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Ad-Hoc Query

2025.24 provision of information in the context of return

European Migration Network
Ad-hoc query

September, 2025

AD-HOC QUERY ON 2025.24 PROVISION OF INFORMATION IN THE CONTEXT OF RETURN

REQUESTED BY EMN NCP BELGIUM ON 10 JUNE 2025

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Exported for: Wider Dissemination

Responses from: EMN NCP Austria, EMN NCP Belgium, EMN NCP Bulgaria, EMN NCP Croatia, EMN NCP Cyprus, EMN NCP Czech Republic, EMN NCP Estonia, EMN NCP Finland, EMN NCP France, EMN NCP Germany, EMN NCP Greece, EMN NCP Hungary, EMN NCP Ireland, EMN NCP Italy, EMN NCP Latvia, EMN NCP Lithuania, EMN NCP Luxembourg, EMN NCP Malta, EMN NCP Netherlands, EMN NCP Poland, EMN NCP Portugal, EMN NCP Slovakia, EMN NCP Slovenia, EMN NCP Spain, EMN NCP Sweden **(25 in total)**.

Disclaimer: The following responses have been provided primarily for the purpose of information exchange among EMN National Contact Points (NCPs) in the framework of the EMN. The contributing EMN NCPs have provided, to the best of their knowledge, information that is up-to-date, objective and reliable. Note, however, that the information provided does not necessarily represent the official policy of an EMN Country.

BACKGROUND INFORMATION

The Member States' obligation to provide information to third-country nationals (TCNs) under the Return Directive (article 12), national legislation, and case law imposes more and more formalities that increase the workload. References to information in decisions are becoming increasingly extensive, making decisions longer and longer.

In Belgium, the required information is handed over to the TCN in a written form. This uses a lot of paper. Belgian authorities have the impression that flyers and brochures sometimes end up in the bin unread. To reduce paper waste, more and more information is being made available to TCNs in Belgium in digital form, but this raises the question of whether TCNs actually consult and understand the information provided. When information is provided on paper, it is certain that the TCN will receive the information, and verbal explanations are usually given at the time of delivery.

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The Belgian authorities would like to know how other Member States provide information to TCNs in the context of return, in order to fulfill their obligation under the Return Directive, and if they considered that making this available in a website or IT application will cover the requirement. The information will be valuable for the development of the Frontex RECAPP app.


WE WOULD LIKE TO ASK THE FOLLOWING QUESTIONS:

We would very much appreciate your response by **1 July 2025**.

1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.
2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.
3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.
4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.
5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.
6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?

RESPONSES


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		Wider Dissemination?	
	EMN NCP Austria	Yes	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>According to Art. 12 Federal Office for Immigration and Asylum Procedures Act, the decisions of the Federal Office and the Federal Administrative Court must also contain the verdict and the information on the right of appeal in a language that the foreign person understands or in a language that they can reasonably be expected to understand. This also applies to return decisions that are issued in the form of a decision (Art. 52 para. 1 Aliens Police Act 2005). These administrative decisions are issued in writing and are delivered in paper form.</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>Information about the return process is communicated via various channels. Return counselling is at the heart of this. A foreign national can be granted return counselling at any stage of their procedure. Return counselling covers the clarification of prospects during and after completion of the procedure and can be optional or mandatory. A return counselling session is mandatory, for example, if a return decision - even if not legally final - is issued against an unlawfully residing third-country national. In these cases, an information sheet on return counselling must be made available at the Federal Office for Immigration and Asylum and at the Federal Administrative Court and delivered together with the decision (Art. 52a Federal Office for Immigration and Asylum Procedures Act). At an earlier stage of the procedure, the foreign national can also be ordered by procedural order to participate in return counselling. In addition, a variety of</p>

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			<p>information material is available, ranging from information sheets and booklets to digital solutions. Other communication channels such as direct mailing campaigns are also used to oblige people to take part in return counselling and to inform foreigners who are obliged to return about voluntary return services.</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>Yes. Country-specific information for (potential) returnees is made available on the website www.returnfromaustria.at in several languages and in an accessible format. Social media campaigns are also occasionally run for specific target groups, drawing attention to support services, return counselling services and further information on voluntary return.</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>All legally relevant information is discussed in writing or as part of the return counselling. The digital information service is an additional important component of Austrian return communication and is available in the most important languages.</p> <p>---</p> <p>Source: Ministry of the Interior</p>
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			<p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>It contributes to the fulfillment. --- Source: Ministry of the Interior</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>Not all people have digital recap s. --- Source: Ministry of the Interior</p>
	<p>EMN NCP Belgium</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>The decisions are delivered on paper to the TCN.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p>

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			<p>Information about procedures (such as international protection and voluntary return) is made available via paper flyers that are handed to the TCN. Flyers and brochures can also be consulted on the website (https://dofi.ibz.be/en/themes/irregular-stay/obligation-cooperate) of the Immigration Office, as well as via videos.</p> <p>Decisions concerning the TCN state the possible appeal procedures and refer to QR codes and links to websites where information can be found on obtaining legal assistance, ICAM or Individual Case Management (https://dofi.ibz.be/en/ICAM) coaching, SIS alerts, etc.</p> <p>In closed centres, information sheets on (GDPR, appeal procedures, voluntary return, complaints procedures, etc.) are made available on laminated paper and computers in 22 languages.</p> <p>The federal reception agency Fedasil provides information on voluntary return to TCNs through multiple coordinated channels, ensuring broad accessibility and tailored communication:</p> <ul style="list-style-type: none">- <i>Reception Centres:</i> Within the framework of the Return Path, Fedasil offers individual counselling sessions to asylum seekers throughout their procedure. This trajectory ensures that information on voluntary return is progressively shared and adapted to the migrant's evolving situation.- <i>Voluntary Return Desks:</i> Five voluntary return desks—located in Brussels, Antwerp, Liège, Ghent, and Charleroi—offer accessible, in-person counselling to TCNs seeking information or assistance regarding return options.- <i>Reach Out Teams:</i> Fedasil's mobile outreach teams directly engage with migrants outside of formal reception structures, such as those in transit, squats, or public spaces. These teams provide tailored information about legal pathways and voluntary return, meeting people where they are.- <i>Hospitals:</i> Upon request, ambulant counselling services are offered within hospitals to inform and guide TCNs who may not be reached through other channels.
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			<p>- <i>CONEX Network:</i> Through partnerships with municipalities and local actors under the CONEX framework, Fedasil reaches undocumented migrants to provide personalised information and guidance on voluntary return options.</p> <p>- <i>Virtual Counselling Sessions:</i> In addition to in-person support, Fedasil's reintegration partners, Caritas and IOM, organise virtual pre-departure counselling sessions. These sessions help assess the potential benefits of reintegration support and guide returnees through available reintegration options.</p> <p>- <i>Other Projects:</i> Fedasil integrates return counselling into broader initiatives, such as the Shelter & Orientation pilot project, which targets homeless migrants in prolonged irregular stay. In this context, return is discussed within a wider case-resolution strategy, tailored to complex situations.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>YES, via the mentioning on decisions of links or QR codes to a website where the information can be read or videos can be watched. On the website of the Immigration Office several brochures can be consulted. Fedasil manages the website www.voluntaryreturn.be .</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>This is not usually known. In detention centres, it is possible to see whether the resident consults this information on the computer or requests the laminated versions. Return counsellors in prisons, closed centres and residential units explain the content of the decision and the various information brochures (https://dofi.ibz.be/en/themes/irregular-stay/more-info/prison) to the TCNs. For TCNs following an ICAM programme, procedures, decisions, etc. are explained by the ICAM coaches.</p>
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			<p>Fedasil aims to ensure that TCNs can consult and understand digital information by providing resources in multiple languages and systematically combining them with personal counselling.</p> <ul style="list-style-type: none">- The dedicated website on voluntary return (www.voluntaryreturn.be) is accessible in numerous languages, including English, French, Dutch, Albanian, Amharic, Arabic, Chinese, Farsi, Pashto, Fula, Lingala, Mongolian, Portuguese, Serbian, Spanish, Russian, Tigrinya, Ukrainian, and Vietnamese.- Voluntary return information is also integrated into the broader Fedasil Info website (www.fedasilinfo.be), which is available in 14 languages.- In addition to digital platforms, Fedasil has developed dedicated printed materials. A leaflet specifically for migrants is available in 19 languages- Digital information is always complemented by individual, in-person counselling. Migrants receive personalised guidance in their native language whenever possible—either directly from multilingual staff at Fedasil or its partners, IOM and Caritas, or with the support of interpreters. The counselling is interactive and tailored to each migrant’s specific situation. When needed, external interpretation services are provided, either in person or by phone. Fedasil’s team is both linguistically and culturally diverse, with several return counsellors fluent in multiple languages. The Reach Out team also includes two intercultural mediators, further enhancing communication and mutual understanding. <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>No</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>The information is provided to TCNs by the government. TCNs are responsible for consulting this</p>
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			<p>information and can ask for help from the government, their lawyer or an NGO if anything is unclear.</p> <p>According to Fedasil, many TCNs face linguistic, digital, or contextual barriers that limit their understanding of information. Face-to-face counselling is therefore essential to ensure accessibility, clarity, and individual adaptation. It also fosters trust, enables follow-up, and supports informed decision-making. Fedasil states that while digital tools are useful, they are not sufficient on their own to fully guarantee the right to information.</p>
	<p>EMN NCP Bulgaria</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>The return decision and the order to leave the territory are served to third-country nationals in accordance with the Administrative Procedure Code (APC), as they constitute administrative acts. Main forms of notification under the APC: Personal service – Art. 61(1);By postal operator with acknowledgment of receipt – Art. 61(3);By electronic means, if an electronic address has been provided – Art. 18a and Art. 61(5);Service through another person (e.g., household member or neighbour) – Art. 62;By notification (substituted service) – Art. 61(3), final sentence.In practice, return decisions are usually served in person by officers of the Ministry of Interior. A copy is provided to the third-country national in a language they understand.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>According to Articles 26 and 27 of the Administrative Procedure Code (APC), third-country nationals are informed at the initiation of the return procedure. They are notified about the procedure, have the right to express their views, submit evidence and access the case file. Information is provided in a language they understand, including explanations of their rights and the consequences of the return process.</p>

