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II. Health Care (1/2)

I. General information

Georgia offers a universal health care program funded by the state. It provides a number of packages in ambulatory and in-patient care.

Universal Health Care:

- Open to citizens of Georgia as well as asylum seekers, and persons with humanitarian or refugee status
- In-patient treatment and some ambulatory care are fully covered
- Treatment of HIV and TB as well as insulin for diabetes patients are free of charge
- Dialysis is also available in several clinics
- For drug addicts, state funded Methadone Substitution program is available free of charge, At an initial phase only an enrollment fee of 70 GEL has to be paid
- Medical costs for child-care (up to age 5) are partly covered depending on illness
- Contact the Ministry of Health and enroll at the nearest clinic
- Information on health-care providers can be found at: http://cloud.moh.gov.ge

Costs:

All costs which are not covered by the state insurance have to be paid by the patients. For pensioners, the government has 100 GEL allocations in the district municipalities every three months.

Benefits:

Benefits include planned out-patient services located near the place of residence; services of family doctors (100%); tests and treatment prescribed by relevant profile doctors after referral (70-100%); certain emergencies (100%); planned surgeries (70%); chemotherapy (80% with a limit of 12.000GEL/year); child delivery (max. 500GEL), caesarean (max. 800GEL).

2. Medical treatment and medication

Medical facilities and doctors:

All clinics in Georgia are privatized and Universal Health Care does not cover all costs. Georgian citizens can address any clinic at any time, based on their needs. However this service has to be paid. Preferably, call and sign up for an appointment. There are daily waiting lists for urgent cases.

Main Medical Facilities:

- Tbilisi Central Hospital; I Konstantine Chachava St, Tbilisi 0159; Tel: +995 322 10 44 44;
- Medical Centre CITO; 40 Zakaria Paliashvili Street, Tbilisi; Tel: +995 322 29 06 71
- Research Institute of Clinical Medicine; 13
 Tevdore Mgvdeli St., Tbilisi 0112; Tel: +995
 322 34 81 19



II. Health Care (2/2)

Procedure of admission:

Patients can call and sign up for an appointment. For State Insurance, patients have to consult their doctor (according to their place of residence) who will then refer them to a relevant specialist. Some appointments and medicines are covered by the State Insurance.

Availability and costs of medication:

Major pharmacies in Georgia provide a variety of medication. The availability of certain medicaments can be verified by their brand names or generic names either online or by phone at the following sites:

- Medical Information Service <u>http://www.mis.ge/ka</u> +995 032 2 252233
- Ministry of Labor Health and Social Affairs http://apps.ssa.gov.ge

Most of the drugs are not covered by the state programs. Therefore patients have to bear the cost on their own. For some drugs a prescription is necessary. In this case, the patient should contact the relevant doctor and obtain the prescription first.

Health Care System: Access for Returnees

Eligibility and requirements:

All citizens of Georgia as well as asylum seekers, and persons with humanitarian or refugee status are eligible for the health insurance system in Georgia.

Registration procedure:

Georgian citizens automatically become participants of the state insurance. However, registration is necessary in order to enjoy benefits of the programme. For this purpose, returnees should call the 15-05 hotline of the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia or directly contact the nearest policlinic, medical centre or hospital for registration.

Required documents:

Valid Georgian ID.

III. Labour Market and Employment (1/2)

I. General information

According to the National Statistics Office's official data for 2018, the rate of the economically active population (aged 15+) in Georgia is at 63.9%. The high level of the economically active population in rural areas is due to the low income jobs in agriculture.

Georgia has a relatively high employment rate for persons above the retirement age of 65+ years, as they struggle with the low pension.

Young people (aged 15-25) who live in cities are economically less active. Most employed persons are aged between 40 and 60. Most jobs exist in wholesale and retail trade, repair of motor vehicles, personal and household goods sectors, in industry, and in construction.

The average monthly income per capita is 317.2 GEL (2017, household survey data). Purchasing Power Parity (PPP) has not been calculated for Georgia.

