



AD HOC QUERY ON 2020.19 Security measures in on-site customer service offices

Requested by EMN NCP Latvia on 19 March 2020

Responses from Belgium, Bulgaria, Croatia, Cyprus, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Slovakia, Slovenia, Sweden plus Norway (23 in Total)

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1. Background information

The Office of Citizenship and Migration Affairs (OCMA) is responsible for the implementation of migration policy, including the issuing of identity and travel documents. On 14 March, an emergency situation was announced in Latvia, which requires anyone arriving from abroad to be in a 14-day quarantine. However, the OCMA has observed that persons entered from third-countries do not comply with this quarantine and have visited OCMA offices, thereby endangering customer servicers and worsening the epidemiological situation in the country.

In order to find the best solution to reduce the flow of visitors, the EMN LV NCP would like to find out how other Member States are dealing with visa and residence permit issues.

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2. Questions

1. Are there on-site customer services for third-country nationals on visa and residence permit issues open in current situation? Please describe whether any safety measures are taken.

We would very much appreciate your responses by **20 May 2020**.

3. Responses

1

		Wider Dissemination ²	
	EMN NCP Belgium	Yes	<p>1. The (Belgian) Immigration Office itself doesn't issue residence permits or visa but sends instructions to municipalities and diplomatic posts to do so. If for example a TCN is granted refugee status or medical regularization, the Immigration Office normally sends instructions to the municipality where the TCN is residing to issue him or her a residence permit.</p> <p>But now, because of the COVID 19 measures, most municipalities will not issue a residence permit, but a so called "annex 15". This is a temporary residence certificate, which will be send in PDF format by e-mail to the TCN and is exceptionally valid for 90 days. After the COVID 19 measures will be lifted, the TCN can go to the municipality to get his or her residence permit (foreigner identity card).</p> <p>With an annex 15 it's not possible to travel. So, if it's really essential for the TCN to travel, he or she has to make an appointment at the municipality to get the residence permit.</p>

¹ If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

² A default "Yes" is given for your response to be circulated further (e.g. to other EMN NCPs and their national network members). A "No" should be added here if you do not wish your response to be disseminated beyond other EMN NCPs. In case of "No" and wider dissemination beyond other EMN NCPs, then for the Compilation for Wider Dissemination the response should be removed and the following statement should be added in the relevant response box: "This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further."

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	EMN NCP Bulgaria	Yes	<p>1. Yes. Entry is restricted. It is disinfected three times a day. The expiry of the expiring residence documents is to be extended by 6 months.</p>
	EMN NCP Croatia	Yes	<p>1. On 19 March 2020 the Decision on temporary prohibition of crossings at border crossings of the Republic of Croatia, which will be in force for 30 days, entered into force. By the cessation of extraordinary circumstances, third-country nationals may contact the relevant police administration or police stations to regulate their status (e.g. to take temporary residence permits issued). Third-country nationals who are in the Republic of Croatia will be able to submit a request for regularization of their status electronically or by post (submitting a request for approval or extension of a temporary residence permit, applying for a long-term residence permit). Third-country nationals who are in the Republic of Croatia on a short-term stay and who are unable to leave (canceled flights, etc.) may remain in the Republic of Croatia until conditions are met to leave the Republic of Croatia.</p>
	EMN NCP Cyprus	No	<p>This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further.</p>
	EMN NCP Estonia	Yes	<p>1. The Police and Border Guard Board (PBGB) service offices are open for urgent business. For not urgent matters it is recommended applying for documents using the online self-service portal or post. The service offices are following detailed requirements for infection prevention. The employees attending the clients are using personal protective equipment, and the surfaces and equipment that the clients and employees touch are cleaned regularly. Clients are encouraged to use the hand sanitisers available at the service offices. If a service office is starting to get too crowded, some people may be asked to wait outside. Due to the emergency situation, applying for documents on an expedited basis is suspended at the moment. Applications for visas and residence permits are accepted, but no decisions are taken at this moment. This is</p>

