Lisbon, December 2018

MINISTRY OF FOREIGN AFFAIRS
CONSULAR DEPARTMENT
CONSULAR CRISIS CENTER

www.mae.ro

What we`ll be covering

Consular arrangements
- Syria (RO representing PT, CAN, AUS, RMD)
- Mozambique and Guinea-Bissau (PT representing RO)
- Case-to-case (FR, CAN, DE, UK/Mali&Tanzania&Jamaica)

Difficulties in evacs of RO citizens
- Yemen and Irma cases

(record no. of missions involved/collaboration with other EU MS)

RO – AT & RMD UNITY 2018 Exercise
- Hybrid exercise – consular & civil protection
- Importance of involving national assets in consular activity
- Significant outcome of cooperation with the DES/MoI

Complex consular issues faced by RO network

Flash info: updating the consular network and Consular Department

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Consular arrangements

(partners: USA, CAN, AUS, RMD)

Reasons for arrangements	- Preparation for transposing Council Directive (EU) 2015/637 effectively by undertaking consular assistance for EU MS - Security situation locally - Full-fledged embassy still open in Damascus - Traditional relationship of assisting country with host state (i.e. PT in Mozambique) - Experience in evacs for over 800 citizens EU and non-EU MS
Cases	- Especially in the northern part of Syria, regarding evacuations, crossborder assistance and coordination with local authorities
Difficulties	- Security situation, geopolitical split-up of state - Local uncoordinated procedures in issuing national documents and recognizing validity of other locally issued ones

