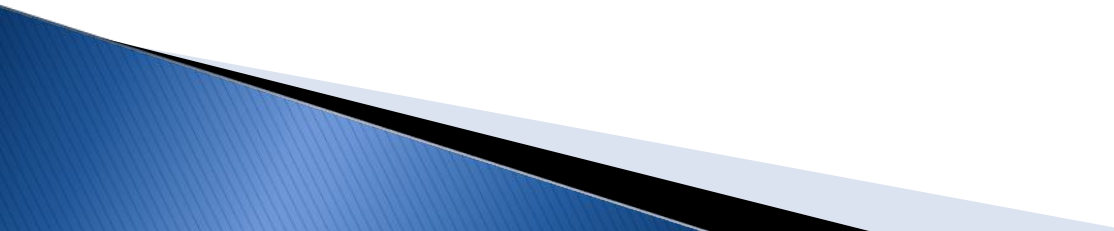


Role of the Georgian Readmission Case Management Electronic System (RCMES) in the Implementation of the Readmission Agreements

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2018

Purpose of the Presentation

- Challenges revealing the need for having in place the comprehensive mechanism
 - Describe the features and benefits of the system
 - Summarize the success of the system since its introduction
 - Recent developments and future prospects
- 

Background

- Georgia-EU Readmission and Visa Facilitation Agreements entered into force in March 2011;
- Effective implementation was one of the preconditions for EU-Georgia Visa liberalization dialog and Visa liberalization with EU;
- European integration is one of the highest priorities for Georgia;
- Substantial and sudden increase in the number of rejected readmission applications;
(suspension mechanism)

