

**Support to Reorganization of the Migration and Citizenship Service****Duration:** 01.12.2023 - 31.10.2025**Countries:**  
Armenia**EU contribution:** € 1 150 000**Total budget:** € 1 150 000**Implementer:**  
International Centre for Migration Policy Development  
ICMPD**Social media:****Website(s):** [facebook.com/ICMPDinArmenia/](https://facebook.com/ICMPDinArmenia/)**Project description:**

The newly established Migration and Citizenship Service has a principal mission of development and implementation of the Government's policy on migration, citizenship and asylum. The Service is responsible for the overall migration management in Armenia, including examination of applications and issuing of all types of residence permits, asylum applications, ID documents and visas. Merging two state institutions is a complex process that requires careful planning, coordination, and support to ensure a smooth and successful transition. This is in particular important when this reform is being implemented in the area related to migration management. The project aims at further supporting the Government of Armenia's ongoing reforms in migration management as well as to sustain and further enhance the Government's recent achievements in this area. Further expert and technical assistance, support in elaboration of strategic legal framework in the area of migratory crisis management and preparedness, further improvement of quality of services provided to the general public through capacity building and some procurement of technical equipment were identified as main areas of the intervention. The project will support the accomplishment of the above-listed priorities by providing necessary international and national legal and technical expertise, additional IT support and equipment of MCS front offices.

**Expected results:**

1. Digitalisation of migration and citizenship services supported by developing specific electronic case management systems
2. Staff (involved in migration management) capacity development and quality control tools developed/improved.
3. Capacities on e-visa issuance are built in the relevant units of MCS
4. Temporary holding facility for irregular migrants designed
5. Development of strategy on Crisis Management of Mass Influx of Forced Migrants supported.