



Comune di Cervia
Municipality of Cervia



Comune di **Ravenna**
Municipality of Ravenna



Comune di Russi
Municipality of Russi

Associated management

Service Charter Of the District Network of Foreign Citizen Assistance Desks.

Project by working group:XXI

Municipality of Ravenna, Municipality of Cervia and Municipality of Russi

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1. SPID: sistema pubblico di identità digitale.

2. CAS: centro di accoglienza straordinaria; SAI: sistema accoglienza integrazione; OLS: oltre la strada

FOREWORD

The Immigrant Citizens Office was established in Ravenna back in 1989 as an information, guidance and administrative assistance service for Senegalese citizens who had settled along the Riviera Romagnolo. They were among the first in Italy.

Since then, it has seamlessly guaranteed its services, accompanying the life projects and paths to autonomy of tens of thousands of foreign citizens. This type of counter still has strong utility today, as the administrative issue produces significant economic and social consequences, largely generated by the country's cultural difficulties in managing the immigration phenomenon.

In our system, administrative proceedings are governed by Law No. 241/1990, which also applies to immigration proceedings. Article 2 stipulates that administrative proceedings must be concluded within a period of 30 days, which can be extended to 90 or a maximum of 180 days, depending on its complexity. However, Art. 2 Paragraph 4 excludes that the 180-day maximum limit can apply to "proceedings for the acquisition of Italian citizenship and [to] those concerning immigration." This is a generic derogation, not limited to special situations of public order and national security, to one of the fundamental principles that have rebalanced the relationship between citizen and state over the past 30 years.

A further obstacle to the possibility for foreign citizens to take advantage of the rules on administrative simplification is the continuous extension of the entry into force of rules favouring the use of decertification. In particular, Decree-Law No. 5/2012-known as the "Simplify Italy Decree"-converted with Law No. 35/2012, provides in Article 17, paragraphs 4-bis and 4-ter, the possibility for foreign citizens to use declarations in lieu of affidavits "limited to states, facts and personal qualities certifiable or attestable by Italian public or private entities." This rule, although it should have already come into force, has not yet been implemented to date. This is because, the so-called "Decreto Mil-leproroghe" delays the entry into force of the rule every year (most recently, Decree Law No. 215/2023 stipulates that the aforementioned provisions take effect as of December 31, 2024). Therefore, foreign nationals still cannot use affidavits-in the cases provided for by law-even though there is a rule that expressly provides for it.

The reason that would seem to justify such an extension is the lack of interconnection between the databases of Public Administrations (hereafter PA). However, the creation of a Digital National Data Platform (PDND) is expressly provided for in Art. 50-ter of Legislative Decree No. 82/2005--Digital Administration Code (CAD)--as amended by Legislative Decree No. 235/2010. Article 60, paragraph 3-bis (f) of the CAD identifies, among the databases of national interest, "automated archives in the field of immigration and asylum." The very serious delays in building a modern national digital infrastructure are now unsustainable costs for the economic and social growth of our country. In our area, if PA databases were truly interoperable, we would have faster, more secure and less costly procedures. On the contrary, the current situation shows that the procedures aimed at issuing residence permits are still significantly based on the use of paper material, although many applications are submitted through Italian's Poste digital platform ("Eli2" procedure). This leads to an increase in the duration of the preliminary investigation, a greater risk of error and a precarious condition in which the person of foreign citizenship finds himself, effectively preventing him from fully exercising his rights.

For these reasons, we call for a renewed debate on the reasons why this administrative modernization project has not been carried out, reminding us that effective management of the migratory phenomenon also requires the implementation of appropriate administrative procedures.

FIRST PART: GOALS AND PRINCIPLES OF THE CHARTER

The Service Charter is the document by which the district network of counters makes a series of commitments to its users, declaring the essential characteristics of services, the mode of delivery, quality standards and informs the user on how to protect their rights. The network of counters, with the Service Charter, establishes an "agreement" with its users based on:

- Indication, definition and verification of services standard and quality;
- Simplification of procedures, including through computerization;
- Adjustment of procedures in relation to the needs of the administration and users; - Service promotion and information;
- Preparation of procedures for listening and feedback of services offered;
- in case of disservice, the user can file a report or complaint.

The Service Charter, therefore, is a tool to protect people who intend to use that service and pursues the following purposes:

1. Provide essential information on the principles, contents and characteristics of the service, as well as the rules governing the relationship between the Administration and the citizen, in accordance with the principle of transparency;

2. Ensure user involvement in the identification of goals and verification of their achievement;

The Service Charter should therefore be understood as an open, participatory and dynamic tool. It is drafted in accordance with the relevant regulatory provisions. In particular to the Directive of the President of the Council of Ministers of 27/01/1994 and Legislative Decrees No. 286/1999, No. 150/2009, No.33/2013.

The Service Charter is valid from the moment of its issuance and is, by its nature, an instrument intended to be periodically updated, depending on the stated and achieved objectives.

The district network of counters, with the drafting of the Charter, is committed to the following fundamental principles:

1. Equality and impartiality, equal opportunity and confidentiality.

Services shall be provided in accordance with impartiality and equity, on the basis of equal access for all persons, regardless of gender, religion, nationality, language, political opinion, social status, educational level, and sexual orientation. Confidentiality of personal data is guaranteed and special care is taken to facilitate the use of services for people with disabilities.

2. Continuity

Services are provided on a continuous basis. Ravenna can be accessed in three ways: free access (i.e., without an appointment) during public opening hours, by appointment or remotely during Online Office hours. In Cervia and Russi, access is by appointment only.

Any planned changes or interruptions in the provision of services, will be communicated in advance so as to ensure, as far as possible, a reduction in the inconvenience and waiting time caused by any disruptions.

3. Participation and transparency

The district network of thematic desks promotes citizen participation to improve the quality of services, through the promotion of tools to provide feedback on the services provided. This is possible through: suggestions, observations and complaints.

4. Effectiveness and efficiency

The district network of counters is committed to pursuing continuous improvement of services to the public. This is through the adoption of innovative solutions, both from the point of view of the tools used and from the organizational point of view, consistent with available resources.

MUNICIPALITY OF RAVENNA NETWORK OF TEMATIC DESKS

The Immigrant Citizens Office is responsible for:

- providing advice and guidance in the procedures within the competence of the Municipality (registration and mutation of registry offices for guests of the reception system and the issuance of certificates of housing suitability for the purpose of the stipulation of the "contract of stay for subordinate work");
- assisting and guiding citizenship in the administrative procedures provided for in the regulatory provisions on immigration;
- providing immigration counselling that is functional to maintaining a regular legal and administrative position.

MUNICIPALITY OF RAVENNA - WHERE, HOW, WHEN AND WHAT: IMMIGRANT CITIZENS DESK

The Municipality of Ravenna, for the provision of services aimed at people of foreign citizenship makes use of four branches: Immigrant Citizens Office (Via Oriani No. 44), Intercultural Office (at the House of Cultures, Piazza Medaglie d'Oro No. 4), International Students Office (at the UniBo Secretariat, Via Baccarini No. 27), and Forced Migration Victims Office (two locations: Via Oriani No. 44 and Via Destra Canale Molinetto No. 189).

The Immigrant Citizens Office is located at Via Alfredo Oriani No. 44 - 48121 Ravenna - 1st floor (intercom "sportello citt. migranti") reachable on foot from Ravenna Station or in the following ways:

- city transportation lines: lines 176, 18, 296, 70, 90. with bus stop at Rome Street, lines 1, 3, 4, 5, 8, 18, 80 with bus stop at Guaccimanni Street;
- by car the accessible parking lots in the area are:
 - free parking in Renato Serra Street in front of the former municipal slaughterhouse;
 - paid parking in Largo Firenze, Via di Roma, Via Pascoli/Oriani
 - reserved disabled parking space: Via Oriani n.44, in front of the entrance

Phone: 0544 - 485314 during public opening hours (Monday and Wednesday from 09:00 to 13:00; Tuesday and Thursday from 14:00 to 17:30);

E-mail address: accoglienzastranieri@comune.ravenna.it

Website: <https://www.comune.ra.it/aree-tematiche/progetti-e-servizi-per-limmigrazione/counters-topics/>

The Immigrant Citizens Office can be accessed in a multichannel mode: free access during public opening hours, remotely during online Counter hours, or by appointment. The Municipality of Ravenna also provides a Office dedicated to victims of forced migration within which it is possible to identify two sections: one, for the registry registration of guests in the reception system, and the other, for applications for inclusion in projects

METHODS OF ACCESS AND SERVICES PROVIDED:

➤ FREE ACCESS WITHOUT APPOINTMENT

This mode provides the possibility to come to the Office without an appointment. It is necessary to take the number and take a seat in the waiting room. Numbers are called in order of arrival, according to the numbering of the display.

