SERVICES – INSTITUTIONS

National Authorities and Public Institutions

President of the Republic of Bulgaria

The President has been delegated powers related to the Bulgarian migration policy, namely granting asylum and dealing with Bulgarian nationals abroad. The President devolved the powers to the Vice-president to exercise the President's powers under article 98 , items 9, 10 and 11 of the Constitution:

- To decree the acquisition, resumption, release from, and deprivation of, Bulgarian citizenship
- To afford asylum
- To exercise the right to pardon

For more Information: https://www.president.bg/?lang=en

The Migration Directorate

Migration Directorate is a national specialized structure of the Ministry of the Interior (MoI) for regulation and control of the migration processes of foreigners residing in the Republic of Bulgaria, and for administrative service to EU citizens, citizens of states - party to the European Economic Area (EEA) Agreement and citizens of the Swiss Confederation, as well as members of their families, under the European Citizens and Members of their Families Entry and Residence In and Departure From the Republic of Bulgaria Act. There are nine regional directorates of the Ministry of the Interior altogether which all have "Migration" departments.

For more Information: https://www.mvr.bg/migration/en/index

Ministry of Foreign Affairs

The Ministry of Foreign Affairs participates in the formation of the visa and migration policy of the Republic of Bulgaria and the EU. The Ministry of Foreign Affairs maintains the National Visa Information System and local systems in overseas missions, in accordance with the requirements and standards of the EU, as well as primary and backup visa centers. The Directorate "Consular Relations" can issue Temporary Passport of a Foreigner for Return to The Republic of Bulgaria to foreign citizens who have the humanitarian status of residence in Bulgaria and who have, for some reason, lost their foreign travel document.

For more Information: https://www.mfa.bg/en/

Ministry of Labor and Social Policy / The Agency for Social Assistance

The Ministry of Labor and Social Policy through the Agency for Social Assistance under the conditions for the Bulgarian citizens provides access to:

1. social services
2. social benefits
3. programs and measures for the protection of children

The social assistance entitlements accrue to foreign nationals who have a long term or permanent residence permit in the Republic of Bulgaria, foreign nationals who received asylum, refugee status or humanitarian status, and foreign nationals who were granted temporary protection, as well as individuals who are provided for in an international treaty that the Republic of Bulgaria is signatory to.

The activities that are carried out by the Agency for Social Assistance mainly through its territorial divisions, are:

- provision of monthly social benefits under the Social Assistance Act;
- provision of single social benefits to satisfy incidental health, educational, communal and other vital needs;
- provision of a single targeted social assistance for the issuing of an identity card;
- use of the Temporary Accommodation Center social service within 3 months per calendar year;
- provision of targeted heating aid;
- provision of social services;
- ensuring the payment of the provided hospital medical aid for diagnosis and treatment in the medical establishments of the individuals who have no income and / or personal property to ensure their personal participation in the health insurance process;
- inclusion in child protection programs and measures.

For more Information: http://www.asp.government.bg/web/guest/home1

The Employment Agency

The Employment Agency is responsible for implementing the national Policy on Employment Promotion and regulating the access of third-country nationals to employment on the territory of the country. Through its territorial divisions the Employment Agency also registers third-country nationals with employment rights equivalent to those of the Bulgarian citizens for admission and obtaining relevant statutory services offered by the Employment Agency, including beneficiaries of international protection or asylum-seekers in a situation of an unjustifiably long period of failure to complete the procedure.

Main functions of the Employment Agency are:

- registration of job vacancies and persons actively seeking employment;
- employment mediation services;
- joint participation with municipalities and employers in the development of community-based activities at local and national level participation in the

development and implementation of accurate employment programs and measures for employment and training certain groups of unemployed people who are, for various reasons, more difficult to adapt to the labor market
- implementation, individually or jointly with other bodies or organizations, of projects and programs in the field of employment, vocational training and qualification, social integration, financed by the pre-accession funds of the European Union or by other international organizations (including those with participation) of Bulgarian resources)
- protection and preservation of employment
- organization of qualification and motivational training for unemployed and employed persons
- employment mediation of Bulgarian citizens abroad and of foreigners in Bulgaria
- analyzing labor market demand and supply and forecasting any changes therein

For more Information: www.az.government.bg

The General Labor Inspectorate

The Agency works with the Minister of Labor and Social Policy and has the following responsibilities:

- Control of general compliance with labor laws;
- Specialized control over compliance with the Health and Safety at Work Act, the Employment Promotion Act, the legislation related to the performance of the civil service, and the rights and obligations of the parties to the employment relationship and other normative acts, when assigned by law;
- Provision of information and technical advice to employers and employees on the most effective methods of compliance with labor law and on the implementation of the Employment Promotion Act;
- Notifying the competent authorities of any deficiencies and deficiencies found in the applicable labor law

For more Information: http://www.gli.government.bg/en/index.php

Ministry of Justice

The Minister of Justice prepares drafts of proposals to the President of the Republic of Bulgaria for the issuing of decrees or refusals related to Bulgarian citizenship.

