



**KONRAD
ADENAUER
STIFTUNG**

HUMAN RIGHTS DEFENDER OF THE REPUBLIC OF ARMENIA

HANDBOOK

**FOR THE DISPLACED PERSONS FROM NAGORNO-KARABAKH
AS A RESULT OF WAR**

2020-2021





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I. DOCUMENT ISSUANCE

TO OBTAIN A PASSPORT IN ARMENIA OR IN CASE OF PASSPORT VALIDITY EXPIRATION, ONE SHALL:

- Apply to the passport and visa directorate of the RA Police (address: Yerevan, Davidashen, District 4, 17/10, hot line for applications: +374-10-370264, +374-11-370268, +374-11-370243), or to the nearest territorial division.
- To make photos in Armenia, and make fingerprinting in the police.

** Prior to passport issuance, the person is given a temporary ID to be able to use needed services and provided aid. Note: temporary ID is valid for 15 days.*

** If the person is in a penitentiary or in hospital, or is not capable to autonomously move due to disability, disease, condition, age or other problems, photographing for passport issuance (re-issuance) and fingerprinting are done at the place of domicile (residence) without reporting to the authorized body.*

II. SOCIAL SUPPORT MEASURES

ACTION #1¹

**AMD 68,000 (with exceptions)
+ additionally AMD 15,000 of aid**

- Aid is given to Nagorno-Karabakh citizens, and adult and underaged persons, registered in Nagorno-Karabakh.
- The beneficiaries who get pensions in Nagorno-Karabakh, in Armenia or allowances, are given aid in the amount of the positive balance between the minimal salary and the pension or allowance for October 2020.
- Additional aid in the amount of AMD 15,000 is paid if the person does not own real estate in the RA.
- The person who has been paid a salary for October 2020 in Armenia or other equal income is not a beneficiary of this Action.
- The person who has been paid a salary for October 2020 from the state budget of Nagorno-Karabakh or community budget, or other equal income is not a beneficiary of this Action.

¹ The numeration of Actions is conventional.

- Male persons age 18 (before 27 September 2020) to 58 (after 10 November 2020) except 1st and 2nd degree disabled persons are not a beneficiaries of this Action.
- Lump-sum cash aid and additional support to underage children who are beneficiaries of this Action are handed over to the parent (legal representative), regardless of the parent's being a beneficiary of this Action or not.

Who appoints and pays cash aid under this Action, and by what procedure?

- ⇒ **Aid is provided by the social support service at the RA ministry of labor and social affairs, based on an electronic application.**
- ⇒ **The application shall be filled in the electronic form at online.ssa.am until January 27, 2021.**
- ⇒ **The social support service immediately sends an electronic notification on the approval, rejection or registration of the application to the beneficiary's e-mail address.**
- ⇒ **If the application is rejected, the beneficiary may file a written application to the social support service (including, from the website e-request.am) with attached photocopies of the documents related to the rejection.**
- ⇒ **If the application is approved, the lump-sum cash aid is paid to the beneficiary, (in case of underage beneficiary,**

to the beneficiary's parent), to another person by power of attorney validated by notary, in cash, through Haypost or Artsakhpost.

⇒ To get the cash aid, one shall apply to Haypost or Artsakhpost until April 1, 2021, otherwise the aid will not be paid.

ACTION #2

Aid in the amount of AMD 300,000

- Aid is given to every adult and underage citizen of Nagorno-Karabakh registered in a Nagorno-Karabakh communities, now controlled by Azerbaijan, who had been actually dwelling there at least for the last 3 months, until September 27, 2020.

Who appoints and pays cash aid under this Action, and by what procedure?

- ⇒ **Aid is provided by the social support service at the RA ministry of labor and social affairs, based on an electronic application.**
- ⇒ **The application shall be filled in the electronic form at online.ssa.am until January 27, 2021.**
- ⇒ **The social support service immediately sends an electronic notification on the approval, rejection or registration of the application to the beneficiary's e-mail address.**
- ⇒ **If the application is rejected, the beneficiary may file a written application to the social support service (including, from the website e-request.am) with attached photocopies of the documents related to the rejection.**
- ⇒ **If the application is approved, the lump-sum cash aid is paid to the beneficiary, (in case of underage beneficiary, to the beneficiary's parent), or its authorized person by**

power of attorney validated by notary, in cash, through Haypost or Artsakhpost.