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			<p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>No</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p>
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	EMN NCP Croatia	Yes	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>Decisions regarding return are decisions are issued in writing and are delivered in paper form. For a third country national who does not understand the Croatian language, translation of the decision is provided at their request. The third-country national may be informed about the content of the return decision by delivering a written notice of the essential parts of the return decision that has been translated into a language that the third-country national understands. If the decision is issued on a form, along with the decision in Croatian, it is also issued in a language understood by the third-country national.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>The return decision, which is delivered to a third country national in written form, contains the following information:</p> <ul style="list-style-type: none">- a statement that the citizen of the third country is unlawfully residing in the Republic of Croatia or that their lawful residence in the Republic of Croatia is terminated,- the deadline by which they are required to leave the EEA (deadline for voluntary departure),- it is explained to them that if they do not leave the EEA, they will be removed by force,- that they are required to report at the border crossing when leaving the Republic of Croatia or at the diplomatic mission or consular office of the Republic of Croatia after leaving the EEA, and- instructions on legal remedies. <p>In addition, every third-country national found to be staying illegally receives a leaflet with information on the possibilities and benefits of voluntary return, as well as written information about the conditions and the possibility of accessing free legal assistance. Additionally, leaflets containing information on the international protection procedure and the taking of fingerprints for entry into the Eurodac system are also available.</p>
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			<p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>No.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>N/A</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>N/A</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>N/A</p>
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	EMN NCP Cyprus	Yes	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>EMN CY notifies the third-country national (TCN) of the return decision in written form on paper, including an order to leave the territory</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>We organize information campaigns to raise awareness about the voluntary return programme, and additional details are also available on the official websites of the competent authorities.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>Yes, information is provided on the official websites of the competent authorities.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>The information is translated into three languages (English, Arabic and French). Additionally, contact phone numbers and addresses are available, where third-country nationals (TCNs) can call or visit for further</p>
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			<p>information. During the information campaigns, interpreters are always present to ensure better and more accurate communication.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>Yes. The website provides only general information about the return programme. More detailed and personalised information is provided through individual counselling, where the third-country national is informed about their rights according to their specific legal status.</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>N/A</p>
	<p>EMN NCP Czech Republic</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>The information is provided in paper form. The third-country national (TCN) receives the decision in writing, which is handed over to them in person. The decision is issued in the Czech language, and the TCN is provided with interpretation into a language they understand so that the content of the decision is conveyed and its essential parts explained. The act of handing over the decision itself is also interpreted, during which the essential content of the decision (what it contains) is communicated to the TCN orally.</p>

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			<p>If the TCN stops accepting postal deliveries after the initiation of proceedings, it is possible to deliver the decision by means of a public notice.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>When the decision is handed over, basic information is provided, which is included in every return decision, namely: a description of the act (the conduct on which the decision is based), legal qualification (reference to the legal provision), the sanction, the consequences of non-compliance with the sanction (i.e. what will happen if the person does not leave the territory), the procedure for legal remedies (appeal/lawsuit), and information on assistance with voluntary return (DN).</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>No.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>N/A</p>
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			<p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>N/A</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>Currently, no digital means are being used, and therefore we cannot assess whether we would consider such a method sufficient. The possible provision of information in digital form is currently under discussion.</p>
	<p>EMN NCP Estonia</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>In Estonia, return decisions are issued in written form and provided exclusively on paper. Return decision is presented to the third-country national in person, who confirms receipt and acknowledgement of the decision by signature.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>Third-country nationals receive information in the context of return through the return decision, which is delivered in written form.</p>