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			why the PBGB recommends waiting with applications until the emergency situation is over. In extreme cases, visa and residence permit applications can be submitted in a service office of the PBGB.
	EMN NCP Finland	Yes	1. As first measures, improved hand hygiene and other health guidelines (e.g. not to visit a customer service point if feeling ill) were instructed and appointment booking to the customer service points were made mandatory from the 23rd of March onwards. Before that customers could take a queue number, which meant a lot of customers in the waiting rooms. During the last days, there has been temporary closures of some of the onsite customer service points of the Finnish Immigration Service. Customers are encouraged to use e-services instead and they are informed of the latest development on a dedicated page of the Finnish Immigration Service website: https://migri.fi/en/coronavirus
	EMN NCP France	Yes	1. The emergency law to tackle the Covid 19 outbreak dated 23 March 2020 and its related decrees provide a 90 days extension of the validity of long-term visas, residence permits, temporary stay authorizations, receipts of residence permits and statement for asylum applications which will have expired between 16 March and 15 May 2020. Indeed, all prefectures in France competent for issuance and renewal of residence permits as well as for statements for asylum seekers do not process with first and renewal applications. Moreover, all French consulates abroad have suspended issuance of visas (long-term, short-term for overseas territories and metropolitan France). Regarding foreign nationals in France with an expired short term visa and who cannot come back home because of the Covid 19, they can obtain an extension of the visa at the Prefecture.
	EMN NCP Germany	Yes	1. In accordance with the local circumstances, the competent diplomatic missions inform about the respective modalities for visa application. After the entry, the local immigration offices are responsible for the issuance of residence permits in Germany. Generally, those on-site offices are still open. However, most of them have reduced or fully stopped their public opening hours. Applications for permits can still be submitted online, by phone or by mail. Once an

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			<p>informal application has been filed, the German Residence Act rules that the current residence permit is deemed to remain in force from the time its expires until the time of the decision by the foreigners authority. Thus, the continued validity of the current permits is ensured. As an informal receipt of the application is considered as sufficient, personal contact can fully be avoided.</p>
	<p>EMN NCP Greece</p>	<p>Yes</p>	<p>1. Date of issue: 20.03.2020 COVID -19 EL Response measures List of temporary measures at the external borders, the visa sections, immigration and asylum service offices of Greece to prevent the further spreading of the COVID-19.1 From 18.03.2020 (06.00am) to 18.04.2020 (06.00am) there is a temporary restriction of entrance to all non EU/EEA citizens at any air, land, sea border crossing point. The above restriction does not apply to -EU/EEA citizens' family members. -medical and nursing staff, researchers and professionals in the health sector - holders of resident permits and long-term residents -members of official/government missions -members of diplomatic/consular authorities and missions, international organizations, NGOs on duty, military and security personnel -lorry drivers -passengers and seafarers in transit -persons who travel for duly justified and exceptional personal and professional reasons. By decision of the Greek Government, restriction to travel to and from: Albania, Italy, Republic of North Macedonia and Spain has been applied. All persons arriving from high risk areas have a health screen at the border crossing points. All travelers entering Greece from abroad, regardless of their country of origin, are suggested to remain under a 14-day self-quarantine. EL Consular Authorities in general carry out limited activities and have received instructions to consider inadmissible visa applications with intended entrance to the Schengen area before 18.04.2020, with the exception of the citizens falling to one of the above categories.</p>

