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Ad-Hoc Query on 2023.37 Organization of support functions for cross-cutting topics in immigration processes

Requested by EMN Finland on 4 September 2023

Responses from Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Portugal, Slovakia, Slovenia, Sweden plus Georgia, Serbia (24 in Total)

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1. BACKGROUND INFORMATION

The Finnish Immigration Service is currently re-evaluating its processes and organizational structure in order to improve process management and quality assurance. We are interested in hearing from other Member States and learning from their best practices of how to provide better support for staff in cross-sectoral overlapping topics that impact various different immigration processes. These topics may include but are not limited to: ID management, document authentication and verification, human trafficking, vulnerable groups, national security, process automatization etc.

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Seeing that the information is urgently required to be presented at the end of September 2023 for an internal organizational development project, the co-chair of the ad-hoc query working group has agreed that the deadline will be reduced to three weeks (however, if you can answer before it will be highly appreciated as our Finnish colleagues need some time to process the answers) and that this ad-hoc query will be counted as two ad-hoc queries for reporting purposes.

We highly appreciate your collaboration in this issue.

We would like to ask the following questions:

- 1. Does your organization have centralized support desks or functions for topics that overlap several or most of your organizations core processes such as granting residence permits (legal migration), international protection etc. YES/NO**
- 2. If you answer YES to Q.1, please describe how you organized these centralized thematic desks or functions?**
- 3. If you answer YES to Q.1, how would you assess their impact on helping to obtain your organizational goals?**
- 4. If you answer YES to Q.1, has this operating model helped you in achieving better uniformity in the implementation of your core processes? YES/NO.**
- 5. If you answer YES to Q.4, what challenges have you encountered in the implementation of this model?**
- 6. If your answer NO to Q.1, have your Member State ever considered or identified the need to group support functions into centralized thematic support desk or functions? YES/NO. Please explain your answer.**


We would very much appreciate your responses by **25 September 2023**.

2. RESPONSES

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|  | EMN NCP Austria | Yes | <p>1. With the creation of Section V, Migration and International Affairs, in 2019, it was ensured in the Federal Ministry of the Interior that all matters as well as the corresponding core processes at the federal level in migration matters are dealt with in one organizational unit. This includes, in particular, the following areas and organizational units concerned with them: National Migration Strategy Affairs; Joint Coordination Platform (JCP); Residence and Citizenship Affairs; EU and International Affairs; Migration Funding; Migration Affairs (EU and International); Integrated Border Management; Aliens Police, Visa Affairs and ETIAS; Asylum; Basic Care; and Return and Reintegration. The creation of Section V for Migration and International Affairs has bundled internal coordination and communication processes in a single organizational unit and ensured a holistic strategic orientation of the various issues in migration matters. In addition to the above-mentioned topics, Section V is also responsible for coordinating international appointments in the security sector.</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>2. See Q1</p> <p>---</p> <p>Source: Ministry of the Interior</p> |

¹ If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.


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| | | | <p>3. n/i</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>4. See Q1</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>5. n/i</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>6. n/a</p> <p>---</p> <p>Source: Ministry of the Interior</p> |
|  | EMN NCP Belgium | Yes | <p>1. NO</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> |




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| | | | <p>5. N/A</p> <p>6. At the Belgian level, the Immigration Office is responsible for entry and residence, international protection (registration and Dublin), interior control and border management. Within the Immigration Office, there are different cells (identification, radicalism, vulnerable persons, human trafficking,...), which also liaise with police and security services for certain aspects such as verification of documents or radicalism. This is as close as it comes to an 'overarching' instance. However, there are currently no centralized thematic support desks or functions.</p> |
|  | <p>EMN NCP Bulgaria</p> | <p>Yes</p> | <p>1. No, it doesn't. However, at the time when massive flows of Ukrainian citizens arrived in Bulgaria were open temporary centres for admission, registration and accommodation where officials in charge of both areas asylum and migration were working together.</p> <p>2.</p> <p>3.</p> <p>4.</p> <p>5.</p> <p>6. Please, see answer to Q.1. In addition, our institutional structure is based on concept where Migration Directorate is part of the Ministry of Interior and the State Agency for Refugees is situated within the Council of Ministers. Thus, the functions and tasks of the mentioned institutions could be unified if needed and in ad-hoc situations.</p> |