For detailed information see:

http://www.geostat.ge/index.php?action=page&p_id=143&lang=eng

The average monthly nominal salary is 999.1 GEL (2017 data). The highest salaries can be found in the financial intermediation sphere (2,008.3 GEL), Construction (1,461.3 GEL), transport and communication (1,288.9 GEL) and in public administration (1236.1 GEL).

The unemployment rate in Georgia is not very high in figures: In 2018, it stood at 12.8%. There are no unemployment benefits for people who lost their job. Unemployment rates are especially high for age groups 19-20 and 20-24 years with 27.1% and 29.1% respectively (2017, Geostat data). Furthermore, according to 2018 data, the unemployment rate is higher for men (13.9%) than for women (11.2%).

2. Ways/assistance to find employment

The greatest demand for jobs is in the service sector. The salary scales can be checked at http://geostat.ge/index.

For further information, contact the following agencies:

- State Employment Agency: phone: I 5-05, http://ssa.gov.ge; http://www.worknet.gov.ge
- Adjara Autonomous Republic State Employment Agency:

 18, Rustaveli street, Batumi;
 phone: +995 32 222 222;
 email: info@adjarainfo.org.ge
 web: www.hrajara.gov.ge/ge/

Vacancies can also be found on these websites: http://www.jobs.ge or http://www.hr.com.ge .

3. Unemployment assistance

General information on public and/or private unemployment assistance:

The employment department of the Social Service Agency provides assistance for job seekers/ unemployed persons.

They should register on the website worknet.gov.ge or address to the employment department, where they can receive several services: job counselling, CV creation and referral to potential employers.

Benefits and Costs:

There is no financial unemployment benefit for unemployed persons.

4. Further education and trainings

Unemployed who are looking for a better job, can register on the website worknet.gov.ge which connects job seekers and employers. Additionally, social service agencies offers free short-term professional training courses to job seekers taking into account the labour market needs.

III. Labour Market and Employment (2/2)

Unemployment Assistance: Access for Returnees

Eligibility and requirements:

All Georgian citizens are eligible to receive assistance from the Social Service Agency (SSA), employment department in job seeking, mediation, vocational training, etc. However, there is no financial assistance for unemployed in Georgia.

Registration procedure:

The unemployed person/job seeker has to register on the website <u>worknet-gov.ge</u> independently or with help by the SSA and employment department. The mentioned agencies can support the process of job seeking, and provide wage subsidies for specific groups (for up to 4 months) as well as training assistance.

Required documents:

Valid ID and all relevant work related documents, such as diploma for proof of education, qualification and work experience.



Credit: IOM / 2017

IV. Housing

I. General information

The average rent for a two room (one bedroom) apartment in Tbilisi is about 350 USD per month depending on the district and state. Utilities cost around 150-250 GEL per month.

There is a great number of apartments available for rent. Relevant information can be retrieved from the websites

- www.myhome.ge
- www.place.ge
- www.saqme.ge

or from newspapers like Sitkva da Sakme.

Housing facilities for returnees/ social housing:

There is a shelter for homeless persons in Tbilisi, located in the Lilo district. It has capacities for 250 persons and is well equipped. One room accommodates 10-12 people.

The shelter is a temporary place for living and people can stay there from 10 to a maximum of 18 months. The person will be provided with food and clothes. One can address the shelter individually (on his/her own) or with the assistance of police officers. First, the person has to undergo a screening procedure to check his/her eligibility (contact number: 577 902520).

To be allowed to stay in the shelter the person should meet the following criteria:

• Must be a citizen of Georgia

- Must be registered in Tbilisi for at least the last 2 years
- Must be employable
- Must not have any property
- · Must not have family members who are employed (with any property)

 • Should not have any medical and legal
- problems
- Should be able to take care of themselves

2. Ways/assistance to find accommodation

For assistance with short-term accommodation directly upon return, please contact:

Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia. Address: 0159, 144 Akaki Tsereteli Av., Tbilisi; Hotline: (+995)322 1505

3. Social grants for housing

No social support for housing is available other than the shelter in Tbilisi refered to above.



IV. Housing

Housing: Access for Returnees/Vulnerable Groups

If the returnee is victim of trafficking and domestic violence there are shelters available where they can temporarily stay after returning.