You can show up on the following days and times:

Mondays and Wednesdays from 09:00 to 13:00

Tuesday and Thursday from 14:00 to 17:30

Provides the following services:

- information, guidance and advice on current immigration legislation and the network of territorial services;
- preparation of documents and submission of applications for issuance/renewal/update/duplicate of residence permits;
- verification of documentation required for the purpose of family reunification and citizenship applications;
- sending applications for enrolment in the Italian language proficiency test for the purpose of issuance of the E.U. long-term resident permit;
- collection of documents necessary for the issuance of the certificate of housing eligibility, for the purpose of signing the “contract of stay for employment.” The certificate is issued within 30 days of receipt of the request;
- information regarding Voluntary Assisted Repatriation with Reintegration (RVA&R);
- mediation with other public agencies on administrative procedures;

THE EXPRESS DESK

The express Office receives the public without appointment, on a first-come, first-served basis on the following days:

Mondays and Wednesdays from 09:00 a.m. to 1:00 p.m.;

Tuesdays and Thursdays from 2:00 p.m. to 5:30 p.m.

It provides the following services:

- quick information, including by telephone, on procedures related to immigration regulations;
- Issuance of forms related to different types of practices;
- checking of documentation for the purpose of applying for family reunification and citizenship;
- information and orientation regarding the Italian language courses of the CPIA (Provincial Center for Adult Education) and possible pre-registration for A2 and B1 levels;
- delivery of postal kits prepared by the Online Desk;
- booking of appointments for applications for Italian citizenship and family reunification.

➤ **ACCESS BY APPOINTMENT**

The Immigrant Citizens Office receives by appointment for family reunification procedures, citizenship and complex cases on the following days:

Wednesday from 2:00 p.m. to 5:00 p.m.;

Friday from 9:00 am to 1:00 pm.

The appointment can be booked in one of the following ways

- by calling 0544 - 485314 on Mondays and Wednesdays from 9:00 a.m. to 1:00 p.m., Tuesdays and Thursdays from 9:00 a.m. to 1:00 p.m. and from 2:00 p.m. to 5:30 p.m.;
- by calling or sending a WhatsApp message to 329-9079549 on Tuesdays and Thursdays from 9:00 a.m. to 1:00 p.m.;
- by visiting the Office in person during open access hours.

Provides the following services:

- Telematic transmission of Authorisation applications for family reunification;
- Telematic transmission of applications for Italian citizenship by residence or marriage;
- Referral to national projects for citizens interested in Voluntary Assisted Repatriation and Reintegration (RVA&R);
- Listening and advice centre for complex cases.
- SPID registration (LepidaID operator).

➤ **ONLINE ACCESS**

Online access is available at 329-9079549 (by phone or WhatsApp message) and 0544 - 485314 on Tuesdays and Thursdays from 09:00 to 13:00.

It offers the following services:

- information, guidance and advice on current immigration legislation;
- Receipt of documents and remote forwarding of paperwork for issuance/renewal/update/duplicate of residence permits and EU long-term resident permits with subsequent delivery of postal KITs by appointment agreed with the user;
- remote dispatch of the document list and forms necessary for the completion of the paperwork for the issuance/renewal/duplication/update of residence permits and EU long-term resident permits, application for family reunification and citizenship, and application for the issuance of housing eligibility for the purpose of signing the residence contract.

OFFICE FOR INTERNATIONAL STUDENTS

The Office for International Students and Researchers, Lecturers, Visiting Professors, Ph.D. Students, Assignees from Third Countries receives by appointment at the offices of the University of Bologna, Ravenna Campus, Via Baccarini, 27 on:

- Tuesday from 09:00 to 11:00 a.m;
- Thursdays from 14:30 to 16:00.

Appointments can be made by sending an e-mail to one of the following addresses: internationaldesk.ra@unibo.it or accoglienzastranieri@comune.ravenna.it;

It offers the following services:

- Information, guidance and advice on current immigration legislation;
- Preparation of documentation and electronic transmission of applications for the issuance/renewal/updating/duplication of residence permits;
- Preparation of documentation and electronic transmission of applications for family reunification;
- Mediation with other public institutions regarding administrative procedures;
- Activation of an intercultural mediation service, also for accompaniment to other public or private offices;
- Orientation to the territory, the network of services and social and cultural opportunities.

THE OFFICE FOR VICTIMS OF FORCED MIGRATION

The Office for Victims of Forced Migration is responsible for providing information, accompaniment and counselling - including legal counselling - to victims of forced migration, as well as possible referral to specialized reception projects. These include: asylum seekers, beneficiaries of international protection, unaccompanied foreign minors and victims of trafficking, sexual exploitation or labour exploitation.

The Office provides the following services:

1. Requests for inclusion and inclusion in projects. Specifically:

- Collecting and reporting to the SAI Central Service the requests for access to the national reception system;
- Implementation of interventions of specific measures of emergency, first aid, protection and social integration;

1. Collection of documentation aimed at registration and registration mutation of guests in the reception system (CAS, SAI, OLS). In particular:

The managing agency of the reception project, on behalf of the accepted beneficiary, sends requests to the O.U. Immigration Policy via e-mail to accoglienzastranieri@comune.ra.it on Friday mornings from 8:00 to 13:00. The Office receives on the following days and times:

- Mondays, Tuesdays and Thursdays from 9:00 a.m. to 12:00 p.m. at 44 Via Oriani (Oltre La Strada and Common Ground), open access or by appointment by calling or texting 389/4292596;

- Wednesdays and Fridays from 9:00 a.m. to 12:00 p.m. at Via destra Canale Molinetto n.189 (Oltre La Strada and Common Ground), open access or by appointment by calling or texting 389/4292596;
- Tuesdays from 2:00 p.m. to 5:00 p.m. at Via Oriani, 44 (Lunatica/Invisible: orientation, information and social-health support activities for people involved in street and indoor prostitution), free access or by appointment by calling or texting the following number: 335-6058641;
- Fridays from 9:00 a.m. to 12:00 p.m. in the right street Canale Molinetto, 189 (Lunatica/Invisible) by free access or by appointment by calling or texting the following number 335-6058641.

In addition to the above methods, it is possible to access:

- By calling or sending a WhatsApp message to 329 - 9079549 on Tuesdays and Thursdays from 9:00 to 13:00;
- by sending an email to accoglienzastranieri@comune.ravenna.it with your personal details and a phone number;
- by calling 0544 - 485314, Monday through Thursday from 9:00 a.m. to 1:00 p.m., Tuesday and Thursday from 2:00 p.m. to 5:30 p.m., during public business hours.

INTERCULTURAL OFFICE OF CASA DELLE CULTURE

The Intercultural Office is located at the House of Cultures, Piazza Medaglie D'Oro No. 4 - 48122 Ravenna. It can be reached in the following ways

- by public transport: lines 1, 70, 80 with the nearest stops in via Destra Canale Molinetto and via T. Gulli;
- Parking for cars: Piazza Medaglie D'Oro;
- reserved parking for disabled people: Piazza Medaglie D'Oro.

Phone numbers: 0544 - 591876 during the public opening hours.

