

# CONSULAR AND CITIZEN SERVICES



Consular assistance is provided by a State's consular or diplomatic agents to its nationals, and some non-nationals, who find themselves in need of assistance. Consular assistance can be especially crucial for migrants in vulnerable situations, or during emergencies, and by providing effective consular assistance, Member States can better guarantee the rights of their nationals abroad.

Unfortunately, many migrants find themselves in locations where their country of origin has limited or no consular presence, which can require them to undertake often costly and sometimes unsafe journeys to access such services. Some are unable to do so and may experience increased vulnerability as a result, due for example to reduced access to immigration and legal identity related support, lack of assistance during emergencies, or lack of timely and accurate information in their native languages, amongst others.

## EXAMPLES OF CONSULAR AND CITIZEN SERVICES



Issuance and renewal of legal identity documents



Issuance and extension of passports and other travel documents



Citizen registration and civil records updates (birth, death, marriage, amongst others)



Assistance with changes in migratory status, including visa or permit extensions and renewals and support with applications



Support and facilitation of evacuation in case of emergency, including medical crises or conflicts



Liaising with family members in the country of origin in case of a personal emergency



Transfer of funds in case of emergency



Repatriation



Information Services



Booking and Scheduling Systems



Document Review and Receipt



Biometric Data Collection, Validation and Transfer



Payment and Transfer Systems



Passport, Document Collection, Delivery and Return



Document Verification



Health Assessments

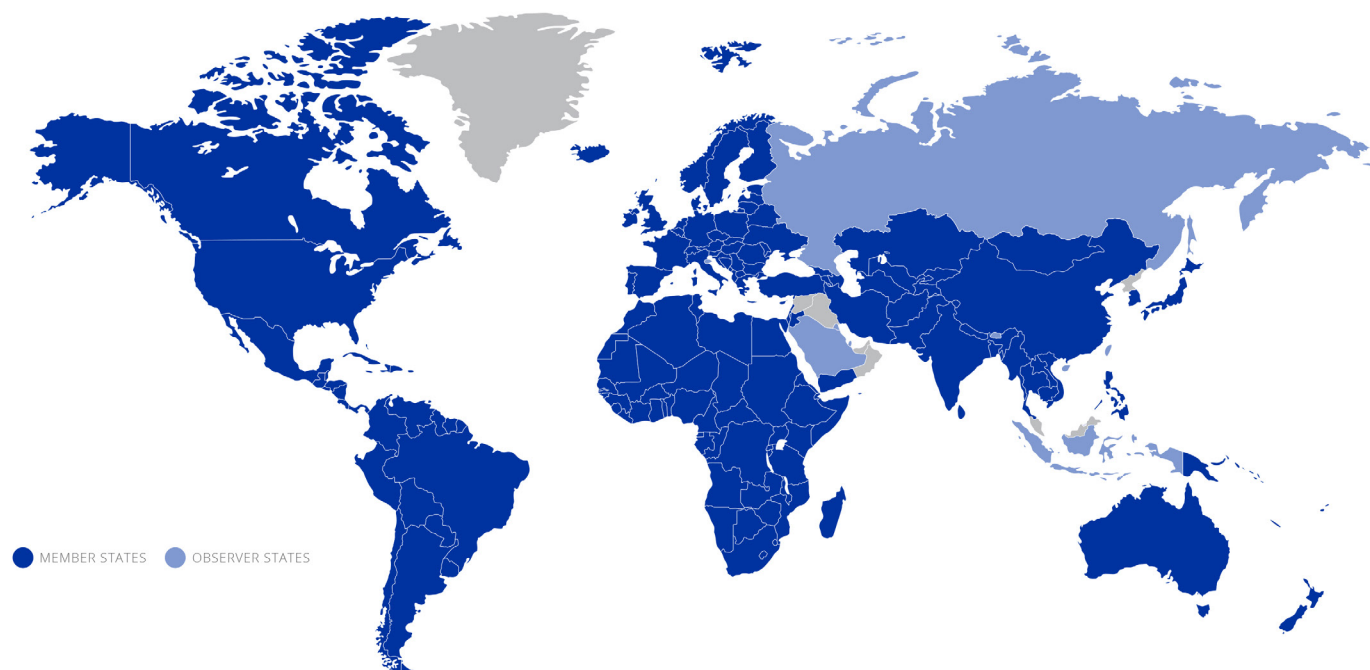


Travel Assistance

IOM's consular support services include flexible, tailor-made, and cost-effective operational and technical solutions. Consular support services can be delivered via existing IOM offices, dedicated Consular Support Centres, as well as via mobile units. The use of remote solutions can help enhance timely access to consular assistance and necessary documentation. For more information on IBM solutions, see [here](#).

## SERVICES AVAILABLE FOR GOVERNMENTS

With almost 600 offices around the world, IOM has a global footprint larger than any single Member State, making it a proximity organization, close to migrants and with premises that are often inviolable under international law. As such, it can act as an honest broker, delivering much needed consular assistance to nationals abroad, on behalf of their country of origin. IOM has a well-established operational expertise in the field of immigration and consular assistance which can be adapted and scaled up to provide support to interested Member States and their nationals. This can range from facilitating consular cooperation between IOM Member States to providing operational support in managing emergency situations or admission and stay related assistance.



## IMPACT OF COVID-19 ON CONSULAR ASSISTANCE

The travel restrictions and suspensions of visas and stay permits implemented worldwide as a result of COVID-19 have left millions of migrants stranded and in vulnerable situations. Robust consular assistance, delivered in-person and through remote channels, is essential to assist migrants during the pandemic. The provision of consular assistance in these circumstances can for example include providing guidance regarding admission and stay procedures, and visa or permit renewals and extensions. IOM stands ready to provide Member States with resources and technical support for the delivery of more effective consular assistance, including timely and accurate information to migrants.



**GCM Objective 3:** Provide accurate and timely information at all stages of migration.

**GCM Objective 4:** Ensure that all migrants have proof of legal identity and adequate documentation.

**GCM Objective 5:** Enhance availability and flexibility of pathways for regular migration.

**GCM Objective 7:** Address and reduce vulnerabilities in migration.

**GCM Objective 14:** Enhance consular protection, assistance and cooperation throughout the migration cycle.



**SDG Target 10.7:** Facilitate orderly, safe, regular and responsible migration and mobility of people, including through the implementation of planned and well-managed migration policies.