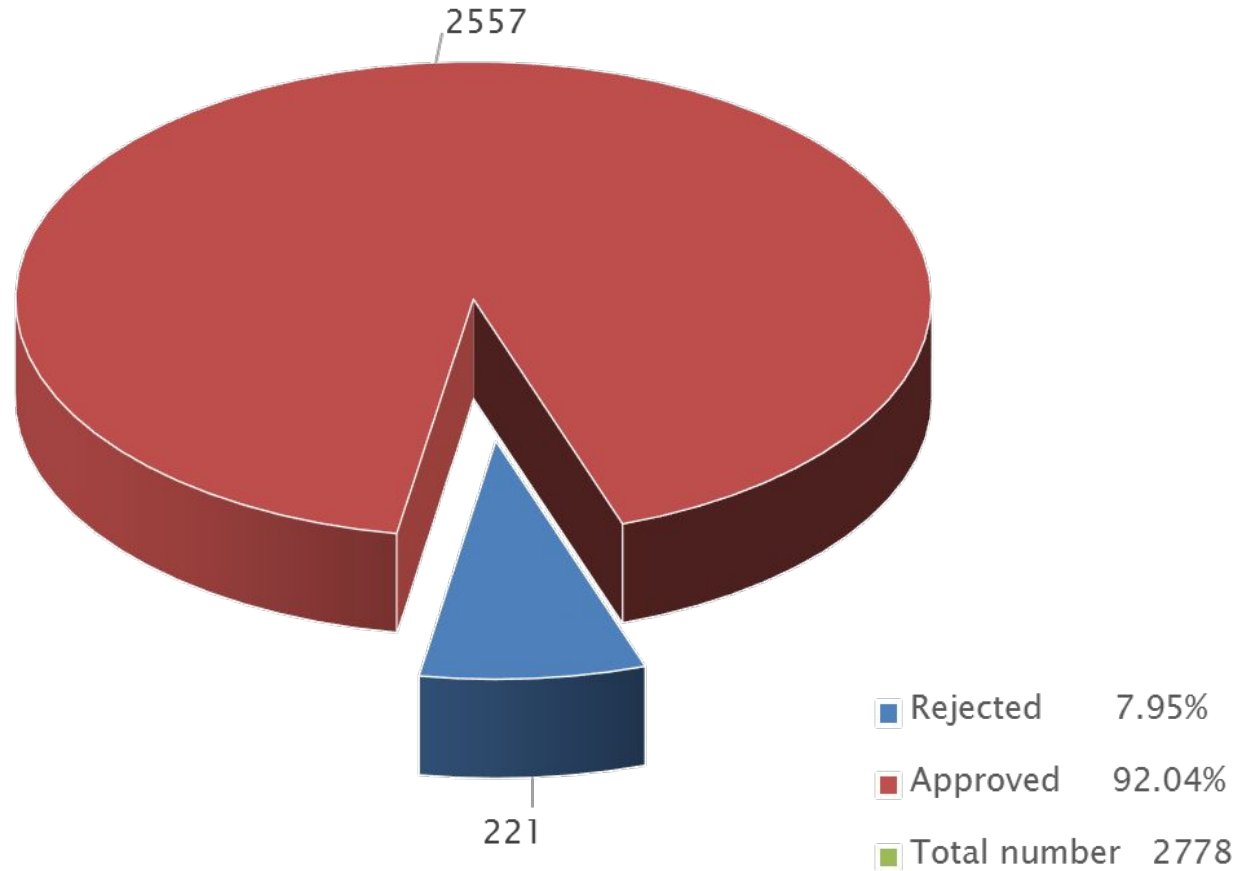
Challenges

- Need of effective communication channels
- Readmission procedure – chain of actions
- Coordination/Interaction
- Specificity of individual states
- Deadlines (12/2)
- Personal data protection mechanisms
- Other

Idea to come up with the e-system: section 4, article 7

“A readmission application may be submitted by any means of communication, not excluding electronic means.”

Statistics of the readmission cases processed by Georgia from 2011 until the launch of the RCMES (paper-based applications)



Projects Implemented by IOM and Financed by EU

- Support of the Authorities of Georgia to implement the Readmission Agreement with the European Union (2011)
- Support of the establishment of effective readmission management in Armenia, Azerbaijan and Georgia (2012)

Milestones:

- 2013 - Finalization of work on development of RCMES
- 2014 - Poland started using the RCMES

RCMES



EU countries sending authorities



Georgian Consular offices in EU countries



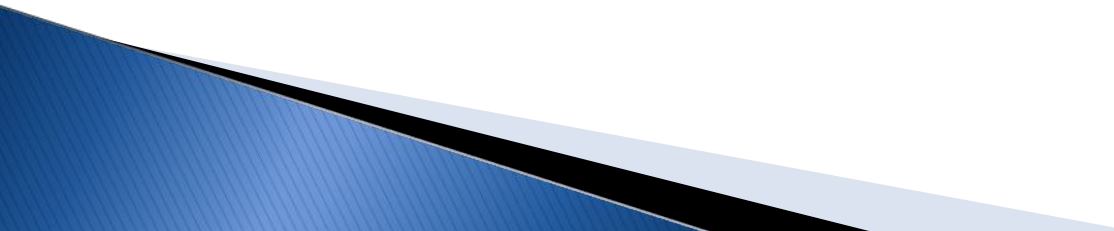
Georgian competent authority
(MIA Migration Department)



Other Georgian agencies
involved



Key Features

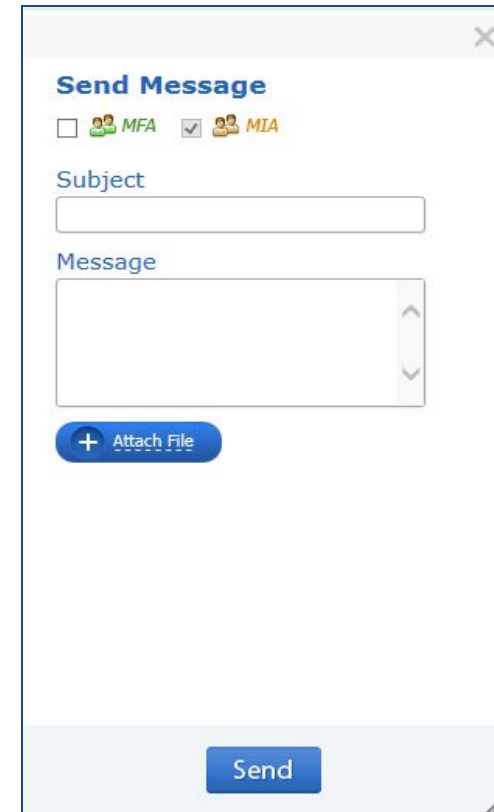
1. Shared space for all actors involved
 2. Effective communication tool
 3. A single-window approach
 4. Convenient and user-friendly environment
- 