E-mail address: casadelleculture@comune.ravenna.it

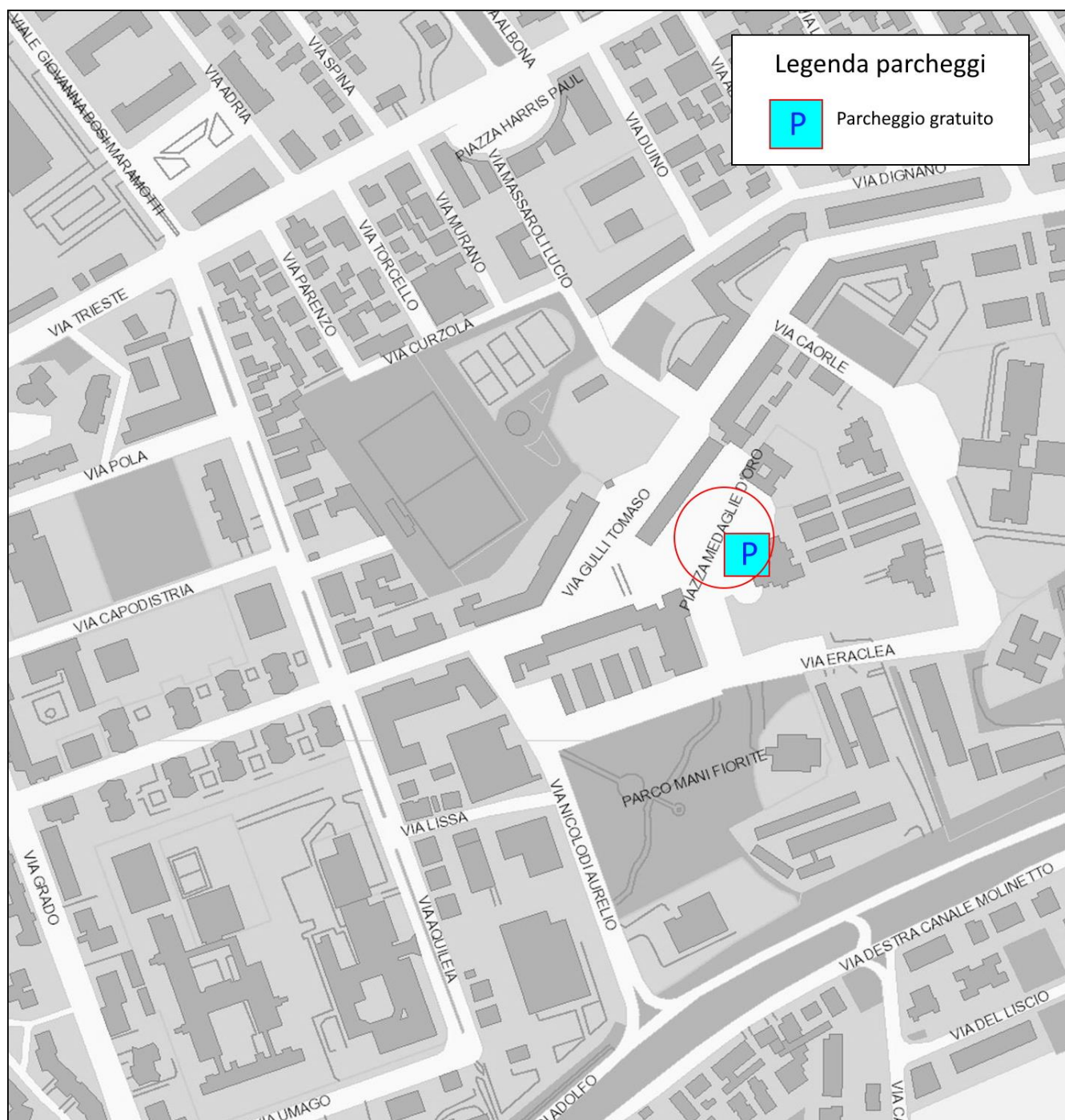
Website: https://www.comune.ra.it/aree-tematiche/progetti-e-servizi-per-limmigrazione/casa_delle-culture/

It can be visited without appointment on the following days and at the following times

- Monday to Friday from 8:30 to 12:30;
- Tuesdays and Thursdays from 14:00 to 17:00;
- Saturdays from 9:00 a.m. to 12:00 p.m;

Appointments can be made:

- by telephone on 0544-591831/0544-591876
- by sending an e-mail to: casadelleculture@comune.ra.it



The Intercultural Office of the House of Cultures offers the following services:

- Registration of SPID credentials (LepidaID Manager);
- Assistance in the preparation of applications for certain types of municipal and regional subsidies (school transport, sports subsidies, etc.);
- Information and guidance on Italian language courses in the area, pre- and post-school enrolment in educational services and support services for the right to study;
- Promotion and support of migrant associations;

- Library service of information and documentation on immigration and intercultural issues for information: <https://centrodocumentazionecasadelleculturera.it>

CULTURAL-LINGUISTIC MEDIATION OFFICE

The Linguistic and Cultural Mediation Office deals with linguistic and cultural mediation interventions for educational institutions in the Ravenna and Russi area.

It is located at the House of Cultures, Piazza Medaglia D'Oro no. 4 - 48122 Ravenna. It can be reached in the following ways

- By public transport: lines 1, 70, 80 with the nearest stops in via Ds Canale Molinetto and via T. Gulli;
- Parking for cars: Piazza Medaglia D'Oro;
- reserved parking for disabled people: Piazza Medaglia D'Oro.

You can visit us without an appointment on the following days and at the following times

- Monday, Tuesday, Wednesday, Thursday and Friday from 8:30 to 12:30.
- Tuesday and Thursday from 2:00 p.m. to 5:00 p.m.
- Saturdays from 9:00 a.m. to 12:00 p.m.

Appointments can be made by calling 0544-591831/0544-591876 or by sending an e-mail to casadelleculture@comune.ra.it.

CERVIA MUNICIPALITY - WHERE, HOW, WHEN AND WHAT

IMMIGRANT CITIZENS DESK

The Immigrant Citizens Office is located in Cervia, at the Urp - Cervia Informa Cittadini - viale Roma, 33 - 48015.

It can be reached as follows

- Extra-urban transport lines: Line 201, Line 251,
- Parking: Piazza Andrea Costa, Viale Roma
- Disabled parking reserved: Piazza Andrea Costa, Viale Roma

By phone: 0544 - 979339 during public opening hours.

E-mail address: sportellostranieri@comunecervia.it.

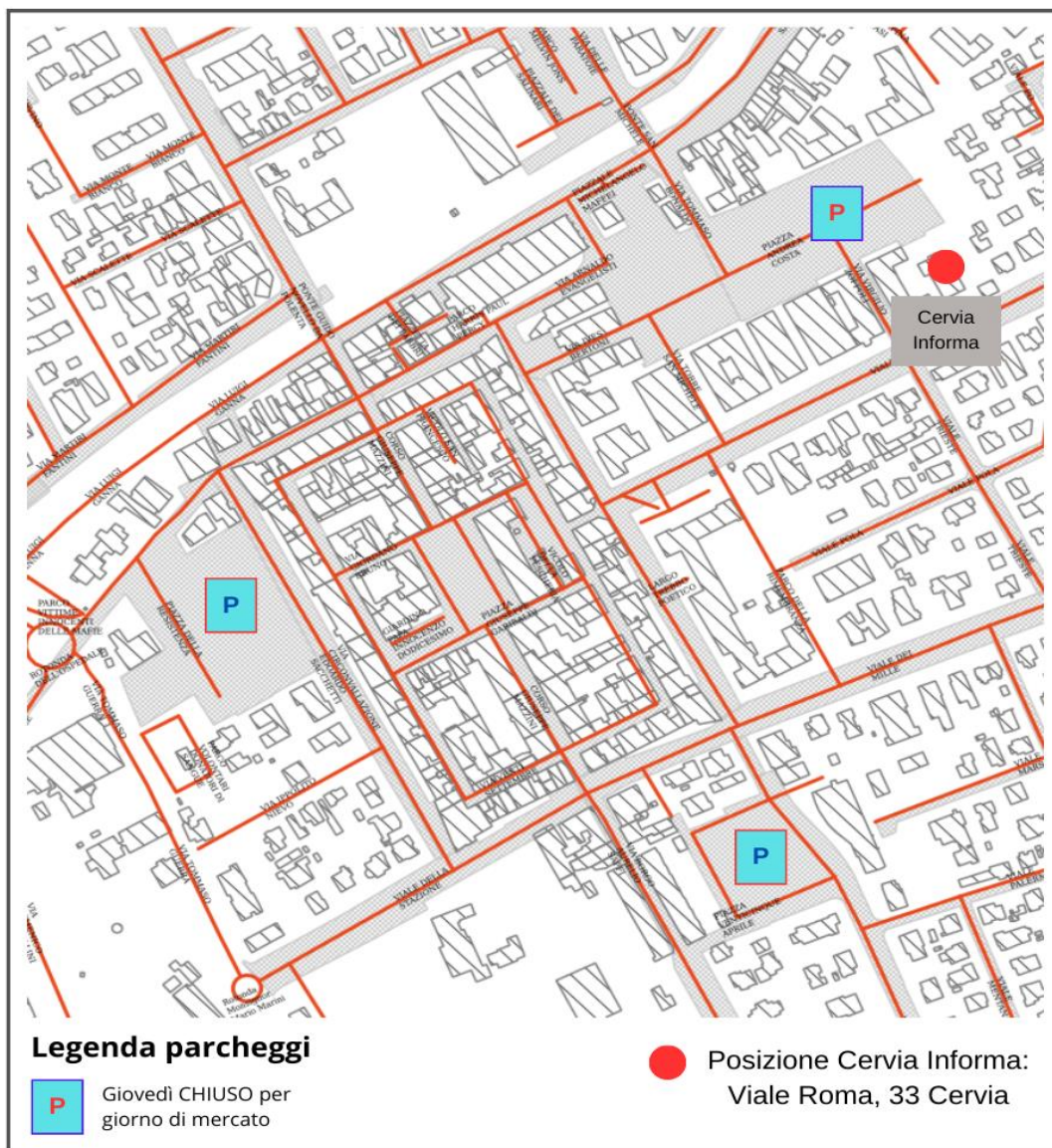
Website: <https://www.comunecervia.it/comune/amministrazione-trasparente/organizzazione/articolazione-degli-uffici/scheda/servizi-alla-persona-sportello-immigrati.html>.