⇒ To get the cash aid, one shall apply to Haypost or Artsakhpost until April 1, 2021, otherwise the aid will not be paid.

ACTION #3

Aid in the amount of AMD 250,000

- The beneficiaries of this Action are adult and underage persons registered in Nagorno-Karabakh as of September 27, 2020, who had actually lived there at least 3 months (including children under 18).
- The above persons can be beneficiaries of this Action, if due to destructions caused by war or other reasons residential real estate at the address of domicile has become unusable for living.
- Lump-sum cash aid to underage children who are beneficiaries of this Action is provided to the parent, if the parent is a program beneficiary.

The beneficiaries of Action №2 (AMD 300,000) cannot be the beneficiaries of this Action.

Who appoints and pays cash aid under this Action, and by what procedure?

- ⇒ Aid is provided by the social support service at the RA ministry of labor and social affairs, based on an electronic application.
- ⇒ The application shall be filled in the electronic form at online.ssa.am until January 27, 2021.

- ⇒ **If the application is approved, the lump-sum cash aid is paid through Haypost or Artsakhpost, in case of applying before May 1, 2021, otherwise it will not be paid.**
- ⇒ **The lump-sum aid not paid by May 1, 2021 due to the death of the beneficiary (in case of an underage beneficiary, the parent included in the pay list) is paid to the spouse of the beneficiary (in case of an underage beneficiary, the parent included in the pay list) or 14 year old child or other person who resided in Nagorno-Karabakh with the beneficiary at the same address of domicile, provided the application and necessary documents had been submitted to the service before July 1, 2021.**

ACTION #4

Compensation for tuition fee

- This Action is extended to the war veterans who study in secondary vocational and higher educational institutions and post-university educational programs in Armenia, as well as to the children and spouses of war veterans (legal representatives: parent, adopter, trustee).
- In case of partial compensation of the tuition fee by the state for the first semester of the 2020-2021 academic year, the compensation is given in the remaining amount of the tuition fee for the semester.
- In case of partial or complete payment of the tuition fee for the first semester of the 2020-2021 academic year, the payment in full is deemed to be the payment for tuition in the second semester of the same academic year.
- In case of partial or complete payment of the tuition fee for the first semester of the 2020-2021 academic year, and graduation in the first semester, the payment in that amount is refunded to the student (if the payment was made by a physical person).

Where to apply for compensation and what documents shall be submitted?

- ⇒ **For compensation, the beneficiary shall apply to the educational institution where he/she studies.**

⇒ **For compensation, the beneficiary shall submit:**

- a written application,
- a document certifying participation in combat within the armed forces (a certificate issued by the draft office, or military service card with the relevant record, or in case of participation in combat within other troops, a certificate issued by the authorized state body),
- other documents (marriage or birth certificate),
- the application and above original documents shall be submitted to the educational institution with copies. The originals will be returned after comparison with copies.

ACTION #5

Lump-sum aid to the families of the killed civilians and persons who became disabled

- Beneficiaries are both the citizens of Armenia and Nagorno-Karabakh.
- This action is not extended to the persons entitled to lump-sum aid or compensation under the Law on social aid to border-line communities.

Social aid is given in the form of a lump-sum allowance:

- 1) in case of 1st degree of disability: AMD 3,000,000.
- 2) in case of 2nd degree of disability: AMD 2,000,000.
- 3) in case of 3rd degree of disability: AMD 1,000,000.
- 4) in case of the disabled child status: AMD 3,000,000.
- 5) in case of the family of the killed civilian: AMD 5,000,000.

** Under this Action, the family members are: spouse, child, parent, brother and sister under 18 as of the time of the incident, or deemed incapable, or full-time students under 23, as well as the dependant brother and sister of the killed civilian who are disabled, 18 and above, if they had been deemed disabled before 18 years.*

Note: the sister and brother can use their right to social aid, if their parents or sole parent are dead or have limited working ability of the third degree at least.

Who appoints and pays cash aid under this Action, and by what procedure?