Housing for VoTs and victims of domestic violence

The State Fund for Protection and Assistance of (Statutory) Victims of Human Trafficking is a state-run fund which has two shelters for VoTs and victims of domestic violence in Tbilisi and Batumi. On top of this, presumed VoT or victims of domestic violence can be placed at the Crisis Center together with dependents. Shelters and Crisis centre provide the following services to their beneficiaries: daily accommodation; psychological assistance; medical assistance; legal assistance; translator's service. Shelters for victims of domestic violence apart from VoTs shelters operate in Sighnaghi, Kutaisi and Gori and provide all the services mentioned above. For more information please see Website: http://atipfund.gov.ge/eng; Tel.: 116 006.



V. Social Welfare (1/2)

I. General information

The social welfare system is composed of the following financial benefits:

- Subsistence allowance
- Reintegration assistance
- Foster care
- Adult family care assistance
- In-kind social aid
- State compensation
- Household subsidy
- Social package

Contacts:

• Social Service Agency (hotline 15-05)

Costs:

The registration in order to receive financial benefits from the state social welfare system is free.

Benefits:

Families living below poverty line can receive a cash subsistence allowance starting from 30 GEL per family member up to 60 GEL per family member (depending on the family's rating score).

2. Pension System

In Georgia, there is only one public pension system, which is based on age: Entry age is 65 years for men and 60 years for women.

Costs:

The registration is free.

Benefits:

The state pension is 200 GEL.

Social Welfare System: Access for Returnees

Eligibility and requirements:

All Georgian citizens are eligible to access the social welfare system especially those who themselves or whose family members belong to vulnerable group (persons with different disabilities, elderly persons, persons below poverty line etc.).

There are specific programs for some groups (e.g. persons with different disabilities, elderly persons, persons below poverty line) with varying eligibility criteria.

Registration procedure:

The returnee should address the nearest office of the Social Service Agency, complete an application form and present their ID. Other required documents vary according to the type of financial assistance requested from the returnee. The returnee will be advised by the agency staff. After submitting all necessary documents, the applicant will receive the benefits within one month. More information about such benefits can be retrieved at http://ssa.gov.ge/index.php?lang_id=GEO&sec_id=34

If a person wants to obtain a social package, a social service agency will review this application and will make the final decision within a maximum of 10 calendar days. Further information can be obtained at www.ssa.gov.ge or by calling the hotline 15-05.

Registration documents:

The applicant's ID is the most important document. Other documents may be required depending on the type of requested service.

V. Social Welfare (2/2)

Pension System: Access for Returnees

Eligibility and requirements: Currently there is a public pension system in Georgia. People are eligible for it if they fulfil one or more of the following criteria:

• Reaching the pension age (65 years for men, 60 years for women)

An accumulative pension system has been introduced since 2019, which is voluntary for persons who are self-employed, also for employed persons above 40. The participation in the system is obligatory for Georgian citizens below 40 who are employed, as well as foreigners who hold a permanent residence permit of Georgia. 2% of the participant's salary goes on their personal pension account. In addition to this, Government and employer will add 2-2% to the person's account. When reaching the pension age, the participant is eligible to receive accumulated pension on a monthly basis.

Registration procedure:

Application has to be submitted to the nearest social service offices. The decision will be made within 10 days. Receiving a foreign pension excludes persons from the Georgian state pension.

Registration documents:

An ID document and (if applicable) proof of fulfilling the respective criterion are required.

3. Vulnerable Groups

The Social Service Agency is responsible for helping people below the poverty line. The State social programmes provide assistance to the following groups:

- Disabled people
- Elderly
- Orphans

Assistance for vulnerable persons:

The program Provision of People with Mental Disorders with Asylum provides daily service. Eligible for this program are persons older than 18 years, having dementia caused by congenital or acquired mental diseases, as well as mental disorders, requiring the service stipulated by the program.