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			<p>Were the local circumstances allow it, it is possible to receive visa applications with intended entrance at the Schengen area after 1st of May. All applications are submitted to the ESP premises where it is feasible. The applications received so far but not uploaded to VIS are returned back to the applicants and no visa fee is received. Applicants are suggested to reschedule their trip after the 1st of May. The applications that are already uploaded in VIS with an intended stay before 18.04.2020 are rejected for public health reasons [(8. one or more Member States consider you to be a threat to public health as defined in point (21) of Article 2 of Regulation (EU) No 2016/399 (Schengen Borders Code)]. The applicants are requested to apply again with intended stay after June 2020. No visa fee is collected for the new applications in this case. The visa holders with a visa validity for some days before the 18.04.2020 are informed that their visa will be revoked and that if they wish, they have the right to apply without a visa fee for a new visa with intended stay after 1st of May.</p> <p>To “bona fide’ travelers where the local circumstances allow it, multiple entry visas with a long validity are provided in order to have the flexibility to reschedule their trip once the health risk is mitigated. Skype interviews may are organized to verify better the entry conditions.</p> <p>There are instructions to upload all the necessary information for the above restrictions and the updated situation to the Consular premises and to the website of the Embassy and ESP.</p> <p>If there are no different arrangements with other Member States, the representation agreement are considered active.</p> <p>Following the COVID-19 temporary restrictions, the Ministry of Immigration and Asylum, has decided to suspend public reception, both at immigration and asylum services.</p> <p>More precisely, regarding the residence permits, the Ministry of Migration and Asylum has taken the following regulatory measures (by Ministerial Decision):</p> <ul style="list-style-type: none">a) Residence permits, residence cards and attestations which expired as from the 11th of February 2020 (i.e. one month before the adoption and activation of the restrictive measures) or will expire until the 12th of May 2020 (i.e. one month after lifting the restrictive measures - in the current context) may be renewed for up to five (5) months later from their respective expiry date.b) The period of time from the expiry date of the above-mentioned residence permits, residence cards and attestations, until the date of the submission of the application for their renewal, will be deemed as an automatically extended time period. Nevertheless, the validity of these documents that will be issued at a later stage will be starting from the expiry date of the previous ones.
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			<p>(c) Third-country nationals who were required to submit an application for an initial residence permit or residence card between the 12th of March and the 10th of April 2020, pursuant to a relevant entry visa, will have the possibility to submit their application until the 10th of May 2020 at the latest.</p> <p>It is worth-mentioning that these measures are taken without prejudice to any other possible COVID-19 temporary restrictions.</p>
	EMN NCP Hungary	Yes	<p>1. The offices of the National Directorate General for Aliens Policing providing residence permits are still open, but from March 23, personal administration is possible only in urgent and duly justified cases and only with an appointment booked. When possible, applicants are asked to use the online EnterHungary system.</p> <p>Safety measures: applicants are requested to wait outside at the client areas at a sufficient distance until their turn.</p>
	EMN NCP Ireland	Yes	<p>1. In Ireland, third country nationals who reside in the State for longer than 90 days are required to register their residence permission in the Registration Office in Dublin, or, if outside of Dublin, in Garda (police) stations within 90 days. In the Dublin and Cork registration offices it is necessary to make an appointment in order to register; other offices may generally take walk-in appointments. The third country national receives the EU-format Irish Residence Permit on registration.</p> <p>Arrangements for the Registration offices in light of the current public health situation with Covid-19 as from 13 March 2020 are currently as follows:</p> <p>Applicants who have returned from a COVID-19 affected region in the last 14 days, OR who have been in close contact with a confirmed or probable COVID-19 case in the last 14 days, AND have symptoms (a cough, shortness of breath, breathing difficulties or fever), are advised to isolate themselves at home and phone their GP immediately and are advised NOT to attend at their scheduled appointment time, but to contact the relevant Registration Office immediately to reschedule their registration appointment for a date after the expiration of the 14 day period.</p> <p>Registration of immigration permissions at the Dublin Registration office are proceeding as normal using a</p>

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			<p>streamlined process designed to minimise the amount of time applicants need to spend in the office. In that regard, applicants must not bring family members or friends with them for registration, unless required to do so as part of the verification process, as this increases overall risks.</p> <p>This position will remain under continued review as the situation develops.</p> <p>UPDATE: As of 20 March 2020, the Dublin Registration Office has been closed. The situation remains under review. The Irish Naturalisation and Immigration Service website - www.inis.gov.ie will continue to be updated with relevant notices.</p>
	EMN NCP Italy	Yes	<p>1. In line with Article 9 of the Decree-Law No 9 of 2 March 2020 “Emergency support measures for families, workers and enterprises related to the epidemiological emergency by COVID-19”, several services for foreigners are suspended for 30 days from the date of the entry into force of the Decree.</p> <p>Specifically, the suspension includes:</p> <ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a. the deadlines for the conclusion of the administrative procedures relating to the granting of authorisations, including those related to the residence of foreigners; b. the deadlines for the submission of the application for the first issue and renewal of the residence permit provided for, respectively, in eight working days from the entry of the alien into the territory of the State and in at least sixty days before the expiration or sixty days after the expiration of the permit. <p>Moreover, in line with Article 103(2) of Decree-Law No 18 of 17 March 2020 “Measures to strengthen the National Health Service and provide economic support for families, workers and businesses related to the epidemiological emergency by COVID-19” (the so-called “Recover Italy” decree), all certificates, attestations, permits, concessions, authorizations and licensing acts, expiring between 31 January and 15 April 2020, shall remain valid until June 15, 2020. This includes residence permits for foreigners.</p>

