and disabled, homes, orphanages and boarding schools;
- State social insurance programs, consisting of age and disability pensions, as well as allowances for temporary disabilities and pregnancy.

More information on social benefits and allowances in respective departments can be obtained from the Ministry of Labor and Social Affairs and its regional offices (www.mss.am).

Costs:

No costs incur.

Benefits:

- Consulting assistance;
- Rehabilitation aid;
- In-kind assistance;
- Provision of shelter;
- Care;
- Legal assistance;
- Nomination and payment of pensions, allowances and other monetary payments established by law;
- Employment services, medical and social expertise services and other services defined by law.

Detailed description of benefits and allowances are described at: www.ssss.am.

Social Welfare System: Access for Returnees

Eligibility and Requirements:

Everyone residing in the Republic of Armenia - citizens of the Republic of Armenia, foreign citizens having a residence permit in the Republic of Armenia, persons without residence status, as well as persons having refugee status in the Republic of Armenia shall have the right to social assistance, if any grounds exist.

Registration Procedure:

The returnees have to register at one of the 51 territorial offices of the State Social Security Service (10 in Yerevan and 41 in the respective regions) or apply online at:

<http://www.ssss.am/arm/e-reception/send-application> .

Registration Documents :

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

V. Social Welfare (2/2)

2. Pension System

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

The state pension insurance system based on mandatory social insurance includes the following terms

- Old-age pensions
- Protracted service pensions
- Disability insurance pensions
- Insurance pensions to families who have lost the head of household.

Costs:

No costs incur.

Benefits:

It is possible to learn about different pension types, how they are calculated and required documentations from the following website:

<http://www.ssss.am/arm/pensions-system/pension-security>

Pension System: 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. 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.

Registration Procedure:

The returnee has to apply to one of the 51 Pension Offices across Armenia, ideally to the office in the district of his/her residence. Once the decision is made, the returnee can receive the pension on a monthly basis.

Registration Documents:

1) Application form; 2) identification document; 3) public service license plate; 4) documents confirming the length of service (workbook, other documents confirming the length of time or archival reference); 5) certificate issued by the Social Payment Service (or payment orders, receipts to that account), or reference issued by the employer for the amount of wages and number of years; 6) photo (4 x 6 mm).

3. Vulnerable Groups

The Ministry of Labour and Social Affairs (MLSA) is implementing programs supporting the main 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 State Social Security Service. The State programs are available at: <http://www.mlsa.am>.

The Medical-Social Expertise Agency (<http://www.hhbasp.am>) of MLSA provides medical and social examination services on behalf of the Republic of Armenia.

The Agency's responsibilities involve acknowledgement of disability, definition of disability groups, identification of disability causes, as well as establishment of duration and expiry. The Agency specifies forms of social protection and working conditions for disabled persons, issues eligibility recommendations for those to perform a specific job, etc.

Access:

For registration and assistance, persons can contact one of the offices of the State Social Security 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.

VI. Educational System

I. General Information

- Pre-school establishments (which are available at least 10 months a year) provide care, nursing, improvement of sanitary conditions, upbringing, and training for children aged from 1 to 6 years.
- General education institutions are primary, basic, senior, and secondary schools, as well as gymnasiums, which implement general education programs.
- Colleges are included into secondary education establishments and provide advanced secondary education. More information on preliminary (artisan) and vocational education can be obtained at: <http://www.mkuzak.am> .
- Higher education in Armenia is implemented in state Higher Education Institutions (HEI) on both paid or free basis.

Educational level	Age
Child care / nursery school	0-3
Kindergarten	0-6
Primary level	
Elementary School	6-10
Secondary level	
Middle School	10-15
High School	15-18
Higher education	
College, university, professional school, etc.	From 18

2. Cost, loans and stipends

Fees for state and non-state HEIs differ; they normally depend on how “popular” the chosen sector is on the labor market. Tuition fees in state HEIs for 2018-2019 vary between 800,000 AMD – 1.200,000 AMD per study year.