Furthermore, there are financial benefits for several groups:

- Socially vulnerable people (below the poverty line): from 30 to 60 GEL per family members (depending on the family's rating score)
- Disabled people with severe disabilities: 200 GEL per month
- Disabled people with mild disabilities:120
 GEL per month
- Unaccompanied minors (with dead breadwinner) up to 18 years: 100 GEL per month
- Foster care families: 200 GEL per month (375 GEL per month for a disabled child) if the families are related to the child. If they are not related: 16 GEL per day (30 GEL per day for a disabled child)

VI. Educational System (1/2)

I. General information

State kindergartens are free of charge. Registration is done online according to the procedures adopted every year, usually several months before kindergarten and school starts (March, April). In primary schools registration is done in several stages. The procedures are established by the Ministry of Education. http://emis.ge

Precondition for entering higher educational institutions is the successful passing of Unified National Exams. Every person presenting the document of completed secondary education can participate in the exams. Citizens of Georgia, who have obtained the document of completed secondary education or/and the right to access higher education abroad, can also participate in Unified National Exams.

Educational Level	Age
e.g. Child care / nursery school	2 – 3
e.g. Kindergarten	3 – 6
Primary Level	
e.g. Elementary School	6 – 12
Secondary Level	
e.g. Middle School	12 – 15
e.g. High School	15 – 18
Higher Education	
e.g. Collegen, University, Professional School etc.	From 18

Registration can be done online: http://registration.emis.ge/

30 universities, 24 educational institutes, and 9 colleges have an international accreditation; the list can be found at:

http://mes.gov.ge/content.php?id=1855&lang=ge o

2. Costs, loans and stipends

Education in public schools is free. With regard to the results of the national exams, students in higher educational institutions are granted state grants in accordance with the rules defined by the Ministry of Education and Science of Georgia. The grants vary between 100%, 70% and 30%. In 2018, 1011 students received a 100% state grant, while 70% state grants were given to 1455 students, and 30% state grants to 4077 students.

Access and requirements to stipends and/or loans for covering tuition

There are different types and amounts of stipends available at the institutes and universities with different requirements. There are as well governmental stipends and exchange programs with different foreign universities. For more information please visit

- http://mes.gov.ge/
- https://edu.aris.ge/

Educational System: Access and Registration Procedure for Returnees

Returnees have access to the educational institutions like any other Georgian citizens. For kindergartens, schools and universities there is online registration. Students are enrolled in the state and private higher educational institutions with regard to the results in the national exams.

VI. Educational System (2/2)

3. Approval and verification of foreign diplomas

The state recognizes only diplomas of authorized higher institutions. Required documents are:

- Application form, prepared in Georgian language or bring a notarized translation
- Copy of ID card (in case of foreign citizens, the notarized translation of passport copy)
- If another person files the application: document certifying the power of attorney
- If a parent files the application: notarized copy of child's birth certificate
- Translated and notarized copy of educational documents:
 - Certificate of complete general education and its supplement
 - Certificate of base education and its supplement
 - Certificate of primary education and its supplement
 - Vocational Diploma and its supplement
 - Higher Education Diploma and its supplement document certifying the awarded academic qualification

 Recognition of qualification acquired abroad costs 40 GEL (for one month); 80 GEL (in 15 days) 120 GEL in 5 days an 250 GEL in one day

Approval and Recognition is subject to general education, vocational education, and higher education.

Recognition is not valid to preschool education (kindergarten). Residency (postgraduate medical training) is recognized depending on the case and education acquired within exchange programs without involvement of the Ministry of Education or Center of Education of Georgia, will not be recognized.

Studies in higher educational institutions without taking Unified National Exams or Unified Masters Exams are possible for students who have been studying abroad for at least 2 years. Interested students should address:

 National Center for Education Quality Development Quality Development I Aleksidze Street, Tbilisi Tel: 2200220 Email: info@eqe.ge



Credit: IOM / 2017

VII. Concrete Support for Returnees

I. Reintegration assistance programs

The Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia implements reintegration programs throughout Georgia. Namely, Department of Labor and Employment Politics, Division of Migration Issues. Hotline of the ministry: 1505. From 2019 state's budget, 650 000 GEL has been allocated for the program.

Requirement:

Having been living outside Georgia for over one year; addressing the center within one year after return.