Access is by appointment only on Thursdays from 09:00 to 13:00;

Internet website :

<https://www.comunecervia.it/comune/amministrazione-trasparente/organizzazione/articolazione-degli-uffici/scheda/servizi-alla-persona-sportello-immigrati.html>

Access is by appointment only on Mondays and Thursdays from 09:00 to 13:00



The Office provides the following services:

- Information on the regularity of stay for foreign nationals, guidance and advice on current immigration legislation;
- Application/release/renewal of the certificate of residence for family reunification, EU residence permit for long-term residents and for the flow decree in coordination with the Building Office Service - SUE (Sportello Unico Edilizia);
- Telematic forwarding of applications for issuance/renewal/update/duplication of residence permits and EU long-term resident permits; telematic preparation and forwarding of applications for authorisation (Authorisation)for family reunification;
- Telematic preparation and forwarding of documents for the granting of Italian citizenship by residence or marriage and applications for Authorisation for family reunification;
- telematic transmission of applications for participation in the Italian language test for the purpose of obtaining an EU residence permit for long-term residents. 17
- Information, counselling and referral of citizens interested in Assisted Voluntary Return and Reintegration (RVA&R);

RUSSI MUNICIPALITY - WHERE, HOW, WHEN AND WHAT

IMMIGRANT CITIZENS DESK

The Immigrant Citizens Office is located at the Registry Office in Piazza D.A. Farini No. 1 - 48026 Russi. It can be reached by:

- Extra-urban bus: Line 166, Line 167;
- By car: parking lot - with space reserved for people with disabilities -: Piazza Farini Domenico Antonio.

Access is available, preferably by appointment, on Thursdays from 2:30 to 5:30 pm;

Appointments can be made for family reunification and citizenship applications by calling or texting 335 -1806 322.

Phone: 335 - 1806322, active on Thursdays from 2:30 to 5:30 pm.

E-mail address: accoglienzastranieri@comune.ravenna.it

Website: <https://www.comune.russi.ra.it/aree-tematiche/welfare-e-servizi-sociali/immigrazione>.



The office provides the following services:

- information, guidance and advice on current immigration legislation;
- telematic forwarding of applications for the issuance/renewal/update/duplicate of residence permits and E.U. residence permits for long-term residents; 18
- checking and forwarding of documentation for the purposes of family reunification applications and applications for citizenship by residence or marriage;
- telematic forwarding of applications for enrolment in the Italian language proficiency test for the purpose of issuing an E.U. residence permit for long-term residents;
- information, guidance and referral of citizens interested in Assisted Voluntary Return with Reintegration (RVA&R);
- listening and guidance point for complex cases.

SECOND PART – INFORMATION SHEETS FOR INDIVIDUAL SERVICES

Services and benefits

GUIDANCE AND COUNSELING FOR ENTRY AND RESIDENCE IN ITALY

Service Description:

Information, guidance and regulatory support for legal entry and stay in Italy.

Who it is addressed to:

Foreign or EU citizens who wish to obtain information on how to legally enter and stay in Italy.

Where:

In Ravenna: Immigrant Citizens Desk, Intercultural Office of the House of Cultures;

In Cervia: Immigrant Citizens Desk;

In Russi: Immigrant Citizens Desk.

Costs for the citizen:

The services of the service are free of charge.

Timing:

Times vary depending on the legal status of the person concerned. In the case of a request for an appointment, within 2 to 5 working days of the request, the Office notifies the person concerned of the date of the appointment (an attempt is made to schedule it within the next 15 working days, depending on the agenda for the Desks that receive by appointment only).

ELECTRONIC SUBMISSION OF APPLICATIONS FOR ISSUANCE/RENEWAL/UPDATE/DUPLICATE OF RESIDENCE PERMITS AND EU LONG-TERM RESIDENT PERMITS

Service Description:

Support in the compilation and electronic submission of the application for the issuance/renewal or update/duplicate of the E.U. residence permit for long-term residents (hereafter abbreviated PSE EU SLP) or for the issuance/renewal or update/duplicate of the residence permit for other title. Preparation of documentation for mailing kit or direct access to the territorially competent Police Headquarters.

Who it is addressed to:

To foreign persons who intend to acquire permanent long-term resident status or make the update, duplicate, issue or renewal of residence permit.

Where:

In Ravenna: Immigrant Citizens Desk, Intercultural Office of the House of Cultures;

In Cervia: Immigrant Citizens Desk;

In Russi: Immigrant Citizens Desk;

Documentation needed:

The kit-postal (sheets to fill out, envelope and bulletins) is available at the office.

Documents to be submitted vary depending on the residence permit the person has or needs to apply for.

You can find the list of documents (translated into several languages) on the Ravenna Municipality's website, via the following link: <https://www.comune.ra.it/aree-tematiche/progetti-e-servizi-per-immigrazione/sportelli-tematici/documenti-utili-immigrazione/permesso-di-soggiorno-ue-per-soggiornanti-di-long-periodo/> .

Alternatively, information can be obtained from the offices.

Cost to the citizen:

The services of the service are free of charge.

The application costs 30.00 euros for the postal service, plus contributions and fees to the state, which may vary depending on the type of application from 30.46 euros to a maximum of 130.46 euros.

A 16.00-euro revenue stamp must be purchased for all requests made by persons over the age of 14.

Person in charge of the procedure:

The procedure is the responsibility of the Ravenna Police Headquarters.

The Desks only provide support in the preparation, compilation and forwarding of documentation.

Timelines:

Timelines vary depending on how the individual Office is accessed.

At the Desks where it is possible to present oneself directly during public opening hours, the application is sent immediately electronically and the applicant is given the envelope with the kit and the postal slip to be sent to the police office of Questor through the Italian Post Office.

By submitting application Online, the Office provides the list of documents to be sent remotely - on WhatsApp - and within 3/6 working days after sending the complete documentation, the Office informs the citizen when he/she can come to the Counter to pick up the completed kit to be sent to the Police Headquarters through the Italian Post Office.

In the case of an appointment request, the Desks, within 2/4 working days of the request, notify the citizen of the appointment date. This, consistent with the availability of the schedule of the Counters, is set no later than 15 working days later.

Useful information for the citizen:

The application for the issuance of a residence permit can be filled out in paper form directly by the citizen, using special forms available free of charge at post offices.

Patronages and associations affiliated with the Ministry of the Interior can also be contacted for support.

DEDICATED SERVICE FOR INTERNATIONAL STUDENTS

Service Description:

Provides information, guidance and support in the completion of administrative procedures related to entry and stay in Italy. It also deals with possible accompaniment to territorial services through the activation of intercultural mediation for international students enrolled at the University of Bologna, at the Ravenna Campus.

Who it is addressed to:

To international students enrolled at the University of Bologna, based at the Ravenna Campus, and to researchers, faculty, visiting, doctoral students, and assignees.

Where:

In Ravenna: via Baccarini n.27, at the office of the Secretariat of the University of Bologna, Ravenna Campus.