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			<p>The return decision contains the following information: Confirmation that the TCN is staying in Estonia illegally; An obligation to leave the territory of Estonia; A specified deadline for voluntary compliance with the obligation to leave; A warning that, in case of failure to comply, an enforcement penalty may be imposed; A warning regarding the possibility of enforced execution of the return and when necessary, a entry ban will be imposed.</p> <p>In addition, the return decision includes legal remedies and procedural safeguards: The TCN is informed of the right to appeal the return decision in accordance with the Administrative Court Procedure Act, by submitting an appeal to the relevant court within ten days from the date the decision is notified; The appeal does not suspend the obligation to comply with the return decision; The TCN is informed of the right to apply for state legal aid for appealing the return decision, the imposed entry ban, or a removal order, provided they lack sufficient financial means. Legal aid is granted in accordance with the State Legal Aid Act. The TCN is also provided with information on return counselling services and available return and reintegration assistance.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>No.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p>
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			<p>N/A</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>N/A</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>In Estonia, return decisions issued to third-country nationals residing illegally in the country are provided in written form, exclusively on paper, and handed over in person against signature. This practice is based on several legal, procedural, and practical considerations:</p> <p>1. Legal Requirements under the Administrative Procedure Act Pursuant to § 55 of the Estonian Administrative Procedure Act, “an administrative act shall be issued in written form, unless otherwise provided by law or regulation.” There is currently no legal provision that permits return decisions to be issued in digital form. Therefore, such decisions must be issued in paper format.</p> <p>Before the issuance of any administrative act that may adversely affect an individual, § 40 of the same Act imposes a mandatory hearing obligation. The administrative authority must provide the person concerned with an opportunity to present their views and objections, either orally or in writing. Additionally, § 36–39 require the authority to investigate the facts, collect relevant evidence, allow access to materials, and ensure that all relevant circumstances are established before making a decision. Furthermore, § 62 of the Administrative Procedure Act stipulates that an administrative act must be served to the recipient in accordance with the procedure prescribed by law. In the context of return, this entails personal delivery of the decision and confirmation of receipt through the individual’s signature.</p> <p>2. Limitations on Electronic Communication and Signatures</p>
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			<p>Although § 5(6) of the Administrative Procedure Act recognises the legal equivalence of electronic and written communication for general procedural purposes, this provision does not automatically extend to all types of administrative acts. Specifically, §§ 55(3)–(4) allow administrative acts to be issued electronically only if expressly permitted by law and if all formal requirements (such as secure identification) are fulfilled. In the absence of such a legal basis, return decisions—which carry significant legal consequences—cannot be issued or delivered digitally. These acts require a more formal and verifiable method of delivery, namely personal service with confirmation of receipt by signature.</p> <p>3. Judicial Practice and Constitutional Safeguards</p> <p>Estonian administrative courts have consistently held that the use of electronic means in administrative proceedings must be explicitly authorized by law. This is especially true for decisions that have a direct and serious impact on individuals’ rights, such as return decisions.</p> <p>Moreover, both judicial practice and the positions expressed by the Estonian Chancellor of Justice underline the importance of legal certainty, procedural transparency, and the right to defence. These principles are best upheld when the receipt of the decision is documented through in-person delivery and a physical signature.</p> <p>The Chancellor of Justice has further stressed that individuals must be adequately informed of decisions affecting them and must have an effective opportunity to challenge such decisions. Digital delivery, under the current legal framework, does not guarantee the same level of reliability in documenting notification and safeguarding these rights.</p>
+	EMN NCP Finland	Yes	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>Police will inform the returnee in person of the decision. An interpreter is used for translation, either in person or by phone. TCN will also receive written administrative decision in paper.</p>

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			<p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>Return decision informing and return interview(s) are done in person. EURP return counselling is done in person, or by a video- or a phone call, depending where the returnee is residing. Return counselling is also provided by reception centres in person and by phone. Reception centres advise on the national assisted voluntary return program, including voluntary return process, reintegration possibilities and packages.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>NO. Information related to the Return directive article 12 (or the return decision itself) is not provided digitally. However, general information on national assisted voluntary return program is available online (incl. voluntary return process and reintegration support) in addition to physical leaflets etc.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>N/A.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p>
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			<p>N/A.</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>It's currently unclear if website or QR code is considered sufficient from the perspective of TCNs' right to information. This is why we have made information available in different forms and places.</p>
	<p>EMN NCP France</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>Notification of the OQTF (Obligation to Leave French Territory)</p> <p>The OQTF with a departure deadline is notified to the foreign national: either administratively, at the prefecture desk, with a signed acknowledgment of receipt; or by mail, via registered letter with acknowledgment of receipt. the date the letter is delivered at the residence; the date the registered letter is picked up at the post office (if collected within the 14-day holding period); or the date of the first delivery attempt at the residence, if the letter is not collected within those 14 days. The OQTF without a departure deadline is not notified by mail, but exclusively through administrative means: either by hand delivery at the prefecture desk; or by a police officer, during an identity check or police custody. The 30-day period to leave the territory begins from the date of notification, which may be:</p> <p>A ban on re-entering French territory (IRTF) may accompany an OQTF. It is decided by the prefect and prohibits the individual from returning to France as well as the entire Schengen area. The IRTF is also notified administratively, following the same procedures as an OQTF without a departure deadline.</p>

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2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.

In France, information about the possibilities for voluntary or forced return is provided by several actors. The French Office for Immigration and Integration (OFII) plays a central role in voluntary return by informing individuals in an irregular situation or whose asylum applications have been rejected about the available return assistance schemes.

This includes:

In-person and telephone support five days a week and/or individual interviews at the 31 regional OFII offices; Multilingual brochures and posters available in accommodation centres, prefectures, reception centres, etc.; A dedicated website with detailed information (<http://www.retourvolontaire.fr/>) available in several languages (Portuguese, Dari, Chinese, Russian, Tamil, English, Albanian, Spanish, Urdu, Serbian, Romanian, Arabic, Armenian, Georgian, Pashto, Bengali, Haitian Creole). Prefectures inform individuals concerned about the deadlines and procedures for voluntary departure, as well as the consequences of forced return, by including a leaflet on voluntary return with the notification or delivery of the OQTF.

NGOs and associations provide legal support and individual assistance in administrative detention centres and in accommodation facilities for asylum seekers (CADA, HUDA, CAES, etc.), and they also contribute to disseminating information on the available return options.


In addition, the OFII carries out outreach operations along the Channel coast, in particular to provide information on voluntary return and reintegration to migrants considering crossing to the United Kingdom. Information on voluntary return and reintegration is also provided at the beginning of the asylum procedure, when the asylum application is submitted. Associations managing Reception Centres for Asylum Seekers (CADA) and Emergency Accommodation for Asylum Seekers (HUDA) are also in a position to deliver this information.

Finally, the OFII visits asylum seekers' accommodation centres to conduct group information sessions for asylum seekers. These visits may be carried out by return officers from regional OFII offices or by reintegration officers from OFII's representations abroad. The latter are nationals of the countries concerned, which helps to convey the message more effectively in the individual's own language and

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			<p>enhances the credibility of the information provided.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>Yes, France provides digital information on return, mainly through the OFII website (as well as a dedicated site that is no longer updated), which details the assistance available for voluntary return and offers this information in several languages (see Q2). Resources are also available on the websites of certain prefectures. Additionally, NGOs provide digital materials (practical guides, videos, useful contacts) on their own websites. Finally, in some asylum seeker accommodation centres or detention centres, tablets or digital kiosks allow concerned individuals to access this information or get in touch with an OFII officer. However, digital accessibility varies depending on the local facilities and available equipment.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>Access to information in multiple languages through the website and the distribution of leaflets makes it possible to reach a large number of people, including those without access to digital tools. The dissemination of information by the authorities (Prefectures, OFII) and by NGOs, particularly those working with asylum seekers, also ensures that information reaches a broad audience, including at the early stages of the asylum application process. Interviews between a person considering voluntary return and an OFII officer can be conducted in the</p>
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			<p>individual's language, with the help of a telephone interpreter.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>No</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>The distribution of leaflets, brochures, and posters made available to various local partners (Prefectures, police, gendarmerie, NGOs, asylum seeker accommodation centres, healthcare centres, etc.) helps to better disseminate information to individuals who do not have access to digital tools.</p>
	<p>EMN NCP Germany</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>In the German asylum procedure, return decisions are issued as part of a negative asylum decision. The applicant must be informed of their procedural, protection and participation rights under Union law while legal action is pending. This information is provided twice: first in the context of initial information handed to the applicant when lodging an asylum application and again when the asylum decision is notified, together with the information on legal remedies. These notifications are sent out exclusively in paper form.</p>

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2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.

Information on voluntary return is provided to TCNs through various channels, e.g. in written form during and after the asylum application process, through leaflets handed out by return counsellors or most importantly, it is available online on the information portal on voluntary return www.ReturningfromGermany.de.


3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.

Yes. On the information portal on voluntary return www.ReturningfromGermany.de TCNs can get country-specific information on their countries of origin, as well as comprehensive information on the return and reintegration programmes available in Germany. Moreover, TCNs can use a central search function to find the nearest return counselling centre.

4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.

The information portal is available in 12 languages that are most commonly spoken by the TCNs to ensure that they are able to understand the information provided. It is however not mandatory for TCNs to consult the information provided since return counselling is provided on a voluntary basis in Germany. In addition, due to the high number of TCNs residing in Germany, it is impossible to monitor whether they have actually consulted and understood the information available to them.