- ⇒ Aid is provided by the RA ministry of labor and social affairs, based on beneficiary's electronic application.
- ⇒ To be eligible for the Action, the application shall be filled in the electronic form at online.ssa.am until April 1, 2021.
- ⇒ To submit the application, the beneficiary files the application and needed documents via the unified electronic request platform e-request.am or via the section "Write a Letter" on the official website of the ministry.
- ⇒ The ministry makes a decision on the appointment or rejection of aid within at least 30 days after the receipt of the application, and notifies to that effect the applicant.

- ⇒ **The aid is provided by wire-transfer of the relevant amount to the bank account within 5 working days after approval of the application.**
- ⇒ **The aid amount cannot be arrested, confiscated or used to repay the client's debts.**

ACTION #6

Obtaining work experience, maximum competitiveness on the labor market and job placement of the unemployed citizens of Nagorno-Karabakh who are effectively in Armenia.

- ⇒ **The beneficiaries of this Action are the unemployed beneficiaries of the Action (AMD 300,000) to support the citizens registered in the communities under control of Azerbaijan.**
- ⇒ **Under this Action, a labor contract is signed between the legal person/employer or individual entrepreneur and the beneficiary.**
- ⇒ **Under this Action, the unemployed is paid a monthly salary of AMD 100,000.**
- ⇒ **Under this Action, the specialist who arranges acquisition of work experience is paid AMD 34,000 per month.**
- ⇒ **The unemployed can become a beneficiary only once, for 3 months.**
- ⇒ **Aid is terminated in case of termination of the labor contract with the beneficiary.**

ACTION #7

Temporary job placement of the unemployed citizens of Nagorno-Karabakh, who are effectively in Armenia

- Beneficiaries are the citizens registered in communities under control of Azerbaijan, unemployed recipients of aid (AMD 300,000).
- The Action is based on the draft program for the arrangement of paid public works, as submitted by the head of the community or his representative.
- Under this Action, the head of the community or his representative signs a labor contract or a civil-legal agreement with each beneficiary.
- The Beneficiary is paid AMD 8000 per 1 day of auxiliary works (including income tax, stamp duty, and targeted social payments if imposed by law). The salary is paid for full worked days.
- The Beneficiary cannot be engaged in more than one paid public works program at the same time.
- Aid is terminated upon termination of the labor contract or a civil-legal agreement signed with the beneficiary.

**** If it is impossible to file an electronic application to use the Actions or in case of difficulties, the person can apply to any territorial department of the social support service or phone 114 hot line.***

FOR ISSUES RELATED TO THE TEMPORARY HOUSING OF THE PERSONS WHO MOVED FROM NAGORNO-KARABAKH TO ARMENIA, ONE SHALL:

- phone 114 hot line of the RA ministry of labor and social affairs, or:
- visit Centre of Temporary Accommodation at 14/1 H.Nersesian St., in the building of the “Armenian Home” in the Kanaker-Zeytun administrative district, Yerevan. After needs assessment, from the Centre of Temporary Accommodation, the RA ministry of labor and social affairs arranges the transfer to the relevant place of residence.

FOR ISSUES RELATED TO IN-KIND AID TO THE PERSONS WHO MOVED FROM NAGORNO-KARABAKH TO ARMENIA, ONE SHALL APPLY:

- to the bodies of territorial or local self-government. In Yerevan: to Yerevan municipality or administrative districts. In provinces: to provincial administration or community administration.

****In case of people who settled in Armenia without state initiative and support, first of all, one shall apply to local self-government bodies for data registration.***

➤ **The persons who moved from Nagorno-Karabakh to Armenia, may apply on administrative and social service issues (social support amounts, document registration, etc.) and for other aid to the Headquarters of the Government of Nagorno-Karabakh in Armenia:**

- Visiting the head office of the Headquarters (address, Yerevan, administrative district Shengavit, 23/1 Garegin Nzhde St.),
- Phoning the hotline (010) 59-03-39 and short number 81-38.

➤ **For the appointment of social payments in Armenia to the persons who moved from Nagorno-Karabakh to Armenia (pensions, allowances) one can also apply to:**

- Territorial bodies of social support.