Shared Space for All Actors Involved

- EU countries' competent agencies authorized to submit readmission applications;
- Georgian Authorities involved in Readmission Process:
 - ✓ Ministry of Internal Affairs (Competent Authority);
 - ✓ Ministry of Foreign Affairs – its consular services in EU countries (identification process, conducting of interview, issuance of Travel Document);
 - ✓ Ministry of Justice (identification process, establishment of Georgian citizenship);
 - ✓ Ministry of Health, Labour and Social Affairs (reintegration data for statistical purposes);

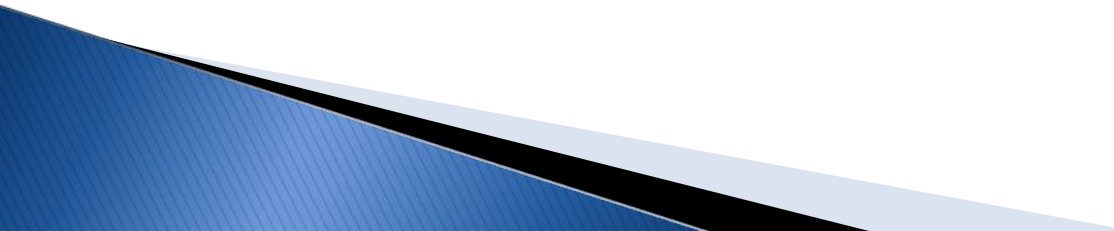
Effective Communication Tool

- Integrated communicator for counterparts
- Real-time communication between counterparts
- No need for users to know their counterparts and their contact information: parties are free to use the direct messaging to reach respective officer.

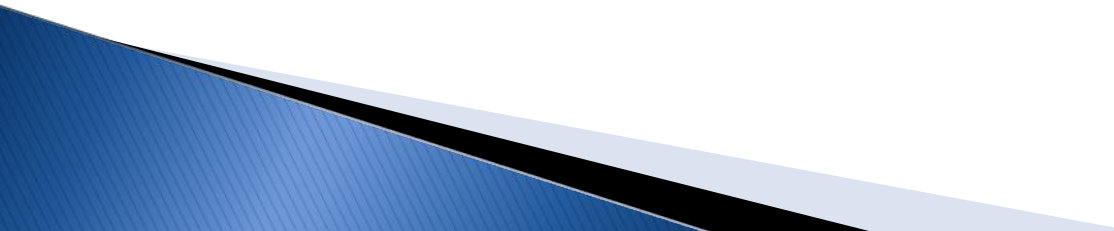


The image shows a screenshot of a 'Send Message' dialog box. At the top, the title 'Send Message' is displayed in blue. Below the title, there are two recipient selection options: an unchecked checkbox next to 'MFA' (with a green person icon) and a checked checkbox next to 'MIA' (with an orange person icon). Below this, there is a 'Subject' label followed by an empty text input field. Underneath is a 'Message' label followed by a larger text area with a vertical scrollbar on the right side. Below the message area is a blue button with a white plus sign and the text 'Attach File'. At the bottom right of the dialog box is a blue button with the text 'Send'. The dialog box has a close button (an 'X' icon) in the top right corner.