The Bulgarian Citizenship Directorate is responsible for accepting and carrying out verification of applications and proposals for the acquisition, restoration, refusal and revocation of Bulgarian citizenship, organizes the intergovernmental coordination procedure and performs the functions of a Secretariat of the Citizenship Council.

For more Information: www.justice.government.bg

State Agency for Refugees (SAR) with the Council of Ministers

The State Agency for Refugees at the Council of Ministers (SAR at the Council of Ministers) is an agency with special competence in the implementation of the state policy for granting international protection in the Republic of Bulgaria. The SAR has territorial units in which asylum seekers are accommodated and proceedings are carried out to handle applications for international protection in liaison with other competent institutions.

The main functions of the Agency are related to the registration, admission and placement of asylum seekers, as well as to carrying out their procedure for granting international protection in the Republic of Bulgaria. The agency also carries out activities aimed at the social adaptation and cultural orientation of foreigners seeking international protection.

For more Information: http://www.aref.government.bg/en

State Agency for Child Protection with the Council of Ministers

The State Agency for Child Protection deals with the integration of children seeking or receiving international protection, especially unaccompanied minors, taking into account the peculiarities of this group while executing their competences. The State Agency for Child Protection participates in and coordinates the development of the state policy on child protection.

The State Agency for Child Protection:

- Develops and control the implementation of national and regional child protection programs
- Organizes child rights inspections from all state, municipal and private schools, kindergartens and nurseries, service units, medical institutions, Social Assistance Directorates of the Social Assistance Agency (ASA) and non-profit legal entities working in the the area of child protection, and in case of violation of the rights, the chairperson of SACP gives obligatory prescriptions
- Develops criteria and standards for social services for children in implementing measures for: assistance, support and services in family environment; accommodation in a family of relatives or in extended family; accommodation in a foster family; accommodation in a specialized institution as last resort
- Grants a license to provide social services for children
- Develops and gives methodological instructions to the Child Protection Departments in the Social Assistance Directorates of the ASA

For more Information: https://sacp.government.bg/en

Ministry of Education and Science

The Ministry is responsible for the development and implementation of the national strategy for education, that includes the integration of children and students from the refugee

community. It provides access to quality adult education through different support measures (Lifelong learning programs). The Ministry shall determine the terms and conditions for admission and training of foreigners seeking or having been granted asylum or international protection for:

- attending mandatory pre-school and school by minors and underage adolescents, members of a foreigner's family with granted asylum or international protection.
- language training of minors and under age adolescents;

For more Information: https://www.mon.bg/en/100000

Ministry of Healthcare / Regional Health Inspectorates

The Ministry of is responsible for the development and implementation of the national strategy for continual improvement of the healthcare system and the access to healthcare for all Bulgarian citizens, including foreigners with asylum or international protection, residing in Bulgaria. Direct health services to citizens and foreigners are provided through the regional health inspectorates (РЗИ) and include:

- provision of information on a foreigner's right of access to healthcare activities under national and regional health programs;
- provision of information on the health requirements for admission to a kindergarten or another educational establishment;
- provision of information on the procedure for carrying out the compulsory immunizations and re-immunizations according to the National Immunization Calendar;
- conduction of the compulsory immunizations and re-immunizations;
- provision of information on the procedure for conducting preventive examinations and tests and the preparation of a plan for their implementation;
- conduction of anti-epidemic measures if necessary.

For more Information: https://www.mh.government.bg/en/

Commission for Protection against Discrimination

The Commission is an independent specialized state body exercising control over the implementation and observance of the Protection against Discrimination Act and other laws regulating equal treatment. It carries out its activity under the Protection against Discrimination Act and the Rules of Procedure and Activities of the Commission for Protection against Discrimination.

For more Information: www.kzd-nondiscrimination.com

Municipalities and Municipal Districts

Municipalities are the main administrative-territorial unit in the administrative-territorial division of Bulgaria where local self-government takes place. The municipality has the right to ownership and a separate municipal budget.