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|  | EMN NCP Croatia | Yes | 1. No. 2. N/A 3. N/A 4. N/A 5. N/A 6. No. |
|  | EMN NCP Cyprus | Yes | 1. No. 2. N/A 3. 4. N/A 5. N/A 6. No. |
|  | EMN NCP Czech Republic | Yes | 1. No. 2. N/A 3. N/A |



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| | | | <p>4. N/A</p> <p>5. N/A</p> <p>6. We do not have a desk in a sense of your questions, however, there is a system how to handle cross-sectoral matters. There is an interdepartmental body that carries out some of the tasks mentioned in the background information. It deals mainly with cases that may affect the whole system or that are not covered by the system rather than with each individual case.</p> <p>The Analytical Centre for the Protection of State Borders and Migration (ANACEN) is a permanent analytical workplace of an interdepartmental nature managed by the Ministry of the Interior, which focuses on the monitoring and analysis of migration as a complex phenomenon as part of its activities. The Analytical Center operates at an expert level and its activities are managed by the Coordinating Body for the Management of State Border Protection and Migration.</p> <p>All key authorities involved in the management system of state border protection and migration regulation participate in the activities of the Analytical Centre, for whom close cooperation and the exchange of information on the ground of this platform provide the possibility of an operative and quick response to the problems that have arisen.</p> <p>There are several forums where the activities of ANACEN are focused. For example, one of the forums is dealing with illegal migration or the other one with visa issues. The platform provides an opportunity for members to bring up current cross-cutting topics in immigration processes, and continuously deals with the monitoring and analysis of current phenomena that can be identified as risky or potentially problematic from a security-migration point of view. These can be individual cases as well as repeated/suspicious cases. If deemed necessary, they can be investigated further. There are regular meetings of experts involved in each of the forums.</p> <p>Members of the Analytical Centre are delegated representatives of the Ministries of the Interior; Foreign Affairs; Labour and Social Affairs; Industry and Trade; Education, Youth and Sports; Finance (General Directorate of Customs); Police of the Czech Republic; and intelligence and security services.</p> |
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|  | <p>EMN NCP Estonia</p> | <p>Yes</p> | <p>1. Yes.</p> <p>2. In Estonia the Police and Border Guard Board (the PBGB) is responsible for migration, asylum and border management matters. The PBGB is subordinated by the Estonian Ministry of the Interior. The centralized operational support of ICT services and desk support is provided to the Ministry of the Interior and its administrative area (incl. to the PBGB) by the SMIT (IT and Development Centre at the Estonian Ministry of the Interior).</p> <p>3. The SMIT create within the Ministry 's administrative area a development environment where internal security institutions would cooperate with SMIT to devise and develop applications necessary for providing internal security services.</p> <p>4. Yes. SMIT offers within the Ministry 's administrative area (to the PBGB, the Estonian Academy of Security Sciences, the Rescue Board and the Emergency Center) centralized IT-service development and management of information systems support, which is related to internal security. They provide radio and voice communication support and customer support 24 hours a day.</p> <p>5. No information available.</p> <p>6. N/A</p> |
|  | <p>EMN NCP Finland</p> | <p>Yes</p> | <p>1. NO</p> <p>In the Finnish Immigration Service, we have a separate unit for residence permits and citizenship and another one for asylum processes. Both units have their own support functions despite their thematical similarity. In addition to these unit-specific support functions, there is also a centralized legal service & COI unit that provides general legal advice & audit, provides country of origin information and acts as a product owner for our legal guidelines for practical application of the law.</p> |

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| | | | <p>2. Please see response to Q.1</p> <p>3. Please see response to Q.1</p> <p>4. Please see response to Q.1</p> <p>5. Please see response to Q.1</p> <p>6. In Finland, this need has been identified already many years ago, and now we are seriously revisiting our earlier concepts in order to put them to action in a suitable format.</p> |
|  | EMN NCP France | Yes | <p>1. YES</p> <p>2. In France, records management programmes for foreign nationals enable us to improve and coordinate the work of the various departments responsible for foreign nationals, particularly with regard to the issuance and verification of residence permits, the fight against irregular migration, the verification of asylum claims and declaration of membership to a vulnerable group. To this end, several database programs support and coordinate the activities of the different administration services involved with migration.</p> <p>As a complement, there is a centralised support desk set up by the Digital administration for foreign nationals in France (« Administration Numérique des Etrangers en France - ANEF) to provide support to users and prefectures.</p> <p>The application AGDREF (French central database for foreign national's residence permits) deals in particular with the entry, residence, asylum requests, family reunification, naturalization, the removal, and Dublin readmission of foreign nationals.</p> |