A Single-window Approach

- All procedures of RA covered by the system (readmission and transit procedures);
 - All kinds of readmission applications: Georgian nationals, TCN or stateless persons covered by the system;
 - All operations/actions in readmission and transit process covered by the system;
- 

A Single-window Approach: Options for Sending Party

- Submit application (for all categories of persons to be re-admitted);
 - Receive final response (e-confirmation and response in a written form);
 - Schedule of interview (in case of video call conduct the interview);
 - Provide additional evidence/documents;
 - Request travel document (more than once);
 - Receive information on issuance of travel document (in case of an e-TD, get the document from system);
 - Provide transfer information (more than once);
 - Process transit applications;
- 

Convenient and User-friendly Environment

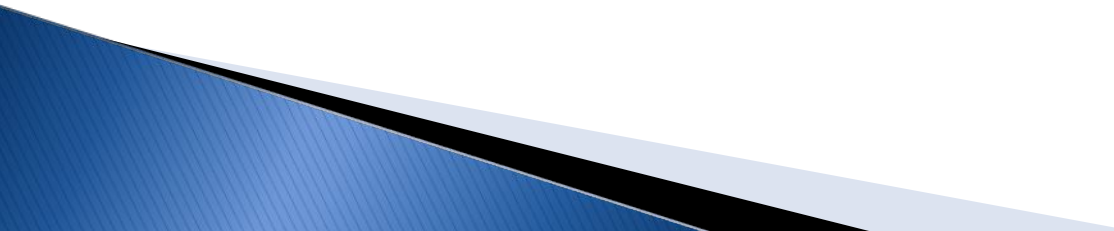
The ease of usage and simplicity of the system is the best way to make it user friendly

- Notification functionality
- Role-based accounts

Security Measures

- Access restriction to the server, based on the IP Address;
- Confidentiality and integrity (Encryption and Hashing) based on the SSL Certification;
- Customer's authentication, authorization and accounting using username and password;
- Additional customer authentication with OTP (One Time Password), using the **Digipass** device;
- Central account/user management system. Username/Password and Digi Pass device provided by the Ministry of Foreign Affairs IT Department,
- Database is being backed-up regularly (fully) and incrementally. In case of data loss, it can be restored easily from backup files (on backup storage server).

Success Factors

- New approach for processing applications
(Ability for users from both sides to be involved in and monitor entire process of case processing i.e. to work and manage cases together, negotiate and solve problems together)
 - Time, labor and fund efficiency
(No need to send letters, no phone calls, no visits to Consular Posts. Ability to manage a large number of applications)
- 

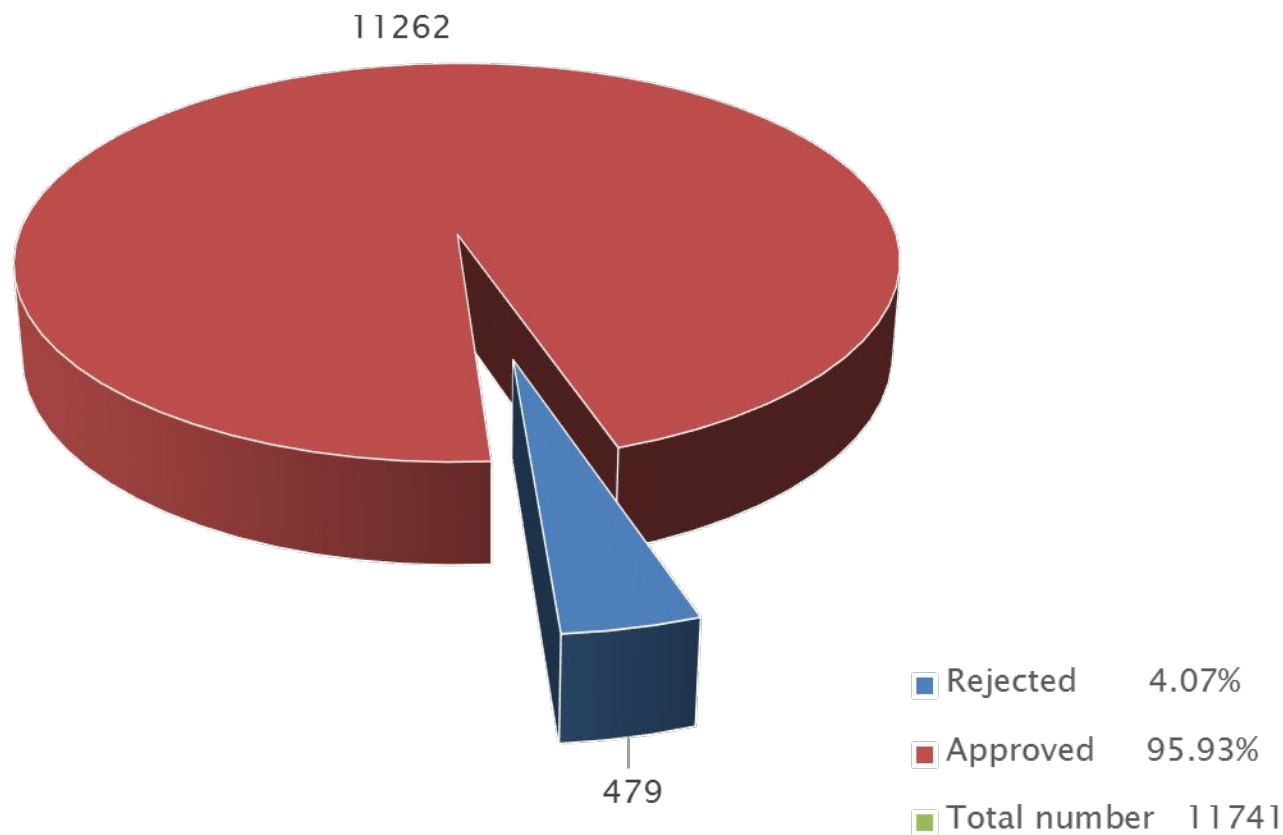
Main Factors for Effective Implementation of RA