** social support amounts are paid in cash via Haypost.*

III. EDUCATION OF THE PERSONS WHO MOVED FROM NAGORNO-KARABAKH TO ARMENIA

**TO ENFORCE THE RIGHT TO THE EDUCATION OF
CHILDREN WHO MOVED FROM NAGORNO-KARABAKH
TO ARMENIA ONE SHALL APPLY:**

- To the closest school at the place of residence, even if there are no relevant documents,
- Phone 08-0001-007 toll-free hotline for rapid response to the children's needs from vulnerable groups and families, and referral or psychological aid.

IV. MEDICAL AID AND SERVICES TO THE PERSONS WHO MOVED FROM NAGORNO-KARABAKH TO ARMENIA

Medical aid and services to the persons who suffered from the emergency situation in Nagorno-Karabakh, or military or terrorist activities is guaranteed by the state at no charge.

TO OBTAIN FREE, STATE-GUARANTEED SERVICES IN PRIMARY HEALTHCARE, THE AGGRIEVED PERSON CAN:

- Get registered with the selected doctor as prescribed by procedure.
- Select a doctor within the administrative boundary at the place of permanent residence (province), and in Yerevan, among the doctors working in any polyclinic within the city limits.

IN CASE OF CORONA VIRUS (COVID-19) INFECTION SYMPTOMS (FEVER, COUGH, SORE THROAT, NASAL DISCHARGE, DIFFICULTY IN BREATHING, ETC.), ONE SHALL APPLY:

- To the doctor in the selected polyclinic. If a suspected case of corona virus infection is revealed, sampling and referral to testing are arranged.
- Thereafter, the doctor keeps in touch with the patient whose

COVID-19 is confirmed, specifies the complaints and co-morbidity.

- Depending on the patient's complaints, the doctor decides to visit the latter to assess the disease severity on site, based on which the need for hospitalization is determined.
- COVID-19 patients are hospitalized in accordance with the guidelines approved by the decree of the RA health minister (indications: age above 60, pregnancy, chronic cardio-vascular disease, arterial hypertension, diabetes mellitus, high fever, usually above 38°C, etc.).
- The patient with confirmed COVID-19 is hospitalized in case of blood oxygen saturation $SpO_2 \leq 93\%$ and/or respiratory rate $>22/\text{minute}$.

THE AGGRIEVED PERSON CAN ALSO OBTAIN MEDICATION WITHIN THE FREE STATE-GUARANTEED AMBULATORY-POLYCLINIC MEDICAL AID

***NOTE! Prescription of medication by the polyclinic is done according to the list of main medications approved by decree of RA health minister**

- The aggrieved person uses free medical aid and services (including, hospital services) within specified amounts, new and expensive medical technologies and services.

For issues related to medical aid and services, please phone 8003 hotline of the RA ministry of health.

V. APPLICATION TO THE HUMAN RIGHTS OMBUDSMAN OF ARMENIA

- Anyone as well as any legal person is entitled to apply to the Ombudsman.
- If you believe that your rights have been breached by a state body or local self-government body, officials thereof, or public service organizations, you can apply to the Ombudsman.
- Your complaint will be considered, if you filled it within one year from the day when you learned or were supposed to learn about the presumed violation of your rights.
- You can file a complaint in any language, both in the written form (on paper or online), and orally.
- After the receipt of your complaint, within 30 days, the Ombudsman makes one of the following decisions:
 1. To accept the complaint for consideration.
 2. Not to consider the complaint.
 3. Give the person who filled the complaint possibilities to protect one's rights and freedoms.
 4. Transfer the complaint to another body for consideration.

- As a result of consideration of the complaint, the Ombudsman makes one of the following decisions:
 1. On the breach of human rights and freedoms.
 2. On the absence of human rights and freedoms violation.
 3. On filing a suit to the court on the recognition of a secondary legal act adopted by a state body or local self-government body or official thereof invalid.
 4. On the termination of consideration of the complaint.

- Based on the first decision among the above options, the Ombudsman suggests to the state body or local self-government body or official thereof that made the violation within reasonable time to rectify the violation, indicating the necessary measures to be taken for the reinstatement of human rights and freedoms.



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