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			<p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>Yes. As most of the TCNs are in possession of a smartphone, digital information is the most sufficient and accessible way to ensure that TCNs are able to make a well-informed return decision.</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>n/a</p>
	<p>EMN NCP Greece</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>Within the framework of art. 6 par. 6. of Directive 2008/115/EC[1], Greece enacted L.4825/2021 [G.G. A' 157] amending L.3907/2011 and I.4636/2019 [encoded by L.4939/2022 (GG, A' 111) Asylum Code], by virtue of which the simultaneous issuance of the return decision with the rejection of the asylum application is regulated.</p> <p>Specifically, according to art. 87 par. 8 of the Asylum Code, the return decision is included in the body of the decision which rejects the application for international protection, or ceases the examination of the application, or revokes, ends, or refuses to renew, the status granted to a refugee.</p> <p>Moreover, according to art. 87 par. 3 of the Asylum Code (transposing art. 11 of Directive 2013/32/EC) the</p>

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			<p>third-country national (TCN) applicant is notified of the decision:</p> <ul style="list-style-type: none">a) in person orb) by registered letter to their declared home address, or residence address, or workplace, or to the their representing lawyer, or authorised councillor or representative, in accordance with article 69 of the Asylum Code, orc) by email to an electronic address which the applicant has declared to the Reception and Identification Service or the Asylum Service, or to an electronic address declared by their representing lawyer, or authorised councillor or representative, ord) through an electronic application managed by the Asylum Service and to which the applicant has access through the personal account they maintain. <p>Similarly, the same notification procedure described in art. 87 par. 3 of the Asylum Code is also followed in cases of revocation of the international protection status under art. 96 par. 4 of the Asylum Code (transposing art. 44, 45 of Directive 2013/32/EC).</p> <p>Finally, according to art. 87 par. 7 of the Asylum Code, for the notification to be valid, the competent receiving authority issues a relevant document which must bear:</p> <ul style="list-style-type: none">a) the date and time of the notification order,b) the name and signature of the official who made the order, andc) the number of the decision. <p>Therefore, the TCN is notified of the return decision in written form, either in paper or digitally.</p> <p>Also, according to the contribution by the Hellenic Police, the return decision shall be in written form and shall be notified to the third country national to be returned and the person concerned shall acknowledge that he/she has received knowledge of that decision (art. 27 par. 1 of L.3907/11, which has transposed Directive 2008/115/EC into national law). Moreover, according to art. 27 par. 2 of the same law, the Services responsible for handling third county nationals' matters shall ensure, upon request of the person concerned, the provision of written or oral translation both of the main points of the return decisions and of the information on the available legal remedies, in a language that the third-country national understands or is reasonably presumed to understand.</p> <p>[1] "This Directive shall not prevent Member States from adopting a decision on the ending of a legal stay together with a return decision and/or a decision on a removal and/or entry ban in a single administrative or judicial decision or act as provided for in their national legislation, without prejudice to the procedural</p>
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			<p>safeguards available under Chapter III and under other relevant provisions of Community and national law”.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>According to art. 87 par. 3 of the Asylum Code (transposing art. 11 of Directive 2013/32/EC), the third country national applicant shall be provided with a leaflet which shall be written in a language that they understand or is reasonably presumed to understand and shall explain in a simple and accessible manner the content of the decision document, its consequences for them and the actions which they may take or, alternatively, with the URL address of the website of the Ministry of Migration and Asylum which includes all this information in a language that the applicant understands or is reasonably presumed to understand. Moreover, the Asylum Service of the Ministry of Migration and Asylum provides relevant information upon service of the rejection decision both in paper form and by referring TCNs, as mentioned above, to the website of the Ministry of Migration and Asylum, where they can be informed about the assisted voluntary return and reintegration measures of IOM (AVRR). This action aims, according to the Asylum Service, at the safe and dignified return, as well as at the sustainable reintegration, of TCNs in Greece who wish to return to their countries of origin. The action offers appropriate support to eligible people by facilitating voluntary return, reintegration and temporary accommodation in a special accommodation facility.</p> <p>The categories of beneficiaries who are TCNs and benefit from this action are:</p> <p>People who have not yet received a negative decision in relation to their application for residence, legal stay and/or international protection.</p> <p>People who have a right to residence, legal stay, and/or international or temporary protection.</p> <p>People who do not have the right to stay in the country, regardless of whether their removal has been postponed or not.</p> <p>The above information, as mentioned above, is provided electronically through the official website of the Ministry of Migration and Asylum, while for further information the interested parties are referred to the website of the International Organization for Migration (IOM), where the relevant detailed information is available in all the languages/dialects of the interested parties.</p>
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			<p>At the same time, in addition to reading the instructions, the interested parties have the possibility to address the IOM for specific questions/information, using new technologies and in particular the Whatsapp and Viber applications, where the Organization's staff has been entrusted with the responsibility to provide the relevant information, thus ensuring the right of access to information.</p> <p>Finally, according to the Hellenic Police, relevant information leaflets translated into the most common languages are posted in publicly accessible spaces, as well as provided to third country nationals upon arrest for irregular stay so that they are informed about all their rights. In addition, the third country national may be informed about the progress of their case orally, whenever they wish, by the competent staff of the Greek Police. The information may be related to the return procedure, the rights of the third country national to be returned, the possibility of including the person concerned in voluntary return programmes, etc.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>Yes.</p> <p>According to the contribution by the Directorate of Legal Support for Asylum and Reception of the Ministry of Migration and Asylum, the Greek Asylum Service may, as depicted above, digitally notify the TCN of a return decision which is incorporated either in the decision rejecting an asylum application or in the decision revoking international protection status, while it may also provide digital information in the context of return, by communicating to the TCN the specific URL of the website of the Ministry of Migration and Asylum which includes all the relevant information.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p>
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			<p>According to the contribution by the Directorate of Legal Support for Asylum and Reception, during the stage of lodging the international protection application, the TCN communicates their contact details, including their email address – if there is one – to the Asylum Service (art. 69 par. 1 of the Asylum Code transposing art. 6, 7 of Directive 2013/32/EC) and, in line with the provisions of art. 83 par. 6 of the Asylum Code (transposing art. 13 of Directive 2013/32/EC), they have the obligation to inform the receiving authority, without delay, of their home address or residence address and of other contact details, as well as of any change to the above details. These provisions ensure that any digital notification is sent to a valid e-mail address.</p> <p>Finally, as explained above, the TCN shall be informed about the above in a language that they understand or are reasonably presumed to understand, while both the content of the decision document and the consequences of the rejection of their application shall be explained in a simple and accessible manner, in line with the provisions of art. 74 par. 2 (ζ) and par. 6 of the Asylum Code (transposing art. 12 of Directive 2013/32/EC), respectively. Similarly, the URL address of the website of the Ministry of Migration and Asylum, which is provided to the applicant, includes all this information in a language that the applicant understands or is reasonably presumed to understand.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>Yes.</p> <p>The Directorate of Legal Support for Asylum and Reception has stated that Greece fully complies with the guarantees and rights for applicants provided for in Directive 2013/32/EU, as regards the full and clear understanding of the content of the asylum decision. Specifically, every applicant has: effective access to the services of an interpreter at any stage of the examination; the right to appropriate notification of a decision and of the reasons for that decision in fact and in law; the opportunity to consult a legal adviser or other counsellor; the right to be informed of their legal position at decisive moments in the course of the procedure, in a language that they understand or are reasonably supposed to understand; and, in the case of a negative decision, the right to an effective remedy before a court or a tribunal. To that end, all the</p>
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			<p>above-mentioned provisions reassure that, concerning the notification of the international protection decision or of the revocation decision to the TCN by electronic means (e-mail), the TCN's right to information is also preserved through the provisions of art. 87 par. 3 of the Asylum Code (transposing art. 11 of Directive 2013/32/EC), according to which, in cases where the decision has been communicated to the TCN at their declared email address, the notification is considered to have been made only after the lapse of forty-eight (48) hours from the electronic sending of the decision.</p> <p>Moreover, the provision stipulating that the TCN applicant shall be provided with a leaflet which shall be written in a language that they understand or is reasonably presumed to understand and shall explain in a simple and accessible manner the content of the decision document, its consequences for them and the actions which they may take or, alternatively, with the URL address of the website of the Ministry of Migration and Asylum which includes all this information in a language that the applicant understands or is reasonably presumed to understand, ensures, in a sufficient way, the applicants right to information.</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p>
	<p>EMN NCP Hungary</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>In Hungary, in accordance with the legislation in force, the return decision is printed out in Hungarian, then it is announced in the foreigner's mother tongue or in any language he or she understands well, with the help of an interpreter, and a record is made of this. In case the date of travel is known, the authority will inform the foreign national in a similar way about the details.</p> <p>In case the relevant voluntary departure is funded by FRONTEX, the authority will communicate with the</p>