3. Approval and verification of foreign diplomas

Recognition and assessment of qualifications is implemented by the RA National Information Center for Academic Recognition and Mobility of Armenia. The Agency issues a Certificate of Acceptance. The required documents are a final thesis, diploma (in original as well as a certified copy), the list of research papers, and a passport.

More information can be obtained at:

- 27 Amiryan Street, Yerevan, Armenia
- Tel./Fax: (+374 10) 53 09 04
- Email: info@armenic.am
- Internet: www.armenic.am

Educational System: Access and Registration Procedure for Returnees

No specific documents are needed for returning pupils/students. 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.

Proficiency in the Armenian language is essential for entering schools and other educational institutions. The Ministry of Education and Science can provide information about available courses in Armenian language training, or in case of necessity, help to organize them for certain groups.

VII. Concrete Support for Returnees (1/2)

I. Reintegration assistance programs

Since 2012 the Migration Service (MS) implements projects on the formation of conditions for the effective reintegration of Armenians who have returned to Armenia from abroad. In the framework of this reintegration, project assistance is implemented in two ways: consulting on arising issues and service provision. Migrants and returnees can get necessary information at the Migration Service:

31 Karapet Ulnetsi Street,
Yerevan, Armenia
Tel.: +374 60 275003
Email: externalrelations.sms@gmail.com
Internet: www.smsmta.am

The following international organizations and NGOs implement projects and initiatives to support the reintegration of returned migrants:

- International Organization for Migration (IOM)
- Armenian Red Cross Society (ARCS)
- Caritas Armenia
- French Armenian Development Foundation (FADF)
- French Office for Immigration and Integration (OFII)
- International Centre For Migration Policy Development (ICMPD)

For more details please consult the Referral Guide for Reintegration of returnees:

- <http://publications.iom.int/books/referral-guide-reintegration-returnees-armenia-armenian> (in Armenian) and
- <http://publications.iom.int/books/referral-guide-reintegration-returnees-armenia> (in English).

2. Financial and administrative support

- Individual counselling for the returnees in terms of legal, social and business inquiries
- Assistance with housing problems
- Provision of livestock to villagers to ensure the economic stability of families
- Provision of medical, social, psychological and legal assistance
- Tailor-made vocational trainings such as IT skills, accounting, hairdressing, etc.
- Advice on Start-Ups and business loans
- Assistance with employment search

3. Support to start income generating activities

The State Employment Agency (SEA, www.employment.am) of the Ministry of Labor and Social Affairs (MLSA) provides persons uncompetitive in the labor market with a maximum of 1 million AMD for starting small businesses or for cattle breeding.

4. Virtual Counselling

Talk to an IOM friend!

The pilot project Virtual Counselling offers migrants living in Germany voluntary return and reintegration counselling, virtually via online communications tools, for nine countries of origin. Counselling takes place in the migrant's native language through Whatsapp and Skype.

Virtual counselling is always anonymous, individual, and unbiased.

Migrants interested in returning to Armenia can directly contact Armen in Yerevan via Whatsapp or Skype to receive individual information about country specific reintegration opportunities.

VIII. Contact Information and Useful Links (1/4)

International, Non-Governmental and Humanitarian Organizations

International Organization for Migration

Mission in Armenia
14 Petros Adamian Street, Yerevan, Armenia
Tel.: +374 10 585692
Email: IOMArmenia@iom.int
Internet: www.iom.int/countries/armenia

"World Vision Armenia" International Relief and Development Organization

1 Romanos Melikyan Street, Yerevan, Armenia
Tel.: +374 10 749118
Email: wvarmenia@wvi.org
Internet: www.wvi.org/armenia

Save the Children Armenian Representative Office

27 Azatutyan Avenue, Yerevan, Armenia
Tel.: +374 10 201014
Email: Armenia@savethechildren.org
Internet: <https://armenia.savethechildren.net>

UNHCR Representative in Armenia

14 Petros Adamian Street, Yerevan, Armenia
Tel.: +374 10 584892
Email: armye@unhcr.org
Internet: <http://www.unhcr.org>; <http://www.un.am>

United Nations Children's Fund

14 Petros Adamian Street, Yerevan, Armenia
Tel.: +374 10 584892
Email: yerevan@unicef.org
Internet: <http://www.unicef.am>; <http://www.un.am>

