



QUESTURA DI MILANO

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Computerised procedure for foreigners seeking international protection.

The Milan Police Headquarters communicates that from **Wednesday 5th April 2023**, for foreign citizens residing in Milan, who intend to apply for international protection and who are **provided** with an identification document, it will be possible to access the Immigration Office in via Cagni simply by registering on the PRENOTAFACILE portal ***prenotafacile.poliziadistato.it***, then selecting the "Submission procedures" service and identifying the first available date. Therefore, prior physical presentation at that site will not be necessary.

In anticipation of the activation of the new scheduling methods, the Immigration Office in via Cagni, on **April 4th, 2023**, will temporarily suspend access for spontaneous presentations, continuing the ordinary activities of dealing with foreigners already with an appointment.

We inform you that access to the PRENOTAFACILE system, already active for other needs and borrowed from the Milan Police Headquarters to meet the current emergency, provides for the mandatory insertion of an identification document, also in photocopy. Foreign citizens **without** any document, **from Tuesday 11th April**, can request an appointment at the Immigration Office in via Cagni by contacting the associations (see attachment above right) that have made themselves available to collect the personal data of the applicants and who will have access to the booking system. The associations, to which applicants will have to provide their data and produce 2 passport-size photographs, will not provide support for the electronic booking of individuals who are in possession of a document nor will they carry out consultancy activities for the use of prenotafacile.

In addition, as a further initiative to facilitate access, **from Wednesday 5th April 2023**, the Immigration Office will make use of the collaboration of the AVSI association (with which an operational protocol is already active for the management of appointments of Ukrainian citizens seeking temporary protection), to meet the needs of foreign citizens residing in Milan seeking international protection, who wish to access the procedure for the recognition of international protection and who fall into the following **categories of "fragility": persons over 60 years and pregnant women**. These people can request



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an appointment at the counters of the Immigration Office in via Cagni 15, by consulting the **AVSI Hub Secretariat**, based in Milan, in Viale Monza n. 79, **personally or by calling the specially activated and dedicated number: 351 5735567**.

The Secretariat will be active **from Monday to Friday from 9.00 to 13.00** and will schedule a meeting at the AVSI Counter, where interested parties should present themselves **personally** bringing the following documents:

1. 2 passport-size photographs;
 2. any certificates/documents certifying your residence in Milan or province;
 3. passport or attestation of exact personal details or other identification document or copy thereof, if they are in possession of them;
 4. – pregnant women: a pregnancy certificate issued by a public health facility
- persons over 60 years of age: an identification document showing the age.

The Counter will make a dedicated appointment at the branch office of the Immigration Office, where migrants can go on the established day, for the identification procedures and the formalization of the application.