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| | | | <p>To this end, it centralizes personal data of residence permit seekers (civil status, nationality, family status, circumstances of entry into France, administrative status : residence permit, naturalization requests, asylum claims, refusal, removal to the border, exit-return visas, litigation etc) and can be consulted by officers of relevant administration offices : Ministry of the Interior, prefectures, the French Office for Immigration and Integration (the OFII), the French Office for the Protection of Refugees and Stateless Persons (the OFPRA), police and gendarmerie services, customs etc...</p> <p>The Digital administration for foreign nationals in France (ANEF) is a program organizing the dematerialization of administrative procedures of foreign nationals : residence permit, naturalization and access to nationality requests.</p> <p>Among other things, this dematerialized system aims at simplifying administrative procedures and their processes by making user data and information available to all services involved in the management of a residence permit request.</p> <p>The Visabio application is a database that registers and stores for 5 years the biometric data (photograph and fingerprints) of foreign nationals requesting visas. The following may access this database, on a need to know basis : officers of the Ministry of Europe and Foreign Affairs, of the Ministry of the Interior and of prefectures, social security services, police and gendarmerie officers, intelligence officers (articles R.142-4 and R.142-5 of the Code on Entry and Residence of Foreign Nationals and Right of Asylum, thereafter CESEDA). This process of data by Visabio allows for the facilitation of identity and residence permit checks, thereby supporting the fight against irregular stays, preventing documentary fraud and identity theft as well as improving the processing of visa applications (Article R.142-1 of the CESEDA).</p> <p>Alongside, a biometric file, the Minor-status assessment support Protocol (Appui à l'évaluation de la minorité - AEM), lists unaccompanied minors (UAMs) that could benefit from the Social child and youth care services. This system facilitates the identification of people claiming to be minor and deprived from family protection, thereby supporting the prevention of documentary fraud and misuse of the protection system, as well as</p> |
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| | | <p>improving the coordination of State services and competent services with regards to the reception and assessment of the situation of the minors concerned (article R.221-15-1 of the Code on social action and families).</p> <p>The AEM file aims solely at facilitating and improving consistency in the assessment of the situation of foreign nationals claiming to be minor, and has no criminal purposes. This file can be consulted by officers of prefectures charged with the implementation of the regulations concerning foreign nationals, officers of the Ministry of interior services in charge of immigration, residence and information systems, officers of department of statistics and studies (article R.221-15-3 of the Code on social action and families). The public prosecutor and competent child protection officers can also be recipients of the data registered in the AEM (article R.221-15-4 of the Code on social action and families).</p> <p>This national biometric system (SBNA) stores photographs and fingerprints of foreign nationals registered in the application AGDREF. A foreign national can be registered in the SBNA following the request of a residence permit or travel title or within the framework of the fight against irregular migration (a foreign national recorded irregular following an inspection, or being subject to a removal order), asylum seekers in overseas territories are also registered.</p> <p>The file is consulted and updated with biometric data by prefectures and sub-prefectures, as well as police officers and Anti-fraud departmental committees (CODAF).</p> <p>In addition to information systems specific to France, the authorities in charge of migration can also access the European information systems VIS and EURODAC (a system allowing to enter and compare the fingerprints of asylum seekers and illegally staying foreign nationals). For the purpose of documentary fraud prevention, security services, border police and customs officers can access the European databases PRADO and FADO.</p> <p>The False and Authentic Document Online (FADO) database is a digital archiving system with restricted access</p> |
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| | | | <p>(functionning like an intranet), providing information on identity and travel documents to facilitate the inspection of foreign documents by the competent authorities of EU Member States. In France, law enforcement officers, in particular the National Identity and Documentary Fraud Prevention Division (DNLFDI) , as well as the digital agency for internal security forces (ANFSI) have acces to the FADO database. The database includes technical descriptions of security elements of identity documents, visas and authentic stamps emanating from EU Member States and some third countries. The database also lists information on typical fake documents and falsification techniques.</p> <p>Alongside this access-restricted database, some information, including description of foreign identity and travel documents, are made available on the Public Register of Authentic identity and travel Documents Online (PRADO).</p> <p>3. This dematerialized and centralized organisation of data is of benefits for the various services in charge of foreign nationals, as it should ensure more consistent and faster exchanges among administration departments, and between users and the administration.</p> <p>In particular, this organization should reduce waiting lines at the prefectures, limit the amount of appointments, put an end to the duplication of document production (« say it once » principle), and reduce processing delays. It is also useful to counter fraud.</p> <p>The ANEF program dematerialization is ultimately meant to replace the application AGDREF, deemed to be obsolete. This program has been progressively implemented since 2020, to ultimately cover all administrative procedures concering foreign nationals in 2023 (residence permit, asylum, naturalization).</p> <p>The ANEF program is also beneficial to users, as it simplifies the procedures, limits the appointments at the prefecture, reduces waiting lines and the amount of documents to provide. Users are also assisted in their online procedures, through the creation of digital reception desks in prefectures, and the support of the citizen contact centre of the National Agency for Secure Documents (ANTS).</p> <p>Within the framework of the ANEF, users (foreign nationals) have the possibility to fill a satisfaction survey, but to this day no comprehensive feedbacks/assessments have been conducted on these surveys.</p> <p>4. YES this operating model allowed to maintain an already very uniform system (i.e. AGDREF).</p> |
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| | | | <p>5. The implementation of an AI project to improve fraud detection is discussed but with no precise objective and timeline so far</p> <p>6. n/a</p> |
|  | EMN NCP Germany | Yes | <p>1. No.</p> <p>2. n/a</p> <p>3. n/a</p> <p>4. n/a</p> <p>5. n/a</p> |
|  | EMN NCP Greece | Yes | <p>1. YES</p> <p>2. The Ministry of Migration and Asylum, in order to support efficient and effective asylum procedures, has centralized support desks or functions for topics that overlap several or most of the Ministry core processes. Analytically:</p> <p>A. Asylum Service According to art. 26 of the Presidential Decree 106/2020 (G.G. A' 255) "Organizational Structure of Ministry of Migration and Asylum", the Asylum Service, operates on a Directorate General level, with local competence throughout Greece. Asylum Service retains the strategic goal of implementing the legislation on asylum and other forms of international protection of Third Country Nationals and stateless individuals. Asylum Service is the national competent authority for planning and policy making in the field of granting asylum or other forms of international protection, as well as in monitoring and evaluating its implementation. The Asylum Directorate General falls under the Secretary General of Immigration Policy.</p> |

