



Funded by
the European Union



2025.34 Procedures in regard to booking interviews

**European Migration Network
Ad-hoc query**

October, 2025

AD-HOC QUERY ON 2025.34 PROCEDURES IN REGARD TO BOOKING INTERVIEWS

REQUESTED BY EMN NCP FINLAND ON 14 JULY 2025

Exported for: Unrestricted Dissemination

Responses from: EMN NCP Austria, EMN NCP Belgium, EMN NCP Bulgaria, EMN NCP Croatia, EMN NCP Cyprus, EMN NCP Czech Republic, EMN NCP Estonia, EMN NCP Finland, EMN NCP France, EMN NCP Germany, EMN NCP Greece, EMN NCP Hungary, EMN NCP Ireland, EMN NCP Italy, EMN NCP Latvia, EMN NCP Lithuania, EMN NCP Luxembourg, EMN NCP Malta, EMN NCP Netherlands, EMN NCP Poland, EMN NCP Portugal, EMN NCP Serbia, EMN NCP Slovakia, EMN NCP Slovenia, EMN NCP Spain, EMN NCP Sweden **(26 in total)**

Disclaimer: The following responses have been provided primarily for the purpose of information exchange among EMN National Contact Points (NCPs) in the framework of the EMN. The contributing EMN NCPs have provided, to the best of their knowledge, information that is up-to-date, objective and reliable. Note, however, that the information provided does not necessarily represent the official policy of an EMN Country.

BACKGROUND INFORMATION

Finnish Immigration Service is considering to introduce changes in the booking procedures of asylum interviews for efficiency purposes. This is the reason why they are interested in gathering information on the different procedures implemented by other EMN Member States and Observer Countries in regard to the booking of asylum interviews.

The scheduling of asylum interviews has sometimes been challenging as it can be difficult to find a time slot to match available interview rooms and the schedules of the case worker/interviewer, suitable interpreter, and lawyer/ legal representative of the applicant. The booking process in Finland is currently done manually and the Finnish Immigration Services is looking for ways to automatize the system and make it more efficient to avoid lengthy waiting times.

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews


WE WOULD LIKE TO ASK THE FOLLOWING QUESTIONS:

We would very much appreciate your responses by **18 August 2025**.

1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.
2. What is the average duration between the request of the booking and the confirmation of the appointment?
3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.
4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?
5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?
6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.

RESPONSES


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

		Unrestricted Dissemination ?	
	EMN NCP Austria	Yes	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>In Austria, the scheduling of asylum interviews is entirely managed by the competent authority. Appointments are assigned chronologically based on the order in which the applicant’s file is received. We use a summons system to notify applicants. Once an appointment is set, the applicant receives an official summons informing them of the date, time, and location of the interview. If a representative cannot attend the scheduled interview, the Federal Office for Immigration and Asylum (BFA) offers an alternative appointment. Source: Ministry of the Interior</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>The BFA does not use a booking request system. Appointments are assigned internally upon receipt of the applicant’s file and applicants receive confirmation with the official summons once the appointment is scheduled. Source: Ministry of the Interior</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>NO. We do not use an automated booking system that synchronizes the availability of all participants. Instead, appointments are scheduled by the authority based on chronological order of case receipt. The summons system then informs all parties of the interview date. Source: Ministry of the Interior</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>Although there is no automated system, if a scheduled interview cannot be attended by a representative or another party, the BFA offers an alternative appointment. This process ensures that all relevant participants have the opportunity to attend. Source: Ministry of the Interior</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>YES.</p>
--	--	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>According to Art. 19 para. 5 Asylum Act 2005, asylum seekers are allowed to attend interviews accompanied by a trusted person and/or a legal representative. Minors may only be interviewed in the presence of a legal representative. However, legal representatives have no direct influence over the scheduling of interviews, as appointments are assigned solely by the authority. If a representative cannot attend, an alternative date is provided by the BFA. Source: Ministry of the Interior</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>There have been no developments in the booking process for asylum interviews during the period from 2020 to 2025. The procedure remains unchanged, with appointments assigned chronologically and notifications sent via the summons system. Source: Ministry of the Interior</p>
	<p>EMN NCP Belgium</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>We have a database that is used for planning the interviews (see below). Once the interview date has been set through the system, the necessary invitations are drafted, also via the database. Then the interview letters are sent to the applicant and their lawyer (and guardian for unaccompanied minors), through mail or by post. Every action in this regard is tracked by</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>the system (date of scheduling, date of drafting letters, date of sending letters, the transfer of the files, etc.).</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>There is no specific request to book an interview, except in exceptional circumstances (e.g. due to special needs). The files are classified in order in the system, and the top files are selected for planning, respecting the order. In exceptional circumstances interviews are planned ad hoc (e.g. when applicant is pregnant). Interviews are scheduled on average 4 to 5 weeks in advance.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>Yes. Before an interview is scheduled, the file is screened for special procedural requirements and linked to specialised case workers (e.g. case worker for interviewing children, case worker sexual violence, etc) through the database. Only then does the file appear in the list of interviews to be scheduled. Guardians of unaccompanied minors are contacted to ask about their availability for the interview, before scheduling. Applicants and lawyers are not contacted beforehand – the interviews are scheduled according to priorities in the system and taking into account the availability of the designated case workers and interpreters. The availability of the</p>
--	--	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>case workers and interpreters is indicated in the system, with a few exceptions, where the interpreter must first be contacted to ask about their availability before the interview can be definitively scheduled. The latter is particularly the case for interpreters of languages that are only moderately or rarely requested. The system provides fixed time slots in which a certain number of interviews can be scheduled. The interview room is selected manually via the system and is dependent on the screening with regard to special needs (in case there is a need for a room nearby an elevator, a room suited for minors, or a room easily accessible for security), which maintains an overview of all booked interview rooms, linked to the case workers. This ensures that the database always contains an overview of which case worker interviews which applicant in which interview room, as well as other attendees (lawyer, guardian, person of trust).</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>N/A</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes. Lawyers may be present during the interview, but this is not a legal requirement. Due to the large number of interviews planned daily, the lawyer's schedule cannot be taken into account. Lawyers are expected to arrange for a colleague to replace them if they are unavailable on the appointed date and time.</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.


The database system is continuously monitored and refined in light to organising interviews efficiently and enabling a rapid and effective response to certain trends (e.g. safe country of origin, etc).

It is important to note that the CGRS wishes to guarantee the maximum safety of both visitors (applicants and intervening parties) and staff members. A smooth, well-coordinated and safe flow of the many daily applicants/visitors to the CGRS is therefore important. Specific recent developments in our database have made this possible.

To ensure the efficient and smooth coordination of applicants/visitors to the CGRS Reception Helpdesk, each arrival of an applicant/visitor (for an interview or other appointment) is registered in the database by a receptionist, automatically notifying the relevant colleagues (such as the protection officer), who then proceed to the Helpdesk to receive the applicant/visitor.

Another important development is that when specific problems arise during the screening process (applicants with a disability or vulnerability, applicants with a criminal record), these are recorded in the database. This allows specific interview rooms to be provided or additional precautions and security measures to be taken (such as security personnel on standby, first aid) if necessary.