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			<p>foreign national via email the date of travel; and confirmation of receipt of all the necessary information is expected from the foreign national. In case of return decisions related to the stay of guest workers, if the foreign national's place of residence is unknown, we use the notice procedure, in which case the decision is posted on the website of the National Directorate-General for Aliens Policing.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>See answer to Q1</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>No</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>N/A</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a</p>
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			<p>website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>N/A</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>N/A</p>
	<p>EMN NCP Ireland</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>Ireland does not participate in the Return Directive and does not issue return decisions. Deportation orders are issued to a people without permission to reside in the State, if they do not voluntarily remove themselves after they are notified of the intention to issue a deportation order.</p> <p>In short, Immigration Service Delivery, which is part of the Department of Justice, Home Affairs and Migration, posts typed letters to the Third Country National's last known address (through registered post) to notify them of their intent to issue a deportation order and the reasons for it[1] or via email where the person consents to this method of communication.[2]</p> <p>When an international protection applicant is refused international protection, permission to remain and subsidiary protection, they will receive a letter from the Ministerial Decisions Unit (MDU) detailing their options.[3]</p> <p>In line with the modernisation and digitalisation of the International Protection Office (IPO), the MDU are currently issuing via post and via email service providing the applicant has provided consent to receive correspondence via email. The IPO are also planning to issue the letters via the IPO portal to applicants</p>

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			<p>who have been set up on the portal in the coming weeks. The long term goal is to move to full digital service.[4]</p> <p>In the case of a failed application for international protection, the format of the deportation order is set out in the International Protection Act 2015 (Deportation) Regulations 2016 (S.I. No. 668 of 2016). The deportation order specifies a date by which the person is required to remove themselves from the State, and thereafter to remain outside the State. A deportation order is accompanied by a covering letter, referred to as an 'arrangements letter'. [5]</p> <p>[1] https://www.irishstatutebook.ie/eli/1999/act/22/section/3/enacted/en/html</p> <p>[2] In 2023, the Immigration Act was amended to allow the serving of notices electronically, see Section 6 https://www.irishstatutebook.ie/eli/2023/act/18/section/45/enacted/en/html</p> <p>[3] They then make the orders and they are passed to Repatriation, ISD to issue.</p> <p>[4] Correspondence with the Department of Justice, July 2025</p> <p>[5] Returning rejected asylum seekers: Practices and challenges in Ireland p_201707030349252017_EMN Rejectedasylumseekers_online.pdf</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>When the Minister sends the letter notifying a TCN that they intend to make a deportation order, they are legally required to inform the TCN that they have three options: The TCN may accept the deportation order They can leave the state voluntarily, either independently or through the IOM's voluntary return programme Or they have 15 days to appeal.[1]The issuance of these proposals to deport where a TCN is in breach of the Immigration Act 1999 are translated professionally into the language of the TCN.[2]</p> <p>A Voluntary Return leaflet is included with the notice. This details the difference between a Deportation and</p>
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			<p>a Voluntary Return. This leaflet is available in a range of various languages and will normally be matched to the person's identity.[3]</p> <p>In the case of a failed application for international protection, the MDU's letter details the TCN's options: voluntary return or the deportation order. This letter is only issued in English. However, there is the option to seek consent from the Minister to make a subsequent application. Section 22 of the International Protection Act 2015 outlines the procedure for making a subsequent application for international protection. It requires individuals to obtain the Minister for Justice's consent before submitting a new application after a previous one has been concluded. The Minister will grant consent if new, relevant information emerges that significantly increases the likelihood of qualifying for protection.</p> <p>Also, where a Deportation Order has been signed, Section 3(11) of the Immigration Act gives the Minister the power to amend or revoke a deportation order. An application under s3(11) should be based upon new information which was not available at the time of issuing the initial deportation order. In order to succeed in such an application there must be "substantial grounds" for appeal.[4]</p> <p>In either case, if the Third Country National leaves the state voluntarily, the deportation order will not be issued.[5]</p> <p>If the deportation order is subsequently issued, the arrangements letter (mentioned in Q1) specifies the date by which the person is required to leave the State. The TCN is obliged to report to the Garda National Immigration Bureau (GNIB) at a time specified in the arrangements letter to allow for arrangements to be made for deportation. At the appointment, the person is required to produce any travel documents, such as tickets, which could help in their removal from the State. The arrangements letter also notes that if the person fails to comply with the terms of the deportation order, or contained in the arrangements letter, the person may be liable to arrest without warrant and detention under the terms of Section 5 of the Immigration Act 1999.[6]</p> <p>[1] https://www.irishstatutebook.ie/eli/1999/act/22/section/3/enacted/en/html</p>
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			<p>[2] Correspondence with the Department of Justice, June 2025 [3] Correspondence with the Department of Justice, Home Affairs and Migration, June 2025 [4] Correspondence with the Department of Justice, July 2025 [5] https://www.irishstatutebook.ie/eli/1999/act/22/section/3/enacted/en/html [6] Returning rejected asylum seekers: Practices and challenges in Ireland p_201707030349252017_EMN Rejectedasylumseekers_online.pdf</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>Yes, where the notice is issued electronically, all information will be provided digitally.</p> <p>Whether the notice is issued electronically or via registered post, the voluntary return leaflet mentioned in Q2 also has a QR code on it that the person can scan in order to make an application for Voluntary Return.</p> <p>Flyers and brochures can also be consulted on the website of the Immigration Office at: https://www.irishimmigration.ie/voluntary-returns/ And at: https://www.irishimmigration.ie/my-situation-has-changed-since-i-arrived-in-ireland/repatriation-division/</p> <p>Information can also be found on the Irish Citizens Information website https://www.citizensinformation.ie/en/moving-country/moving-abroad/leaving-ireland/help-to-go-home-for-migrants-in-ireland/</p> <p>In international protection accommodation centres, posters and leaflets are available that detail the process of applying for voluntary return and making contact with the team.[1]</p> <p>[1] Correspondence with the Department of Justice, Home Affairs and Migration, June 2025</p>
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			<p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>As described in Q2 information is also provided directly to Third Country Nationals via letters or via electronic means, if they have consented. In either case, the notice is translated to their language unless they applied for international protection and were refused.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>Yes, the new information materials prove quite impactful and the ease of access that the QR code provides is quite efficient.</p> <p>The Voluntary Return Unit in the Department of Justice also provides funding to the IOM (who facilitate voluntary returns on behalf of the Department of Justice) to host a freephone number that TCNS can call should they need additional information. IOM have also included provisions to provide for interpreters should the need arise.[1]</p> <p>[1] Correspondence with the Department of Justice, Home Affairs and Migration, June 2025</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p>
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			N/A
 EMN NCP Italy		<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>In Italy notifications are made in the presence of the individual concerned and only in paper format.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>Information can be provided verbally or in written form, including through the use of printed informational materials. The presence of cultural mediators and interpreters is ensured. All measures and administrative acts related to the return procedure are processed through a digital platform that enables their full translation into 28 languages, using an application based on artificial intelligence.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>At the moment we do not provide information digitally in the context of return. Please note that information related to the EURP Frontex Agency’s reintegration project is available in a dedicated section of the official State Police website.</p>