When:

By appointment only, on:

- Tuesdays from 09:00 to 11:00 a.m;

- Thursday from 14:30 to 16:00;

You can make an appointment by sending an email to one of the following addresses: internationaldesk.ra@unibo.it or accoglienzastranieri@comune.ravenna.it

It is possible to request the mediation service by making an appointment to be requested through the email to: terramiacoopsociale@gmail.com from the international Office or the International Students Desk.

Required Documents:

You can find the list of required documents on the Ravenna Municipality website:

- Issuance of residence permit for study reasons: <https://www.comune.ra.it/aree-thematic/projects-and-services-for-immigration/thematic-documents-useful-immigration/issuance-permit-for-study/>
- Renewal of residence permit for study purposes: <https://www.comune.ra.it/aree-topics/projects-and-services-for-immigration/thematic-documents-useful-immigration/renewal-permit-to-stay-for-study/>

Alternatively, documentation is available at the Desks.

Possible costs to the citizen:

The services offered are free of charge.

Responsible for the process:

Relevant institutional bodies.

Timelines:

Within 2 to 5 working days after the request, the Office notifies the citizen of the appointment date, which is set according to the availability on the Desk's agenda and no later than 15 days after the request is received.

PREPARATION OF DOCUMENTATION AND ELECTRONIC SUBMISSION OF APPLICATIONS FOR FAMILY REUNIFICATION AUTHORIZATION

Service Description:

Support in gathering the necessary documentation to submit the application, compilation and electronic submission of the application for the issuance of the Authorisation for family reunification.

Who it is addressed to:

To the person of foreign citizenship, legally residing, who intends to submit an application for family reunification, pursuant to Article 29 of Legislative Decree No. 286/1998.

Where:

in Ravenna: Immigrant Citizens Desk, Intercultural Office of the House of Cultures;

in Cervia: Immigrant Citizens Desk;

in Russi: Immigrant Citizens Desk.

In all of them can be accessed by appointment only.

Required documentation:

You can find the list of necessary documents on the Ravenna Municipality website at the following link: <https://www.comune.ra.it/aree-tematiche/progetti-e-servizi-per-limmigrazione/sportelli-thematic/documents-useful-immigration/application-family-reunification/>.

Alternatively, you can go to the Desk.

It is necessary to be in possession of SPID credentials.

Possible costs for the citizen:

The services offered are free of charge.

It is necessary to equip oneself with a € 16.00 revenue stamp for the ELECTRONIC SUBMISSION of the application.

Person in charge of the procedure:

The procedure is the responsibility of the Single Office for Immigration (SUI) at the territorially competent Prefecture. The Desks only provide support for the preparation, compilation and submission of the application. The application is sent through the SPID credentials of the person concerned.

Timelines:

Within 2 to 5 working days after the request, the Office notifies the citizen of the appointment date, set according to the availability of the agenda.

Other useful information:

Interested persons can submit the application themselves by logging in with their SPID credentials at the following website: <https://portaleservizi.dlci.interno.it/AliSportello/ali/home.htm>

Patronages and associations affiliated with the Ministry of the Interior can also be contacted for support and submission of the application.

PREPARATION OF DOCUMENTATION AND TELEMATIC SUBMISSION FOR GRANTING ITALIAN CITIZENSHIP BY RESIDENCE OR MARRIAGE

Service Description:

Support in gathering the necessary documentation to submit the application, compilation and electronic submission of the application for the issuance of the Authorisation for family reunification.

Who it is addressed to:

To the person of foreign citizenship, legally residing, who intends to submit an application for family reunification, pursuant to Article 29 of Legislative Decree No. 286/1998.

Where:

in Ravenna: Immigrant Citizens Desk, Intercultural Office of the House of Cultures;

in Cervia: Immigrant Citizens Desk;

in Russi: Immigrant Citizens Desk.

In all of them can be accessed by appointment only.

Required documentation:

You can find the list of necessary documents on the Ravenna Municipality website at the following link: <https://www.comune.ra.it/aree-tematiche/progetti-e-servizi-per-limmigrazione/sportelli-thematic/documents-useful-immigration/application-family-reunification/>.

Alternatively, you can go to the Desk.

It is necessary to be in possession of SPID credentials.

Possible costs for the citizen:

The services offered are free of charge.

It is necessary to equip oneself with a € 16.00 revenue stamp for the ELECTRONIC SUBMISSION of the application.

Person in charge of the procedure:

The procedure is the responsibility of the Single Office for Immigration (SUI) at the territorially competent Prefecture. The Desks only provide support for the preparation, compilation and submission of the application. The application is sent through the SPID credentials of the person concerned.

Timelines:

Within 2 to 5 working days after the request, the Office notifies the citizen of the appointment date, set according to the availability of the agenda.

Other useful information:

Interested persons can submit the application themselves by logging in with their SPID credentials at the following website: <https://portaleservizi.dlci.interno.it/AliSportello/ali/home.htm>

Patronages and associations affiliated with the Ministry of the Interior can also be contacted for support and submission of the application.

INFORMATION AND ORIENTATION REGARDING CPIA ITALIAN LANGUAGE COURSES AND POTENTIAL PRE-REGISTRATION FOR A2 AND B1 LEVELS

Description of service:

Support for enrolment in Italian courses active in the area, collaborating with the CPIA (Provincial Center for Adult Education) based on training offers provided in the Ravenna district and/or of Italian courses activated within FAMI projects and possible pre-enrolment for the CPIA for A2 and B1 levels.

Who it is aimed at:

To the person of foreign or EU citizenship.

Where?

In Ravenna: Office for migrant citizens, Intercultural Office of the House of Cultures;

In Cervia: Office for migrant citizens;

In Russi: Office for migrant citizens.

Required documentation:

No documentation is required to get information.

Costs for the citizen:

The services of the service are free of charge.

Other useful information:

The CPIA of Ravenna offers the following training:

- literacy paths and learning of the Italian language level A2, also in the prison setting;
- a first-level pathway aimed at obtaining a high school diploma;
- in collaboration with the Prefecture, carries out Italian language proficiency tests level A2 for the purpose of issuing the EU long-term resident permit;
- civic education sessions where, with the use of audio material in the candidate's native language, various aspects of Italian society and institutions are explained; this activity is also related to foreign citizens obtaining their residence permit.

The activities are carried out in accordance with the Framework Agreements between the Ministry of the Interior and MIUR (for the civic training sessions of 7/8/2012 and for the Italian tests of 11/11/2010) and the Memoranda of Understanding signed between the Regional School Office for Emilia-Romagna and the Prefecture of Ravenna.

The educational offerings are distributed over the three districts: Lugo, Faenza and Ravenna.

Timing:

Timing varies depending on the availability of places until the school class composition is completed.

ELECTRONIC SUBMISSION OF REQUESTS FOR PARTICIPATION IN THE ITALIAN LANGUAGE KNOWLEDGE TEST FOR THE PURPOSE OF ISSUANCE OF THE PERMIT OF RESIDENCE U.E. FOR LONG-TERM RESIDENTS

Service Description:

Support for the compilation and submission of the telematic application addressed to the Single Office for Immigration of the Prefecture (SUI), to book the Italian language test for level A2 according to the Common Frame of Reference of the European Union.

Passing the test is one of the requirements for acquiring permanent long-term resident status.

To whom it is addressed:

To the persons who are legally resident.

Where:

In Ravenna: Immigrant Citizens Desk, Intercultural Office of the House of Cultures; in Cervia: Immigrant Citizens Desk;

In Russi: Immigrant Citizens Desk.

Documentation required:

SPID application, valid or renewed residence permit, valid passport or equivalent.

Cost to the citizen:

The service is free of charge.

Person in charge of the procedure:

The procedure is managed by the Single Immigration Office of the Prefecture of Ravenna (SUI). The desks only provide assistance for the reservation application.

Other useful information:

The foreign person can proceed directly with the application by logging on to the website of the Ministry of the Interior: <https://portaleservizi.dlci.interno.it/AliSportello/ali/home.htm>. It is also possible to obtain a certificate of Italian language proficiency at the A2 level by attending free courses offered by public and private institutions that are signatories to the Provincial Protocol for Literacy, with entrance and final exams at the CPIA.

Appointments

The Desks will immediately enter the appointment request on the portal.