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| | | <p>More explicitly, the Directorate of General Administration of the Asylum Service (art. 27 of PD 106/2020) is assigned with the operational objective of planning, monitoring and supervising the implementation of the national policy regarding the granting of asylum or other forms of international protection, in cooperation with the Regional Services of Attica, the Aegean Islands and Returns and Revocations Directorates of the Greek Asylum Service, as well as ensuring of conditions for the proper application of the responsibilities falling under the Greek Asylum Service, in cooperation with the competent Directorates-General of the Ministry, other competent authorities, independent authorities and non-governmental organizations, European Union and international organizations. The Directorate consists of the following Departments:</p> <ul style="list-style-type: none"> • Department of Dublin National Unit • Department of European Programs and Funding Monitoring • Department of Mobile Asylum Units • Department of Administrative Support and Protocol • Department of Procedures and Training[1]. <p>Moreover, within its competency, the Greek Asylum Service develops SOPs (Standard Operating Procedures) and internal Guidelines to achieve the uniform application of the legal framework by its Regional Offices and Units and to provide solutions in dealing with the most common cross- sectoral overlapping topics that have an impact on the asylum procedure.</p> <p>B. Reception and Identification Service</p> <p>The R.I.S. is under the jurisdiction of the General Secretariat for the Reception of Asylum Seekers since 20.02.2020 and was initially founded by l. 4375/2016 (G.G. A' 51). It supervises the reception and identification procedures that are taking place in the Reception and Identification centers (RICs), and in other accommodation centers (e.g. Closed Controlled Access Centers) in Greece. Its mission is to provide humane reception and identification procedures for third-country nationals or stateless persons entering Greece. The Reception and Identification Service (article 33 of PD 106/2020) functions at the level of General Directorate and has as strategic objectives to coordinate the organization and operation of the central and regional reception services, identify the needs for the establishment and expansion of reception centers and</p> |
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| | | <p>accommodation structures, coordinate the activities of the Reception and Identification services with the activities of the other Services of the Ministry, and effectively conduct reception, identification, and temporary residence procedures of third-country nationals or stateless persons entering the country without the standard legal formalities.</p> <p>The R.I.S consists of the following organic units:</p> <ul style="list-style-type: none"> • The Directorate of Administration Support (previous Central Administration) • The independent Department of Emergency Response which reports directly to the Director of R.I.S. • The Directorate of Reception and Identification Centers (RICs) and the Closed Controlled Access Centers (CCACs). • The Directorate of Northern Greece Facilities. • The Directorate of Southern Greece Facilities. <p>The Directorate for Administration Support is one of the four Directorates constituting the Reception and Identification Service (RIS) of the Ministry of Migration and Asylum (MMA). It operates at a central level, within the HQs of RIS, providing horizontal support to the other three Directorates that have under their responsibility the reception [Directorate of Reception and Identification Centers (RICs) & Closed Controlled Access Centers of Islands (C.C.A.C.I.)] and accommodation [Directorates of Northern and Southern Greece Facilities] facilities of RIS, as well as to RIS' Director. In particular, its operational objectives include the design, implementation and supervision of projects and activities, aimed at fulfilling the country's obligations under national and international law on reception, as well as at ensuring the preconditions for the proper exercise of the responsibilities of the entire Reception and Identification Service.</p> <p>The Directorate for Administration Support constitutes of seven Departments:</p> <ul style="list-style-type: none"> • Department of Systems Coordination and Operation • Department of Secretarial Support and Administration • Department of European Programs and Funding Monitoring • Department of Procedures and Training • Department of Transfers, Notifications and Exit |
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| | | <ul style="list-style-type: none"> • Department of Mobile Registration and Transfers Coordination Units • Department of Accommodation Programs and Material Reception Conditions <p>The Directorate of Administration Support (previous Central Administration), has as operational objectives to a) design, implement and supervise programs and actions aimed at fulfilling the country's obligations as defined by the national and EU hosting legislation, and b) ensure the necessary conditions for the efficient operation of R.I.S., in cooperation with the competent General Directorates of the Ministry and other competent services.</p> <p>Furthermore, for the better coordination of procedures, in accordance with the Organization of the Ministry (P.D. 106/2020), the following Directorates with cross- cutting competences have been established:</p> <ul style="list-style-type: none"> • Directorate for European and International Cooperation (art. 7 of the P.D. 106/2020): falls under the Minister of Migration and Asylum and has mainly the operational objective of following the developments in the policy of the European Union and the work of International Organizations in the areas of responsibility of the Ministry, the formulation and promotion in the optimum way of the Greek positions in international and European institutions, as well as the communication and cooperation with the European Union, other countries and International Organizations. Moreover, the Directorate is competent for the management and operation of the European Migration Network/EMN, as the Greek national contact point, both in terms of the representation of the country in EMN and in the Steering Committee, and in terms of undertaking and promoting its actions in Greece. • Directorate of Legal Support for Asylum and Reception issues (art. 8 of the P.D. 106/2020): reports directly to the Minister and has as its operational objective the legal support of the Services of the Ministry in matters of granting international protection, as well as in matters of reception procedures for applicants for international protection. • Coordination Service (art. 18 of P.D. 106/2020): falls under the Permanent Secretary of the Ministry and has the task of coordinating all the services of the Ministry and the bodies supervised by it for drafting and monitoring the implementation of the Ministry's annual Action Plan and the achievement of government goals as set by the Council of Ministers and other collective government bodies. |
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| | | <ul style="list-style-type: none"> • Technical Service (art. 19 of P.D.106/2020): falls under the Permanent Secretary of the Ministry and is competent for the assignment and supervision of construction, maintenance, conversion projects and the assignment of operation services of all types of structures of the Ministry. • General Directorate of Information Technology and Communications (art. 15 of P.D. 106/2020): has as strategic objective to implement the effective coordination, guidance and supervision of all the services of the Ministry regarding the correct and unified operation of IT and communications systems and applications by ensuring the use of the best practices, methodologies and IT and communications technologies. • General Directorate of Administrative and Financial Services (art.10 of PD 106/2020): mainly competent for the development, management, monitoring and coordination of the functions of the personnel administration, the administrative organization and the general support of the services of the Ministry, as well as for the unified financial management and control of the financial affairs and operations of the Ministry and in particular the planning, coordination, management and supervision of all activities and issues related to the financial operation of the Ministry. <p>[1] The Asylum Processes and Training Department is competent for developing and updating the SOPs on periodical basis (2-3 times per year), organizing the training (continuous in-service training included) of the Asylum Service's personnel and ensuring, and assessing the quality of the services provided by the Regional Asylum Offices (RAOs) and Asylum Units (AUs) of the first instance international protection procedure. Additionally, monitors the uniform implementation of the SOPs on a Directorate level with the help of Directors, Quality Focal Points (QFPs) and Coordinators appointed in RAOs/Aus, gathers information through the cooperation with other competent Greek authorities, as well as with foreign authorities, with European and International Organizations, especially in the context of international agreements, and with co-competent authorities in other EU MSs, as well as with the EUAA. Furthermore, the above Department, in cooperation with the Department of Legal Affairs for Asylum and other types of International Protection and/or the Director's office (when needed) provides solutions to cross-sectoral overlapping topics on an ad hoc basis.</p> <p>3. According to the Ministry's Reception and Identification Service, the function of a centralized support</p> |
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| | | | <p>structure, which in the case of RIS translates into the Directorate for Support, is considered to be the most effective modality to obtain the organizational goals of the Service. The training of staff, the drafting and issuance of Standard Operating Procedures, the organized transfer of asylum seekers from reception to accommodation facilities, the management and provision of cash assistance to asylum seekers, the monitoring of funding programs, the collection of statistical data and production of relevant reports, as well as the administrative and secretarial support, is only an indicative list of issues that need a more centralised approach for their effective and holistic management.</p> <p>4. YES</p> <p>5. According to the Ministry's Reception and Identification Service, the main challenge is linked to maintaining an effective level of coordination among the Directorate for Support and the other Directorates of RIS. Since the range of issues that are of common interest among the four Directorates is broad and cooperation involves not only staff in the HQs, but also between the HQs and the field, the proper and timely exchange of information can present difficulties.</p> |
|  | <p>EMN NCP Hungary</p> | <p>Yes</p> | <p>1. The National Directorate-General for Aliens Policing (hereinafter referred to as NDGAP) has an electronic information system and procedure initiation platform, called "Enter Hungary", which was created to facilitate quick and efficient administration processes. The system facilitates the submission of applications specified in legislation on-line, information on the conditions to enter the territory of Hungary and to stay within the country are available to assist foreign national who intend to submit an application. The authority uses the system, as per aliens policing legislation, to keep contact with its clients submitting their applications electronically</p> <p>2.</p> <p>3.</p> |


