

## COUNTRY FACT SHEET

### ARMENIA

(2017)

#### Disclaimer

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## I. CHECKLIST

### 1. To do 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), disease history(ies) if any
  - Armenians abroad can apply for or extend passport at embassies or consular office
  - Armenians abroad with invalid or expired passports, but in need of urgent return, can be issued temporary one-way return certificate
- 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.
- check vaccinations (especially for children). No special vaccinations are needed to (re-) enter the country. Children will undergo a free of charge routine immunization at the polyclinic.
- find a temporary accommodation.

### 2. To do immediately after the return

The returnee should:

- register with relevant authorities: 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. Health care system

#### a. General information on the health care system

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](http://www.moh.am).

#### b. Access, especially for returnees

- Eligibility and requirements: All Armenian citizens including returnees as well as asylum seekers and refugees have access to the health care system/insurances without any restrictions. No special requirements exist. Returnees who are not eligible to benefit from state-guaranteed free health care can buy voluntary insurance. Prices vary from 230 USD to 350 USD per annum. Passport and social insurance card are required for application.

Contact: <http://www.reso.am> | <http://www.ingoarmenia.am> | <http://www.nairi-insurance.am> | <http://armeniainsurance.am>.

- Registration procedure  
For voluntary insurance he/she must contact the private insurance companies.
- Required documents: Passport of the Policyholder (in case the employer insures the patient); Passport of the Insured person; the selected package and the name of the selected Medical Center.

c. **Benefits**

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

d. **Costs**

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

**2. Medical treatment and availability and costs of medication**

a. **Medical facilities and doctors**

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: [http://www.moh.am/?section=static\\_pages/index&id=625&subID=762](http://www.moh.am/?section=static_pages/index&id=625&subID=762); [http://www.moh.am/?section=static\\_pages/index&id=235&lang=am](http://www.moh.am/?section=static_pages/index&id=235&lang=am); [http://www.moh.am/?section=static\\_pages/index&id=624&subID=839,96](http://www.moh.am/?section=static_pages/index&id=624&subID=839,96).

b. **Procedures 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.

c. **Availability and costs of medication**

The 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%:
  - Not working pensioners
- Preconditions:
  - Referral from the local polyclinics
  - Passport, with exception of urgent cases
  - Further documents certifying the social status
- Importing medications: 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
  - Certificate that the given medicine is not available in Armenia
  - Certificate of the necessity of the medicine given by the doctor

**III. LABOR MARKET AND EMPLOYMENT**

**1. Labor market situation**

a. **Labor force**

In Armenia, the unemployment rate is currently 18.1%. In addition, every other unemployed person is jobless for more than a year.

**EMPLOYMENT MAIN INDICES IN THE REPUBLIC OF ARMENIA**

INDICES	Unit of measure	2015	.2016
The number of labor force	thousand persons	1325.1	1084.8
The number of employed persons	- - -	1105.4	1004.4

The number of unemployed persons	--..--	76.7	80.4
The number of the unemployed according to their education:	--..--	10.1	9.7
higher	--..--	14.5	14.3
secondary professional			
The number of the unemployed according to age:			
Below 30	--..--	19.0	19.2
31-54-year-old	--..--	46.2	48.1
Over 55	--..--	11.3	13.1
The unemployment rate	%	16.6	18.1
Men	%	14.5	18.5
Women	%	18.7	17.7

Source: [www.armstat.am](http://www.armstat.am)

**b. Average income**

Wages in Armenia decreased to 183643 AMD/Year in the first quarter of 2017 from 194779 AMD/Year in fourth quarter of 2016. Wages in Armenia averaged 88991.57 AMD/Year from 2000 until 2017, the reaching an all time high of 194779 AMD/Year in the fourth quarter of 2016 and a record low of 19475 AMD/Year in the first quarter of 2000. Wages in Armenia are reported by the Ministry of Finance of Armenia.

**c. Unemployment rate**

The unemployment rate in Armenia decreased to 17.4 percent in the fourth quarter of 2016 compared to 19.5 percent in the previous period. It was the lowest jobless rate since the third quarter of 2015 as the number of unemployed persons fell by 41.1 thousand to 212.3 thousand while employed fell by 37.7 thousand to 1009.1 thousand. The labor force participation rate went down to 60.7 percent from 61.8 percent.

**2. Ways/assistance to find employment**

The **State Employment Agency** of the RA Ministry of Labor and Social Affairs implements the State Programs aimed at securing sustainable employment for job seekers and securing labor demand satisfaction and ensuring effective utilization of the available labor force.

The programs can be accessed from the official website of the State Employment Agency at: [www.employment.am](http://www.employment.am).