Mission East Armenian Branch

10 Proshyan Street, Yerevan, Armenia
Tel.: +374 10 264440
Email: miseast@missioneast.org
Internet: www.miseast.org/en/armenia

French-Armenian Development Foundation

10/7 Azatutyan Avenue, Yerevan, Armenia
Tel.: +374 10 201840
Email: info@ffad.am
Internet: <http://www.af4sd.org>

Helsinki Citizens' Assembly Vanadzor Office

59 Tigran Mets Street, Vanadzor, Armenia
Tel.: +374 32 242268
Email: hcav@hcav.am
Internet: www.hcav.am

International Centre for Human Development

19 Sayat-Nova Avenue, Yerevan, Armenia
Tel.: +374 10 582638
Email: mail@ichd.org
Internet: www.ichd.org

OXFAM Armenia

23 Davit Anhaght Street, Yerevan, Armenia
Tel.: +374 10 20 88 08
Email: khovhannisyan@oxfam.org.uk
Internet: www.oxfam.org.uk

VIII. Contact Information and Useful Links (2/4)

Relevant local authorities (employment offices, health/pension insurances etc.)

Ministry of Labor and Social Affairs

Government Building 3, Republic Square, Yerevan, Armenia

Tel.: +374 10 526831

Email: info@mlsa.am

Internet: www.mlsa.am

Ministry of Healthcare

Government Building 3, Republic Square, Yerevan, Armenia

Tel.: +374 10 582413

Email: info@moh.am

Internet: www.moh.am

State Employment Agency

68 Karapet Ulnetsi Street, Yerevan, Armenia

Tel.: +374 10 234037

Email: info@employment.am

Internet: www.employment.am

Migration Service

31 Karapet Ulnetsi Street, Yerevan, Armenia

Tel.: +374 60 275003

Email: externalrelations.sms@gmail.com

Internet: www.smsmta.am

State Social Security Service

13 Nalbandyan Street, Yerevan, Armenia

Tel.: +374 10 521594

Email: info@ssa.am

Internet: www.ssa.am

Medical-Social Expertise Agency

129 Armenakyan Street, Yerevan, Armenia

Tel.: +374 10 650608

Email: info@hhbsp.am

Internet: www.hhbsp.am

Services assisting with the search for jobs, housing, etc.

"JSOFT" LLC

73/1 Nairi Zaryan Street, Yerevan, Armenia

Tel.: +374 96 144 038,

Email: info@job.am

Internet: www.job.am

"Akcern" Real Estate Corporation

12 Vagharsh Vagharshyan Street, Yerevan, Armenia

Tel.: +374 10 275211

Email: infodesk@akcern.am

Internet: <https://akcern.am>

JobFinder Career Center

4 Hrachya Kochar Street, Yerevan, Armenia

Tel.: +374 10 283800

Email: support@jobfinder.am

Internet: www.jobfinder.am

"My Corp" Real Estate Agency

1 Charents Street, Yerevan, Armenia

Tel.: +374 77 885558

Email: info@my.am

Internet: www.myrealty.am

Tanger Recruitment Company

7 Kasyan Street, Yerevan, Armenia

Tel.: +374 11 667788

Email: info@tanger.am

Internet: www.tanger.am

"Erkir" Real Estate Agency

12, Sayat-Nova Street, Yerevan, Armenia

Tel.: +374 10 520051

Email: info@yerkir-real.com

Internet: www.yerkir-real.com

VIII. Contact Information and Useful Links (3/4)

Medical Facilities

“Nairi” Medical Center

21 Paronyan Street, Yerevan, Armenia
Tel.: +37410 537500
Email: info@nairimed.am
Internet: www.nairimed.am

"Erebouni" Medical Center

14 Titogradyan Street, Yerevan, Armenia
Tel.: +37410 451058
Email: hospital@erebouni.am
Internet: www.erebunimed.com

Hematological Center after prof. Yolyan

7, Nersisyan Street, Yerevan, Armenia
Tel.: +37410 2838 00
Email: armhaem@arminco.com
Internet: www.blood.am