- Political will of CoO
- Substantial identity data base
- Enhanced capacity of parties for readmission process management

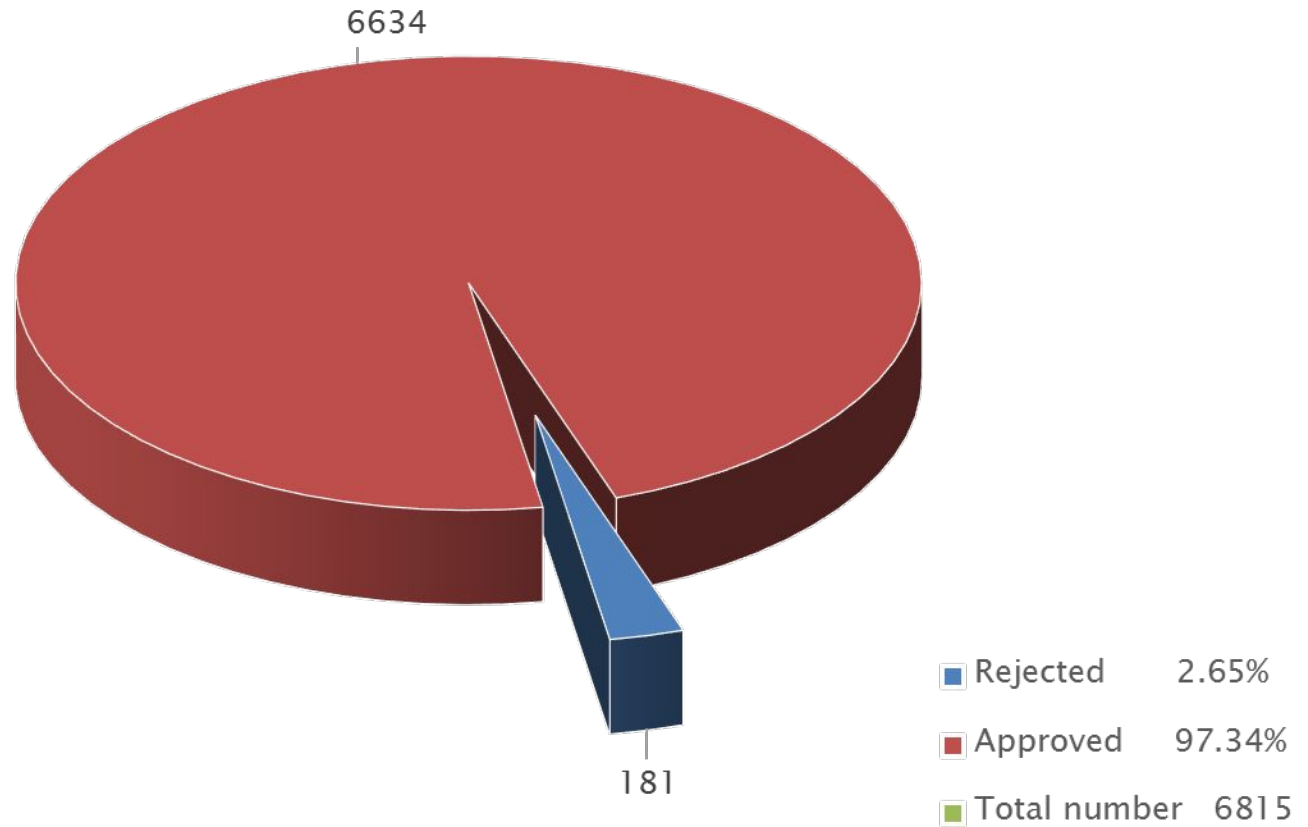
What RCMES offers to achieve the latter:

- Increased communication capacity between CoO and EU member states;
- Better intra and inter-agency communication and coordination in CoO;
- Transparency, accountability and monitoring capacity of the entire process;
- Unified procedures from all sending countries;
- Time efficiency procedure to manage higher volume of applications;
- Protection of personal data;
- Electronic data base;
- Comprehensive statistical reports and analytical capacity;
- Easier follow-up with reintegration assistance programs;

Complete Statistics of the readmission cases processed by Georgia from 2011-2018 (paper-based & e-applications)



Readmission Cases Processed by the RCMES (2014-2018)



Countries who Joined RCMES

Poland (2014) Germany (2014) Belgium (2014) Romania (2014)
Bulgaria (2014) Austria (2014) **Switzerland** (2014) Greece (2014)

France (2015) Spain (2015) Italy (2015) Ireland (2015) Netherlands (2015)
Lithuania (2015)

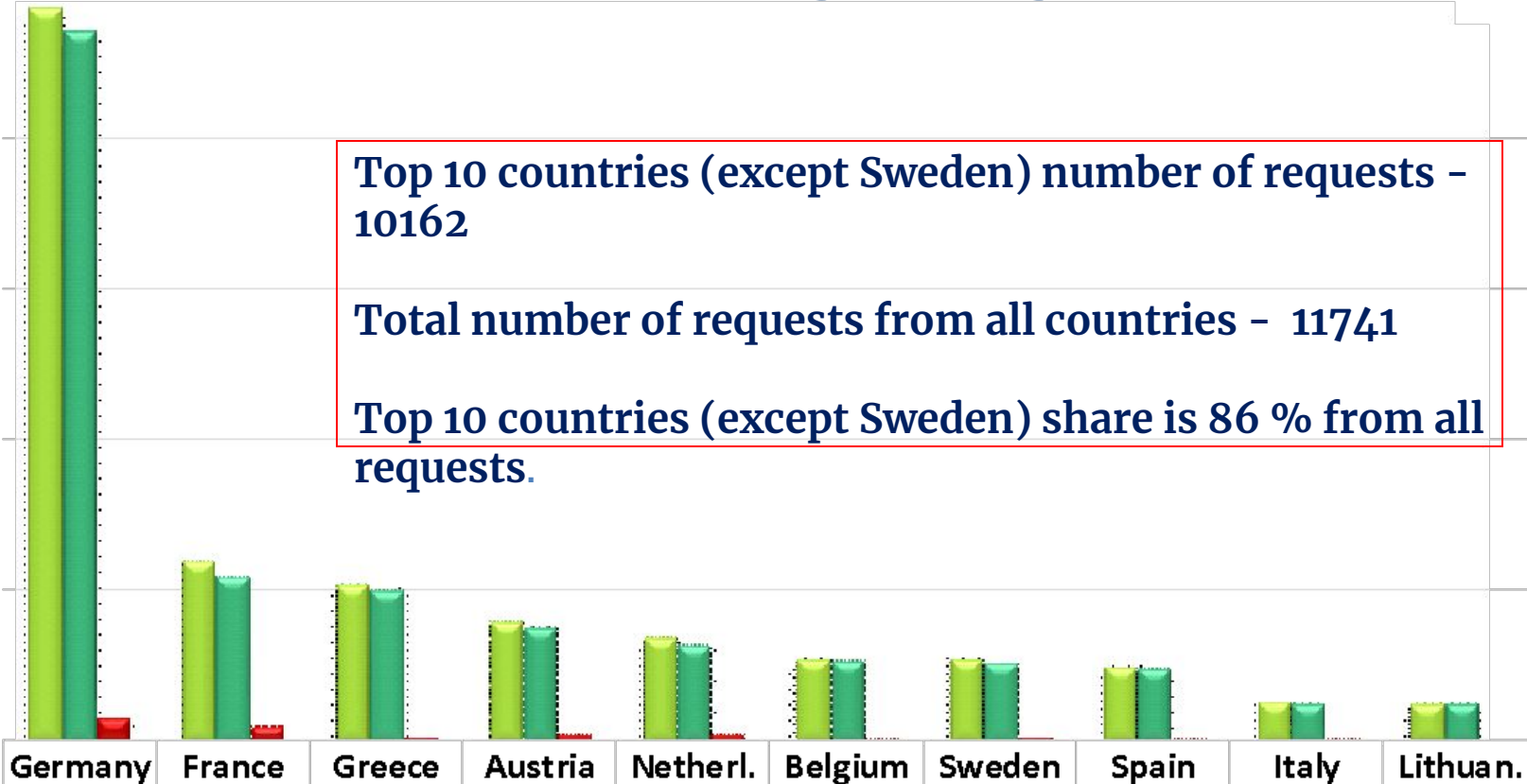
Czech Rep. (2016)