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](#)

**3. Unemployment assistance**

**a. General information on public and/or private unemployment assistance**

Armenia has a State program on population employment regulation. Detailed description of State Employment programs is available at the official website of the RA State Employment Agency: <http://employment.am>

- The State program includes:
  - Professional training courses
  - Support to the unemployed in moving to other residential area for work
  - Support to unemployed in gaining work experience
  - Support to small entrepreneurship
  - Support to unemployed by providing seasonal jobs in agricultural field

**b. Access, especially for returnees**

- Eligibility and requirements  
Beneficiaries of the state program are:
  - the unemployed
  - the disabled persons
  - pensioners of long-term service and privileged pensioners
  - returned migrants are considered uncompetitive and thus eligible for state program
- Registration procedure: Returnees can be registered at one of the 51 subunits of the State Employment Agency (addresses are available at: <http://employment.am>) and benefit from one of the State programs.
- Required documents: Valid ID or passport.

c. **Benefits and costs**

Not available.

4. **Further education possibilities and vocational trainings**

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

## IV HOUSING

1. **Housing situation**

a. **Average rent, running costs/utilities** (e.g. electricity, water, etc.)

In case the financial situation of the returnee allows him to buy a flat on his own, the least market price of an apartment monthly rental in Yerevan starts from 150 USD and from 100 USD 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>.

b. **Demand and supply**

Supply of apartments for rent is rather high. Links for Real Estate Agencies in Armenia: [www.myrealty.am](http://www.myrealty.am) | [www.akcern.am](http://www.akcern.am) | [www.elate.am](http://www.elate.am).

c. **Housing facilities for returnees / social housing**

Not available

2. **Ways / assistance to find accommodation**

There are temporary shelters for homeless, disabled, and elderly citizens, including assistance at finding housing; to benefit from these, a returnee has to apply at the Ministry of Labor and Social Affairs (<http://www.mlsa.am>) and the Ministry will decide how to support. The budget and places for accommodation however is limited.

3. **Social grants for housing**

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

## V. SOCIAL WELFARE

1. **Social welfare system**

a. **General information on the welfare system**

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;
- A system of privileges for certain target groups of the population that, in 1999, lived through significant distressing conditions, primarily for veterans of World War 2.
- More information on social benefits and allowances as well as contact information of the respective departments can be obtained from the Ministry of Labor and Social Affairs and its regional offices ([www.mss.am](http://www.mss.am)).

b. **Access, especially for returnees**

- Eligibility and requirements: All Armenian citizens are eligible to access the welfare system.
- Registration procedure for social security/insurance: Returnees can apply for one of the 51 offices (10 in Yerevan and 41 in other regions of Armenia) of the State Social Security Service or submit online application at: <http://www.ssss.am/arm/e-reception/send-application/>
- Required documents: Valid ID or passport

c. **Costs**

N/A

d. **Benefits**

Detailed description of benefits and allowances are described at: [www.ssss.am](http://www.ssss.am).

## 2. Pension system

### a. General information on the pension

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:

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

### b. Access, especially for returnees

- Eligibility/Requirements: 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. Applications for state pensions are accepted by the State Social Security Service of the Ministry of Labour and Social Affairs ([www.ssss.am](http://www.ssss.am)).
- Registration procedure for social security/insurance: Specific information about pension types, how they are calculated and about necessary documentations from the following website: <http://www.ssss.am/arm/pensions-system/pension-security>. With the pension calculator located on the website one can enter the work experience, disability group if any, and see the pension.
- Required documents: Valid ID or passport

### c. Costs

N/A

### d. Benefits

It is possible to learn about pension types, how they are calculated and about the necessary documentations from the following website: <http://www.ssss.am/arm/pensions-system/pension-security>.

## 3. Vulnerable Groups

### a. General information on vulnerable groups

The Ministry of Labour and Social Affairs (MLSA) is implementing programs supporting the main 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.hhbsp.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 them to perform a specific job, etc.

### b. Assistance for vulnerable persons

For registration and assistance persons can contact one of the offices of the State Social Security Service with 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

### 1. Educational system

General Information on the system:

Educational level	Age
Child care / nursery school	0-3
Kindergarten	3-6
Primary level	
e.g. elementary school, etc.	6-10
Secondary level	
e.g. middle school	10-15

e.g. high school, vocational training, etc.	5-18
Higher education	
e.g. university, institute, etc.	from 18

- Pre-school establishments (which function not less than 10 months in a year) provide care, nursing, improvement of sanitary conditions, bringing up, and training of children aged from 1 to 6 years.
- General education schools are primary, basic, senior and secondary education institutions and gymnasiums, which implement general educational programs.
- Colleges are included into secondary specialized educational establishments and provide advanced secondary specialized education including subjects of secondary educational programs. 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 paid and free basis, and in private HEIs – on paid basis (a two-tier system bachelorship and magistracy)

## 2. Access and registration procedure, especially 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. Ministry of Education and Science can provide information about available Armenian language training courses upon request or in case of necessity help to organize them for special groups

## 3. Costs, loans and stipends

### a. General information on tuition fees

Costs of the state and non-state HEIs differ, they normally depend on how “popular” the chosen sector is at the moment. The average tuition fee in state HEIs starts from 400 USD per study year.