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| | | | <p>4.</p> <p>5.</p> <p>6. YES from an aliens policing authority perspective and NO from an asylum authority perspective. As per the asylum authority's opinion an authority can conduct proceedings professionally more grounded in case of non-centralized support desks or functions for topics. On the one hand organization of work is easier and more transparent this way, on the other hand specialization helps colleagues deepening their knowledge in certain fields.</p> <p>Answers to Q2-6 as per an aliens policing perspective:</p> <p>As of January 2023, submitting applications for the issuance or extension of a number of permits entitling their holder to reside within the territory of Hungary and permanent residence permits is available only via "Enter Hungary"; the competent Regional Directorate as per the place of accommodation/domicile of the client receives the application for a permit entitling its holder to reside within the territory of Hungary. After receiving an application for a permit entitling its holder to reside within the territory of Hungary, the related procedure commences, which are carried out as per the general rules. NDGAP keeps contact with the persons concerned via "Enter Hungary", via the email address indicated in the registration. If taking and recording biometric data of the client concerned is grounded, data collection may only be facilitated in person before the aliens policing authority. As a general rule, a permit entitling its holder to reside within the territory of Hungary is sent out to the person concerned (client/employer).</p> |
|  | <p>EMN NCP Italy</p> | <p>Yes</p> | <p>1. There are no centralised desks.</p> <p>For what it concerns international protection, the National Asylum Commission is tasked with providing guidance and harmonises the procedures of the Territorial Commissions for the recognition of International Protection, i.e. the authorities responsible for examining asylum applications.</p> <p>Moreover, at the National Commission, the COI (Country of Origin Information) Unit is established as a support centre for information on the countries of origin of asylum seekers for the Territorial Commissions and the</p> |