15 European Countries in total



Top 10 countries for the period of March 1, 2011 through August 1, 2018

6000
5000
4000
3000
2000
1000
0



Top 10 countries (except Sweden) number of requests - 10162

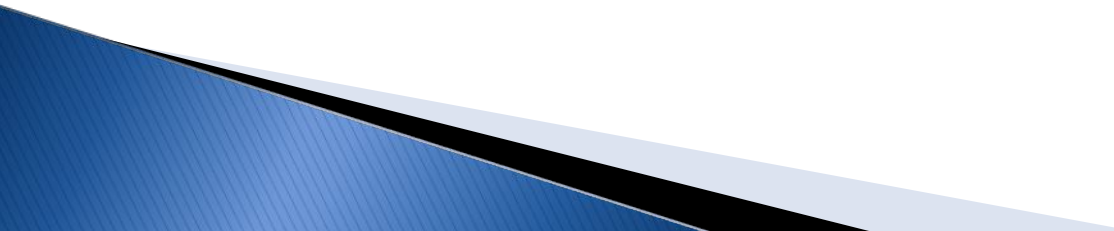
Total number of requests from all countries - 11741

Top 10 countries (except Sweden) share is 86 % from all requests.

	Germany	France	Greece	Austria	Netherl.	Belgium	Sweden	Spain	Italy	Lithuan.
Total	4853	1196	1045	800	692	555	551	494	270	257
Approved	4703	1101	1008	755	646	531	518	482	251	257
Rejected	150	95	37	45	46	24	33	12	19	0

Recent Developments of RCMES Idea International Recognition

Delegations from Azerbaijan, Turkey, Ukraine and Armenian visited Georgia to share experience regarding RCMES

- Ukraine – IMMIS project (IOM)
 - Armenia – MIBMA project (ICMPD)
- 

The European Readmission Capacity Building Facility

(EURCAP)

- Pakistan – RCMS rolled out in April 2018
- Sri Lanka – Development of Software Requirements Specifications (SRS) for SL RCMS is in final phase
- Bangladesh – Study visit to Georgia is scheduled by the end of this year

Future Development Prospects

- Integrated/One RCMES for all European Union Readmission applications for all CoO
- Bringing new actors into the system (e.g. Frontex)

Thank you for your attention!

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