### b. Access and requirements to stipends and/or loans for covering tuition

Private Banks have started the provision of study loans with an average interest rate of about 15% annually. The maximum period for these types of loans is 1 year with a limitation of about 1000 USD. The education of 6-18 years old children, including ancillary educational services, is financed by the State. Students can be awarded a stipend on competitive basis, according to the initial grades that the students obtained for the admission exams. Government refunds 50 to 100 percent of tuition of those students who are registered in the Poverty Family Benefit program and have passed the exams. No specific requirements or documents are needed for the returned students. They have the same rights and obligations as other citizens of Armenia.

## 4. Approval and verification of foreign diplomas

- Recognition and assessment of qualifications is implemented by the RA State Agency National Information Center for Academic Recognition and Mobility of Armenia (Amiryan str. 27; Tel./Fax: (+374 10) 53 09 04; Email: [info@armenic.am](mailto:info@armenic.am))
- Agency issues a Certificate of Acceptance
- Required documents: final thesis, diploma (original together with a certified copy), the list of research papers, and passport

## VII. CONCRETE SUPPORT FOR RETURNEES

### 1. Reintegration assistance programs

- Since 2012 the *State Migration Service (SMS)* implements a project on the formation of conditions for the effective reintegration of Armenians who have returned to Armenia from abroad. In the framework of the reintegration, project assistance is implemented in two ways, consulting on the issues and service provision. Migrants and returnees can get necessary information on the State Migration Service “Hotline” (+374)1026-41-63 or visit - [www.smsmta.am](http://www.smsmta.am).
- *Referral centre for reintegration (RCR)* established in the structure of the State Migration Service (SMS), formally registers the returnees and refers to existing reintegration programmes. The RCR is located in the office of the State Migration Service (Address: 4 Hr. Kochar street, Yerevan; Phone: +374 (0)10 224925; E-mail: [contact@ti-armenia.org](mailto:contact@ti-armenia.org); [externalrelations.sms@gmail.com](mailto:externalrelations.sms@gmail.com); Webpage: <http://www.smsmta.am>).

- The following international organizations and NGOs implement projects and initiatives aimed at reintegration of returned migrants:
  - Mission Armenia
  - Armenian Red Cross Society (ARCS)
  - Caritas Armenia
  - French Armenian Development Foundation (FADF)
  - French Office for Immigration and Integration (OFII)
  - International Organization for Migration (IOM)
- 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. Support to start income generating activities

*Migrant Resource Centres* established within the system of the State Employment Agency (SEA) of the Ministry of Labor and Social Affairs (MLSA), provide reintegration services to potential and returning migrants, individual advice concerning job placement and involvement in the state employment programs ([www.employment.am](http://www.employment.am)).

## VIII. CONTACT INFORMATION AND USEFUL LINKS

### International, Non-governmental, Humanitarian Organizations

<b>International Organization for Migration</b> Mission in Armenia 14 Petros Adamian street, 0010 Yerevan, Republic of Armenia T.: +374 10 585692 Website: <a href="http://www.iom.int/Armenia">www.iom.int/Armenia</a>	<b>Mission Armenia</b> 42, Garegin Nzhdeh Street, Yerevan 0026, Armenia T.: (+374 10) 444792, 444793, 444761, 444732 Fax: (+374 10) 444792 E-mail: <a href="mailto:org@ngo.mission.am">org@ngo.mission.am</a> Website: <a href="http://www.mission.am">www.mission.am</a>
<b>Repat Armenia Foundation</b> 37 Hanrapetutian Street T.: 374 60 464660 Contact: <a href="mailto:Contact@repatarmenia.org">Contact@repatarmenia.org</a> Website: <a href="http://repatarmenia.org/eng">http://repatarmenia.org/eng</a>	<b>Caritas Armenia</b> Main Office Address: 8 Vazgen Sargissian Street, Side street nr. 3, 3118 Giumri; T.: +374 312 57201 Caritas Armenia Yerevan Office 34 Chaikovsky Street, Apt. 23, Yerevan Phone: +374 10 56 57 66 Website: <a href="mailto:caritas@cararm.am">caritas@cararm.am</a>   <a href="http://www.caritasarm.am">www.caritasarm.am</a>   <a href="http://www.reintegrationcaritas.be/en/country-information/asia/armenia.html">www.reintegrationcaritas.be/en/country-information/asia/armenia.html</a>
<b>Armenian Red Cross Society</b> 21/1 Paronyan Street, 0015, Yerevan, Armenia Tel./Fax: (+374 10) 583630 Contact: <a href="mailto:redcross@redcross.am">redcross@redcross.am</a> Website: <a href="http://www.redcross.am">www.redcross.am</a> (Armenian/English)	