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| | | | <p>Courts. Also, within the National Commission, the Quality Unit operates to monitor the quality of international protection recognition procedures at the territorial Commissions.</p> <p>Moreover, the NLI (National Labour Institute), has activated, in various territorial contexts, some multilingual listening desks, with the involvement of specialised IOM cultural mediators to receive, in a confidential and protected manner, legal complaints about irregular and suspicious activities at work. In addition, it carries out ordinary surveillance and task-force activities (in the implementation of specific projects financed by national and EU funds) to fight illegal phenomena. The multilingual helpdesks also enable workers to be more easily made aware of their rights, thereby facilitating the submission of requests for action.</p> <p>2. NA</p> <p>3. NA</p> <p>4. NA</p> <p>5. NA</p> <p>6. Within the framework of the international protection assessment system, it has not. The National Commission takes indeed into account the needs of the system, which are assessed to provide adequate guidelines for improving the procedures.</p> |
|  | <p>EMN NCP Latvia</p> | <p>Yes</p> | <p>1. No. Similarly like in Finland, Latvia has separate instructions and guidance for each sector: residence permits, visas, asylum etc. Legal division covers all areas and supports all territorial and central units. Only IT support is centralized (there is one helpdesk address where users can apply in case of issues related to any information system).</p> <p>2. N/a</p> |