Consular arrangements

Reasons for arrangements - No possibility for honorary consuls to issue ETDs nor national TD as these cases are the most recurrent
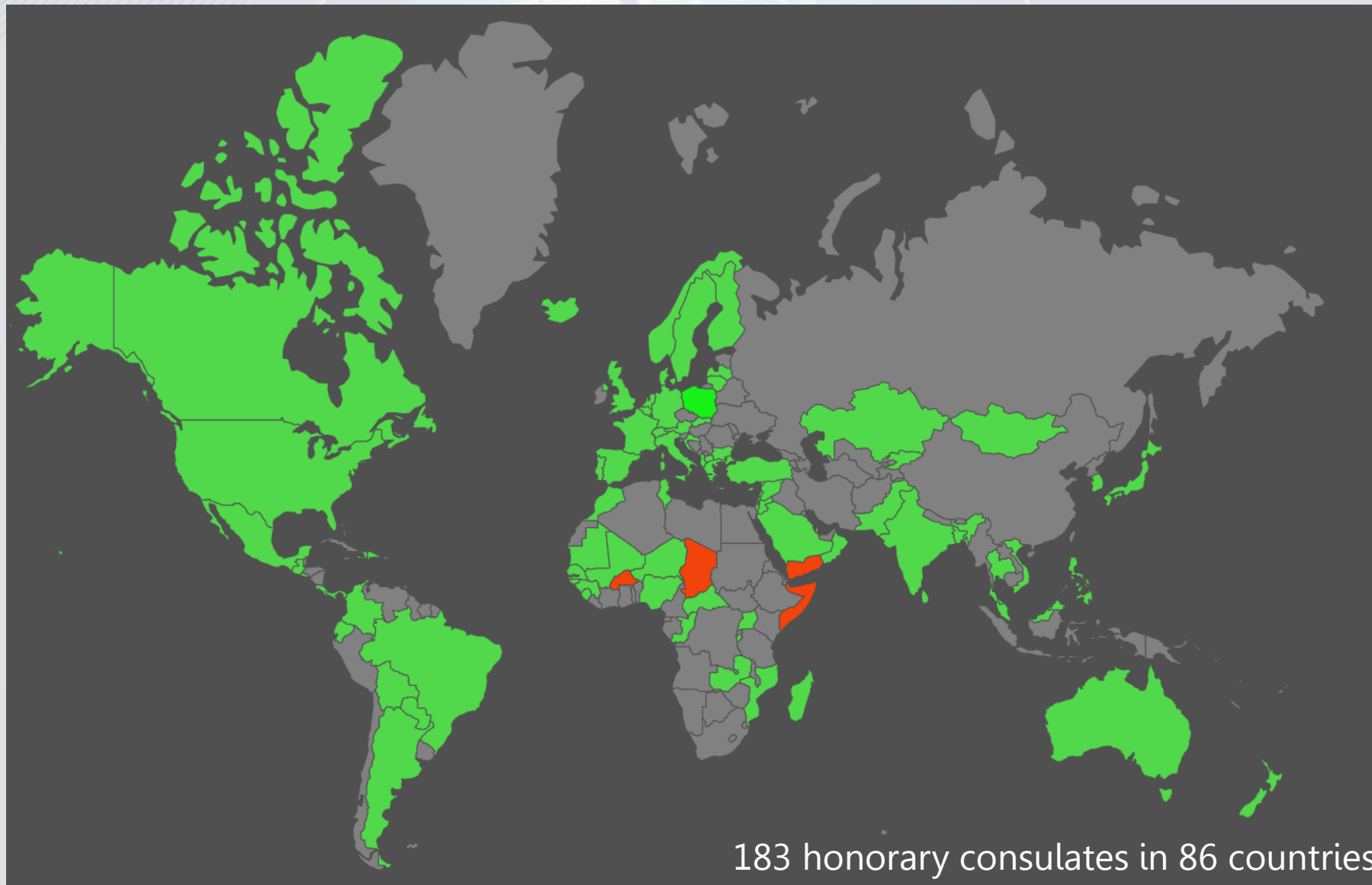
Stats
- RO has 145 diplomatic missions and consular offices abroad, with the largest consular network in the EU
- almost 4 mil. citizens living/travelling outside of its borders
- 183 honorary consulates in 86 countries
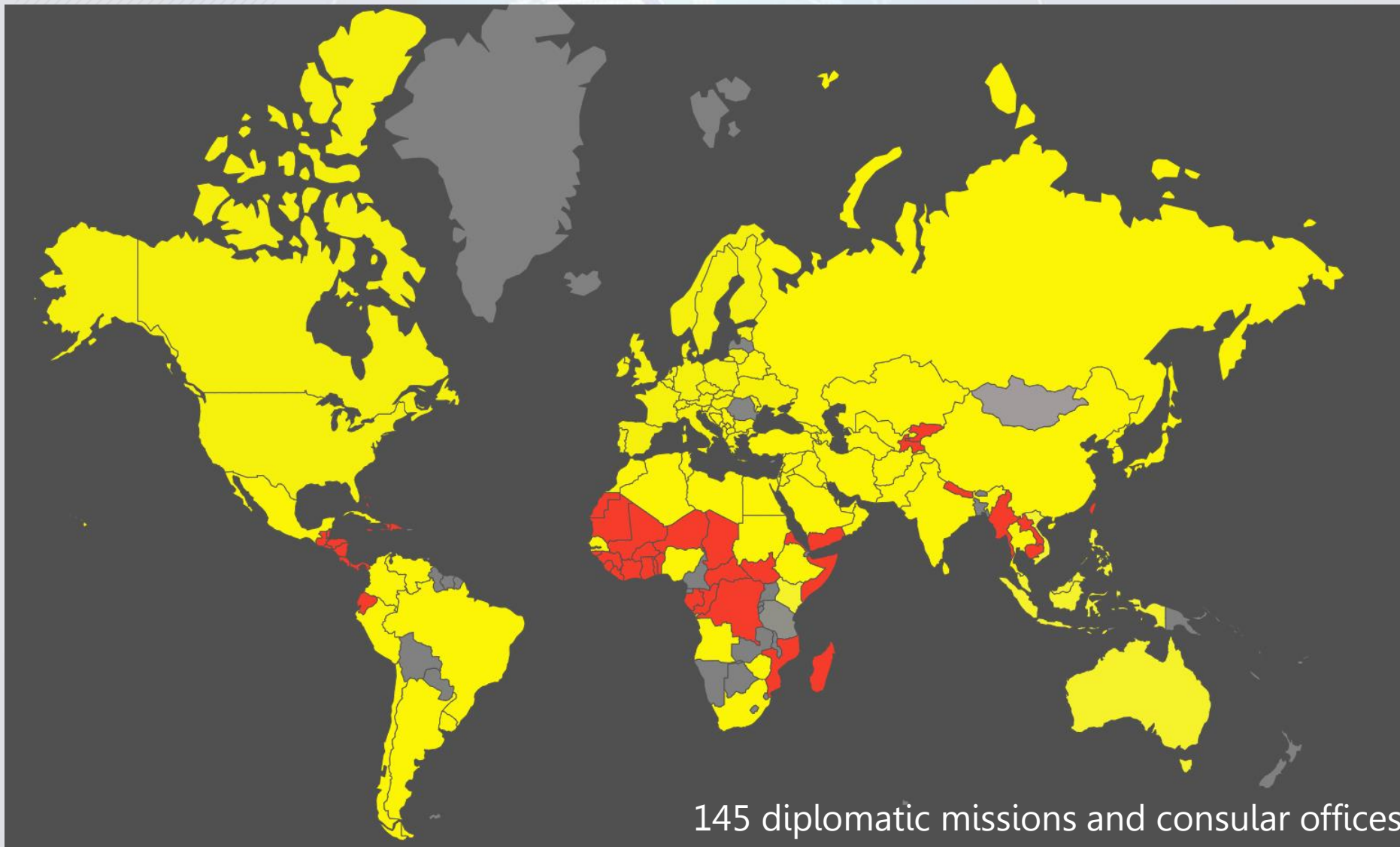
Consular arrangements