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

	EMN NCP Bulgaria	Yes	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>According to the Law on Asylum and Refugees, art. 63a "After registration, a date for an interview shall be set. The foreigner who has submitted an application for international protection shall be notified in a timely manner of the date of each subsequent interview." Notification of the date and time of the interview is made through a written invitation for an interview, which is served right after the registration of the applicants is completed. One copy of the invitation is attached in Bulgarian to the administrative file and one is served to the applicant in translation into a language that he understands.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>Interviews are organised by the State Agency for Refugees; applicants for international protection do not make reservations for interviews. The interview usually takes place 7 or 10 days after the applicant for international protection is registered. When the applicant is accommodated in a hospital and/or places of detention, the interview is conducted on the day of registration, and if this is not possible, the applicant is served with a notification that an interview will be conducted with him within a specified time.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds</p>
---	-----------------------------	------------	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>No.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>If any of the participants in the interview cannot attend, another date will be set for the interview.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>The legal representative/lawyer is present during the interview with the unaccompanied minor, at which he has the opportunity to ask questions permitted by the interviewing authority and to present considerations related to the application for protection and the administrative procedure being conducted.</p> <p>The interview is scheduled by the interviewing authority. He makes a request through the Unified Electronic Legal Aid System for the appointment of a lawyer to represent the applicant in the procedure for granting international protection.</p> <p>When a legal representative cannot be present, a new date is set.</p>
--	--	--	--


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>No.</p>
	<p>EMN NCP Croatia</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>In Croatia, when scheduling an asylum interview for an applicant for international protection, the case officer first checks the current place of residence of the applicant. This information is maintained in an internal table that shows where each applicant is located at any given moment - whether in an official reception centre for applicants for international protection or in private accommodation. If the applicant is accommodated in a reception centre, an official invitation to the interview (with notification) is delivered through the reception desk of the facility (notification helps in internal organization in reception centre, e.g. date, hour of interview, number of room). The official invitation is provided in Croatian language and in a language that the applicant understands or it is justifiably presumed that understand. Upon receiving the notification, the applicant is asked to sign a delivery confirmation, acknowledging that she/he has been informed about location, date and the time of the interview. If the applicant resides in private accommodation, the competent authority sends the invitation either by regular post or to an e-mail of applicant (if the applicant has previously provided e-</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>mail address for communication purposes). This procedure ensures that all applicants are properly informed about their interview appointments in a timely and documented manner.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>About a 7 to 10 days.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>No.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>The notification is introduced that can be checked if the suggested time suits to participant. Also, in official invitation it is mentioned if applicant because of some reason cannot be</p>
--	--	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>present on specific date of interview, her/his obligation is to inform competent authority.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>The lawyer or legal representative of the asylum applicant may participate in the asylum interview, based on a power of attorney. In terms of scheduling, the case officer usually proposes a date that suits himself/herself and the translator. The lawyer is then informed of the scheduled date. If the lawyer is unavailable on the proposed date, they can request a rescheduling. In such cases, a new date is set that is acceptable to all parties involved – case officer, the interpreter and the legal representative.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>The introduction of notification for official interview invitation is a part of development for the booking process for asylum interviews.</p>
	<p>EMN NCP</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection?</p>


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

	Cyprus		<p>Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>The Cypriot Asylum Service contacts the applicants at first via phone-calls to schedule the interview. If one does not reply to our calls (several efforts are made), then a letter for an interview is sent, mentioning the date, day, time, the place and the purpose of the interview. This letter is sent to the last address submitted by the applicant.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>The average duration of the request of the booking and the confirmation of the appointment is between a week to 15 days. It depends on the case and the vulnerability status of the applicant.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p>
--	---------------	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>No. The procedure for the interview bookings is as mentioned above in Q. 1.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>If the time slot is difficult for the applicant either due to distance or other reasons, then the applicant can contact the Asylum Service for rescheduling. The applicant needs to provide a good reason for the rescheduling of the interview.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes. Legal representatives and/or lawyers do have the right to attend the interview. However, they do not have the right to speak with the applicant, or speak on behalf of the applicant or interrupt the interview in general. They are present to make sure that the procedure and the interview is conducted in a proper way according to the law and that a chance to express the reasons for fleeing his/her country of origin was given to him/her.</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>Not for the time being.</p>
	<p>EMN NCP Czech Republic</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>In CZ, there is no central or automated booking system for asylum interviews. The Ministry determines the date, place, and time of the interview — it is not requested by the applicant or their lawyer. Each reception or accommodation centre organises interview scheduling independently according to its own capacities and needs.</p> <p>Applicants are notified in writing: If living in private accommodation – via postal mail. If residing in a reception/accommodation centre – in person, by handing over the notification directly against their signature. If they have meeting scheduled at the office counter (e.g., to extend their ID) – they may receive the notification in person.</p> <p>All notifications are provided both in Czech and in a language the applicant understands. Lawyers (if the applicant has one) are informed via a data mailbox (if available) or by postal mail.</p>


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>Since there is no request process from the applicant's side, the timeline depends on the method of delivery:</p> <p>In person at the centre without a lawyer – minimum 48 hours in advance; usually 3–5 days. If a lawyer is involved and notified via data mailbox – at least 10 days for delivery + 2 days minimum before the interview; typically 12–14 days. If a lawyer is notified by postal mail – including delivery and storage time, usually 3–4 weeks.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>NO. There is no automated booking system that matches time slots for all participants.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>The Ministry coordinates the availability of all participants (interviewer, interpreter, applicant, lawyer/legal representative, and, if needed, a legal guardian). Interpreters are booked directly by the Ministry, and once they confirm their availability, they cannot choose another date. If the applicant, lawyer, or both have serious and objective reasons why the proposed date is</p>
--	--	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>unsuitable, they may request a rescheduling.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>YES. Lawyers or legal representatives (if appointed by the applicant) are invited to attend all procedural steps, including the asylum interview. Legal representation is not mandatory at first instance, and no ex officio lawyers are provided. Lawyers have no influence over the selection of dates, except in cases where they can provide serious and objective reasons for rescheduling, in which case the Ministry may set a new date.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>No significant changes have been made to the booking process during this period. There are no plans to introduce systems allowing applicants to choose their own dates, as the priority is to conduct proceedings as quickly as possible and avoid unnecessary delays. In practice, there are no major delays between the registration of an application and the first interview — the first meeting usually occurs within a week, while the applicant is still in the reception centre and personally available. The upcoming legislative amendments under the EU Pact on Migration and Asylum will not change this approach.</p>
--	--	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

 EMN NCP Estonia		Yes	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>The case handler schedules a time for the interview and submits a translation request via the interpreter register. In the case of rarer languages, they consult with the interpreter coordinator in advance to find a suitable time for both the case handler and the interpreter. The case handler then sends the applicant an invitation to the interview by email, requesting to be informed if the scheduled time is not suitable.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>The time between sending the invitation and holding the interview may vary depending on the specifics of the case, ranging from one to two weeks.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>No, there is no such system in use.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>As previously mentioned, in the case of rare languages, the matter is discussed in advance; however, for more common languages, a specific interpreter is not booked—only the language is specified. The interpretation service then finds an interpreter for that language who is available at the proposed time. Since the interview invitation is sent to the applicant with sufficient notice, applicants generally have no issue with the proposed time. However, if such an indication is received, the case officer will find and agree on a new time that suits both the officer and the interpreter.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes, the applicant’s representative has the right to participate in the interview, and the case officer generally takes into account the representative’s availability. However, the same principle applies here: since all parties are notified of the interview time well in advance, the representative can usually rearrange their other commitments and accommodate the time proposed by the case officer.</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>No.</p>
+	EMN NCP Finland	Yes	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>The booking procedure for the interview is started after a preliminary examination to establish the necessary information on the applicant and the application, including whether there are indications that another country might be responsible for examining the application according to Dublin Regulation and whether there are other factors that might influence the interview or the examination of the application. The interview coordinators select the applicants to be interviewed manually from the electronic case management system (UMA) according to order of priority. Applications are prioritized on the basis of the applicant’s situation.</p> <p>The interview coordinators first check the availability of the interviewers. The coordinators check whether the applicant has a lawyer/legal representation or a representative (of an UAM), who will attend the interview. They check the availability of interpreters and interview rooms manually. The interpreters used by the Finnish Immigration Service are outsourced contract suppliers.</p> <p>The coordinator then checks whether the suggested date suits all parties and that the confirmation of order is compliant with the interpretation contract. If necessary, a videoconference for a remote interview is booked. The date and time of the interview is then</p>