Services are limited, so not everyone addressing the center can get the assistance, however medical assistance and assistance to socially vulnerable persons is aimed to be rendered to all in need.

2. Financial and administrative support

- Medical assistance provision of prescribed medications and services up to 1000 GEL
- Income generating activity 500 GEL up to 4000GEL
- Vocational education courses-up to 1000GEL
- Temporary accommodation up to 240 GEL (per person) up to five days (including food). e.g. hostel, guest house.

3. Support to start income generating activities

Income generating activities can also be financed by the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia.

 Address: 0159, 144 Akaki Tsereteli Avenue, Tbilisi; Hotline: (+995) 322 1505

The returnees can address banks or micro credit institutions for co-funding. However interest rates are quite high, so most people choose not to use such assistance.

List of NGOs implementing the governmental reintegration programs

Public Advocacy (Regions: Tbilisi, Kvemo Kartli und Mtskheta-Mtianeti) Tel: +995 558 233786; +995 574 110500; +995 (032) 2 96 91 20

Toleranti (Regions: Shida Kartli and Samtskhe-Javakheti)

Tel: +995 571 78 77 75; 599 20 44 85 Shida Kartli, Tel: +995 551 12 48 01

Apkhaz Inter Cont (AIC) (Regions: Samegrelo und Zemo Svaneti)

Tel:+995 593 30 79 79; 598 71 07 77

Apkhaz Inter Cont (AIC) (Regions: Imereti, Racha-Lechkhumi und Kvemo Svaneti)

Tel: +995 593 69 69 66; 595 48 48 75

Intellect (Regions: Adjara und Guria)

Tel: +995 (0422) 27 22 25; 27 22 45; 599 01 60 54, 592 57 18 00

KRDF - Regional Development Fund (Region: Kakheti)

Tel: +995 591 233294; 595 24 80 30; (+995 349) 22 52 77

VIII. Contact Information and Useful Links (1/4)

International, Non-Governmental and Humanitarian Organizations

IOM

Address: 12 T. Abuladze str, 1st dead end, Tbilisi

Tel.: +995 32 2 25 22 16 Email: iomtbilisi@iom.int

Internet: www.iom.ge

UN Georgia

Address: 9, Eristavi str. UN House, Tbilisi, Georgia

Tel.: +995 32 2 25 11 26

Email: xxx

Internet: www.ungeorgia.ge

Caritas Georgia

Address: Nutsubidze Plateau II, 3a Besarion Jgenti str.

Tbilisi, Georgia

Tel.: +995 32 221 78 19; +995 591 22 34 19

Email: tata.topadze@caritas.ge Internet: www.caritas.ge

DVV International

Address: 20 Kipshidze str. Apt 3, Tbilisi, Georgia

Tel.: +995 32 2 25 17 52; 2 91 34 75 Email: info@dvv-international.ge

Internet: www.Georgia.dvv-international.ge

GIZ

Address: 31 Griboedov str. Tbilisi, Georgia

Tel.: +995 32 220 18 00 Email: giz-georgia@giz.de Internet: www.giz.de **GYLA (The Georgian Young Lawyers' Association)**

Address: 101 Uznadze str. Tbilisi, Georgia

Tel.: +995 32 2 99 50 76 Email: GYLA@GYLA.GE Internet: <u>www.gyla.ge</u>

IRC (Innovations and Reforms Center)

Address: 32 Saburtalo str. Tbilisi, Georgia

Tel.: +995 32 2 55 20 01 Email: Info@irc.ge Internet: www.irc.ge **CIDA (Civil Development Agency)**

Address: 9-1 Pirosmani str. Rustavi, Georgia

Tel.: +995 0341 25 88 22 Internet: www.migrant.ge Skype hot-line: migrant_ge

Red Cross

Address: J. Kakhidze str. 15 Tbilisi, Georgia Tel.: +995 32 2 96 10 92; +995 577 777 437

Email: press@redcross.ge Internet: www.redcross.ge

VIII. Contact Information and Useful Links (2/4)

Relevant local authorities (employment offices, health/pension insurances etc.)