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			<p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>There is no objection to considering digital notification and information tools. However, a general feasibility study that takes into account the relevant legal, technical, and operational aspects has not yet been conducted. From the perspective of implementing the Pact and the future framework established by the regulation on returns (currently under discussion), the use of these tools will necessarily need to be evaluated, especially for a first-entry country like Italy. In this regard, discussions are ongoing with the Frontex Agency concerning the activation of the RECAPP application in Italy.</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>Please see the answer to Q.5.</p>
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	EMN NCP Latvia	Yes	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>The return decision is typically issued in printed form. The third-country nation (TCN) is informed of the decision in a language he or she understands with a signature conforming acknowledgment. If the person cannot be located in person but has indicated an email address as their preferred means of communication, the return decision, along with a translation in a language the persona understands, is sent to them via email.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>All current and detailed information regarding the return procedure is available on the official website of the Office of Citizenship and Migration Affairs (OCMA). Furthermore, upon adoption and issuance of a return decision, the person concerned is fully informed about the content of the decision, its legal consequences, as well as the available further actions and legal remedies.</p> <p>In Latvia in context of assisted voluntary return is provided by IOM Latvi and all information can be find in IOM Latvia website.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>Yes.</p>
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			<p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>Consultations are always provided, both verbally and in writing, if a person has any questions.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>Yes. The latest information can always be updated and emails and phone numbers are provided so that you can contact us quickly and provide accurate information.</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>N/a</p>
	<p>EMN NCP Lithuania</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>A return decision is typically issued in printed form, and the third-country national (TCN) is informed of it in a language they understand. The TCN's acknowledgment is confirmed by their signature, and they are</p>


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			<p>provided with a signed paper copy of the decision. If the return decision is issued without the TCN being present - as permitted under the Law on the Legal Status of Foreigners - the institution responsible for the decision sends it either to the TCN's account in the Lithuanian Migration Information System (MIGRIS), if available, or by email.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>In Lithuania, information for third-country nationals (TCNs) regarding assisted voluntary return is provided by IOM Lithuania through multiple channels. The dedicated website https://returnhome.lt offers general information in Lithuanian, English, and Russian for TCNs who have received a return decision or are considering voluntary return. IOM has also developed informational leaflets on the Assisted Voluntary Return and Reintegration (AVRR) program in seven languages, along with posters distributed to the Migration Department, the Foreigners Registration Centre, and various NGOs. Information is additionally delivered through group sessions held in collective accommodation centers, followed by individual counselling. These sessions provide detailed guidance on the AVRR program, include vulnerability screenings where necessary, and offer referrals to legal, health, or NGO services. Interpretation services are available to ensure full comprehension. Moreover, general return-related information (excluding personal data) is shared in a timely and accessible manner through communication apps such as WhatsApp and Viber.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>Yes, through the website https://returnhome.lt/en/information/</p>
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Ad-Hoc Query on 2025.24 provision of information in the context of return

			<p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>While the website https://returnhome.lt provides general information, IOM Lithuania ensures that third-country nationals (TCNs) consult and fully understand the return-related information through individual counselling sessions tailored to their specific circumstances. On average, each TCN receives up to three consultations, each lasting up to two hours, with no fixed limit imposed. Interpretation services are provided as needed to eliminate language barriers. To confirm that the information has been clearly understood, the TCN is asked to sign a Voluntary Return Declaration Form. This procedure ensures informed decision-making and effective communication throughout the return process.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>No</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>To address the individual needs of third-country nationals (TCNs), particularly those in vulnerable situations, IOM Lithuania does not consider the provision of general information via a website or QR code alone to be sufficient. Individual counselling is essential to ensure that each person fully understands the return process,</p>
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			<p>receives personalised support, and is able to make an informed and voluntary decision based on their specific circumstances.</p>
	<p>EMN NCP Luxembourg</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>In Luxembourg the return decision as well as the obligation to leave the country are issued in written form. Article 112 (1) of the amended law of 29 August 2008 on free movement of persons and immigration (Immigration Law) states that the return decision, which comprise the order to leave the territory, has to be notified in accordance with the disposition of article 110 of the Immigration Law. The decision must be issued in written form (in French language) and it must indicate the legal remedies and the deadlines to file them. However, article 110 (3) states that at the request of the person concerned, the main elements of the decisions notified shall be communicated to them in a language which they understand or may reasonably be presumed to understand.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>The information regarding the voluntary return (which is contained in a flyer) is given at the same time with the return decision. The information is available in 12 languages. In addition, the assisted voluntary return and reintegration programme that is managed by IOM provides information on voluntary return and reintegration. Information is also available through the network of certain NGOs: HUT, Luxembourg Red Cross, ASTI, CLAE and Pasarell.</p> <p>Furthermore, every person with the obligation to leave the country is invited to an interview about his/her</p>

Ad-Hoc Query on 2025.24 provision of information in the context of return

			<p>administrative situation and the existing possibilities and opportunities in voluntary return.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>NO.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>N/A.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>N/A.</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>N/A.</p>
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Ad-Hoc Query on 2025.24 provision of information in the context of return

 EMN NCP Malta	No		Response is marked as EMN Sensitive
 EMN NCP Netherlands	Yes		<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>In the Netherlands, TCNs are informed about a return decision and order to leave the territory in written form via a letter on paper (beschikking, in Dutch).[1], [2] This letter can come as a result of the Aliens Police, Identification and Human Trafficking Department (AVIM), the royal Marechaussee, or the Immigration and Naturalisation Service (IND), determining that a person is in the Netherlands illegally.[3] If the AVIM provides the TCN in person with a return decision, they also explain what the return decision means via an interpreter over the phone in a language they understand.</p> <p>...</p> <p>[1] Refugee Help, 'Forced Return to your Country of Origin', https://www.refugeehelp.nl/en/asylum-seeker/article/100137-forced-return-to-your-country-of-origin, last accessed 24 June 2025 [2] Repatriation and Departure Service, 'Terugkeerbesluit en inreisverbod', https://www.dienstterugkeerenvertrek.nl/het-terugkeerproces/terugkeerbesluit-en-inreisverbod, last accessed 24 June 2025 [3] Central Government of the Netherlands, 'Terugkeerbeleid: Terugkeer vreemdelingen', https://www.rijksoverheid.nl/onderwerpen/terugkeer-vreemdelingen/terugkeerbeleid#:~:text=Mensen%20kunnen%20een%20terugkeerbesluit%20krijgen,en%20geen%20verblijfsvergunning%20hebben%20aangevraagd, last accessed 24 June 2025</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain</p>