Honorary consuls network

183 honorary consulates in 86 countries

Consular arrangements

Career diplomatic missions network

145 diplomatic missions and consular offices

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Difficulties in evacs of RO citizens

Yemen

Syria

Libya

The Gaza Strip

- Security situation
- Impediments in opening a stable dialogue with local authorities
- Difficulties in communicating with the RO citizens requesting assistance
- Dealing with intermediary ("layover countries")
- Under preparedness of local staff

Hurricane Irma
- setbacks -

- Completely unique situation

- 21 RO citizens that were ultimately evacuated both in St. Martin/Maarten and the BVI

- No assets on the ground & no diplomatic representation

- No means of communicating with the RO citizens or local authorities due to discontinuity of local networks

- Necessity to work on two time zones, having no formal 24h/7 shifts in place

Hurricane Irma
- the upper hand-

In the field

- Irma presented itself with the opportunity of testing the efficiency in collaboration with other EU MS, who had a significant number of citizens and members of the authorities on the ground (GB, NL and FR)
- In the first stage of the operations, the RO MFA activated the crisis cell at our diplomatic missions in Paris and the Hague
- Subsequently, we activated our teams in Caracas, Washington, New York and Bogota
- Good crisis to draw lessons learnt from

At the HQ

- The HQ was "still in the blind" – we still couldn`t reach the RO citizens either by phone or internet
- Any evacuation being done by other states would be unknown to RO citizens
- We contacted Laser 101 (local radio station), who helped broadcasting messages to RO citizens

RO – AT & RMD UNITY 2018
Consular exercise

- Feb. 2018 – Protocol between RO MFA – RO MoI

- Consular and civil protection co-op for RO citizens involved in incidents in bordering countries/ foreign citizens in RO in case of disasters

- Decided on a common exercise to be held annualy, in order to test procedures

What we set out to do:

- Large event – with AT participation
  - collision between a freight train carrying chemical substances and a passenger train
  - incident location : a town bordering Romania, where RO MFA has a consular office
  - use of XVR system to simulate civil protection pillar of exercise
  - consular pillar played live
- Multiple casualties (RO, AT, EU) – 150 pax
- Moderate to high number of RDT`s on site
- Considerable amount of stress

RO – AT & RMD UNITY 2018
Consular exercise

What we got:

- Protocol was followed
- Role distribution in crisis (in the field and at the HQ) was key to solving it
- According to observation sheets handed out, the Call Center`s role was paramount in efficiently centralizing the information and sending it to the diplomatic mission
- The mission`s phone lines and the emergency lines were completely clogged
- Consular + MOI procedures were sorted out for future SOPs
- Consular + civil protection cooperation mechanisms between RO and RMD were consolidated
- Efficient communication tools in the field should be constantly improved (Whatsapp group proved to be very useful)
- Instructions sent out to RO consular service abroad for managing crises need to be revised
- Informing the EU partners/using the JCPFW should be faster in major crises

