



**Q: Is the asylum service open for the public?**

**A:** The asylum service is closed for the public for the protection of public health (due to COVID\_19) from 13/03/2020 until 10/04/2020. During this period the Asylum Service will not be open to the public.

**Q: I have a scheduled interview/registration/deadline to submit my appeal from 13/03/2020 until 10/04/2020. Is it still on?**

**A:** No. The Asylum Service will not perform any administrative task such as asylum interview, registration of new asylum applications, submission of fresh claim or appeals. There will be a new announcement concerning the procedure to be followed after the 10/4/2020 and you will be given guidelines about your new asylum interview date or registration. Concerning the submission of your appeal the date of submission will be postponed until 10/04/2020 and in any case you should present yourself at the Asylum Service as soon as it opens to submit your appeal.

**Q: My asylum applicant's card expired, or it is due to expire between 13/03/2020 to 10/04/2020. What should I do?**

**A:** During this period, you can't present yourself to the Asylum Service for the renewal. The validity of the applicant's card will be extended for this time period. For example, if your card expired on the 17/03/2020, it would continue to be valid until the 10/04/2020, when there will be a new announcement concerning the validity and renewal of the asylum applicant's card.

**Q: I am holder of residence permit or travel document as a beneficiary of international protection, which expired or is about to expire from 13/03/2020 until 10/04/2020. What should I do?**

**A:** During this period, you can't present yourself to the Asylum Service for the renewal. The validity of your card or will be extended for this time period. We are expecting relevant legislative provisions specifying the framework concerning the validity of the cards after the 10/04/2020 and the new deadline for their renewal.

**Q: My asylum interview has been scheduled after a long period of time; can I apply to expedite the interview date?**

**A:** During the period from 13/03/2020 to 10/04/2020, the asylum service will not be open to the public, not to the lawyers, thus you are advised to wait the expiration of this period in order to submit your request.

**Q: I have applied for family reunification through the Dublin Regulation. What will happen with my case?**

**A:** The Dublin Unit, for the time being is operating with security staff. You can't access their offices but you can still send documents, yourselves or through your lawyer to the email: [dublingr@asylo.gov.gr](mailto:dublingr@asylo.gov.gr) . as far as we have been informed, the take charge requests will be sent to the other member states on time, if you have submitted a complete file.

**Q: My appeal has been scheduled to be discussed by the Appeals' Authority within the time period until the 10/04/2020. Will it still be discussed? Do I need to present myself before the Appeals' Authority?**

**A:** The Appeals' Authority is still in operation, but they are not open to the public and neither you nor your lawyer are allowed to enter their premises, for the time being. The Appeal Committees are still discussing the appeals, as scheduled, but without the physical present of the appellant. This means that, until further notice, you are not obliged to present yourselves before the Committee, in order for your case to be discussed. If you have any supplementary documents, which you wish to submit, you must either communicate with your lawyer, if you have one, in order to send them on your behalf, or send them yourselves at the [appealsauthority@asylo.gov.gr](mailto:appealsauthority@asylo.gov.gr).

**Q: The examination of my appeal is still pending as a backlog case before the Appeals Authority. According to the new asylum law (art. 113 par. 2 of L. 4636/2019) I must present myself before the Appeals' Authority and submit an application for my appeal to be examined and also give my current address. Can I do so?**

**A:** No. The reception of applicants and lawyers is temporarily suspended as the Appeals Authority is not open for the public. The deadline for the submission of your application for your appeal to be examined will be suspended.

**Q: Can I visit the Decentralized Administration (DAM);**

**A:** The Decentralized Administration will be closed for the public between 12/03/2020 and until the 10/04/2020.

**Q: I have scheduled appointment at the Decentralized Administration at some date within the period from 12/03/2020 until the 10/04/2020 to submit my application and file for residence permit. Is my appointment still on?**

**A:** The service will make an announcement, communicated at some point between 06/04/2020 -10/04/2020, concerning the appointments scheduled at the Decentralized Administration from 12/03/2020 until the 10/04/2020, during which the appointments were suspended.