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>confirmed and invitations and possible links in case of a remote interview, as well as the necessary information regarding the interview, are sent to all parties.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>It is possible to make the interview booking in a short time, if the suggested date suits all parties (interviewer, interpreter, lawyer and/or representative), and there are interview rooms available. At best, a booking can be made within a few hours. The order for an interpreter is made to the contract supplier. If a suitable interpreter is not available, finding another one might take a few days. The possible dates are suggested to the lawyer and/ or representative and the interview time can be confirmed as soon as they reply. Finding a date and time suitable for the lawyer/representative takes maximum 3-5 days.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>NO.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>participants mentioned above?</p> <p>The Finnish Immigration Service has a booking system, where the available time slots of the interviewers and the interview rooms are managed manually. The other parties (interpreters and lawyers/representatives) are contacted by email. To facilitate the order for an interpreter, the orders are recorded in a separate system for booking interpreters, which then sends an automatic email to the contract supplier. An invitation is sent to the asylum seeker (via the booking system or by post) when the interview time is confirmed. The asylum seeker is not consulted whether the time is suitable for them. However, the applicant may request that the interview is cancelled or postponed due to very serious grounds, such as medical reasons that might affect their ability to attend the interview.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes. The interview coordinator suggests two tentative dates for the interview, the first one in two weeks' time and the second in four weeks' time. If neither date suits them, the interview is scheduled on the latter date and the lawyer/legal representative is instructed to find someone to replace them in the interview or alternatively to assist the applicant in finding another lawyer. If the lawyer/legal representative presents justifiable reasons why neither of these alternatives is possible, in individual cases it is possible to consider postponing the interview. In case a client's lawyer/legal representative changes or a lawyer is appointed to the client after the interview date is already set and the invitation is sent to the client, the Finnish Immigration Service will not change the interview time (except for vulnerable clients).</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>There have been changes in the interview booking system in the past five years: System development has been made to reduce the amount of manual work in booking interviews (some automation has been added). The internal system for booking interpreters was introduced in 2024. The appointment/booking system (for interviewers and interview rooms) has been developed and a new version was introduced/launched in late 2024. The possibilities of the legal representative to influence the scheduling of asylum interviews has been limited/restricted.</p> <p>Remote interviews, with the applicant attending from the reception centre, increased during the covid-19 pandemic. Now remote interviews are used widely in all geographical branches of the Finnish Immigration Service around Finland. Remote connections in general have become more common.</p> <p>Changes in legislation have created new types of interviews. For instance, for applicants in the border procedure, there are strict deadlines for scheduling the interview.</p> <p>In the years 2020 to 2025, there were also changes regarding the case workers/interviewers. Interviewers became specialised in certain regions of origin and certain applicant profiles. Furthermore, the interviewers have to flag the dates they are available for interviews 1,5-2 months in advance. The interviews are then scheduled accordingly.</p>
	<p>EMN NCP France</p>	<p align="center">Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>upcoming interview.</p> <p>The personal interview is scheduled as soon as the asylum application has been submitted to the French Office for the Protection of Refugees and Stateless Persons (Ofpra). The application must be submitted by post within 21 days of the asylum application being registered by the prefecture at the one-stop shop for Asylum Seekers (GUDA). At the same time, France is testing the 'France Asile' regional centres, which allow asylum applications to be submitted directly to an Ofpra agent on the same day as registration by the prefecture. To date, only one 'France Asile' regional center is in operation, in Cergy-Pontoise, in the suburbs of Paris.</p> <p>Once the application has been submitted, the OFPRA uses an automated procedure to summon asylum seekers to a personal interview. The files are submitted to an automated summoning system the day after the application is submitted. The most important criterion is the language of the interview, as this information is collected at the time of submission (answer to question 4). Protection officers use software developed by the OFPRA to pre-book interview slots in a predefined language, determined according to their country expertise (e.g. Dari or Pashto for Afghanistan). The appointment scheduling system then automatically assigns cases to protection officers, placing them in the pre-booked slots in the requested language. When a case cannot be assigned via the automated procedure (e.g. because there are not enough slots in certain languages), it is assigned to a protection officer manually and entered into the chosen interview slot using dedicated software.</p> <p>Once the file assignment has been validated, the interview is confirmed and the asylum seeker's appointment letter is printed. Since the beginning of 2020, the appointment letter has been available in a secure digital safe. The asylum seeker is informed that their appointment letter has been deposited in their own safe, the login details for which have been provided by the GUDA or the France Asile' regional center , where applicable. An information message regarding this availability is also sent to</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>the email address and/or mobile phone number provided by the applicant to the Ofpra. In certain cases, however (e.g. unaccompanied minors, overseas, reasons related to the applicant's personal situation or vulnerability, applicants unable to access the electronic process), the invitation is sent by regular mail to the last known address.</p> <p>Regardless of how the invitation is sent, it is confirmed by email and/or text message, and a reminder of the interview is sent 48 hours before the hearing. Thanks to this system, the attendance rate at OFPRA interviews is 90%</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>When the interview is scheduled via the automated procedure, the files are pre-assigned the day after the application is submitted to a protection officer, who has two working days to validate or invalidate the assignment. If the appointment is entered manually into the appointment scheduling software, the interview is automatically confirmed.</p> <p>Once the interview has been confirmed, either automatically or manually, the appointment letter is placed in the asylum seeker's secure safe. However, if the appointment is sent by regular mail, the secretariat of the department in charge of the investigation will post the document as soon as possible.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

No: The OFPRA's priority is to find a time slot that suits both the protection officer and the interpreter, which is already a significant constraint.

4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?

The scheduling of personal interviews is managed by the OFPRA Directorate, taking into account the composition of the flow of applicants, the availability of interview rooms, and the availability of protection officers and interpreters.

The Office has 142 interview rooms, in which it can organise a maximum of four interviews per day. It also organises investigative missions to hear asylum seekers near their homes. Interpreting services are provided by external service providers selected through public procurement procedures. Services are booked as soon as the file is registered with the GUDA or France Asile' regional center for the most commonly used languages, even before the asylum applications are actually submitted, based on activity forecasts.


The choice of the language of the interview at this stage of the procedure is a key element of the French strategy to reduce asylum application processing times: the entire schedule depends on the slots available for interpreters of each language. Orders from service providers for other languages are placed for the month M+1, or on request for urgent cases (e.g. cases in detention).