Complex consular issues faced by RO network

- RO consular network is facing a huge number of complex cases
  - Mental health issues
  - Cancelled flights
  - Medical repatriations
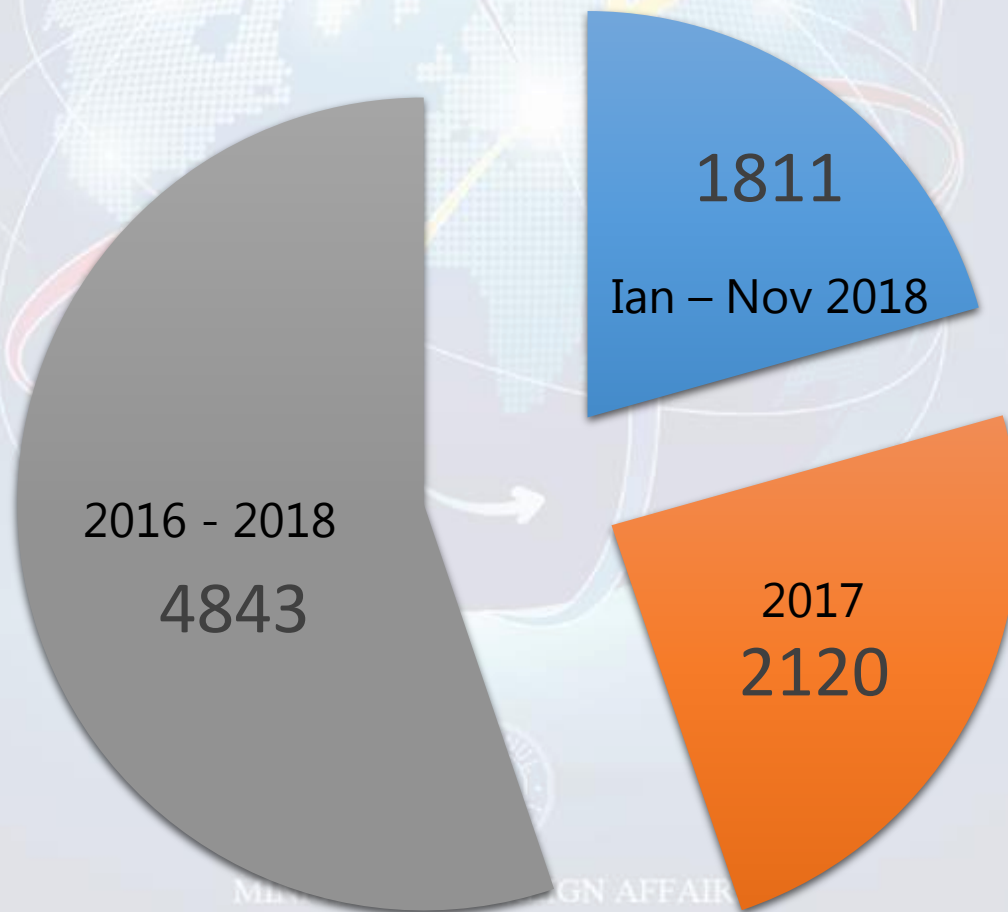 - Repatriations of deceased citizens