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			<p>indicating what type of information and how it is provided.</p> <p>Information is provided in the return decision itself. In the return decision, the following information is provided: [1],[2] the fact that a TCN does not (or no longer) reside lawfully in the Netherlands;the obligation to leave the member states of the EU (with the exception of Ireland) supplemented by Norway, Iceland, Switzerland and Liechtenstein;the period within the TCN must comply with his obligation to leave; andthe mentioning of the country/countries to which the TCN must return insofar as that country/countries is/are known.At the end of the letter (beschikking) it says in Dutch, English, French, German and Spanish: ‘You have received a return decision. Read our leaflet with an explanation of the return decision on ind.nl/folder-terugkeerbesluit. Or scan the QR code.’ See footnote #6 for a link to the relevant forms (Model M107A & Model M107D[3]). This QR-code provides the recipient access to a digital leaflet written in 25 different languages with additional information explaining the return procedure, the consequences of a return decision, the right to appeal a return decision, and links to websites of the IND for more information. The leaflet can also be accessed via a link.</p> <p>Furthermore, the Repatriation and Departure Service informs the TCN about the return procedure in personal conversation. This also provides the TCN the opportunity to ask questions about the procedure.</p> <p>...</p> <p>[1] Aliens Circular 2000 (A), ‘Regeling’, https://www.rijksoverheid.nl/onderwerpen/terugkeer-vreemdelingen/terugkeerbeleid#:~:text=Mensen%20kunnen%20een%20terugkeerbesluit%20krijgen,en%20geen%20verblijfsvergunning%20hebben%20aangevraagd, last accessed June 24 2025</p> <p>[2] Immigration and Naturalisation Service, ‘Terugkeerbesluit’, https://ind.nl/nl/terugkeerbesluit, last accessed June 24 2025.</p> <p>[3] Model M107-A Vreemdelingencirculaire 2000 (A) & M107-D Vreemdelingencirculaire 2000 (A)</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p>
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Ad-Hoc Query on 2025.24 provision of information in the context of return

			<p>YES, websites where more information is made available include: https://ind.nl/nl/terugkeerbesluit - Information on the website of the Immigration and Naturalisation Service. Provides information regarding who can give out a return decision, the consequences of a return decision, the creation of an alert in the SIS, and the legal options available to challenge a return decision. https://www.dienstterugkeerenvertrek.nl/ondersteuning-bij-terugkeer - website of the Repatriation and Return Service regarding information surrounding assistance for voluntary return measures Furthermore, in the digital portal of Mijn IND (My IND, in English), an online service that allows people to view their personal information and track the status of their applications with the IND, people can see if a decision has been made in relation to a return decision. However, it does not provide any additional information.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>It is the responsibility of a TCN to consult the information. In doing so, the third-country national can ask for explanations from the implementing services (by phone) or in person (such as the IND's tailored desk-assistance for less self-reliant clients). The information on the site of the IND is also available in English. And as mentioned in answer to Q2: the QR code in the return decision leads to a leaflet about the return decision in 25 different languages.[1] Some of the folders that are handed out are also out in multiple different languages. However in the return conversations that the Repatriation and Departure Service has with the TCN, a translator attends (usually by phone) to ensure that the TCN understands the information that is provided.[2] ...</p> <p>[1] Information provided by the Immigration and Naturalisation Service on 25 June 2025. [2] Information provided by the Repatriation and Departure Service on 25 June 2025</p>
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Ad-Hoc Query on 2025.24 provision of information in the context of return

			<p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>Yes. As a result of the Schengen evaluation of 2020 the Netherlands suggested this all to comply with article 12, point 2, of the Return Directive. The Netherlands got the approval for implementation of the European Commission. As was mentioned in Q4 the TCN can get additional information if needed through other channels.[1]</p> <p>However, the Repatriation and Departure Service regards personal contact with the TCN on the return decision, its implication and personal information dissemination on return and reintegration support very important in order to be effective. The way Repatriation and Departure Service operates at the moment, return information is usually given through various channels, once the return decision is issued (paper, flyers, website and personal contact).[2]</p> <p>...</p> <p>[1] Information provided by the Immigration and Naturalisation Service on 25 June 2025. [2] Information provided by the Repatriation and Departure Service on 25 June 2025</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>N/A</p>
	EMN NCP Poland	Yes	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p>


Ad-Hoc Query on 2025.24 provision of information in the context of return

			<p>The foreigner is informed during the first procedure about the obligation to provide the authority with an address for service. The decision may be delivered in traditional form—with confirmation of receipt in accordance with the regulations on service—or electronically (PDF, DOC) to the inbox address indicated by the foreigner or their legal representative. The date of receipt of the decision is always recorded by the competent authority to ensure administrative certainty that the party has become acquainted with the decision and to be able to set a return deadline without infringing the foreigner’s right to appeal the decision within the applicable 7-day period. Once the authority confirms that the deadline has been met and that the foreigner has not lodged an appeal, the foreigner is detained and the return decision is executed. All actions undertaken by the Border Guard authority are carried out in accordance with the provisions of the Act on Foreigners.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>A foreigner against whom a return decision has been issued is required to leave the territory of the Republic of Poland. If the decision sets a deadline for departure, the foreigner carries out the return voluntarily. If the decision does not set a deadline and is subject to enforcement, the Border Guard authority undertakes actions related to the detention of the foreigner and escorting them to the border. The foreigner is informed of the date of return execution. This results from a separate procedure initiated by the Border Guard authority, concerning the decision on the costs incurred in issuing and enforcing the return decision. Before executing the decision, the Border Guard seeks to serve the foreigner with the decision on the incurred costs and to recover the amount indicated therein, which the foreigner is obliged to pay. The cost decision applies to the enforcement of a return decision that is subject to compulsory execution.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer</p>
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Ad-Hoc Query on 2025.24 provision of information in the context of return

			<p>YES, please explain how it is done.</p> <p>NO</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>The authority that issued the return decision informs the foreigner in writing, in a language they understand, about the legal basis for the decision and instructs them whether and under what procedure an appeal may be lodged. If the decision specifies a deadline for departure, the foreigner is required to comply with the decision voluntarily within the period indicated therein.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>NO</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>A foreigner can be considered effectively informed only if the authority conducting the proceedings receives confirmation that the foreigner has received and familiarized themselves with the information provided.</p>
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Ad-Hoc Query on 2025.24 provision of information in the context of return

			<p>Merely publishing the information on an informational website does not fulfill the obligation to inform as defined by the provisions of the Code of Administrative Procedure (KPA).</p>
	<p>EMN NCP Portugal</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>The coercive removal decision is issued in writing and delivered in paper format. It is personally notified to the foreign national against whom the removal procedure was initiated, either by AIMA (Agency for Integration, Migration and Asylum) or by the security forces (GNR or PSP), in the latter case as part of the precautionary measure of whereabouts for notification purposes. Upon notification, the third-country national confirms receipt and acknowledgment of the decision by signing it.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>The written coercive removal decision from national territory includes: the grounds for the decision and the obligation to return; the legal obligations of the third-country national subject to the coercive removal decision; the prohibition of entry and stay in the national territory; and, where applicable, the indication of refusal of entry and stay in the territories of European Union Member States and States bound by the Application Convention, including the respective time limits. It also specifies the country to which the foreign national benefiting from the principle of non-refoulement must not be returned. At the time the notification is delivered, the third-country national also receives verbal information and oral explanations.</p>

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			<p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>No.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>Not applicable.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>Not applicable.</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>Even if providing information through a website or QR code were considered, this is not the formal channel adopted for notifying the coercive removal decision and fulfilling the right to information of the third-country national, in accordance with legal provisions. Verbal information allows for better assurance that the foreign national has received the information, which is more difficult to guarantee through digital means alone.</p>
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Ad-Hoc Query on 2025.24 provision of information in the context of return