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	<p>EMN NCP Latvia</p>	<p>Yes</p>	<p>1. In view of the exceptional situation announced in the country in order to reduce the prevalence of coronavirus COVID-19, OCMA will stop to provide on-site residence permits and visa application services from 18 March to 14 April this year. Documents for requesting or registering a residence permit shall be submitted only electronically, approving the application and accompanying documents with a secure electronic signature or by mail. If a positive decision has been taken regarding the granting of a residence permit, the document certifying the right of residence may be obtained on-site by applying the time of the visit in advance. Foreigners whose term of lawful residence in the Republic of Latvia has expired during an emergency situation will be entitled to exit the Republic of Latvia after the end of the state of emergency without any obstacles.</p>
	<p>EMN NCP Lithuania</p>	<p>Yes</p>	<p>1. Considering the decision of the Government of Lithuania to declare national emergency due to the threat of COVID-19 and with the view to protect Migration Department's visitors and employees from any possible risks, customer service rules have been changed. Requests related to the citizenship of the Republic of Lithuania and live consultations at premises of the Migration Department are suspended. Regarding other migration procedures, only clients who have booked visits via www.migracija.lt website will be allowed to premises. Visitors who arrive without prior bookings will not be served. Clients will be able to retrieve already produced documents only by prior visit bookings or, if the latter is not possible – only after receiving a call from representatives of the Migration Department and having agreed on the time of collecting the document. All booked visits are encouraged to be postponed. Furthermore, The Migration Department informs that foreigners, whose period of legal residence in Lithuania expired during the declared quarantine and who were unable to depart from the Republic of Lithuania in due time through no fault of their own, will not be subject to the return decisions, as well as administrative liability for illegal stay. The abovementioned foreigners, as well as those with respect to whom the decision regarding the return has been adopted, but the period for the voluntary departure expired during the quarantine, may stay in Lithuania during the quarantine in the territory of the Republic of Lithuania. However, they will be required to depart after the end of the quarantine in the Republic of Lithuania within the established period of toleration (more details will be provided in due course). Currently, the quarantine is extended until April 13 and will be subject to extension depending on the situation.</p>

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			<p>More information here: https://www.migracija.lt/en/-/migration-department-temporarily-establish... Also: https://www.migracija.lt/en/-/legal-status-of-foreigners-in-the-republic...</p>
	<p>EMN NCP Luxembourg</p>	<p>Yes</p>	<p>1. At the moment the Directorate of Immigration dealing with the Coronavirus (Covid-19) has amended the opening hours in its services. The Foreigner Department has closed its help desk. The enrolment and the deliverance of biometric residence permits works by appointment only from 8h30 to 12h and from 13h to 16h from Monday to Friday. This is enforced by the security guards at the entrance of the building. The Asylum Department has closed the renewal service and that the service for new arrivals has been reduced from 8h30 to 12h from Monday to Friday. Concerning the renewal of residence permits the Directorate of Immigration through a press release of 19 March 2020, in order to avoid any questioning of the rights conferred on them by the residence permit they possess, the stay of third-country nationals holding one of the following documents, which would expire on 1 March 2020, is regularised for the duration of the state of crisis:</p> <ul style="list-style-type: none"> • Short and long stay visas; • Temporary authorizations of stay; • Residence cards; • Residence permits. <p>Likewise, the stay of third-country nationals not subject to the visa requirement and whose stay has just exceeded 90 days is regular for the duration of the state of crisis. In the case of applications for international protection, the certificates of filing of an application for international protection, namely the "pink papers", which expire are extended for the same period. It should be emphasized that the aforementioned measures are automatic and that the persons concerned must not take any steps or make any specific requests. The Immigration Directorate does not issue a document certifying this temporary extension. Finally, the Directorate of Immigration informs that it is currently not possible to deposit files and documents by hand. It is requested to send any part by mail. In addition, all help desks will remain closed until further notice. However, for duly justified emergencies, public reception will be guaranteed by appointment. The appointment is organized via the address immigration.public@mae.etat.lu specifying the context of the</p>

