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INFORMATION ON RETURN AND REINTEGRATION IN The Republic of Tunisia / 2021



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I. INTRODUCTION

As one of its programs, IOM Bern is implementing the Swiss Return Information Fund (RIF) project. This project aims at providing the Swiss State Secretariat for Migration (SEM) and the Return Counsellors in the Cantons and in the asylum registration and procedure centres with current and clear information helping them to prepare and support voluntary returns and reintegration.



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In the framework of RIF, IOM Bern also develops Country Information Sheets (CIS) that contain an overview of various topics relevant to return and reintegration in the countries of origin. The CIS has the purpose of facilitating the preparations of voluntary returns by clarifying frequent questions and basic information on relevant countries of origin in the Swiss context.

TO DO BEFORE THE RETURN

The returnee coming to Tunisia should:

- Have a valid travel document or a laissez-passer issued by a consular authority.
- **If the returnee is vaccinated**, they need to provide **proof of vaccination**. **If the returnee is not vaccinated**, a **negative PCR** test for COVID-19, carried out less than 72 hours before their first flight, is required (children under 12 years old are exempted from this requirement).*
- Have documents certifying education for them and their children or employment in the country of destination.
- Contact the **Office of Tunisians Abroad (OTE)** nearest to their place of residence.

TO DO AFTER THE RETURN

The returnee should:

- Answer all the questions and share the requested documents in case he/she might be questioned by immigration. **Returnees travelling with a laissez-passer normally get questioned.**
- Register for a new local ID and other documents in case of loss. Refer to local police or national guard departments. For more information click on this link: http://www.sicad.gov.tn/Fr/Prestation_Obtention-de-la-carte-didentite-nationale-pour-la-premiere-fois_57_3_D1309
- **If they are not vaccinated**, all travellers to Tunisia are required to self-isolate in their place of residence.*

*Advice on COVID-19 can change depending on the spread of the virus in the country. Returnees are advised to check current regulations before travelling and upon arrival.



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II. HEALTHCARE

General information on health care:

Constitutionally, all citizens presenting an identification document have access to health care services in Tunisia. The Tunisian health sector consists of both public and private institutions. Public institutions comprise infrastructures found in all Tunisian territory, divided into three levels of services:

- **First line:** Having as an objective to promote health, prevention and first care through the **Basic Health Care Centers (CSSB)**, the **Intermediary Centers**, the **Structures of the National Office for Family and Population (ONFP)** and the Local Hospitals.
- **Second line:** Having as an objective to ensure specialized health care through the Regional Hospitals.
- **Third line:** Having as an objective to ensure health care for extremely specialized cases, scientific research and university education through the University-Affiliated Hospitals.

A. CONDITIONS FOR THE COVERAGE OF MEDICAL TREATMENT

Employers, according to national legislation, have the obligation to register all workers to the **National Social Security Fund (CNSS)** and the **National Health Insurance Fund (CNAM)**. A work contract allows the worker to benefit from social security services and access health services, in public or private institutions. In parallel, in Tunisia there are several Private Insurance Companies, which can be accessed through this link:

<https://www.cga.gov.tn/index.php?id=148&L=0>

Affiliation to CNAM allows the citizens to access all health care services, public or private. For those registered to CNAM, access to public health care services is facilitated, and depending on the nature of their affiliation they either pay only a deterrent fee of 4,5 TND (1,2 euros) or they are reimbursed the cost of services. In private clinics, CNAM settles the expenses for specific operations and treatments. Those without access to CNAM can still benefit from health care services but paying the total amount of the fee, 10 TND (3 euros).

Citizens identified by the Ministry of Social Affairs having limited means to pay for their admission or hospitalisation can have access to the health care assistance program **Medical Assistance Free of charge (AMG)**. AMG programs offer either treatment or hospitalisation free of charge (AMG1) or reduced tariffs (AMG2).

Four national programs are aiming at ensuring the prevention of serious diseases but also the free screening, health care and treatment. The **National Vaccination Plan** ensures the vaccination of all Tunisian children free of charge in public health care institutions. Moreover,



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the National Plans against HIV, tuberculosis and malaria cover entirely the expenses for the screening and the treatment for these diseases.

The **Tounesna** National Mechanism for Reintegration¹ is put in place by the **Office of Tunisians Abroad (OTE)** in order to assist and support the socio-economic reintegration of Tunisian returnees. Germany, among other countries and structures, is a partner of Tunisia in the Tounesna framework. The counsellors of the Mechanism can assist returning Tunisian migrants to register or extend their subscription to CNSS and CNAM and therefore benefit from a health care booklet (carnet de soin).

Availability of medical facilities and doctors:

Medical Facilities and doctors of both public and private sector are available in several cities and towns in all 24 governorates of Tunisia. Citizens can find a doctor through the websites: www.annuaire-medical-tunisie.com
www.monguide-medical.com
www.med.tn

Furthermore, the following phone numbers can be also used:

- Allo Docteur: 71 780 000 / 71 781 000
- Emergencies (SAMU): 190
- SOS Médecins : 71 744 215
- SOS Ambulance : 71 725 555

Admission to medical facilities:

All patients carrying an identification document can be admitted to medical facilities. Patients need to refer to the first line of medical facilities, as mentioned above. These structures will direct them to a superior level of services depending on the needs. People residing close to Regional Hospitals (second line) can refer to those first on the condition that they have an appointment or in case of emergencies. Emergency units are accessed by all, even without an identification document.