ARRANGING APPOINTMENTS FOR THE ISSUE OR RENEWAL OF RESIDENCE PERMITS AT THE POLICE HEADQUARTERS THROUGH THE "PRENOTAFACILE" APPLICATION

Service Description:

Appointment booking through the State Police "Prenota Facile" platform for the issuance/renewal/update/duplication and conversion of Residence Permits to be submitted directly to the Ravenna Police Headquarters.

To whom it is addressed:

To the foreign person who wishes to apply for the issuance/renewal/update/duplicate/conversion of the Residence Permit falling under the categories offered by the "Prenota Facile" platform.

Where:

In Ravenna: Immigrant Citizens Desk, Intercultural Office of the House of Cultures; in Cervia: Immigrant Citizens Desk;

In Russi: Immigrant Citizens Desk.

Documentation needed:

Residence permit and/or passport/equivalent title.

Possible costs for the citizen:

The services of the service are free of charge.

The application involves a cost, in the form of contributions and fees to the State, to be paid directly to the Post Office.

Person in charge of the proceedings:

The procedure is the responsibility of the Ravenna Police Headquarters.

The Desks only provide support in requesting the appointment.

Timeline:

The Desks immediately enter the appointment request on the Portal according to the availability of dates in the Police Headquarters agenda.

BOOKING APPOINTMENTS AT THE POLICE HEADQUARTERS FOR THE ISSUANCE/RENEWAL OF RESIDENCE PERMITS OF SPECIFIC TYPES OF PROTECTION

Service Description:

Appointment booking at the Ravenna Police Headquarters for the issuance/renewal of residence permits for those categories of citizens who no longer access the "Prenota Facile" platform.

Who it is addressed to:

To persons with international protection at first issue; holders of residence permit for Special Protection at first issue or renewal; holders of residence permit for Subsidiary Protection at first issue or renewal.

Where:

In Ravenna: Immigrant Citizens Desk, Intercultural Office of the House of Cultures;

in Cervia: Immigrant Citizens Desk;

In Russi: Immigrant Citizens Desk.

Required documents:

Provision with a positive decision of the competent Territorial Commission or Court, any previous residence permit, passport-if in possession-and documents proving a place of abode.

Possible costs for the citizen:

Payment of the fee to be paid directly to the Post Office, the amount may vary depending on the type of residence permit applied for.

Timelines:

It is necessary to go in person to the district counters of the Municipality of Ravenna during public opening hours. The service is not provided remotely. The counters make the appointment based on the availability of the Police Headquarters' schedule. The latter, starting on 17/05/2024 (inclusive), will deliver the service every Friday from 09:30 to 11:30, and no longer on Tuesdays.

ONLINE APPOINTMENT BOOKINGS AT THE POLICE HEADQUARTERS FOR THE ISSUANCE/RENEWAL OF PASSPORTS FOLLOWING THE GRANTING OF ITALIAN CITIZENSHIP

Service Description:

Scheduling appointments at the Ravenna POLICE HEADQUARTERS through the "Passport Online" platform for the issuance of an Italian passport.

Who it is addressed to:

To the foreign person who, following the granting of Italian citizenship, wants to apply for or renew an Italian passport.

Where:

In Ravenna: Immigrant Citizens Desk, Intercultural Office of the Casa delle Culture;

in Cervia: Immigrant Citizens Desk;

In Russi: Immigrant Citizens Desk.

Required documents:

SPID credentials and Italian ID card.

Possible costs for the citizen:

The services are free of charge.

The application involves a cost, in the form of contributions and fees to the state, to be paid directly to the post office.

Person in charge of the proceedings:

The Ravenna police headquarters is responsible for the process.

The Desks only provide support in requesting the appointment.

Timelines:

The Desks immediately enter the appointment request on the portal based on the availability of dates in the police headquarters agenda.

ASSISTANCE WITH SPID CREDENTIAL RELEASE (digital identity manager: LepidaID)

Service Description:

Support in the registration phase aimed at the issuance of SPID credentials - through the digital identity manager Lepida - and access to Public Administration platforms.

Who it's for:

Anyone who wants to create a SPID identity with the Lepida manager.

Where:

In Ravenna: Immigrant Citizens Office and Intercultural Office at the Casa delle Culture.

Documents required:

Valid Italian identification document (ID card, driver's license or passport) and valid Health Card (or tax code).

Email address and cell phone number (must not be already in use by other LepidaID users). Any **costs to the citizen:**

The services are free of charge.

Person in charge of the process:

The process is the responsibility of the individual service managers.

The Desks provide only assistance and support for registration on the Lepida website.

Timelines:

Timelines vary depending on how the individual Sportello is accessed.

For the Intercultural Office at Casa delle Culture, it is possible to report directly during public opening hours. The request is immediately entered on the portal.

For the Immigrant Citizens Desk, the request is made by appointment; the Office within 2/5 working days notifies the citizen of the appointment date, which is set no later than 15 working days later.

Other useful information:

It is possible to register independently through the following link:

<https://id.lepida.it/lepidaid/wicket/page?2>

Once you have registered online, you must choose your preferred mode of recognition from those offered by Lepida. More information at the following link: <https://www.comune.ra.it/aree-tematiche/anagrafe-elettorale-leva/anagrafe/spid-sistema-pubblico-di-identita-digitale/>

As of the date of the first publication of this Service Charter, the Digitale Facile project is active, with digital facilitation desks opening in Ravenna, Cervia and Russi. More information at the following link: <https://www.comune.ra.it/news/ce-un-punto-dove-il-digitale-e-facile-tra-il-27-aprile-e-l8-maggio-aprono-16-punti-di-facilitazione-digitale-a-ravenna-cervia-e-russi/>

FILLING OUT REQUESTS FOR SPECIFIC CONTRIBUTIONS IN THE SCOPE OF INTERCULTURAL SERVICES OF RAVENNA

Description of service:

Assistance in applying for specific contributions related to the publication of national, regional and municipal calls for proposals. Specifically:

- bonus books/scholarships;
- "Jump up" subscriptions;
- bonus transportation;
- sports contribution;
- bonus electricity and gas;
- bonus TARI;
- rent bonus

Who it is aimed at:

Anyone eligible for the bonus, according to the criteria established by the type of contribution.

Where:

In Ravenna: Intercultural Office of the Casa delle Culture.

Required documents:

ID card, Tax Code and SPID.

Possible costs for the citizen:

The services are free of charge.

Persons in charge of the process:

The procedure is the responsibility of the Manager in charge of the Service.

Timelines:

You can access the service during office hours or in case of need request to make an appointment, the date will be communicated within 2/5 days.

APPLICATION FOR AND ISSUANCE OF CERTIFICATE OF SUITABILITY OF ACCOMMODATION FOR THE PURPOSE OF SIGNING THE CONTRACT OF RESIDENCE FOR FLOW DECREE

Description of service:

Issuance of certificates of housing eligibility, for the purpose of signing a residence contract for subordinate work (Art. 5-bis of Legislative Decree No. 286/1998).

Who it is addressed to:

Employers or those who intend - through the procedure of the "Flows Decree" - to employ foreign workers, who enter from abroad, having to take charge of housing as well.

Where:

In Ravenna: Immigrant Citizens Desk, Casa delle Culture Intercultural Desk.

Required documents:

- Deed of ownership or registered lease or loan agreement or other appropriate document to prove the availability of the housing;
- Survey form per housing unit signed by qualified technician (Model B); - Copy of applicant's valid identity document;
- if person with Third Country citizenship: copy of valid residence permit (if being renewed, receipt of renewal application) and passport;
- no.1 € 16.00 revenue stamp + possible no.1 € 16.00 revenue stamp for the issuance of the certificate;
- copy of valid worker's identity document.

Costs for the citizen:

The citizen must submit two €16.00 revenue stamps.

Person in charge of the process:

Manager in charge, O.U. Immigration Policies.

Timeline:

The timeline for the process is identified as 30 days, which starts from the date of receipt of the application.

APPLICATION FOR ISSUANCE/RENEWAL OF HOUSING ELIGIBILITY CERTIFICATE FOR FAMILY REUNIFICATION, EU LONG-TERM RESIDENT PERMIT AND FLOW DECREE

Service Description:

Issuance of housing eligibility certificate for the following paperwork: family reunification, issuance of EU long-term resident permit, stipulation of residence contract at the Single Office for Immigration (SUI) of the Prefecture, for "Decree Flows" and for emersion/sanction application.

Who it is addressed to:

Citizens who intend to apply for or renew the certificate and who have appropriate documents proving the availability of housing.

