

CONSULAR SUPPORT AND CITIZEN SERVICES



With increasing international migration and human mobility, States need to provide consular services to a growing number of their citizens living abroad despite often facing budgetary and operational constraints. As a result, it is more and more difficult for States to provide all their citizens abroad with consular services such as citizen registration, issuance and extension of travel documents, transfer of funds in case of urgent financial assistance, registration of birth or death, repatriation, and liaising with family members in the country of origin in case of a personal emergency. A growing number of migrants (expatriates, nationals working or traveling abroad) thus find themselves in locations where their country of origin has limited or no consular presence, requiring them to undertake often costly and sometimes unsafe journeys to access such services. Some are unable to do so and may experience increased vulnerability due to reduced access to personal documentation, amongst others.

INITIATIVES AND TOOLS AVAILABLE FOR GOVERNMENTS

With over 400 offices around the world, IOM has a global footprint larger than any single State, making it a proximity organization close to migrants and with premises that are often inviolable under international law. IOM also has a well-established operational expertise in the field of consular support and citizen services, which can be adapted and scaled up to provide a wide range of assistance to interested Member States and their citizens. This support can range from facilitating consular cooperation between IOM Member States to providing operational support to assist Member States' citizens in situations of personal emergency.

IOM's consular support and citizen services includes flexible, tailor-made, and cost-effective logistical solutions including:



**Information
Services**



**Appointment
Scheduling**



**Form-filling
Assistance**



**Document
Logistics**



**Biometrics
Enrolment**



**Fee
Processing**



**Document
Verification**



**Medical
Assistance**

Where required, these services can be delivered via existing IOM offices or within dedicated Consular Support Centres to enhance timely access to consular documentation (identity, travel documents, etc.) and assistance.



Established in 1951, IOM is the leading inter-governmental organization in the field of migration.

IOM is committed to the principle that humane and orderly migration benefits migrants and society. As the leading international organization for migration, IOM acts with its partners in the international community to: assist in meeting the growing operational challenges of migration management, advance understanding of migration issues, encourage social and economic development through migration, uphold the human dignity and well-being of migrants.