“Arabkir” Medical Center

30 Mamikonyants Street, Yerevan, Armenia
Tel.: +37410 236883-1111
Email: arabkirjmc@gmail.com
Internet: www.arabkirjmc.am

“Astghik” Medical Center

28 Daniel Varuzhan Street, Yerevan, Armenia
Tel.: +37411 667788
Email: info@astghikmc.am
Internet: www.astghikmc.am

“Nork-Marash” Medical Center

13, Armenakyan Street, Yerevan, Armenia
Tel.: +37410 655930
Email: heart@nmmc.am
Internet: <http://www.nmmc.am>

"Armenia" Republican Medical Center

6 Margaryan Street, Yerevan, Armenia
Tel.: +37410 318109
Email: info@armeniamedicalcenter.am
Internet: www.armeniamedicalcenter.am

"Izmirlian" Medical Center

6 Aharonyan Street, Yerevan, Armenia
Tel.: +37410 242023
Email: izmirlianmedicalcenter@gmail.com
Internet: www.izmirlianmedicalcenter.com

"Kanakaner-Zeytun" Medical Center

7 Hrachya Nersisyan Street, Yerevan, Armenia
Tel.: +37410 285809
Email: qzmc@mail.ru
Internet: www.kanakaner-zeytunmc.am

Mikaelyan Institute of Surgery

9 Ezras Hasratyan Street, Yerevan, Armenia
Tel.: +37410 281790
Email: info@surgery.am
Internet: www.surgery.am

"AVAN" MENTAL HEALTH CENTER

21 Acharyan Street, 1st Blind Alley, Yerevan, Armenia
Tel.: +37410 236829
Email: mpcavanclinic@mail.ru
Internet: www.ahak-center.com

“ARTMED” Medical Rehabilitation Center

55a Tsarav Aghbyuri Street, Yerevan, Armenia
Tel.: +37410 621790
Fax: +37410 623599
Internet: www.artmed.am

National Center of Oncology after Fanarjyan

76 Fanarjyan Street, Yerevan, Armenia
Tel.: +37460 280108
Email: armoncology@yahoo.com
Internet: www.oncology.am

"Shengavit" Medical Center

9 Manandyan Street, Yerevan, Armenia
Tel.: +37410 440530
Email: info@mcschengavit.am
Internet: www.mcschengavit.am

VIII. Contact Information and Useful Links (4/4)

Other Contacts (e.g. NGOs for women and children, microcredit-lending)

UMCOR Armenia Charitable Foundation

14 Karapet Ulnetsi Street, Yerevan , Armenia

Tel.: +374 10 248141

Email: umcor@numcor.am

Internet: www.umcorarmenia.am

Mission Armenia

42, Garegin Nzhdeh Street, Yerevan 0026, Armenia

Tel.: +374 10 444792

Email: org@ngo.mission.am

Internet: www.mission.am

Armenian Red Cross Society

21/I Paronyan Street, 0015, Yerevan, Armenia

Tel.: +374 10 583630

Email: redcross@redcross.am

Internet: www.redcross.am

Caritas Armenia

34 Chaikovski Street, Apt. 23, Yerevan, Armenia

Tel.: +374 60 52 55 35

Email: caritas@cararm.am

Internet: www.caritasarm.am

Repat Armenia Foundation

37 Hanrapetutian Street, Yerevan, Armenia

Tel: +374 60 464660

Email: Contact@repatarmenia.org

Internet: <http://repatarmenia.org/eng>

Women's Support Center

Hot line: 099 88 78 08

Tel.: +374 10 56 57 66

Email: wsc.armenia@gmail.com

Internet: <http://www.womensupportcenter.org>

“KAMURJ” UCO CJSC

123 Sebastia Street, Yerevan, Armenia

Tel: +374 11 219787; +374 11 219797

Email: info@kamurj.am

Internet: www.kamurj.am

Enterprise Incubator Foundation

21/I Bagrevand Street, Yerevan, Armenia

Tel: +374 11 219787; +374 11 219797

Email: info@eif.am

Internet: <http://www.eif.am>