Asylum seekers are required to attend the personal interview, in accordance with the information contained in the summons. As far as possible, the time slots (morning/afternoon) allow those summoned who live in the region to travel between the OFPRA and their place of residence within the day, without prejudice to the time required for their hearing. In the event of a legitimate reason for absence that is duly justified, a new appointment will be scheduled. If a lawyer or authorised third party is scheduled to attend the interview, their absence does

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>not prevent the OFPRA from conducting the interview with the applicant. However, the presence of a legal representative is mandatory for unaccompanied minors.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes. Asylum seekers may attend the personal interview accompanied by either a lawyer or a representative of a human rights organisation, an organisation defending the rights of foreigners or asylum seekers, an organisation defending the rights of women or children, or an organisation fighting against persecution based on gender identity or sexual orientation. Applicants with disabilities may also be accompanied by healthcare professionals or representatives of an association that supports people with disabilities. However, the absence of a lawyer or representative of an association does not prevent the interview from being conducted with the applicant. Requests to postpone an interview at the initiative of a third party are not accepted due to the constraints on the Office in terms of deadlines and the availability of interpreters. Only the presence of a legal representative is mandatory for unaccompanied minors.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>Yes. In 2018, the OFPRA introduced an automated system for planning and booking interpreting slots. This system uses a forecast model to anticipate the distribution of cases by language of</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>hearing and to create an optimised schedule for protection officers. This has resulted in shorter processing times and simplified procedures, as the system also provides for letters of introduction and summonses to be merged into a single document and sent in a single mailing.</p> <p>Pursuant to Law No. 2018-778 of 10 September 2018, the system for digitising OFPRA’s summonses and decisions was developed gradually before being rolled out across all metropolitan regions in 2022. It allows the introductory letter, the invitation to an interview and the decision to be made available via a secure personal digital space. This system replaces postal delivery. However, certain categories of asylum seekers are excluded from this system due to their profile or situation and continue to receive these documents by post: unaccompanied minors, applicants subject to the Dublin procedure, applicants whose personal situation or vulnerability prevents them from accessing the electronic system, and applicants who are unable to access the electronic system.</p> <p>Finally, the gradual rollout of France Asile’ regional centers provided for by Law No. 2024-42 of 26 January 2024 ‘to control immigration and improve integration’ replaces the GUDA system. On the one hand, it allows for an introductory interview in the presence of an OFPRA agent instead of an introduction by post within 21 days, and on the other hand, it allows the choice of language for the personal interview to be confirmed directly with an OFPRA agent. Currently, only one France Asile’ regional center is in operation in Cergy-Pontoise in the Paris suburbs.</p>
	<p>EMN NCP Germany</p>	<p align="center">Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>upcoming interview.</p> <p>The booking procedure can be described as follows:</p> <ol style="list-style-type: none">1. Screening of pre-files for EURODAC and SIS hits, as well as determining of language and country of origin upon the arrival of an applicant.2. Differentiation regarding the type of the interview(s) to be conducted (regarding Country of Origin, Member State, or both).3. Checking whether an interpreter is available. The Federal Office for Migration and Refugees uses an in-house-developed application (BABS) to schedule appointments with interpreters. Interviews are always interpreted by external service providers, who are partially organized through translation agencies.4. The interviewer is chosen by considering possible vulnerabilities of the applicant. This is mandatory for unaccompanied minors and optional for all other applicants.5. Appointment scheduling: Internal coordination of appointments and notification of the interviewer using an in-house application called „Donkey“ (Decision Officer Navigation Keyboard). This application is used exclusively for internal scheduling of interviews and does not allow booking and confirmation of appointments for external participants.6. Notification of the applicant either by letter or by handout with receipt. Typically, the Federal Office notifies applicants during the initial registration and application filing phase via a handout with receipt. In cases where an interview cannot be scheduled directly when filing the application and registering with the Federal Office, applicants are notified by letter with affidavit of service. <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p>
--	--	--	--


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>As the appointments are mandatory and arranged by the Federal Office and not bookable by the applicant, there is no need for a confirmation of an appointment by the applicant. Therefore, there is no data on average duration between request of the booking and confirmation available. In case an applicant is unavailable or does not show up for the appointment, they are legally obliged to provide valid reasons for their absence. Otherwise, the absence may be deemed as a failure to cooperate with the competent authorities.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>No. The Federal Office does not use a unified system as described.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>The Federal Office does not confirm appointments with external representatives, such as lawyers or applicants themselves. If representatives, lawyers, or other potential participants are indisposed, they have to check back with the Federal Office for rescheduling the appointment.</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes. The influence in scheduling the interview is marginal. The appointment will only be rescheduled if it does not fit the needs of the representative. According to current legislation, the Federal Office can conduct the interview of the applicant if their representative fails to attend a scheduled appointment and will do so, with the exception of cases involving unaccompanied minors, in which the legal guardian is required to be present.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>Yes, at least partially. The Federal Office has introduced a web-based planning application called „Donkey“ (Decision Officer Navigation Keyboard)</p> <p>„Donkey“ gathers and centralizes information:</p> <ol style="list-style-type: none">1. concerning the applicant: date and scheduled time of the interview, name, country of origin and language2. concerning the file: file number, number of applicants to be interviewed, participants, special need in planning (e.g. online interpreter)3. concerning the interviewer: name, team, specialisation in country or vulnerabilities (e.g. unaccompanied minors, victims of trauma, torture, or trafficking in human beings etc.).
--	--	--	---


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

	<p>EMN NCP Greece</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>According to the contribution by the Asylum Service of the Ministry of Migration and Asylum, the scheduling of interviews takes place electronically through an automated system, immediately after the completion of the registration of the application for international protection. In particular, the official who carries out the registration, as soon as it is completed, selects the corresponding field in the electronic system, which assigns an interview date as soon as possible, taking into account the availability of the operators. Once the appointment has been assigned, it appears in the applicant's electronic file and is also served on the applicant in writing so that they can take note of it. In case the registration has been carried out remotely (e.g. in case the applicant is in an accommodation facility), the information on the date of the asylum interview is sent to the applicant's personal e-mail.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>There is no average period between the request for scheduling an interview and the confirmation of its scheduling since the appointment is made immediately and automatically, simply by selecting the relevant field in the Asylum Service's electronic system.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>The scheduling system takes into account the available slots in the daily interview schedule of each Asylum Office and assigns the closest available date. The listed participants must arrive on the day and time of the asylum interview appointment.</p> <p>In the event of any obstacle on the part of the Asylum Office, the interview is rescheduled and the applicant is then informed of the new date and time. Similarly, in the event that an obstacle arises on the part of the applicant, the Asylum Service is informed, a request is submitted for a change of the day and time of the interview, which the Asylum Service evaluates.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>-</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes. The possibility of participation of a lawyer or legal representative of an applicant in the asylum interview is explicitly provided for in the legislation in force and specifically in Article</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>76 para. 6 of Law 4939/2022. The scheduling of the interview is done without the involvement of the applicants' lawyers or legal representatives; however, they can present to the competent official any obstacle that may exist, which the official evaluates and decides whether it should be taken into account when scheduling the interview.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>In 2023, the Asylum Service's information system (ALKYONI II) was upgraded, which now allows for the automatic scheduling of interviews after the completion of the registration of the application, taking into account the closest possible date. Prior to this upgrade, scheduling was done manually on excel sheets at each Asylum Office separately.</p>
	<p>EMN NCP Hungary</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>Interviews are organised according to the following schedule:</p> <ol style="list-style-type: none"> 1. Consultation with the interpreter(s) by telephone to determine which interpreter is available, who is available sooner, who is willing to take the job, etc. 2. If the applicant stays in a penal institution or in detention, the case officer contacts the institution and the date and time of the interview will be reserved for the interview in a special electronic conference platform. In this case, the asylum officer in Budapest will conduct the



Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>interview via this electronic system.</p> <p>The authority notifies the applicant (by post), their legal representative (via the company portal and by telephone), as well as the relevant penal institution or detention facility. In such cases, the legal representative may attend the hearing in person at the relevant penal institution or at the official premises of the Asylum Directorate of the National Directorate-General for Aliens Policing.</p> <p>3. If the interview takes place in person at the official premises of the National Directorate-General for Aliens Policing, the asylum authority will notify both the client (by post) and their legal representative (via the company portal and by telephone) after consulting with the interpreter by telephone.</p> <p>In this case, if the applicant's place of residence is not in Budapest but in another Hungarian municipality falling within the jurisdiction of another regional directorate of the National Directorate-General for Aliens Policing, the client will be summoned to an in-person interview at the official premises of the regional directorate that is physically more accessible to them. In such cases, the legal representative will attend the interview in person at the official premises of the National Directorate-General for Aliens Policing.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>It depends on several factors, e.g.:</p> <ul style="list-style-type: none">- coordination with the interpreter is not always smooth (there are interpreters who, for example, are willing to interpret only during office hours),- the availability/workload of telecommunications equipment (the conference system),- the number of hearings scheduled for a specific time at the institution where the applicant is staying at.
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>No</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>The authority consults with the interpreter and the legal representative by telephone, sometimes also with the applicant.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes</p> <p>The authority consults with legal representatives in advance regarding the timing of interviews. If the legal representative is unable to attend the interview, their deputy may act on their behalf and attend to it.</p>
--	--	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>No</p>
	EMN NCP Ireland	No	Response is marked as EMN Sensitive
	EMN NCP Italy	Yes	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>Applicants are called via our S.U.A. (Sistema Unico Asilo) information system, which, after the application has been formalised, sends the applicant a letter of invitation to the interview, indicating the place, date and time. There is therefore no interview booking system that can be activated by the applicant. Based on the languages declared by applicants when formalising their application, the Secretariat of the Territorial Commission (Segreteria della Commissione Territoriale) organises the interpreting service through cooperatives with which specific agreements have been signed, according to an internal organisation of work that may be different from one Territorial Commission to another.</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

2. What is the average duration between the request of the booking and the confirmation of the appointment?

As mentioned above, applicants do not make an appointment for an interview but are called after having formally submitted their application for international protection through the S.U.A. and after the President of the Commission has examined the type of procedure to be applied to the particular case (prioritised, accelerated or accelerated at the border, or regular). The average time between the formalisation of the application and the date of the interview is approximately six months in the case of the regular procedure, and in other cases, the procedure is carried out promptly to ensure that the deadlines for the conclusion of the procedure provided for by law are met.

3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.


No

4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>The President of the Commission, supported by the Secretariat, sets the schedule for hearings, according to organisational criteria based on the number of examining officers on duty, the type of procedures applied, the languages spoken by applicants for the purposes of organising interpreting services, and other organisational and logistical requirements. These activities can be carried out using various IT tools (management software, digital archives). Generally, the hearing is scheduled in the morning, at the same time for all applicants who are to be interviewed on each day set for hearings. In fact, in the afternoon, the Commissions' activities are dedicated to collegial meetings aimed at evaluating and deciding on applications and drafting the relevant measures.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes, however, the legal representative does not influence the scheduling of interviews, which are scheduled according to the criteria mentioned above. If the legal representative, having received notice of the interview, is unable to attend on the scheduled date, they may submit a reasoned request to the Territorial Commission to reschedule the interview to another date, which is then submitted to the President of the Commission for evaluation.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>No</p>
--	--	--	--


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

 EMN NCP Latvia	Yes	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>No booking system for asylum interviews at the moment – everything is scheduled and managed by the expert-coordinator of the Asylum Affairs Division of OCMA (Office of the Citizenship and Migration Affairs). Before the decision to accept an application for examination is drafted, the expert-coordinator checks availability of interviewer, interview rooms and makes request for the interpreter of particular language for particular day. Interpreters’ service is outsourced/provided by the translation companies. Within 2 to 24 hours translation companies confirms availability of the interpreters.</p> <p>Usually the asylum seeker (and his/her representative) receives information about personal interview – place, date, time – in written form - in the decision to accept an application for examination (in some cases – when additional time is needed to organize the interview, information on date/time/place of interview is sent to the asylum seeker by the letter afterwards).</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>Usually within the time frame of 2 to 24 hours information on place, date, time of interview is confirmed.</p>
---	------------	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>No, we do not have booking system with automated functionalities for asylum interviews.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>Since every participant has been informed in due time about the planned date/ time of the interview and there is a mutual understanding about importance of the personal interview, usually all participants manage to be on time for the interview. There were some exceptional cases when representatives submitted a request to postpone/reschedule interview due to the overlapping activities or asylum seeker's health issues – as far as possible, this is considered an interview is rescheduled.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p>
--	--	--	--


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>Yes, the lawyer/ legal representative can participate in the asylum interview. Regarding influence – please see the answer to question 4.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>No, the booking process for asylum interviews still requires lot of manual work and communication with parties involved.</p>
	<p>EMN NCP Lithuania</p>	<p align="center">Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>In Lithuania, the Migration Department official responsible for examining the asylum application sends the applicant an invitation to attend the interview. The invitation specifies the date, time, and location of the interview, as well as the contact email address of the official who will conduct it. It also explains the purpose of the interview and indicates the consequences of failing to attend. The applicant is asked, if unable to attend for justified reasons, to inform the Migration Department without delay and no later than 24 hours before the scheduled interview time.</p> <p>The invitation additionally explains that an interpreter will be present who speaks the applicant’s native or another language the applicant understands, and that the applicant has the right to free legal assistance. If the applicant wishes to be assisted by a lawyer during the</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>interview, they must inform the Migration Department in writing no later than 24 hours before the scheduled interview.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>In Lithuania, legal acts do not establish a specific timeframe within which the applicant's interview must be conducted after the registration of the application. The Migration Department also does not record the exact duration between the registration of the application and the holding of the interview, therefore it is not possible to provide an average timeframe.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>No</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>In Lithuania, the interview time is set by the Migration Department official examining the</p>
--	--	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>application. When sending the invitation to the applicant, the applicant is asked to indicate if they wish to have a lawyer present. If the applicant requests a lawyer and the lawyer informs that the proposed time is not suitable, the official may adjust the interview time accordingly. The participation of interpreters is ensured by the Migration Department through a contract with a translation agency, which receives an order for interpretation services at the scheduled time and guarantees the presence of an interpreter in the required language.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes. If the lawyer informs that the proposed interview time is not suitable, the official may adjust the interview time.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>No</p>
	<p>EMN NCP</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

	Luxembourg		<p>upcoming interview.</p> <p>The personal interview of the applicant for international protection (AIP) is regulated by article 13 (2) of the amended law of 18 December 2015 on international protection and temporary protection (Asylum Law). The agent in charge of the interview of the AIP will fix the date in accordance with the availability with his/her schedule and the interpreter (and the ad-hoc administrator in the case of the UAM). The date is notified to the AIP in the address which they indicated to hear notifications. The AIP is obliged to attend the convocation in accordance with article 12 (2) of the Asylum Law. The details of the appointment (date, time, place, AIP, interpreter, lawyer) are encoded by the agent in charge of the interview in an administration-wide IT-system. This system generates the convocation, and the agent forwards it to the administrative service, which is responsible for sending it by registered letter with acknowledgment of receipt or, if necessary, for issuing the convocation in person if the applicant is present. In both cases a copy is also sent by e-mail to the applicant's legal representative.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>It is difficult to estimate as that will depend on the availability of the interpreter (which is guaranteed by article 11 (2) of the Asylum Law) and the schedule of the agent in charge of the interview. In general, the average duration between the request of the booking and the confirmation is quite short as the interviewer is in charge of his own schedule. However, the AIP must be notified of the appointment no later than one week in advance and, ideally, at least two weeks prior to the scheduled date.</p>
--	-------------------	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>NO.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>The agent in charge makes sure that an interpreter is available by contacting them directly by e-mail/message or telephone. The applicant is obliged to be present. As the lawyer's presence is optional, if they are not available, they can ask a colleague to replace them without having to notify the administration.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Article 13 (2) al 2 of the Asylum Law indicates that the AIP can be accompanied by their lawyer, who at the end of the personal interview can make observations. Nevertheless, the absence of the lawyer does not obstruct that the case officer will conduct the personal interview except in the case of the UAM in which case the presence of the lawyer (who is</p>
--	--	--	--