**Q: I have scheduled appointment at the Decentralized Administration at some date within the period from 12/03/2020 until the 10/04/2020 for the submission of supplementary documents, reissuing of my card or termination due to acquisition of citizenship. What can I do?**

**A:** - if you need to send supplementary documents you can send them through registered post (attention not Courier) at the address Salaminias 2 and Petrou Ralli, postcode 118 55.

-if you want to terminate your residence permit because you acquired citizenship you can send it through registered post (attention not Courier) at the address Salaminias 2 and Petrou Ralli, postcode 118 55. If you want to receive the decision of the partial suspension of your residence permit, you should personally visit the serve once it is open

- For the appointments for the application to reissue the residence permit we are expecting an announcement, which will be issued during the week from 06/04/2020 to 10/04/2020.

**Q: I am holder of Residence Permit/ Blue Paper/ Specific Certification of Legal Residence that expires during the period from 12/03/2020 until 10/04/2020. What can I do?**

**A:** The validity of the above is extended during this period. In other words, even if your residence permit/ blue paper / specific certification of legal residence expires within this period, it continues to be valid until at least 10/04/2020. We are waiting for relevant legislative provisions to be announced

regarding the validity of residence permits after 10/04/2020 and the determination of a deadline for the submission of application for residence permit cards' initial issuance or renewal.

**Q: I have a court trial to be held within the period from 16/03/2020 until 10/04/2020. Is it going to take place?**

**A:** Criminal or civil court trials that have been set for the abovementioned period will not be conducted due to reasons of public health protection.

You don't have to go to Court, the cases will be withdrawn and rescheduled at a later date, for which you will be informed either by your lawyer or by asking the Courts Secretariat once they are open again for public.

Exceptions on the above are cases related to: *flagrante delictos*, felonies with defendants in temporary detention the upper limit of which is almost over, old cases which are almost time-barred, as well as civil cases for which discussion for preliminary injunction has been set within this period of time. These court proceedings shall be conducted normally.

In any case, it is advisable that you contact your lawyer in order to make sure whether your own case belongs to one of the above exceptions.

**Q: I want to go to the Public Prosecutor for hearing/ I want to go to Court to obtain a document (criminal record, pending sentences, copy of court decision), can I do so?**

**A:** No, from 16/03/2020 to 10/04/2020 Courts will only assist with extremely urgent requests and cases.

**Q: Does the Athens Special Registry serve the public?**

**A:** Suspension of public service at the Athens Special Registry until further notice.

**Q: Do the TAX offices (DOY) serve the public?**

**A:** Public service is limited to the absolutely necessary actions and the communication will be as follows: citizens will make their requests by phone or email. In the latter case, the citizen must include in the email contact information (email and telephone). All documents requested by interested parties will be emailed to them and should have the contact details of the official

responsible. In the event that it is not possible for the person concerned to be served remotely, but must visit the service, this may be done only by appointment. The request for an appointment is made by email or telephone. At the entrance, there will be an employee to control entrance to the tax office, check if they have a scheduled appointment and direct them in such a way that their waiting and entry is controlled. In this direction, the necessary adjustments of the spaces for reception, reception and service of the citizens are made.

**Q: Do KEP offices serve the public?**

A: KEP offices will be open Monday to Friday, 7.30am to 3.00pm. Citizens will be served only if they have booked an appointment by telephone in order to avoid unnecessary movement and crowding. In addition, contact phones will be posted at the entrance of the KEP offices and on the websites of the municipalities through which citizens can call for consultation or information. Managers are responsible for the time hierarchy for processing the requests. Finally, the Ministry of Digital Governance will take the necessary steps to introduce further electronic services at the "HERMES" portal (ermis.gov.gr), aiming at serving the citizens remotely and reducing their physical presence at the KEP offices.

