

REGIONAL SUPPORT TO PROTECTION SENSITIVE MIGRATION MANAGEMENT IN THE WESTERN BALKANS AND TURKEY

Migration Translation Application

MiTA

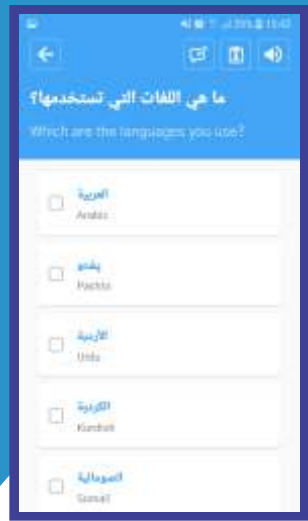
 **IOM**
UN MIGRATION

MiTA – The Migration Translation Application

Effective, timely and reliable communication between migrants and migration management officials in situations of first contact is fundamental in identifying the immediate needs of the migrant and ensuring an appropriate protection-sensitive response and referral. While communication in a language the migrants understand is a fundamental right of every migrant, appropriate interpreters are not always available on site in the border management context. For this reason, IOM developed The Migration Translation Application – **MiTA**.

MiTA is a mobile application which enables a basic form of communication between migration management officials and migrants in situations of first contact in the Western Balkans.

By using **MiTA**, first contact officers can ascertain the basic identity and protection of the migrant through a list of predefined simple questions in 11 different languages or 28 different language combinations



MiTA Features

Offline Application

- **MiTA** is a native application and it does not require an internet connection to function and is not connected to an external server, service, or database.
- Predefined questions:
 - **MiTA** contains a list of 52 questions, each with limited answer options, divided into 6 categories relating to the identity, mode of travel, health, dependants and immediate protection needs of the migrant.
- Recordings
 - **MiTA** can read out loud the questions and answer options. All of the questions and answer options included in **MiTA** have been recorded and can be played as a sound recording by the user in the available languages.

- Languages:
 - o The questions included in **MiTA** are translated in 11 languages: English, Macedonian, Albanian, Bosnian/Montenegrin/Serbian, French, Arabic, Pashto, Urdu, Kurdish, Somali and Farsi.
- Overview and Export of Answers:
 - o MiTA does not store any personal information about the migrants or the users, but it allows the user to export the answers provided by the migrant as an email message or download it in a PDF format locally on the mobile device.
- Device Compatibility:
 - o **MiTA** is a free custom-built application available globally for both Android and iOS devices.

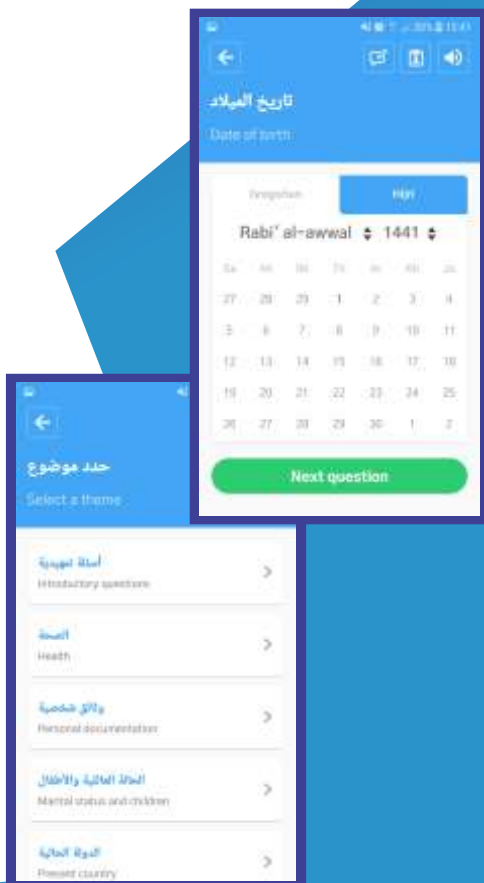
MiTA is available for Android devices on the Google Play Store at: <https://play.google.com/store/apps/details?id=com.iom.mita>

and for iOS Devices in the Apple App Store at: <https://apps.apple.com/hr/app/mita/id1488571838>

MiTA has been developed with the aim to operationally support border management and other first contact officials in the Western Balkans. However, **MiTA** is available in the app store globally and IOM does not limit its use or dissemination to migration

management officials in other regions and contexts.

If your organization or institution is interested in receiving an on-the-job training regarding the effective use of MiTA in a migration management context please contact Donatella Bradic, IOM Office in Belgrade at dbradic@iom.int or Ivan Kochovski, IOM Office in Skopje at ikochovski@iom.int.



MiTA – the Migration Translation Application was developed by the International Organisation for Migration (IOM) under the auspices of the EU-funded IPA II project “Regional Support to Protection Sensitive Migration Management in the Western Balkans and Turkey”.

MiTA should not be used during official migration procedures which could have legal and procedural consequences for the migrant in later stages (ex. official statements, asylum interviews, BIAs, vulnerability assessments). Direct translation provided by a competent interpreter in a language that the migrant understands is always the preferred option in migration procedures and is an essential part of a protection sensitive migration management system which ensures and prioritizes the full respect the rights of migrants.

