Armenian Red Cross Society
Scope of activities:
• Visits and support to asylum-seekers in the Reception Centre and individual accommodation
• Information sessions
• Employment counseling and advice
• Income generating activities through provision of toolkits
• Support to survivors of SGBV (Sexual and Gender-Based Violence) and other trauma, including psychological support
• Border guards capacity building and border visits
• Trainings and grants for community projects
Address: 21/1 Paronyan St, Yerevan, RA
Tel: (010) 53-78-62, (094) 53-84-31
Email: arcs-pm@redcross.am

Centre for Coordination of Syrian Armenian Issues NGO
Scope of activities:
• Facilitating community participation, incl. conference on issues concerning persons displaced from Syria to Armenia
• Social and employment counseling
• Cultural activities; youth clubs
• Language classes (Eastern Armenian and Russian)
• Kindergarten repair/expansion
Address: 9 Alek Manukyan St, Yerevan, RA
Tel: (010) 51-22-53, 51-22-58
Email: ccsaingo@yahoo.com

All services provided by UNHCR and its partners are free of charge.

Persons wishing to make a complaint about UNHCR or its partners may do so at UNHCR partners’ offices using standard complaint forms or at the UNHCR Armenia office complaint box by addressing the UNHCR Representative, and/or through contacting the Inspector General’s Office at UNHCR headquarters via the website www.unhcr.org.

Information for Refugees, Asylum-Seekers and other Displaced Persons in Armenia

United Nations High Commissioner for Refugees (UNHCR) in Armenia
UN House, 14 Petros Adamyan Street, Yerevan 0010, Armenia
Tel.: (010) 56 47 71, 58 48 92
E-mail: armyeprt@unhcr.org
URL: http://www.unhcr.org,
http://www.un.am/en/UNHCR

UNHCR Armenia
2014

Last updated in March 2014
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 action to protect refugees and resolve refugee problems worldwide. The primary responsibility for protection of refugees rests with governments. UNHCR also has a mandate to help stateless people.

What is the role of UNHCR in Armenia?
Armenia is a party to the 1951 UN Convention relating to the Status of Refugees and the RA Government has assumed the responsibility for processing asylum claims. Consequently, formal applications for refugee status have to be made with the State Migration Service. This government entity will decide whether an applicant is eligible for being granted refugee status in Armenia (address below).

In Armenia, therefore, UNHCR does not register refugees and does not issue them refugee documents. UNHCR’s role in Armenia focuses on supporting the Government to ensure quality asylum procedures and that it carries out its responsibilities vis-à-vis refugees and asylum-seekers in conformity with international law and standards. UNHCR assists asylum-seekers by making available through its partners social and legal counseling and representation. Moreover, UNHCR frequently monitors refugee status determination interviews and shares with the Government its position on international protection needs of asylum-seekers from specific countries and on legal issues.

UNHCR compliments the Government efforts in meeting the 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.

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 the provision of written comments.

Please note that the mandate of UNHCR Armenia does not include receipt and/or processing of asylum applications for asylum in other countries. For information on asylum procedures in other countries we kindly refer you to the embassies of the respective countries.

UNHCR Main Partners in 2014
Some assistance may have limited capacity, please, check directly with the partner.

i) Government Partners

State Migration Service of the RA Ministry of Territorial Administration
Scope of activities:
- Reception
- Refugee status determination (RSD)
- Integration support
- Advice on Government services and assistance schemes
Address: 4 Hr. Kochar St, Yerevan, RA
Tel: (010) 22-58-65, 22-56-20
Email: externalrelations.sms@gmail.com

UNHCR closely cooperates with the Ministry of Diaspora which coordinates assistance programs of State bodies, Pan-Armenian and other organisations to persons displaced from Syria and also offers counseling and referral services.
Address: 26/1 Vazgen Sargsyan St, Yerevan, RA Tel: (010) 58-56-01, 58-56-02
Email: ministry@mindiaspora.am
Website: www.mindiaspora.am

ii) NGO Partners

Mission Armenia NGO
Scope of activities:
- Social services (consulting/counseling, case management, referrals)
- Legal assistance (consulting/counseling, rights protection and representation)
- Health services (referrals, treatment and medication)
- Care services (persons with disabilities/elderly)
- Humanitarian assistance
- Rental subsidies
Address: 42 Garegin Nzhdeh St, Yerevan, RA Tel: (010) 44-47-92, 44-47-32
Email: org@ngo.mission.am
Website: www.mission.am

KASA Swiss Humanitarian Foundation
Scope of activities:
- Youth activities - youth clubs and trainings (soft skills, tour-guide, entrepreneurship, language, IT trainings)
- Vocational trainings (hairdressing, cooking, clothes designing)
- “Adopt a Family” Project for orientation of new arrivals
Address: 29 Nalbandyan St, Yerevan, RA
Tel: (010) 54-18-44 (Tues-Sat)
Email: espaces@kasa.am, kasaam@kasa.am
Website: www.kasa.am/en/
Facebook page: “Espaces” Youth Training Center