Complex consular issues faced by RO network

Deceased RO citizens abroad

1811

Ian – Nov 2018

2017
2120

2016 - 2018
4843

Complex consular issues faced by RO network

Arrested RO citizens abroad
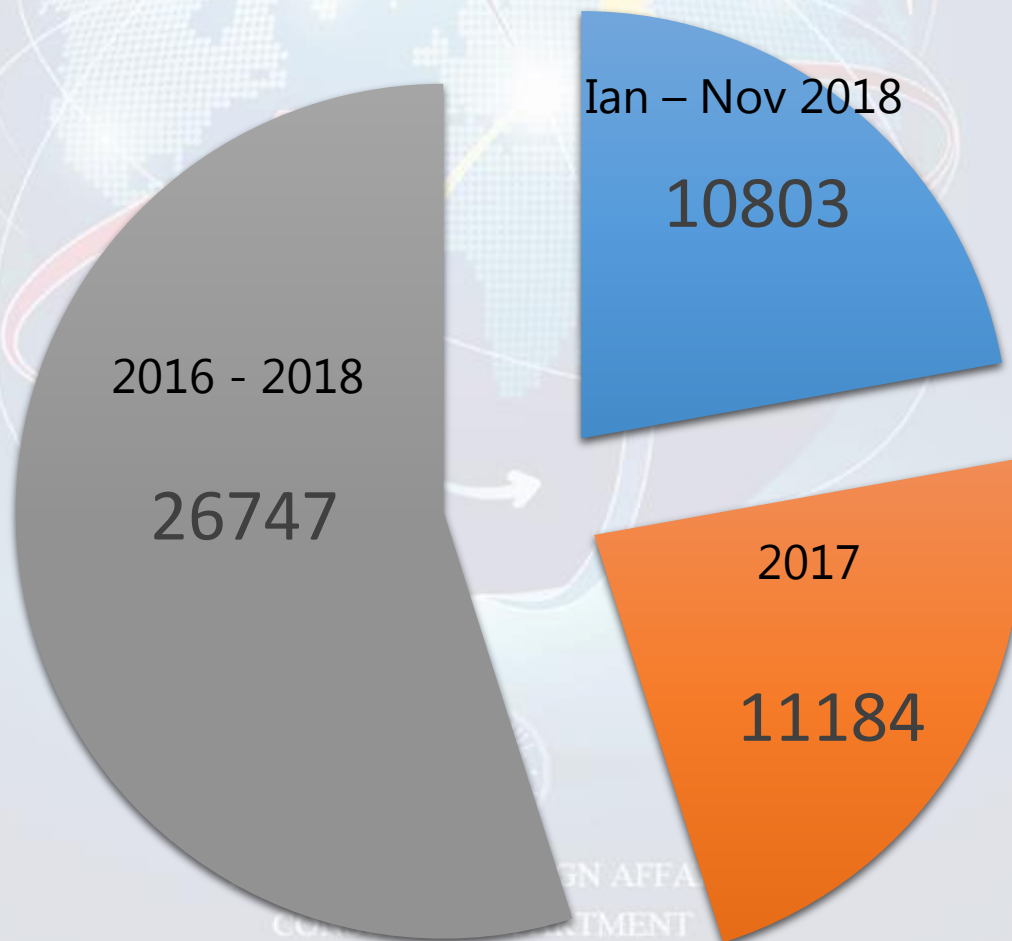
Ian – Nov 2018
10803

2016 - 2018
26747

2017
11184

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Complex consular issues faced by RO network

Hospitalised RO citizens abroad

421
Ian – Nov 2018

2016 - 2018
1039

2017
514

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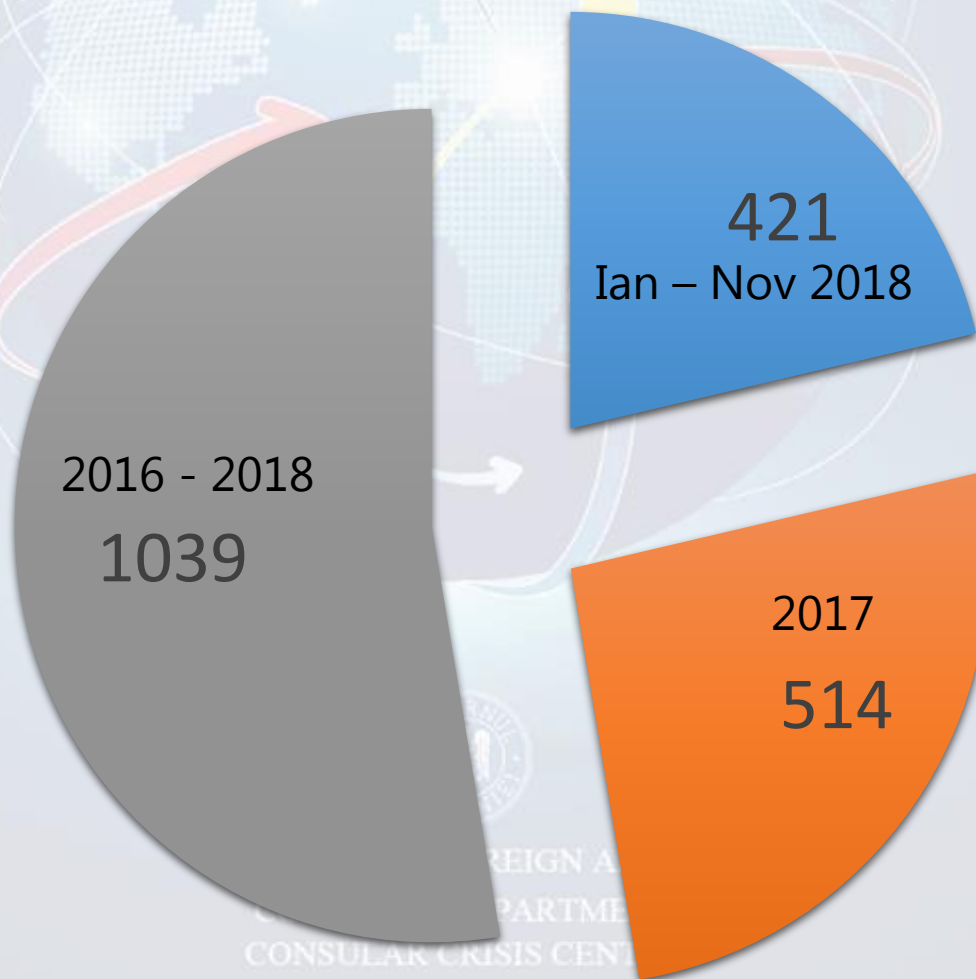
Flash info: updating the consular network and Consular Department