Where:

In Cervia: Immigrant Citizens Desk.

Required documents:

- Deed of ownership or registered lease or loan agreement or other appropriate document to prove the availability of the housing;
- Valid identification document of the applicant;
- if person with Third Country citizenship: copy of valid residence permit (if being renewed, receipt of renewal application) and passport;
- payment of the sum of € 26.00 via "PagoPA" platform, on behalf of the certificate applicant;
- no.1 € 16.00 revenue stamp + possible no.1 € 16.00 revenue stamp for the issuance of the certificate.
- only in the case of application for the purpose of family reunification: self-certification of hygienic and sanitary requirements, together with a copy of the identity document of the person who owns the property.

Costs for the citizen:

The citizen must submit two €16.00 revenue stamps and payment of €26.00. Person in charge of the procedure:

Manager in charge, Single Building Service (SUE) of the Municipality of Cervia.

Timeline:

The timeline of the procedure is identified as 30 days, starting from the date of receipt of the application.

REFERRAL OF CITIZENS INTERESTED IN VOLUNTARY REPATRIATION AND REINTEGRATION (RVA&R)

Service Description:

Referral to implementing agencies of the specific RVA&R projects, of people interested in voluntary, permanently assisted return to their country of origin or provenance.

Who it is intended for:

To the person of foreign citizenship, who wants to return permanently to their country of origin or provenance.

Where:

By appointment only:

Ravenna: Immigrant Citizens Desk, Casa delle Culture Intercultural Desk; 35

in Cervia: Immigrant Citizens Desk;

in Russi: Immigrant Citizens Desk.

Required documents:

Documents vary depending on the person's legal status. Possible costs to the citizen:

The services of the service are free of charge.

Person in charge of the procedure:

The procedure is the responsibility of the Ministry of the Interior. The Immigrant Citizens Office of the Municipality of Ravenna only provides support to accompany and support the person in the decision to permanently return to his or her country and sends the report to the appropriate body.

Timeline:

Within 2 to 5 working days after the request for an appointment, the Office notifies the citizen of the date of the appointment, set no later than 15 working days later.

GUIDANCE, LEGAL COUNSELLING, AND POSSIBLE REFERRAL TO RECEPTION FOR VICTIMS OF TRAFFICKING AND FORCED MIGRATION

Service Description:

Implementation of interventions of specific emersion, protection and social integration measures to victims of exploitation and human trafficking.

Who it is addressed to:

People of foreign and EU citizenship who are victims of exploitation and human trafficking. Where:

In Ravenna: Immigrant Citizens Desk, Forced Migration Victims Office (SAI/Territorial) Intercultural Office at Casa delle Culture;

In Cervia: Immigrant Citizens Desk;

in Russi: Immigrant Citizens Desk.

Required documents:

Residence permit and/or passport, if in possession;

Possible work-related documents.

Possible costs for the citizen:

The services are free of charge.

Timelines:

Within 2/5 working days from the request, the Office informs the citizen of the date of the appointment, set no later than the following 15 working days. With reference to the reports received from the Territorial Commission for the Recognition of International Protection and the Court of Bologna - Specialized Section on Immigration, International Protection and Free Movement of E.U. Citizens -, the timing varies according to the deadlines stipulated in the Memorandum of Understanding drawn up with the "Oltre la Strada" project, which therefore go beyond the 15 working days provided instead for other types of appointments

REGISTRATION AND MUTATION OF GUEST CITIZENS OF THE PUBLIC RECEPTION SYSTEM: CAS, SAI, OLS**Service Description:**

Registry registration and address change procedure for foreign and/or EU citizens who have their usual residence in public reception projects of the territory (CAS, SAI, OLS).

Who it is addressed to:

Foreign and/or EU citizens who have been granted access to reception measures in CAS, SAI and OLS facilities.

Where:

In Ravenna: registration Office beneficiaries reception system.

Required documents:

Valid residence permit or with receipt certifying renewal occurred no later than 60 days after expiration; letter certifying habitual residence at the reception center/project, signed by the person responsible for the registry cohabitation; power of attorney to send the application signed by the beneficiary; declaration of registry registration drawn up on ministerial forms.

Cost to the citizen:

The services of the service are free of charge.

Person in charge of the process:

Official in charge.

Timelines:

The managing entity sends the requests to the U.O. Immigration Policies, via e-mail to: accoglienzastranieri@comune.ra.it on Monday morning from 8:00 a.m. to 1:00 p.m. and the official in charge within 48 hours after receipt, makes the registry entry, valid for all legal purposes, issuing the registration measure.

COLLECTION AND FORWARDING OF THE REQUESTS FOR ACCESS TO THE "SAI" RECEPTION TO THE CENTRAL SERVICE.

Service Description:

Reporting to the SAI Central Service of requests for access to the SAI.

Who it is addressed to:

To the foreign national, holder of a residence permit, as provided for in Decree Law No. 142/2015, who has never benefited from SAI reception measures and lacks sufficient means of subsistence for his or her livelihood, in order to obtain support in terms of food, housing and paths to autonomy.

Where:

By appointment:

In Ravenna: Office for applications for inclusion in SAI projects.

Required documents:

Applicant's residence permit, among those that allow access to SAI. Possible costs to the citizen:

The services of the service are free of charge.

Person in charge of the procedure:

The procedure is the responsibility of the SAI Central Service.

Timeline:

In the case of an appointment request, within 2 to 5 working days after the request, the Office notifies the citizen of the appointment date, set no later than 15 working days later. The submitted application is forwarded to the Central Service within 7 working days.

PROMOTION AND SUPPORT FOR MIGRANT ASSOCIATIONISM AND REQUEST HALLS FOR ASSOCIATIONS

Description of Service:

To provide citizenship and associations with support for social and cultural life by promoting meeting, exchange and dialogue (cultural, linguistic, etc.).

Who it is aimed at:

To citizenship and associations.

Methods of access to the service:

Associations and Third Sector entities can apply, at any time, for the concession - free of charge or against a contribution - of the municipal rooms of the Casa delle Culture, through special forms that can be downloaded at the link:

<https://www.comune.ra.it/proceedings/concessione-spazi-casa-delle-culture/>

The requests are approved by Council Resolution.

The Municipality of Ravenna approved the organizational and managerial criteria for the use of space through determination general number 2871 dated 08/11/2019 P.G 214343/2019 and by Council Resolution No. 47/2020 dated January 28, 2020, with the subject "Approval of fees for the temporary use of two rooms of the municipally owned facility."

Required documents:

Copy of identification of the legal representative of the association, who is to use the room, copy of the Articles of Association and C.F. association.

Costs for the citizen:

Possible contribution of € 50.00 except in cases of exemption, such as:

requests compatible with the institutional purposes of the Entity in line with the policies of promotion of intercultural activities and support or no request for economic contribution to participants.

Timelines:

Timelines for the granting of rooms are identified as 30 days.

INTERCULTURAL AND LINGUISTIC MEDIATION REQUEST AND SUPPORT TO LOCAL EDUCATIONAL INSTITUTIONS AND TEACHERS

Description of service:

Mediation Office with connecting functions of all schools and educational services in Ravenna and Russi schools, aimed at receiving mediation requests elaborated in educational intervention projects. It orients and supports foreign families for enrollment in educational, preschool, school, extracurricular services and services supporting the right to study.

Who it is addressed to:

Comprehensive institutes and Educational Services of the Municipality of Ravenna and Russi; Secondary schools in the Municipality of Ravenna.

Where:

In Ravenna: Casa delle Culture Intercultural Desk.

Required documents:

Appropriate forms downloadable at the link:

<https://www.comune.ra.it/aree-tematiche/progetti-e-servizi-per-limmigrazione/casa-delle-culture/materials/forms-intercultural-activities-school-year-2021-22/>

Cost to citizen:

The services are free of charge.

Timelines:

The mediation request is processed no later than 10 days.

LIBRARY SERVICE FOR INFORMATION AND DOCUMENTATION ON IMMIGRATION AND INTERCULTURAL ISSUES

Service Description:

About 850 textbooks dedicated to intercultural education, peace education, diversity and interreligious dialogue are available at the center. Over the years, the section on teaching Italian L2 has been implemented, through the purchase of practical and theoretical manuals, and the fiction part with the purchase of books by writers with migration backgrounds. The intention is to participate in building a more just and equitable society through reading.

Who it is aimed at:

All citizenship.