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| | | | <p>3. N/a</p> <p>4. N/a</p> <p>5. N/a</p> <p>6. No.</p> |
|  | EMN NCP Lithuania | Yes | <p>1. No</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. The functions at the Migration Department are divided by areas, but different units constantly collaborate, exchange information, and consult with each other. Additionally, when needed, task forces are established to address complex issues.</p> |
|  | EMN NCP Luxembourg | Yes | <p>1. No. In Luxembourg, the Foreigners Department of the Directorate of Immigration is in charge of issuance of the residence permits while granting international protection is the competence of the Refugees Department of the Directorate of Immigration. Each department has their own support team. The competent department for granting nationality is the Nationality Office of the Ministry of Justice.</p> <p>2. N/A.</p> |


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| | | | <p>3. N/A.</p> <p>4. N/A.</p> <p>5. N/A.</p> <p>6. No.</p> |
|  | <p>EMN NCP Netherlands</p> | <p>Yes</p> | <p>1. Yes.</p> <p>For answering this Ad-Hoc Query, we have made several enquiries with all departments involved. It became apparent that it was difficult to answer this Ad-Hoc Query fully. To the best of our knowledge, we have summarized in question 2 the organisational structure of the IND with regard to support for staff in cross-sectoral overlapping topics that impact various different immigration processes. According our contact persons, questions 3, 4, and 5 do not lend themselves well to being answered through this format. The topic is so broad that we would in fact have to provide an organisational analysis, including incorporation of all reports on the IND.</p> <p>2. The Immigration and Naturalisation Service (Immigratie- en Naturalisatiedienst – IND) has a centralised support function for these topics via Sharepoint/INDaily: an online information and knowledge platform for all staff. This platform includes InformIND, a repository for cross-case information. Furthermore, the IND provides for cross-sectoral substantive support via different departments and directorates. Primarily, the Services Department (Directie Dienstverlening – DV) is interwoven with the departments within the IND which are responsible for the decisions on requests for leave to remain in the Netherlands. Within DV the customer contacts are concentrated as well as specific and in depth expertise on various subjects (language, documents, etc). DV collects and exchanges information from and with other migration-related partners, DV is responsible for corporate and internal communication and is owner of the topic of enforcement within the IND. The primary executive tasks of the IND are performed by the Regular Residence and Dutch Citizenship</p> |