	EMN NCP Slovakia	Yes	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>The decision on administrative expulsion (return decision) of third-country nationals staying illegally in the territory of the Slovak Republic as well as the decision on the entry ban are issued in writing by the relevant police departments. A decision on administrative expulsion or a decision on an entry ban must contain general legal requirements (requirements under the Code of Administrative Procedure).</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>According to the Act on the Residence of Foreigners, the police department instructs the foreigner immediately after the commencement of the administrative expulsion procedure on his or her rights and obligations arising from the administrative expulsion procedure. Also, immediately after the commencement of the entry ban procedure, the police department instructs the foreigner about his rights and obligations arising from the entry ban procedure. The instruction shall be processed by the police department in two copies and must be interpreted to the foreigner by the interpreter present. One copy of the instruction is handed over to the foreigner.</p> <p>The police department shall, at the request of the foreigner, provide the foreigner with a written translation of the reason for the administrative expulsion, the reason for the entry ban, the obligation to leave the country, the period of the entry ban and instructions on the possibility of lodging an appeal in a language that he understands or in a language that the foreigner can reasonably be expected to understand.</p>

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			<p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>No.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>NA</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>NA</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>The Slovak Republic is unable to provide information since this possibility is not used in the country yet.</p>
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Ad-Hoc Query on 2025.24 provision of information in the context of return

	EMN NCP Slovenia	Yes	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>The return decision is issued to the TCN in writing on the prescribed form. The decision is served on the foreigner in person. The operative part, which includes information on the right to free legal aid, and the remedy notice are translated into one of the following languages: Albanian, English, Arabic, Bosnian, Bosnian, Macedonian, Russian, Serbian or Turkish. If the foreigner does not understand these languages or requires a translation of other parts of the decision, a written or oral translation into a language he understands is provided at his request.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>In the process of issuing a return decision, TNCs are entitled to translation assistance if they do not understand the Slovenian. If a return decision is issued, they have the right to free legal counselling provided by an independent non-governmental organisation selected through a public tender, in addition, in proceedings before the courts, they have the right to free legal aid. Information is provided to foreigners in police procedures (who are seeking international protection) through leaflets and posters, which were prepared and delivered by non-governmental organizations and UNHCR and by EUAA. Information on voluntary return and reintegration programmes is systematically provided to the TCN with an issued return decision through posters, leaflets and through counselling for return and reintegration, which is available on request. Currently there are 26 return counsellors.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p>
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Ad-Hoc Query on 2025.24 provision of information in the context of return

			<p>Information on the EURP programmes is available via a QR code on a brochure produced by Frontex.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>Every TCN is systematically informed about the possibility to join AVRR programme during the procedure of issuance a return decision (Ministry of Interior and Police), in addition some illegally staying TCN not yet subject to a return decision (the ones accommodated in the Foreigners Centre) are also being informed about this possibility. An information leaflet is handed out to all persons who have been issued with a return decision, informing them about the contact point for counselling on how to join the voluntary return and reintegration programme. TCNs are also entitled to free translation assistance.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>Yes.</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>N/A</p>
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Ad-Hoc Query on 2025.24 provision of information in the context of return

	<p>EMN NCP Spain</p>	<p align="center">Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>In relation to Forced Return, the expulsion decision is notified to the interested party or their legal representative in person, by certified letter with acknowledgment of receipt if the address is known, or through publication in the Official Gazette of the Province. The expulsion decision contains information about the remedies available against it, the body before which they should be filed, and the deadline for filing them.</p> <p>In Voluntary Return, no prior return decision or order to leave the territory of the Member State is required.</p> <p>2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.</p> <p>In Forced Return cases, TCNs are informed from the moment of detention of all their rights, including the possibility of requesting international protection in the form of asylum and subsidiary protection.</p> <p>Upon admission to the CIES (Foreigners' Detention Centres), TCNs are given an information bulletin, written in their own language or another language they understand, containing information about their rights and obligations, internal rules and rules of coexistence to which they must adhere, and their right to submit petitions and complaints to the judge responsible for supervising their stay at the Centre when they consider their fundamental rights have been violated, as well as the means to file petitions and complaints.</p> <p>If the interested party is detained in one of the Foreigners' Detention Centres or Penitentiary Centres, the repatriation plan is communicated 24 hours in advance. Furthermore, in the case of FRONTEX flights, the applicant is informed of the possibility of completing the corresponding complaint forms if deemed appropriate.</p> <p>Regarding Voluntary Return, the NGOs benefiting from the annual grant call provide information about the programs during interviews with applicants. NGO staff then explain the requirements for accessing the program and the benefits (in kind and cash) to the TCNs and ensure that the TCN's decision is not hasty,</p>
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Ad-Hoc Query on 2025.24 provision of information in the context of return

			<p>but rather well-considered, to avoid unsuccessful returns.</p> <p>3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.</p> <p>NO for Forced Return. For Voluntary Return, this is done through NGO websites. The Ministry of Inclusion, Social Security, and Migration's website offers information for NGOs participating in the grant application process.</p> <p>4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.</p> <p>In Voluntary Return, the digital information consists of an overview of the programmes. Precise and personalized information is provided to the TCNs during the personal interview with the NGOs that will manage the return.</p> <p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>NO. In Voluntary Return this information must be completed in the personal interview mentioned in question 4.</p>
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Ad-Hoc Query on 2025.24 provision of information in the context of return

			<p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>In Voluntary Return, a prior return decision by the Member State is not required. The decision to return taken by the TCN must be well thought out and not a sudden decision. Therefore, in the decision-making process by the TCN, a personal interview with the NGO that will manage the return is very important, as well as ensuring that the TCN understands the consequences of such return.</p>
	<p>EMN NCP Sweden</p>	<p>Yes</p>	<p>1. How does your Member State notifies the return decision and the order to leave the territory to the TCN in the context of return? E.g. written form in paper, digitally. Please explain.</p> <p>In Sweden a TCN who has applied for asylum is summoned to a meeting at the Swedish Migration Agency (SMA) to be notified/informed about the decision both in writing and orally (with an interpreter available). At these meetings we provide leaflets, about EURP and other support offered to specific nationals. We also hand out other leaflets with information about rights and responsibilities after a rejection of an asylum application, and about supervision and detention. The leaflets are available in ten languages, including English and Swedish. The leaflets are only available through the handling officer at the SMA, and cannot be found digitally on our website. A short time ago we had the leaflets available on our website in different languages but since the sites with other languages than Swedish and English were not used to any greater extent it was decided to only present the website (migrationsverket.se) in Swedish and English.</p> <p>If the TCN has applied for a residence permit on other grounds than asylum information about the return decision and how to appeal is most often only given digitally (through a digital service provided by the SMA). To read the decision digitally the TCN has to have an eID (electronic identification) but the decision (with information on how to appeal) is also sent by mail to the applicants home address. Upon request, these applicants can also get information orally at a meeting with the SMA (with an interpreter available). The decisions are notified through simplified service.</p>

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2. How does your Member State provide information to TCNs in the context of return? Please explain indicating what type of information and how it is provided.

When a decision has gained legal force the TCN is summonsed to a meeting at the SMA. Same information as above (answer Q1) is given orally with an interpreter.

3. Does your Member State provide information digitally in the context of return? YES/NO. If you answer YES, please explain how it is done.

Not for rejected asylum seekers, but other applicants can get information about their decision through the digital service mentioned above. General information is also available on our website, www.migrationsverket.se in Swedish and English. Please see above.

4. If you answer YES to Q.3, please explain how your Member State guarantees that the TCN consults and understands the information provided.

We can never be sure that the individual (not asylum seekers) has understood the information and we assume that they get in contact with the SMA if they have any questions.

Ad-Hoc Query on 2025.24 provision of information in the context of return

			<p>5. If you answer YES to Q.3, does your Member State consider that making information available through a website or QR code is sufficient to meet the TCN's right to information? YES/NO. If yes please explain.</p> <p>Yes, we are interested in such a service. It would simplify for both the SMA and the individual to have (personalized) information available in one place (provided that there are no legal obstacles).</p> <p>6. If you answer NO to Q.5, please explain why your Member State does not consider it sufficient?</p> <p>-</p>
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