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			emergency.
	EMN NCP Malta	Yes	<p>1. In view of the recent COVID-19 developments, last week it was announced that the Expatriates Unit and the Central Visa Unit will not be accepting new residence and work permit applications from third-country nationals unless they are highly skilled. Also, the customer care desk will not be meeting the public but will be providing a service via email and telephone. The renewal of employment-related residence permits must be carried out online, save for exceptional circumstances. Residence and work permits of all third-country workers in the health and care sectors are being automatically extended for three months. Applicants requiring to extend their visas or apply for a residence permit for purposes other than employment must request a confirmation via email.</p>
	EMN NCP Netherlands	Yes	<p>1. On Sunday, 15 March, the government announced new measures to prevent the further spread of the coronavirus, as far as possible. These measures affect everyone in the Netherlands and therefore also IND employees and the work that they do in contact with clients.</p> <p>These measures will apply in any event up to and including 6 April. Services provided at the IND desks are limited to urgent matters up to and including this date.</p> <p>IND desks measures:</p> <ul style="list-style-type: none"> • Clients can only make an appointment at an IND desk to collect their first regular residence document. The condition for this is that the client has travelled to the Netherlands with a Regular Provisional Residence Permit (mvv). The client needs a residence document for example to apply for health insurance, or to register in the Personal Records Database (BRP) at the town hall of their municipality. Clients can make an appointment to visit an IND desk by calling the information line. • Clients who are staying in the Netherlands on a short-stay visa and cannot leave the country can apply for an extension by telephone. Extending a visa is not therefore possible at an IND desk. It is

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			<p>not necessary to have a sticker placed in your passport. The extension is only valid in the territory of the Netherlands and will be registered in the European Visa Information System (VIS).</p> <ul style="list-style-type: none"> • Clients keep their right of residence in the Netherlands even without a new residence document or sticker. <p>Other measures:</p> <ul style="list-style-type: none"> • Interviews will no longer take place. This applies to asylum as well as regular applications. • The Central Agency for the Reception of Asylum Seekers (COA) will not receive or admit foreign nationals arriving in the Netherlands to a reception centre. • Third-country nationals can consult the IND website. On the website there are various ways to contact the IND without having to visit one of their locations, for example telephone lines or webcareteam via Twitter.
	<p>EMN NCP Poland</p>	<p>Yes</p>	<p>1. As regards polish consular services abroad in most countries it has been limited only to assistance in emergency service. All appointments for the lodging of a visa application has been suspended until further notice.</p> <p>In terms of residence permit issues all direct customer services in offices responsible for foreigners matters has been suspended since March 16.</p> <p>The residence card can only be picked up in person in exceptional and urgent situations by sending an application to the contact form in advance: in application the situation and the reasons for the urgent need to collect the card must be described.</p> <p>Besides, deadlines for completing formal deficiencies, including in particular confirmation of personal appearance and giving fingerprints, as well as deadlines for submitting other documents that expire when the offices are closed will be counted from the date of resumption of direct service, without negative consequences for the customer.</p>

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			<p>In some cases persons who on March 16-31, 2020 have booked visits to submit an application (for residence permit in Poland (temporary, permanent, long-term EU resident), issue / exchange of a residence card, issuing a Polish travel document for a foreigner (PDP) or a temporary Polish travel document for a foreigner (TPDP) or a Polish foreigner's identity document (PDTC), registration of the residence of an EU citizen and their family members, permanent residence of EU citizens, or issue of a residence card of an EU citizen's family member, permanent residence card of an EU citizen's family member, granting / recognizing / confirming the possession or loss of Polish citizenship / recognition as a repatriate) are allowed to send it to the indicated address.</p> <p>Contact with the offices is all the time possible via the telephone numbers and e-mail address provided on the website. The online platform (e-uslugi.mazowieckie.pl) is working all the time as well so the customer can complete the application electronically, make a payment, send the application and obtain electronically decisions (certificates, permits, etc.). The decisions are being sent by post. Delivering correspondence (e.g. formal deficiencies) is possible via the postal operator or the Electronic Platform of Public Administration Service.</p>
	EMN NCP Portugal	Yes	<p>1. Portuguese national entities are currently adapting themselves to the emergency measures put into place, which may be revised at any moment. At present time (March 24th 2020), on-site customer services are open, though service is only possible if pre-requested through SEF (Immigration and Borders Service)'s Contact Centre.</p> <p>Nevertheless, the Portuguese Government has adopted exceptional legislative measures, namely a law specifying that all residence documents and stay visas for the Portuguese Territory whose expiry date happens from March 14th onwards or within the 15 days prior to that date, are to be accepted as valid documents until June 30th 2020.</p>
	EMN NCP	Yes	<p>1. Yes.</p>