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| | | | <p>Department (Directie Regulier Verblijf en Nederlanderschap - RVN) and the Asylum and Protection Department (Directie Asiel en Bescherming - A&B). The Strategy and Implementation Advice Directorate (Directie Strategie en Uitvoeringsadvies - SUA) may have an overarching task to support staff on certain topics, while it focuses on circumstances of political and societal dynamics and its impact on the IND.</p> <p>Besides the above mentioned it should also be noted that general topics which affect the IND as a whole, are designated with an owner who is responsible for implementation, execution, etc of this topic within the IND. DV is for instance, as mentioned, the owner of enforcement, the judicial department is for instance the owner of compliancy. Also the most important stake holders of the IND (police, border guard, labour inspection, etc.) are owned by a department and therewith responsible for maintaining the relationship on behalf of the IND. For new laws and regulations ad hoc working groups may be formed, constituted by the most affected departments, looking into the possible effects of these new rules on the IND and its processes. For new developments also inter-ministerial collaboration-groups may be formed, the IND participating.</p> <p>The Repatriation and Departure Service (Dienst Terugkeer en Vertrek - DT&V) and the Central Agency for the Reception of Asylum Seekers (Centraal Orgaan opvang asielzoekers – COA) are a separate organisation outside this structure.</p> <p>3. -</p> <p>4. -</p> <p>5. -</p> <p>6. N/a.</p> |
|  | <p>EMN NCP Poland</p> | <p>Yes</p> | <p>1. NO</p> |



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| | | | <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. N/I</p> |
|  | EMN NCP Portugal | Yes | <p>1. NO.</p> <p>2.</p> <p>3.</p> <p>4.</p> <p>5.</p> <p>6. The Government approved the creation of the Portuguese Agency for Minorities, Migration and Asylum (APMMA). The APMMA will replace the Immigration and Border Service (SEF) after its extinction, and integrate the High Commission for Migration (ACM). The transition to the new agency is expected to be completed until 28 October and until now the organic structure of the new agency is unknown.</p> |
|  | EMN NCP Slovakia | Yes | <p>1. In the Slovak Republic the situation is similar as in Finland. The agenda of residences, asylum procedure, citizenship, etc. is governed by different units which have their own support offices. There is no centralized support unit in this area.</p> |


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| | | | <p>2. NA</p> <p>3. NA</p> <p>4. NA</p> <p>5. NA</p> <p>6. No.</p> |
|  | EMN NCP Slovenia | Yes | <p>1. No.</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. Yes, such an idea has been considered but it was ultimately abandoned due to budgetary and coordinative constraints.</p> |
|  | EMN NCP Sweden | Yes | <p>1. Yes.</p> <p>2. For some thematic areas the SMA has centralised functions which overlap processes. These areas are for example in human trafficking, id-management, security issues. Process automatisation is also a centralised funktion. We have Process Specialists in different processes working togheter. To further help operational staff we have thematic process support network. Written and digital support. In the written support the</p> |


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| | | | <p>process is described including activities that are a part of a certain process. We also have a guide to describe it. The support is included in the case handling system which makes case handling easier and to make case handling as uniformly as possible but also to minimise errors and deviations.</p> <p>3. Case handling is more unified and it also makes us manage resources better if there is a need of up/down scaling.</p> <p>4. Yes.</p> <p>5. Lack of resources in every part, from operational staff to IT-specialists. There is a difference between regions in the sense of resources but also on how regions manage the operational without centralised support. There is also difference within regions for example larger cities and rural areas when it comes to getting in contact with applicants for information efforts. We find it important that the operational activities are included in the set up and having change management involved.</p> <p>6. -</p> |
|  | EMN NCP Georgia | Yes | <p>1. No. Immigration related services in Georgia are provided through the different state agencies. e.g. immigration visas are issued by the Ministry of Foreign Affairs, residence permits are issued by the Ministry of Justice (Public Service Development Agency), international protection is granted by the Ministry of Internal Affairs. Consequently, each state agency has their own support unit (e.g legal or analytical divisions).</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> |

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| | | | <p>5. N/A</p> <p>6. No. it is legally impossible, because (as mentioned above) Immigration related services are shared among different state agencies. However, overall coordination on operational or strategic level is ensured by the State Commission on Migration Issues through it's thematic working groups that are composed of experts from the mentioned state agencies.</p> |
|  | EMN NCP Serbia | Yes | <p>1. No.</p> <p>2. N/A.</p> <p>3. N/A.</p> <p>4. N/A.</p> <p>5. N/A.</p> <p>6. No.</p> |