### Relevant local authorities, such as employment offices, health insurances, pension insurances etc.

The RA legislation is available at the Armenian Legal Information System: [www.laws.am](http://www.laws.am).  
 Information on Armenian banks and currency rates is available at: [www.cba.am](http://www.cba.am); [www.banks.am](http://www.banks.am)  
 Information on local employment offices is available at: [www.employment.am](http://www.employment.am)  
 Information on social benefits and pensions is available at: <http://www.mlsa.am>; and <http://www.ssss.am>



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

<b>State Employment Agency of the Ministry of labour and Social Affairs of Armenia</b> 68 Ulnetsi Street, Yerevan, Armenia T.: +374 10 280619 Hotline: +374 (0) 80 00 10 20 Contact: <a href="mailto:info@employment.am">info@employment.am</a> Website: <a href="http://www.employment.am">www.employment.am</a>	<b>State Social Security Service of the Ministry of Labour and Social Affairs</b> 13 Nalbandian Street, Yerevan, Armenia Phone: +374 10 511414, 511414 (FREE) Fax: +374 010 521594 Contact: <a href="mailto:info@sif.am">info@sif.am</a> Website: <a href="http://www.ssss.am">www.ssss.am</a>
<b>Republican Union of Employers of Armenia</b> 26a Movses Khorenatsi street, 3rd floor, 0010 Yerevan, Armenia Tel.: (+37410) 527421, 528709 Website: <a href="http://www.employers.am">www.employers.am</a> (Armenian, English, Russian)	<b>Business Support Centre</b> “Business Pale” Centre 2nd floor, 6 Yekmalian Str., Yerevan; T.: (+374 10) 57 47 78, (+374 10) 53 23 13, (+374 60) 53 21 13, (+374 99) 574778, (+374 77)5747 78 Contact: <a href="mailto:bsc@bsc.am">bsc@bsc.am</a> , <a href="mailto:marketing@bsc.am">marketing@bsc.am</a> Website: <a href="http://www.bsc.am">www.bsc.am</a>
<b>Sectorial Union of Private Employment Agencies of the Republican Union of Employers of Armenia</b> (Headquartered at Tanger Recruitment Agency) 7 Kasian street, 2-nd entrance, Apt. 11, Yerevan, Armenia Tel.: (+37410) 27-53-10, (+37460) 529-529 Mobile: (+37491) 29-18-92 <a href="mailto:tanger@tanger.am">tanger@tanger.am</a> Skype: <a href="https://tanger.recruitment.company">tanger.recruitment.company</a> Website: <a href="http://tanger.am">http://tanger.am</a> (Armenian, Russian, English) <a href="http://www.employers.am/Firms.aspx?UnionId=30&amp;lang=arm">http://www.employers.am/Firms.aspx?UnionId=30&amp;lang=arm</a> (in Armenian) and <a href="http://www.employers.am/Firms.aspx?UnionId=30&amp;lang=eng">http://www.employers.am/Firms.aspx?UnionId=30&amp;lang=eng</a> (in English).	<b>United Methodist Committee on Relief (UMCOR) Armenia</b> 14, Karapet Ulnetsi Street, Yerevan, Armenia UMCOR anti-trafficking hotline: 0-800-50-558 Tel: +374 (10) 24 81 41, 28 29 77 Fax: +374 (10) 24 92 15 E-mail <a href="mailto:umcor@umcor.am">umcor@umcor.am</a> Website: <a href="http://www.umcor.am">http://www.umcor.am</a>

### Medical Facilities, e.g. hospitals etc.

<b>Ministry of Health of Armenia</b> Republic Square, Governmental building 3, Yerevan 0010, Republic of Armenia Hotline: +374 10 52 88 72 Website: <a href="http://www.moh.am">www.moh.am</a>	<b>Medical-Social Expertise Agency of the MLSA</b> 129 A. Armenakian Street, Nork Marash, Yerevan 0047, Armenia T.: 374 10 650601 Contact: <a href="mailto:info@hhbsp.am">info@hhbsp.am</a> Website: <a href="http://www.hhbsp.am/">http://www.hhbsp.am/</a>
<b>Institute of Surgery after Professor Mikaelyan</b> 9 Hasratyan Street, Yerevan, Armenia Director: Arthur Tamazyan Reception ward: +374-10-281990 Website: <a href="http://www.surgery.am">http://www.surgery.am</a>	<b>“NAIRI medical Center” CJSC</b> 21, H. Paronyan Street, Yerevan, Armenia Director: Narine Mamikonyan Reception ward: +374-10-537500 Website: <a href="http://www.nairimed.am">http://www.nairimed.am</a>