

Call Centre at the Consulate of Ukraine in Warsaw UCALL

About the Project

This MPF Technical Assistance project supports displaced Ukrainians through a Call Centre at the Consulate of Ukraine in Warsaw. The Centre provides reliable information and guidance on consular services, legal options, administrative matters, and emergencies, including missing persons and child protection cases. By delivering up-to-date information, the initiative helps monitor migration flows, strengthen resilience during crises, and enhance the EU Member States' preparedness for migration challenges.



Partners

This project is implemented by the ICMPD under the Technical Assistance and Support component of MPF.



Countries

Poland, Ukraine, EU MS



Time frame

January – December 2025 (12 months)



Budget

EUR 214,394.40 (from AMIF)



Operationalisation of the Call Centre in Warsaw

The Call Centre will provide displaced Ukrainians in Poland and other EU member states with essential legal, administrative, and emergency information through phone consultations and referrals. It will manage a data system, operate client feedback mechanisms, and conduct mentoring sessions for consultants. Information will be continuously updated based on data analysis and disseminated to ensure practical use.



Networking and Information Sharing

The project will foster cooperation between the Call Centre and Polish/international organizations to enhance sustainable support for displaced Ukrainians. Bi-annual exchange meetings will facilitate collaboration and knowledge-sharing among stakeholders working in this area.



Operational information

The Call Centre is functioning in the premises of the Consular Section of the Embassy of Ukraine to the Republic of Poland in Warsaw. Information provision is closely coordinated with relevant stakeholders, including official sources from the authorities of EU Member States, Ukraine, local administrations, international organizations, and NGOs. Consultations are available Monday to Friday from 8:30 to 16:30, and **the Call Centre can be reached at the following numbers:**

- +48 574 702 685
- +48 574 703 414
- +48 574 707 627
- +48 574 711 813
- +48 (22) 621 39 79



The Migration Partnership Facility



This project is within the framework of the Migration Partnership Facility (MPF), an EU-funded initiative implemented by ICMPD in support of the external dimension of the EU migration policy. Through its grants and initiatives under the Technical Assistance and Support component, the MPF facilitates the execution of projects to strengthen dialogue and cooperation on migration and mobility between Member States and partner countries outside the EU.

Funded by the European Union



Implemented by ICMPD