Availability and costs of medication:

All kinds of medication are generally available in Tunisia. Shortages have been observed, however, they cannot be considered a frequent phenomenon. Pharmacies can be found within hospitals from which all CNAM affiliates can buy medicine. Private pharmacies can also be found in all neighbourhoods in urban and rural areas. Medication is relatively cheap, compared to other countries in the region. Public health insurance covers partly, fully or reimburses the cost of medication depending on the regime in which the insured is registered. The three

¹ For more information on the mechanism please visit <http://ote.nat.tn/liens-utiles/investir-en-tunisie-investir-en-tunisie/tounesna/>



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options are the “public sector” regime, the “private health sector” and the “system of reimbursement”. More information can be found on the following link:

<https://documents.banquemondiale.org/fr/publication/documents-reports/documentdetail/687831472236995453/assistance-technique-de-la-banque-mondiale-sur-le-financement-de-la-sante-en-tunisie-etude-sur-l-assistance-medicale-gratuite>

General information on COVID-19:

Tunisia has been informing its citizens about COVID-19 through the official website and social media of the **Ministry of Health**. Information is mainly produced and diffused in Arabic and French. The helplines set by the Tunisian government about COVID-19 is the 190 and the 80 101 919 which citizens can use for information or to signal symptoms of the virus. Rapid tests can be bought from pharmacies for 25 TND (7,5 euros) or can be arranged freely by calling the helplines of the Ministry of Health. Private laboratories also perform PCR tests but their cost is much higher (from 170 to 180 TND, 50 to 55 euros).

Concerning vaccination, the platform **EVAX** (evax.tn) has been established where Tunisian citizens but also foreigners (migrants) can register to get an appointment for their vaccination. To date, more than 3,4 million Tunisians have been fully vaccinated.

Examples of Insurance providers (below):

Name of the company	Contact
National Health Insurance Fund (CNAM)	80 100 295 brc@cnam.nat.tn http://www.cnam.nat.tn/index.jsp
National Social Security Fund (CNSS)	(+216) 71 796 744 https://www.cnss.tn/fr
Société tunisienne d'assurances et de réassurances STAR	(+216) 71 340 866 www.star.com.tn
La société tunisienne d'assurances et de réassurances LLOYD	(+216) 71 962 777 www.lloyd.com.tn

III. HOUSING

General information on housing:



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The average rent in Tunisia is 700 Tunisian Dinars (TND), the equivalent of 213 euros, for a 85 m² furnished apartment or house in a normal area. There is demand and sufficient supply of housing options in both rural and urban areas.

A. TEMPORARY ACCOMMODATION

Returnees can find temporary accommodation by searching in websites such as airbnb.com and in hotels and hostels they can find in websites such as <https://www.kharjet.tn/hotel-tunisie/maison-dhote/>.

B. SOCIAL SERVICES OR EMERGENCY SHELTERS

The Tounesna Mechanism offers housing assistance to Tunisian returnees from Switzerland in need of housing, depending on the limits of its funding. Furthermore, there are two associations managing shelters in collaboration with IOM where returnees and especially vulnerable single mothers with children can refer to, in case they need housing. Returnees finding themselves in need for housing should contact **Association Beity** and **Association Amal**. Their contact details are found at the end of this document.

C. BUY OR RENT REAL ESTATE

The average rent in Tunisia is 700 TND, the equivalent of 213 euros, for a 85 m² furnished apartment or house in a normal area. These prices are not representative in areas such as the northern suburbs of Tunis (Marsa, Sidi Bou Said, Carthage, Gammarth) where rents are higher. Rent prices also may vary, due to several factors such as the time of the year and the corresponding offer and demand, the city or neighbourhood where the house is located, the state, the size, the furniture, and the condition. In an accommodation similar to the one

EXAMPLES OF RENT PRICES

- A two-bedroom apartment in Tunis downtown is rented for 620 TND per month.
- A two-bedroom basement apartment in Borj Louzir in Ariana (Greater Tunis) is rented for 525 TND per month.
- A three-bedroom apartment in Menzah 2 is rented for 1250 TND per month.
- A two-bedroom apartment in Hammamet center is rented for 900 TND per month.
- A one-bedroom apartment in Zarzis is rented for 350 TND per month.
- A two-bedroom apartment in Gabes is rented for 450 TND per month.
- A three-bedroom apartment in Gafsa is rented for 400 TND per month.



mentioned above, heating, electricity and gas amount to 200 TND per month (61 euros). There is demand and supply of housing options in both rural and urban areas.

Prices for real estate depend on the city, the area within the city, the size of the house but the age of property. A three-bedroom apartment in Tunis City Center can cost from 185 thousand TND (56000 euros), while in Ariana for the same size of apartment the price is at 269 thousand TND (82000 euros). The difference may depend on the age of the property but also if it is furnished or not. In northern suburbs of Tunis, such as Soukra, a three-bedroom apartment can reach up to 650 thousand TND (170000 euros) or even more. Prices in the suburbs of La Marsa, Carthage, Sidi Bou Said and Gammarth are even higher.