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>generally also the ad-hoc administrator) is compulsory. In all the other cases, the lawyer of the AIP can request a postponement of the personal interview if they cannot attend, however it must be a duly motivated valid reason, but it will be discretionary of the case officer to accept it. As was mentioned before, the absence will not preclude that the personal interview takes place. Furthermore, the AIP is required to attend the scheduled appointment, unless they have a valid and documented reason for their absence—such as illness, duly certified by their physician.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>NO:</p>
<p>♦ EMN NCP Malta</p>		<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>The applicant is notified by letter, email or phone call depending on the chosen method of communication. In all scenarios a notice and an information booklet is handed to the applicant detailing the procedure and rights and obligations.</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>We cannot quantify the duration. The duration depends on the procedure applied to the case: Accelerated, Fast-Track (depending on vulnerability), or Normal Procedure. It should be noted that in the Fast-Track procedure, any specialist recommendations regarding the applicant's mental / physical state are also taken into consideration when booking the interview.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>No</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>IPA have a dedicated Unit responsible for identifying suitable slots and assigning Protection Officers and interpreters. This Unit also coordinates with the Agency responsible for Legal Guardians and liaises with the Front Desk of the IPA, which is in charge of contacting the applicant and, where applicable, their legal representative.</p>
--	--	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes, in case of unaccompanied minors the legal representative/ guardian is always present. In the case of Adult applicants upon their wish, their lawyer can attend. In the latter case the lawyer can submit relevant comments at the end of the interview.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>Yes, in the last 3 years with the support of EUAA we have developed a Master Scheduling sheet (excel based) in order to have all information on one template and the latter is accessible by all interested IPA units. Currently we are exploring a new case management system with an integrated automation for bookings.</p>
	<p>EMN NCP Netherlands</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>The interview process is divided into two parts. For the first intake-interview (aanmeldgehoor), applicants will receive a letter from the Immigration and Naturalisation</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

Service (IND) via the mail at the reception centre or on the online web-portal at MyCoa. During this interview, the IND will ask questions about the asylum seeker, their flight to the Netherlands, and the composition of their family. In this 1st interview, the IND does not ask any further questions about the reasons that someone is requesting asylum. The second interview (nader gehoor) focuses specifically on the reasons that a person is seeking asylum. A person's second interview will be scheduled with consideration for the translator, who must be present. In the reception centre the asylum seeker will receive a letter from the IND inviting them for the second interview.[1]

[1] VWN, https://www.vluchtelingenwerk.nl/sites/default/files/2023-11/algemene_asielprocedure_2023_nederlands.pdf , , last accessed on 14 August 2025.

2. What is the average duration between the request of the booking and the confirmation of the appointment?

The timing of the first interview (aanmeldgehoor) is dependent on when the request for asylum was made. There is a current waiting-period of around 7 weeks for the intake-interview depending on when a person first made a request for asylum.[1] For example, an asylum seeker who requested asylum in the Netherlands between the 23rd and the 29th of June will likely be scheduled between the 22nd and the 28th of September 2025.

The timing of the second interview (nader gehoor) currently stands at 79 weeks after the first interview (aanmeldgehoor).[2]

These average waiting times are an estimation. Some asylum seekers will wait longer or shorter than these estimates.

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

[1] IND, 'Wanneer is het aanmeldgehoor?', <https://ind.nl/nl/wanneer-is-het-aanmeldgehoor#uitnodiging-aanmeldgehoor>, last accessed on 14 August 2025.

[2] IND, 'Asiel en nareis: laatste ontwikkelingen', <https://ind.nl/nl/asiel-en-nareis-laatste-ontwikkelingen#noodmaatregelen-asiel-en-nareis>, last accessed on 14 August 2025.

3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.

No, there isn't a booking system, which automatically selects time slots. This is done manually. More explanation at question 4.[1]

[1] Information provided by the IND on 7 august 2025.

4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?

We contact the applicant's lawyer/legal guardian to select a time which fits in both our as well as the lawyers agenda. After the date is set, we use our booking system/application, in which we can book a time slot. In this system, there is also information about the applicant, like the

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

requested language, the legal guardian or the lawyer, and in some cases, preference of the setting (f.e. female setting for the interview). In the application, we can also see if and which interviewer and space is available. We manually select a time slot and add a request for an interpreter to the time slot. The firm who provides us with interpreters selects a suitable interpreter for the interview and adds this automatically to our booking system and time slot. The applicant will receive a letter in which he/she is invited to the interview and it includes information like the date, time, address and sometimes the taxi pick up time. The applicant is not consulted whether the time is suitable for him/her. However, they may request that the interview is cancelled or postponed due to very serious grounds, such as medical reasons that might affect their ability to attend the interview. [1]

[1] Information provided by the IND on 7 august 2025.


5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?

A lawyer is only involved from the second interview onwards and will help the asylum seeker prepare for their interview and reviews the IND's notes with the asylum seeker following the interview to ensure that everything was correctly communicated.[1] The lawyer is normally not present for the 2nd interview, unless he or she asks specifically to be able to attend the interview, on rare occasion.

The day (or days) after the second interview, the applicant has an appointment with his/her lawyer to discuss the interview and correct the hearing report if needed.

It is also possible that the lawyer sends his absence to us and the planner will try to make sure that an interview is not planned during the absence of the lawyer. If an appointment is

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>already made, the lawyer can contact the planner to try to change the appointment. A change will only be made if there is a good and reasonable ground to do so.[2]</p> <p>[1] VWN, https://www.vluchtelingenwerk.nl/sites/default/files/2023-11/algemene_asielprocedure_2023_nederlands.pdf , , last accessed on 14 August 2025. [2] Information provided by the IND on 7 august 2025.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>Yes, since April 2023 an external commercial company provides us with interpreter and translation services. Before this date, interpreters were selected manually and reserved by telephone by the planners, then manually selected and added to the appointment/time slot. Also, the booking application is under constant renewal, to be able to connect appointments with interviewers and interviewing space less manually. Also we are constructing dashboards in which we have the possibility to forecast, capacity and performance insights.[1]</p> <p>[1] Information provided by the IND on 7 august 2025.</p>
	<p>EMN NCP</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the</p>