Where:

In Ravenna: (Casa delle Culture) Intercultural Desk.

Documentation needed:

Email and Privacy signature required for registration.

Cost to citizen:

The services of the service are free of charge.

Timelines:

No timelines for service delivery.

THIRD PART– QUALITY STANDARDS' AND COMMITMENTS

DUTIES AND RIGHTS

The Service Charter of the O.U. Immigration Policy is a " pact" with citizens that indicates guaranteed services and quality standards. The " pact" assumes that all parties involved, (operators and citizens) are granted rights and specific responsibilities.

The office network operators:

They have a duty to

- · Behave toward the citizen with courtesy, fairness, professionalism, helpfulness, impartiality, confidentiality (in accordance with current Privacy laws) and without any discrimination;
- · Ensure the smooth operation of the service, in accordance with the provisions of this charter;
- · Monitor the quality of the service provided with a view to continuous improvement.

They have the right to:

- Request from the citizen all necessary and useful information for the proper handling of files and the release of related information

Citizens using the services of the counter network:

They have the duty to:

- Behave toward operators with courtesy, connectedness;
- Respect the hours, methods of access and use of services, and timelines indicated in the Charter;
- Recognize and respect the rights of other citizens, especially those in difficult situations: people with disabilities, the elderly, parents with children, pregnant women, etc.; · Respect the rights of other citizens. fairness and helpfulness;
- Being accurate in providing all requested documents and information; and

They have the right to:

- Obtain from operators the information necessary to access the services indicated and to submit related paperwork;
- Respect for privacy with regard to data, information and news provided;
- Verifying compliance with the standards set forth in this Charter.

THE QUALITY WE OFFER TODAY

The following table shows the main factors on which service quality depends, the indicators by which it is measured, and the relevant reference standards.

QUALITY FACTOR	QUALITY INDICATOR	EXPECTED LEVEL OF QUALITY
- Dissemination of information on current procedures given in the charter;	- Publication of the Service Charter on the City's website; Sending of the Service Charter to the main subjects/entities in the area that operate in contact with the citizens concerned (Ministry of the Interior, Region, Province, AUSL, ASP, Prefecture, police headquarters, Chamber of Commerce, ANCI, Immigrant and Volunteer Associations);	- Sending up to 100% of the subjects/entities identified
- Hours of opening to the public - Promoting accessibility to the counters, particularly for people with disabilities;	- Compliance with the opening hours stipulated in the charter	100%
- Up-to-date online information related to municipal procedures and forms listed in the charter;	-Providing, upon request of appropriate appointment, the necessary facilities, for the reception of people with disabilities in appropriate spaces; - Updating information and forms on the municipality's website;	100% of the requests 90%
- Timelines	- Compliance with the timelines provided in the charter.	80%
- Evaluation of perceived quality of service by citizens;	- Administration of a user satisfaction questionnaire; Satisfied	>= 80%

OUR PRESENT AND FUTURE COMMITMENTS

Our main commitment to service quality concerns the professionalism of the service providers and the homogeneity of operational practices. In fact, we believe that the quality level of a service is composed of several factors and can never be separated from the quality of the professional performance of those who provide it.

With this Charter, the network of Desks intends to guarantee the quality of the professional performance of its workers through the sharing of values, procedures and operational practices, which aim at the continuous improvement of services rendered to citizens.

In particular, it intends to strive to:

- • Ensure systematic regulatory updates for providers, especially in areas where legislative provisions frequently vary and cross-cuttingly affect multiple services;
- • Facilitate communication with citizens of different languages by translating this Service Charter into English, French and Arabic;
- • Facilitate the relationship of the migrant citizen with the Public Administration, for the purpose of proper access to public services. In this context, if requested, it develops training and advisory actions on the legal position of the foreign citizen to other offices of the Municipality and other Public Administrations.
- Monitor and periodically check the perceived quality of the service provided, through structured ways of surveying the satisfaction of citizens who use the service

COMPLAINTS AND REPORTS

Complaints or reports can be submitted:

- via the web, from the link <https://comuni-chiamo.com/@ravenna>
- on the website of the Municipality of Ravenna there is a section dedicated to reports <https://www.comune.ra.it/servizi/servizi-ai-cittadini/servizi-online/segnalazioni-online/> where you can also find a brief guide of use;
- through smartphones or tablets by downloading App Comuni-chiamo from their reference store (app store or google play);
- in verbal form, to counter operators;
- in written form, to be sent to the e-mail address: accoglienzastranieri@comune.ra.it or to the address: Municipality of Ravenna- U.O. Immigration Policies - Via Oriani 44 - 48121 Ravenna.

User complaints will be answered within a maximum of 30 days.

The Immigrant Citizens Office is committed to ensuring systematic verification of the suggestions, reports and complaints received in order to improve the level of quality of services rendered to the community and maintain the standards stated in the Service Charter.

MAIN NORMATIVE REFERENCES

- LAW Dec. 24, 1954, no. 1228

Ordinance of the registry offices of the resident population

- DECREE OF THE PRESIDENT OF THE REPUBLIC May 30, 1989, No. 223 Approval of the new registry regulations of the resident population - DECREE-LAW February 9, 2012, No. 5 - Article 5

Urgent provisions on simplification and development

Decree-Law converted with amendments by L. April 4, 2012, no. 35

- DECREE-LAW March 28, 2014, no. 47 - Article 5

Urgent measures for the housing emergency, the construction market and Expo 2015 Decree-Law converted with amendments by L. May 23, 2014, No. 80

- LEGISLATIVE DECREE No. 286 of July 25, 1998.

Consolidated text of provisions concerning the discipline of immigration and regulations on the condition of foreigners

- LEGISLATIVE DECREE February 6, 2007, No. 30

Implementation of Directive 2004/38/EC on the right of citizens of the Union and their family members to move and reside freely within the territory of the Member States

- LAW No. 91 of February 5, 1992

New regulations on citizenship

- DECREE OF THE PRESIDENT OF THE REPUBLIC August 31, 1999, No. 394

Regulations containing norms for the implementation of the Consolidated Text of provisions concerning the discipline of immigration and norms on the condition of foreigners, pursuant to Article 1, paragraph 6, of Legislative Decree No. 286 of July 25, 1998

- DECREE OF THE PRESIDENT OF THE REPUBLIC December 28, 2000, no. 445

Consolidated text of legislative and regulatory provisions on administrative documents

- REGIONAL LAW March 24, 2004, no. 5.

Standards for the social integration of foreign immigrant citizens

- LAW August 7, 1990, no. 241

New rules on administrative procedures and the right of access to administrative documents

- LEGISLATIVE DECREE No. 251 of November 19, 2007.

Implementation of Directive 2004/83/EC on minimum standards for the qualification and status of third country nationals or stateless persons as refugees or as persons who otherwise need international protection and the content of the protection granted

- LEGISLATIVE DECREE No. 140 of May 30, 2005.

Implementation of Directive 2003/9/EC laying down minimum standards for the reception of asylum seekers in Member States

- LEGISLATIVE DECREE No. 25 of January 28, 2008.

Implementation of Directive 2005/85/EC on minimum standards on procedures in Member States for granting and withdrawing refugee status

- LEGISLATIVE DECREE August 18, 2015, No. 142

Implementation of Directive 2013/33/EU laying down standards for the reception of applicants for international protection and Directive 2013/32/EU on common procedures for granting and withdrawing international protection status

- DECREE OF THE MINISTRY OF THE INTERIOR of November 18, 2019.

Procedures for local authorities' access to funding from the National Fund for Asylum Policies and Services and the operation of the Protection System for Holders of International Protection and Unaccompanied Foreign Minors (Siproimi).

- LAW Aug. 2, 2011, no. 129

Conversion into law, with amendments, of Decree-Law No. 89 of June 23, 2011, containing urgent provisions for the completion of the implementation of Directive 2004/38/EC on the free movement of EU citizens and for the transposition of Directive 2008/115/EC on the return of irregular third-country nationals

- LAW No. 50 of May 5, 2023.

"Urgent provisions on legal entry flows of foreign workers and on preventing and combating irregular immigration.

- Ministry of the Interior Circular No. 7170 of November 18, 2009

- Ministry of Health Note January 21, 2019

- Circular of the Ministry of the Interior No. 20501 of February 27, 2019

- Circular of the Minister of Public Administration and Simplification No. 3 dated 04/17/2012

Notes