Social Service Agency (SSA)

Address: 144 Ak.Tsereteli Ave

Tel.: 15-05

Email: info@ssa.gov.ge Internet: www.ssa.gov.ge

State Employment Agency

Address: 51 Javakhishvili str. Tbilisi

Tel.: 15-05

Internet: www.worknet.gov.ge

Ministry of Education

Address: Dimitri Uznadze 52, Tbilisi Tel.: +995 31 220 02 20/ext.1150

Email: pr@mes.gov.ge Internet: www.mes.gov.ge

Tbilisi Municipality. NPO Temporary Shelter

Address: Didi Lilo, Al. Japaridze Str, Tbilisi

Tel.: +995 577 90 25 20

Ministry of Foreign Affairs

Address: 4 Chitadze str. Tbilisi, Georgia

Tel.: +995 2 94 50 00 Email: inform@mfa.gov.ge Internet: www.mfa.gov.ge

Public Service Hall

Address: 2 Sanapiro str. Tbilisi, Georgia

Tel.: +995 32 2 405 405 Email: info@psh.gov.ge Internet: www.psh.gov.ge

VIII. Contact Information and Useful Links (3/4)

Services assisting with the search for jobs, housing, etc.

Ministry of Internally Displaced Persons from the Occupied Territories, labour, health and social affairs of Georgia

Address: 144 Ak. Tsereteli Ave. Tbilisi, Georgia

Tel.: +995 32 251 00 11

Hotline: 15 05

Email: info@moh.gov.ge Internet: www.moh.gov.ge

Medical facilities

Tbilisi Central Hospital

Address: K. Chachava str. Tbilisi 0159

Tel.: +995 322 10 44 44 Internet: <u>www.tch.ge</u>

Research Institute of Clinical Medicine

Address: 13 Tevdore Mgvdeli str. Tbilisi 0112

Tel.: +995 322 34 81 19

Email: radiologymedicine@yahoo.com Internet: www.clinicalmedicine.ge

AIDs and Clinical Immunology Research Center

Address: 16 Kazbegi Ave. Tbilisi

Address Line 2

Tel.: +995 32 2 39 80 18 Email: aids@gol.ge

Internet: www.aidscenter.ge

Medical centre "CITO"

Address: 40 Z. Paliashvili str. Tbilisi

Tel.: +995 322 29 06 71 Email: info@cito.ge Internet: www.cito.ge

Aversi Clinic

Address: Vazha-Pshavela Ave.27b, Tbilisi

Tel.: +995 32 2 500 700 Email: info.clinic@aversi.ge Internet: www.aversiclinic.ge

New Hospitals

Address: Krtsanisi str.12 Tbilisi Tel.: +995 32 2 190 190 Email: office@newhospitals.ge Internet: www.newhospitals.ge

K. Mardaleishvili Medical Center

Address: Lisi Lake #4, Tbilisi Tel.: +995 32 2 43 01 00 Email: info@mmc.ge

Internet: www.mmc.ge

National Tuberculosis Center

Address: Maruashvili str50, Tbilisi

Tel.: +995 32 2 91 19 26 Email: tbcenter@tbgeo.ge Internet: www.tbgeo.ge

VIII. Contact Information and Useful Links (4/4)

Other contacts (e.g. NGOs for women and children, microcredit-lending)

World Vision Georgia

Address: Aghmashenebeli Ave.61, Tbilisi

Tel.: +995 32 215 75 15 Email: ana.chkhaidze@wvi.org Internet: www.wvi.org/Georgia

Micro finance organization "Crystal"

Address: Nikea str. 22, Tbilisi Tel.: +995 32 2 02 20 20; Email: info@crystal.ge Internet: www.crystal.ge

UN Women

Address: Kavsadze str.3, 0179 Tbilisi Tel.: +995 32 222 06 04; 222 08 70 Email: Gvantsa.asatiani@unwomen.org

Internet: www.ungeorgia.ge

Eurocredit

Address: G. Saakadze NII (Vakhushti bridge), Tbilisi

Tel.: +995 32 2 904 000 Email: info@credit.ge

Internet: www.eurocredit.ge



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