- Nearly 20% of Romanian nationals have taken residence outside the country
- Consular activities have increased and diversified at an unprecedented rate
- Consular network has to operate within the limits of a tight budget and a reduced possibility of hiring additional staff or of opening new consular offices
- Paramount project for the RO consular activity: E-Cons Integrated Platform
- The E-Cons platform integrates several information systems used in the consular domain, triggering a major change in the field

Special Consular Cases Division
Tasks and responsibilities

As a part of the CC:

- to monitor high-risk areas and issue situational products (SitReps)

- to assess risks and evaluate response actions in order to successfully solve the consular crisis

- to ensure that the Consular Mobile Teams are "ready for deployment"

On a permanent basis:

- optimizes the response of the CC, monitors security situations, enhances the prevention component, by means of the available tools at the level of the MFA, in order to inform RO citizens of risks they might be exposed to while traveling to "risk-prone" areas

- instructs diplomatic missions on procedural matters, manages cases etc.

Special Consular Cases Division

ROMÂNIA
Ministerul Afacerilor Externe

Case Management   Baza de cunostinte   Analiza   Pagina mea

Case Management

Directoare

CM
- Tichete
- Actiuni tichete
- Programul de lucru MDOC

CM

Filtre Existente

Cautari predefinite

Descriere

CM

1-5 rezultate din **7**

| | 1 | 2 | « | » |

! Solicitari reatribuire   🔍

! Solicitari transfer tichet catre alt MDOC   🔍

! Tichete care expira in 3 zile   🔍

! Tichete Centrul de Suport   🔍

! Tichete expirate dupa 5 zile MDOC   🔍

Cautare avansata

Tipul Documentului:

---- Toate ---- ▾

☑ Include Subdirectoare

☐ Include Toate Versiunile

| Campuri de cautare | Atribute de sistem | Sortare |

Numar tichet (Numeric)	>
Sursa (Nomenclator)	>
Tematica (Text)	>
Status (Nomenclator)	>
Atribuit (Text)	>
MDOC (Nomenclator)	>
Cautare_Generala (Text)	>

Cauta   Resetare criterii

MAE - Ver. 4.27 - ...

EN   14:50 03.12.2018

Completati campurile urmatoare pentru situatia de criza... v.2.0.2

Agent CCSCRS>

econs\florin.gherghina

MDOC

- -

Date solicitant

Nume	Prenume

Relatia Solicitant - Victima	Strada

Numar	Oras

Sector/Judet	Tara
	ANTIGUA ŞI BARBUDA

Telefon 1	Telefon 2

Date victima

Nume	Prenume

Strada	Numar

Oras	Sector/Judet

CNP	Tara
	ANTIGUA ŞI BARBUDA

Telefon 1	Telefon 2

Observatii

Salveaza criza

Thank you!
Questions?

gsd@mae.ro
www.mae.ro