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	Slovakia		<p>Based on the decision of the Central Emergency Staff of the Slovak Republic related to the more severe measures to prevent spread of the disease COVID-19, the Foreign Police Departments have reduced their office hours only for the mornings three days a week. Persons entering the in-site offices have to cover their nose and mouth with a protective gear (face mask, scarf, etc.) Currently, all persons coming from abroad have to comply with a 14-day quarantine. When entering the Foreigners Police buildings, applicants will be checked if they have complied with the mandatory 14-day quarantine after arriving from abroad. Those who have not complied will be denied entry to the office.</p> <p>Applications of third country nationals are processed at in-site offices of the Foreign Police Department only in case of a renewal of a temporary residence permit or granting of a permanent residence for unlimited period. Other applications are processed only in special cases which are considered necessary.</p> <p>Third country nationals who are citizens of countries effected by the corona virus and who are staying in the territory of the Slovak Republic based on the Schengen visa granted for up to 90 days can apply for a extension of the visa (while it is still valid) on humanitarian grounds for up to 90 days. Third country nationals whose stay in the territory of the Slovak Republic becomes irregular due to the fact that their 90-day Schengen visa expires, who have not applied for visa extension on humanitarian grounds, their 90-day visa free entry has expired, or they are required to leave based on the Act no. 404/2011 on Residence of Foreigners and at the same time they are citizens of countries effected by the corona virus and cannot return to their country of origin, will be ordered to leave the territory of the Slovak Republic within 30 days without issuing an entry ban.</p> <p>Third country nationals who applied for visa extension and who cannot leave the territory of the Slovak Republic due to the reasons mentioned above can apply for extension on the last day of the previous 30-day period the latest. Reasons and the period of extension will be based on the consultation with the Chief Public Health Officer of the Slovak Republic to such extent in order to overcome the risk period and to enable the third country nationals to return to their countries of origin.</p> <p>Registration of residence of EU citizens and their family members will be suspended during this period. The only requirement is to send via post the Notice of Stay form reporting the beginning of one's stay in Slovakia. The Foreign Police will not penalise noncompliance with this obligation.</p> <p>The information is regularly updated also here https://www.mic.iom.sk/en/news/637-covid-19-measures.html.</p>
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	<p>EMN NCP Slovenia</p>	<p>Yes</p>	<p>1. In order to prevent the spread of the COVID-19 virus, the tasks at the administrative units are limited to the most urgent matters. The administrative units were obliged:</p> <ul style="list-style-type: none"> - to immediately and completely switch to pre-ordering clients over the phone or electronically via e-mail to the e-mail of the administrative unit, or via regular mail, for the most urgent cases of decision-making in administrative matters and in other administrative tasks; - to deny clients and visitors access to the closed premises of the administrative unit such as: offices, lobbies, corridors, stairways and other common facilities. All clients are referred to waiting in front of the administration building and are in accordance with scheduled invitation invited individually to the premises in a manner that ensures increased security depending on the situation in which each administrative unit operates. - to inform the parties that documents can be sent in administrative and other matters only by electronic means or by ordinary mail, except in cases of emergency; <p>The Republic of Slovenia adopted an emergency Act on 20 March 2020 (whose publication in the Official Journal is scheduled at the end of this week), which inter alia prohibits parties from submitting written and oral submissions and making oral statements at the premises of the administrative authorities, except for applications that are dealt with in summary proceedings and prohibits oral hearings and other procedural acts where the official, customer or other participant are in direct contact, except in urgent matters.</p>
	<p>EMN NCP Sweden</p>	<p>Yes</p>	<p>1. Visa and residence permit issues are to be handled from abroad, preferable by on-line applications (this is generally applicable and not just in the current situation). As for applications for asylum and issues related to asylum reception the national service-centers are still (as of today, end of March 2020) still open but with reduced opening hours. There are also instructions from the Director General of the Swedish Migration Agency that as much communication as possible with applicants should be handled via telephone, email and internet service. The situation in the customer services are revised on a very frequent basis based on the spread of the virus and the recommendations from the responsible authorities. This means that it can change at any time.</p>

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	EMN NCP Norway	Yes	1. The Norwegian Directorate of Immigration (UDI) closed in-person customer service counters open to the public some years ago. So, even Corona did not affect that situation. However, to compensate the UDI has exceptionally good information available on internet pages and very good access by phone. The Norwegian Police service which checks documents and does finger-printing in connection with visa and citizenship applications has not been able to provide their usual contact with the public in regard to immigration matters since the lock-down with Corona. They cancelled all appointments made prior to March 12, which was Norway's lock-down date. (Services slowly opening in May)
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