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

	Poland		<p>upcoming interview.</p> <p>The applicants that are detained in Border Guard detention centers are notified about their asylum interviews by note and they confirm receiving this information by signing the note. Together they receive all the necessary information about the interview itself. As they are detained the information about their interview is sent online to the Border Guard representative, received the same day and presented to the applicant. Signed confirmation is received within 2 – 3 working days.</p> <p>Interviews for asylum seekers who are temporarily detained are scheduled by one person for several interviewers who declare their availability for the referred period of time. The interviews are conducted online by case officers working from home, without the necessity to use a psychical room. There is a need to book online room and to guarantee there is an adequate space in detention center for the foreigner to feel safe to speak freely. Usually there is one or two rooms adequate for the interview in each of 5 detention centers. The legal representative and interpreter are also present online. The interviews are scheduled 1– 3 weeks in advance so there is possibility to reschedule if necessary.</p> <p>Each appointment is illustrated in the case management system and online booking system. The separate information is sent with the request for translation to the outsourcing translation company and the answer with scheduled interpreter personal details is received by e-mail.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>It takes few days up to a week to receive confirmation from all participants.</p>
--	---------------	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>There is no such system, as the Office for Foreigners only provides the official conducting the interview and the interview online room, while the legal representative and interpreter are engaged by other parties.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>By planning interviews in advance. Additionally: interviewers declare their availability for the referred period of time in advance interpreters are scheduled by the outsourcing company responsible for finding and training interpreters in accordance to asylum standards there is sufficient availability of online system Border Guard centers provide space for the foreigner to give their statements The foreigner confirms receiving information about the scheduled interview within 3 days The legal representative is informed officially by note and additionally by e-mail in case there would be any changes necessary.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>regards to scheduling asylum interviews?</p> <p>Yes, the lawyer/ legal representative of the asylum applicant can participate in the asylum interview. The legal representatives have no influence in regards to scheduling asylum interviews as the person is summoned by mandatory bid. However, in practice the applicant has the right to refuse to provide statements without their legal representative, so interviews are usually rescheduled if the representative has other commitments.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>Yes, there have been small technological improvements but the main goal is to consolidate IT systems and develop one system to combine many steps of the administrative aspects of asylum procedure.</p>
	<p>EMN NCP Portugal</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>Applications for international protection submitted in national territory: interviews are scheduled shortly after the application is submitted, depending on the availability of the applicant, interviewer, interpreter (if necessary), legal representative (in the case of unaccompanied minors), and lawyer (if the applicant has hired a lawyer). The notification is</p>


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>delivered to the applicant at the service center, or by email, or by registered mail. In some cases, we can also count on the cooperation of the reception entities to notify the applicant of the interview. Applicants who have appointed a lawyer will also have their representative notified.</p> <p>For applications for international protection submitted at a border post or following a removal decision: interviews are conducted immediately after the applications are opened, subject to the availability of the applicant, interviewer, interpreter (if necessary), and representatives (if the applicant has appointed a lawyer). Given that these applications must be decided within a maximum of 7 days after they are opened (applications made at a border post) or a maximum of 10 days after they are opened (applications following a removal decision) as set out in Article 24(4) and Article 33(5) - A, of Law No. 27/08, of 30/06, in its current wording.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>Applications for international protection submitted on national territory: between 2 working days and 29 working days after the application is registered Applications for international protection submitted at a border post: after the application is registered until 6 working days Applications for international protection submitted following a removal decision: after the application is registered between 9 working days</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you</p>
--	--	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>answer yes, please describe how the system works and provide whatever information you can share.</p> <p>No. The interview scheduling system in Portugal is done manually based on the availability of the applicant, interviewer, interpreter (if necessary), legal representative (in the case of unaccompanied minors), and lawyer (if the applicant has hired one), and there is an internal scheduling procedure.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>When we notify applicants for international protection, or their legal representative (in the case of unaccompanied minors) and lawyers (if the applicant has appointed one) of the hearing, they are also asked to confirm their attendance on the date and time set. If this is not possible, a new appointment is made.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes. During the interview, applicants for international protection may be accompanied by a</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>lawyer, without prejudice to the fact that the absence of a lawyer does not prevent the procedural act from taking place, as set out in Article 49(7) of Law No. 27/08 of June 30, in its current wording. If the applicant is accompanied by a lawyer, the lawyer is informed that if they have any questions or comments to make, they should do so at the end of the interview.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>Yes. Between 2024 and 2025, the National Center for Asylum and Refugees significantly increased the number of interviews conducted in relation to international protection processes, with an increase in human resources and the development of internal procedures for scheduling interview, such as a shared calendar with available rooms, schedules as well as a procedural guide for scheduling interviews.</p>
	<p>EMN NCP Serbia</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>The procedure for scheduling an interview in the Republic of Serbia is initiated by an authorised officer, who, once the asylum application is submitted, interviews the asylum seeker about all facts and circumstances relevant to deciding on the submitted asylum</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>request. In accordance with the law governing general administrative procedures, the authorised officer sends a summons to the asylum seeker and other persons whose presence is required during the interview at least 8 days prior to the scheduled interview date. If the asylum seeker has an authorised representative in the asylum procedure, they may attend the interview, and the authorised officer will first contact them to verify their availability and arrange a suitable interview date. The asylum seeker is obliged to personally attend and participate in the interview, regardless of whether they have a legal guardian or representative. The authorised officer notifies the asylum seeker of the interview date through the representative, who confirms both their own and the asylum seeker's attendance via email. If the asylum seeker is unrepresented, the authorised officer has to deliver a written summons directly to them. The summons shall specify the name of the issuing authority, the personal name and address of the person being summoned, the place and time of the interview, the subject matter for which they are summoned, and in what capacity (as a party). In accordance with the general administrative procedure law, the summons is usually delivered personally to the asylum seeker by an official, by post, or exceptionally by email. A receipt acknowledging delivery, including the date of receipt, has to be signed by both the asylum seeker and the deliverer upon receipt. If the asylum seeker refuses to accept the summons, a note of refusal is recorded on the receipt, and the summons is considered properly delivered. If the asylum seeker does not understand the official language of the asylum procedure, free interpretation services are provided in their native language or a language they understand. After confirming the availability of the asylum seeker and their authorised representative, if any, the authorised officer contacts an authorised interpreter or translator from the UNHCR interpreter list for the language the asylum seeker understands, to verify their availability and arrange their engagement. Since interviews are conducted within accommodation facilities for asylum seekers, the authorised officer shall also inform the competent authority responsible for the reception and accommodation of asylum seekers about the interview date. According to the provisions of the Law on Asylum and Temporary Protection, the public is excluded from the interview, except for UNHCR representatives, who</p>
--	--	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>may attend the interview unless the asylum seeker objects. Therefore, the authorised officer may invite and inform them about the scheduled interview date.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>The legislative framework of the Republic of Serbia does not provide for a formal request to schedule an interview; instead, the authorised officer arranges the interview as promptly as possible from the date of submission of the asylum application. The provisions of the law governing general administrative procedures require the competent authority to issue a summons to the applicant and any other individuals whose presence is necessary during the interview, at least eight days prior to the scheduled date. This practice is consistently followed by the competent authority in asylum proceedings.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>The Republic of Serbia does not employ an automated system for scheduling interviews with asylum seekers. Instead, the authorised officer independently communicates with all participants whose presence is required during the interview and coordinates mutually agreeable time slots for all parties involved.</p>
--	--	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews


4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?

As previously explained in the response to Question 1, the authorised officer independently contacts all participants whose presence is required during the interview and identifies mutually convenient time slots for all parties involved. If the asylum seeker is represented by an authorised legal representative in the asylum procedure, upon agreeing on a suitable date and confirming the representative's availability, the authorised officer notifies the asylum seeker of the interview date through their representative, who confirms both their own and the asylum seeker's attendance via email. In cases where the asylum seeker is unrepresented, the authorised officer is obliged to deliver a written summons directly to the asylum seeker, and proper delivery of the summons is deemed sufficient notification of the interview date. The Law on Asylum and Temporary Protection does not require the competent authority to consult the asylum seeker in advance regarding the suitability of the proposed interview time. However, potential rescheduling of the interview may be considered in the event of very serious reasons, such as health issues that may affect the asylum seeker's ability to attend the interview.

5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?