Local authorities are responsible for initiating and implementing horizontal policies and measures for the social inclusion and realization of beneficiaries of international protection on their territory. Upon request and interest, mayors of municipalities conclude an agreement on integration with beneficiaries of international protection. The municipalities declare readiness to accept a certain number of beneficiaries of international protection taking into account the situation on the labor market, the available qualification, demographic trends, prospects for development of the municipality and the presence of communities of foreigners to avoid segregation and concentration posing risks to the socio-economic stability and security.

In order to conclude an agreement on integration the mayor of the municipality shall submit an application to the State Agency for Refugees with the Council of Ministers. The mayor provides the State Agency for National Security with information on the number of concluded integration agreements as well as all available data on the foreigners with whom the agreements have been concluded.

The mayor of a municipality applying for an integration agreement or an official appointed by him shall do the following:

1. organize the reception and assist with the accommodation of a foreigner and the members of his family
2. enter the foreigner and the members of his family in the population register
3. assist the foreigner in filing an application for Bulgarian personal documents
4. provide assistance with registration at the Labour Office Directorate
5. direct to the Social Assistance Directorate if necessary
6. organize the development of an individual integration plan for a child who is a member of a foreigner's family together with the Social Assistance Directorate and the legal representative of the child
7. assists in providing access to other administrative services
8. when registering a foreigner and the members of his / her family in the population register, if necessary, refer them to the Regional Education Directorate
9. ensure and control the scope of children and pupils subject to compulsory pre-school and school education, including minors and underage foreigners with granted asylum or international protection
10. inform about the possibilities of choosing a GP on the territory of the municipality
11. notify the Ministry of the Interior and the State Agency for Refugees with the Council of Ministers of the concluded agreements on integration, the terminated agreements and the grounds for their termination

12. notify the relevant regional health inspectorate and the health insurance fund for the concluded integration agreements
13. provide opportunities for practising sports and taking part in sporting events
14. monitor the implementation of the integration agreement

Register of municipalities and districts

NGOs

Bulgarian Council on Refugees and Migrants

The BCRM is an association of organizations with many years of experience and professional competence, with opportunities to influence and support the social transformation of Bulgarian society in order to ensure effective protection and integration of refugees and migrants.

The Bulgarian Council on Refugees and Migrants (BSBM) works to establish the lasting role of civil society organizations in the system of protection, reception and integration of refugees and migrants in Bulgaria.

The BSBM aims to build a system in which everyone can participate freely in all spheres and activities of Bulgarian society, based on the principles of equality, protection against discrimination and tolerance.

The BCRM develops and strengthens the cooperation and partnership between state institutions, local authorities and non-governmental organizations for providing legal and social protection to refugees and migrants.

BCRM Promotes Intercultural Dialogue, Tolerance and Non-Discrimination against Refugees and Migrants.

For more Information: www.bcrm-bg.org

Office 118, First floor

76 James Boucher Blvd., 1407 Sofia, Bulgaria

Tel.: +359 2 427 17 43

Caritas Sofia

St. Anna Center for Refugee and Migrant Integration in Sofia offers specialised assistance to people in need, including:

- Counseling to direct the migrants to other services whether provided by Caritas Sofia or other organisations meet individual`s or family's needs (case management)
- Translation and accompaniment to public institutions

- Help accessing medical services (registering with a general practitioner and getting health insurance)
- Educational and recreational activities
- Referrals to other services

Languages Spoken: English, Russian, Farsi, Kurdish, Pashto, Arabic

Visiting hours: Monday-Friday 9:30-17:30
Address: 1202 Sofia, 1 Struma str.
Email: st.anna@caritas-sofia.org
Tel: +359 2 869 6335
Website: http://www.caritas-sofia.org/en

Bulgarian Red Cross

Main activities for refugees and migrants are:

- Humanitarian / financial assistance;
- translation and accompanying to medical establishments, state institutions and NGOs;
- aid to cover the cost of medicines, medical examinations and surgeries, health insurance;
- assistance in finding housing / work;
- to register to the labor office;
- certified courses in Bulgarian language and vocational training;
- translation and legalization of documents;
- enrollment of children in Bulgarian schools and kindergartens.

For more information see the website of the BRC Refugee-Migrant Service

Information Center for Refugee Integration
Sofia
165, Evlogi Georgiev Blvd.
02/ 955 0192

Council of Refugee Women in Bulgaria (CRWB)

The Council of Refugee Women in Bulgaria helps all refugees and asylum seekers in the process of their integration in the Bulgarian society. We support the right of choice each person has in searching for a better future for themselves and their family, regardless of gender, race; nationality, religious or ethnic origin.