An authorised representative in the asylum procedure may attend the interview, and the authorised officer will first contact them to verify their availability and arrange a suitable date for the interview. Accordingly, the authorised representative serves as the primary point of


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>contact in scheduling the interview and has the ability to influence the timing of the interview. The asylum seeker is interviewed even in the absence of a duly summoned representative who has not justified their absence.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>No changes have occurred in the interview scheduling procedure following the submission of an asylum application during the specified period (2020–2025).</p>
	<p>EMN NCP Slovakia</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>There is no specific booking system in place in the Slovak Republic. Within the country's small administration there are just few caseworkers. Each of them takes his/her own responsibility for arranging the interview for the assigned asylum cases. Internal planning and coordination is ongoing (e.g. in relation to the booking of interview rooms). When preparing for the interview, everything starts with finding the respective interpreter. Due to the lack of interpreters their availability plays a crucial role when arranging the interview. Then each asylum applicant and his/her legal representative is notified by a caseworker in writing (email, letter) on the place and date of the interview. The notification usually comes 2-5 days prior the date of the interview. Sometimes, the phone communication between the legal</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>representative and the caseworker takes place in relation to some adjustments.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>See response to question 1.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>No.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>It is up to each caseworker who communicates with each actor involved (applicant, his/her legal representative, interpreter). The interview can take place even without the legal representative present (subject to agreement of the applicant).</p>
--	--	--	--


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes. They have the influence in this regard to a certain extent. As per above, this is mostly up to each caseworker how to arrange the interview. It mostly depends on the availability of the interpreters.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>No.</p>
	<p>EMN NCP Slovenia</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>There is no automated system. In cases involving vulnerable persons, or when applications are reasonably expected to be rejected as manifestly unfounded, the date for the personal interview is set at the time the application for international protection is received. In other cases, the date of the personal interview is set by the official conducting the procedure. If the date of the personal interview is not set when the application is received, the applicant is</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>informed of this in writing and an invitation is sent to their address of residence.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>Currently, we have enough rooms for personal interviews, so there is no need to wait for confirmation of a free room for interviews. The only coordination required is with the interpreter, which is usually done by phone. If, by chance, there are too many personal interviews on a given day and not enough rooms available for interviews, some interviews will be conducted in the office of a specific official (which we have done in the past in exceptional cases), and in extreme cases, some personal interviews would be rescheduled.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p> <p>No.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>As mentioned in Q2, the official who sets the deadline coordinates this only with the translator. In principle, the applicant must be available, but in principle there are no problems with authorized representatives and no coordination is required. The invitation is sent sufficiently in advance so that the authorized representative or applicant can request a postponement of the personal interview if there are valid reasons.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes. In principle, the representative has no influence on the setting of the date, but if he gives valid reasons why he cannot attend the personal interview, a new date will be set.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>No.</p>
	<p>EMN NCP Spain</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p>


Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>When a person wishes to apply for international protection, he/she must request an appointment. Appointments can be obtained through various channels (web, telephone or email), depending on the province. In some provinces, the making of the application can be made before the registering and lodging. At this stage, applicants receive a document with the date and place for registration and lodging of the application. This document constitutes a guarantee of non-refoulment and expires the day the registering and lodging is made.</p> <p>When the appointment is requested via web, notification of the interview date is sent automatically through a computerised appointment system.</p> <p>Once the interview has been conducted, the applicant is given a document certifying his/her status as an applicant for international protection whose application is being processed.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>It really depends on the provinces and can vary greatly. In Madrid, the average duration is of 24-48 hours.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>No.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>The system is computerised and does not discriminate based on these parameters.</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes. They have no influence whatsoever.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>As a result of the high demand for appointments, the system collapsed. Recently, each Provincial Brigade has implemented its emergency plan to alleviate the situation, with positive results.</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

	<p>EMN NCP Sweden</p>	<p>Yes</p>	<p>1. How does your country book asylum interviews for applicants for international protection? Please explain the procedure in detail including how the applicant is notified about the upcoming interview.</p> <p>The Swedish Migration Agency (SMA) uses an automated booking system for asylum interviews called Ärendefördelningssystemet (ÄF). The booking system is integrated with multiple internal and external systems, enabling coordinated meeting planning, capacity management, and notifications.</p> <p>At the time when the application is registered at one of the SMA’s application units the SMAs officer will access the booking system through our case handling system (SKAPA). When the booking system window opens some preselected options will be filled out dependent on the information registered in the case handling system. For example, the allocated number of hours for the interview will be adapted dependent on if the applicant is a single person or part of a family. The suggested options can be changed manually by drop down lists. Other options can also be selected, such as;</p> <p>if the applicant has requested a female case officer, or if the interview should be conducted by video or in person, or which city/SMA office the interview should take place in, or which interview room should be used (standard size, larger size, family room with adjacent playroom or video room). If the booking is a second or subsequent booking for the same applicant, an option of the reason for there being a need for a subsequent interview can also be chosen. Then the booking system will find an available time slot, which suit all participants (e.g. applicant for international protection, interviewer, the public counsel/legal advisor/lawyer and interview room). The interpreter is booked separately through a digital portal for interpretation services. Legal counsels (not appointed by the SMA) and legal guardians are</p>

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>scheduled through other separate e-services not integrated with the system.</p> <p>Booking information is automatically integrated into several systems including the meeting list in the case handling system (SKAPA), Outlook, and SMAs assistants' digital calendars. The system will also automatically generate a written summons to the interview based on templates that are editable. The written summons for the asylum interview, with information on day, time, approximate duration and place for the interview, along with contact information to the case officer and practical information, will automatically be registered in the case handling system. This summons will usually be printed out and handed to the applicant before they leave the SMAs offices of the day of registering their application for international protection. The summons can also be sent to the applicant by post in the following days. The summons is also sent digitally or by post to the public counsel and if applicable, to legal counsels (not appointed by the SMA) and legal guardians.</p> <p>2. What is the average duration between the request of the booking and the confirmation of the appointment?</p> <p>Instantaneous.</p> <p>3. Does your country use a booking system for asylum interviews, which automatically finds time slots, which suit all participants (e.g. applicant for international protection, interviewer, interpreter, lawyer/ legal representative, legal guardian, interviewing space?) YES/ NO. If you answer yes, please describe how the system works and provide whatever information you can share.</p>
--	--	--	--

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>Yes. Team leaders can set detailed parameters for each case officer, including:</p> <ul style="list-style-type: none">- how many interviews can be booked on that specific case officer, or- if a specific case officer is only available for certain times during the day or certain days during the week, or- if each booking for a case officer should be preceded or followed by blocked time for preparation or closing actions so that the case officer does not get block bookings.- if a specific case officer does not handle cases from certain countries. <p>Based on these parameters, the system identifies the earliest slot that meets all conditions.</p> <p>Please see more information in answers above and below.</p> <p>4. If you answer NO to Q.3, how do you make sure that a suggested time slot suits all participants mentioned above?</p> <p>NA</p> <p>5. Can the lawyer/ legal representative of the asylum applicant participate in the asylum interview? YES/NO. If you answer YES, how much influence do legal representatives have in regards to scheduling asylum interviews?</p> <p>Yes, if a public counsel has been appointed (which is done in most cases where the application for international protection is tried on the merits), they are expected to participate at the asylum interview. The public counsel who are registered with the SMA has access to a digital calendar where they can block times/days when they are not available for attending</p>
--	--	--	---

Ad-Hoc Query on 2025.34 Procedures in regard to booking interviews

			<p>interviews. When the SMA makes a booking through the booking system, the public counsel's calendar will automatically find the first available slot for either a specifically requested public counsel or for the first available public counsel. When a booking has been made through the booking system the public counsel's calendar will automatically be set to unavailable for that time.</p> <p>6. Have there been any developments for the booking process for asylum interviews in recent years (2020-2025)? If yes, please describe the developments that have been made.</p> <p>Developments for booking the interpreter for the interviews were made in 2023. The current booking system is reaching end of life and the SMA is therefore looking into a replacement system.</p>
--	--	--	---