The Council of Refugee Women in Bulgaria works actively towards building tolerance, ethnic acceptance, understanding and support from local society regarding the problems of refugees.

For more information: www.crw-bg.org

96, Ekzarch Yossif Str.
1000 Sofia
+359 8 78 136 231

Multi Kulti Collective

Multi Kulti Collective (MKC) is one of the leading Bulgarian not-for-profit organizations working on migrant and refugee integration, community development and human rights since 2011.

It operates both on grass-root and policy level to achieve bigger impact and social change both nationally and European. It also works as a social enterprise that has been empowering migrants since 2013 through offering and promoting their culinary services to individuals, cultural institutes, small and big companies. Some of the main principles in the organization are empowering, co-creation and life-long learning. MKC is based in Sofia but in 2015 it grew to a social franchise in the 8 biggest Bulgarian cities. MKC has been the national coordinator of the official portal of the European Commission on migrant integration European Web Site on Integration since 2013.

In 2016 MKC co-founded SIRIUS, a Brussels-based European NGO working on migrant education. MKC has been the leading Bulgarian partner of the biggest refugee integration research project in the EU NIEM since 2016. In 2017 MKC co-founded the European Network on Non-Violence and Dialogue. In 2018 the Multi Kulti Center was opened in Sofia, migrant-local collaboration as such, to host migrant-run activities such as cooking classes, cultural and social events as well as promoting diversity and dialogue. MKC has a successful track record in big national media campaigns, awareness-raising, using arts and culture for social change, innovative training, solid research, comprehensive monitoring of national integration policies, policy analysis, strategic advocacy.

MKC has been working with policy makers, local authorities, international organizations, NGOs, business, media, researchers, migrants, refugees and youth. MKC's projects have been featured as social innovations and best practices on national and EU level.

For more information: www.multikulti.bg

Cooperation for Voluntary Service (CVS) – Bulgaria

CVS Bulgaria promotes the development of societal values and encourages responsible behaviour towards peace, social justice and nature protection culture. This is achieved by organizing volunteer initiatives and educational programmes.

Bulgarian language classes, musical classes, cooking, sport and other events.

For more information: http://cvs-bg.org/?lang=en

Centre for Legal Aid – Voice in Bulgaria

The organization provides legal aid services, such as:

- Pro bono legal consultations to asylum seekers, refugees and migrants, as well representation in administrative and judicial proceedings at the national and European levels.
- Free legal consultations and hold group information sessions for foreign nationals held in detention in Bulgaria.
- Advocacy campaigns and activities aimed at establishing institutional and judicial practices, as well as legislation that are in accordance with international and European standards, and at changing of public attitudes.
- Research in the area of migration and migration policies and their implementation.

For more information: www.centerforlegalaid.com

FAR – Foundation for Access to Rights

The organization's main activities are:

- Legal aid to vulnerable persons with financial difficulties in situations revealing systemic problems in access to rights where solution of these problems would lead to enhanced social justice.

- Independent professional research on access to rights in Bulgaria.

- Through advocacy events and meetings and production of media campaigns, to increase the institutional and public awareness, sensitivity and commitment to the need to address systemic problems in access to basic human rights.

- Informing the public and the media on the findings and recommendations of studies conducted, as well as on the existence of barriers to access to rights. Providing training, printed and digital resources for students, lawyers, judges, volunteers, staff

of institutions working with refugees and immigrant.Legal support for access to rights of vulnerable groups of people

For more information: http://www.farbg.eu

Center for the study of democracy

CSD objectives are:

- to provide an enhanced institutional and policy capacity for a successful European integration process, especially in the area of justice and home affairs;
- to promote institutional reform and the practical implementation of democratic values in legal and economic practice;
- to monitor public attitudes and serve as a watchdog of the institutional reform process.

Building bridges is the old-fashioned way of bringing together social actors and cementing new alliances. Born as a think-tank, the Center for the Study of Democracy has evolved into policy development through dialogue and partnership.

More information: CSD official website

Bulgarian Helsinki Committee

The Bulgarian Helsinki Committee is an independent non-governmental organisation for the protection of human rights, with focus on the following services:

- Legal support
- Telephone legal consultations and advice in Arabic, Farsi, Pashto and Urdu
- Advocacy in strategic litigation for applicants and beneficiaries of international protection in Bulgaria

For more information:
https://www.bghelsinki.org/en/
1, Uzhundzhovska Str.
Sofia
02 981 3318
02 980 0057