IV. EDUCATION

The education system in Tunisia is organized in four levels: pre-school education (before 6 years old), basic education (from 6 years old), comprising six years in primary school and three years in junior high-school, secondary education (from 15 years old), comprising three years in high school and higher education. Education is compulsory until the age of 16 as mentioned in article 39 of the 2014 Constitution. In 2018, according to the National Institute of Statistics (INS), there were more than 4500 schools in Tunisia. Almost 10% of these schools are private institutions. The number of private schools has been raising in Tunisia during the last decade.

Educational level	Age
Pre-school	
Kindergarten	Before 6 years old
Primary level (mandatory)	
Primary school (6 years)	6 to 12
Junior High School	12 to 15
Secondary level	
High School (3 years)	15 to 18
Higher education	
University	From 18 years old

The academic year starts in September and ends in June. The language of education is mainly Arabic. French and English are taught from the third year of primary school as foreign languages but are also often used in higher education. The education system is divided in public and private schools. French-speaking schools are also well established in Tunisia. An all-day care for elementary school children and kindergartens children is available but usually in private schools and kindergartens.

Cost, loans, and stipends:



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Public education is free of charge for the first three levels. The price of books is protected by law 80 of 2002 and ranges from 4 to 8 TND (1 to 2,5 euros). Several Civil Society Organizations (CSOs)² are providing aid for families with limited means to buy school supplies. The assistance provided included school bags, books, school and office supplies. For higher education, the tuition fees in the public sector depends on cycles and courses and ranges from 50 TND (16 euros) to 200 TND (61 euros) per year with possibility to pay per semester. The costs depend on the education cycle. Students enrolled in private institutions usually pay higher fees. Government grants are provided to students in higher education, particularly to students from families with lower income. The government also provides accommodation and meals served in university restaurants. Social security funds can allocate loans, but students must repay it once they graduate (see below).

A. ACCESS AND REGISTRATION PROCEDURES FOR RETURNEES

Returnees need to bring with them all documents certifying their education level and that of their children. These documents need to be submitted before September 15 of each year, in order for the child to be able to begin lessons immediately. If there is no documentation of the child's education background, the parents need to proceed to a demand to the Ministry of Education, where it will be decided what is the best interest for the education of the child.

A frequent obstacle to children's reintegration to school is the language that they speak. As aforementioned, the official language for education in Tunisia is Arabic and French and English are used often in the secondary level and higher education. Before the beginning of the school year, the Regional Delegations for Education organise exams to assess the level of knowledge of the Arabic language. For children who do not speak Arabic (or French need to register in language courses so or access school at an earlier level.

B. VOCATIONAL TRAINING POSSIBILITIES

The **Tunisian agency for vocational training (ATFP)**³ has 136 training centres throughout Tunisia, offering more than 372 courses in 12 sectors and delivering different types of diplomas: BTS, BTP, CAP. Moreover, the **National Employment and Self Employment Agency (ANETI)** is offering various vocational training possibilities such as technical trainings but also trainings in business set-up, local development, research for ideas etc. More information on the ANETI official page: <https://www.emploi.nat.tn/fo/Fr/global.php>

C. SCHOLARSHIPS AND GRANTS

Tunisia offers scholarships and education loans. Eligibility for scholarships and education loans

² Some of the CSOs that are providing this assistance at a national level are the Tunisian Forum for Youth Empowerment (TFYE), Inno-peace, Afreecan, Association Education Solidaire and the Ligue Tunisienne de education.

³ <http://www.atfp.tn/index.php/ar/>



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is subject to the student's family income. If applicable, scholarship amounts range between 60 TND (18 euros) and 250 TND (76 euros) per trimester depending on the higher education cycle. The amount of money given can be used to cover any expenses that students need. The loans are usually higher, between 600 TND (180 euros) to 1400 TND (427 euros) per trimester. The registration procedure for newly registered students as well as the necessary documents are described in the following link:

V. <https://www.ooun.rnu.tn/web/fr/bourse.html>. **LABOUR MARKET AND EMPLOYMENT**

General information on labour market:

Based on the employment survey of the second quarter of 2021⁴, conducted by the **National Institute of Statistics (INS)**, the labor force participation rate is estimated at 66.5% for men and 28.6% for women. The unemployment rate remains almost stable at 17.9% (compared to 17.8% in the first quarter). In the second quarter of 2021, the unemployment rate evolved as follows (by gender): Increase of 0.4 points for men and decrease of 0.2 points for women, reaching, respectively, 15.4% and 23.6%. The unemployment rate among young people (15-24 years) is 41.7%. This rate is estimated at 42.3% for men and 40.4% for women.

The highest unemployment rates are observed in the western and southern regions of Tunisia. Compared to the situation before the COVID-19, in the second quarter of 2019, unemployment increased considerably in the regions with a predominantly agricultural activity: the northwest (+10 points) and the centre-west (+4.6 points). Though not as high, this increase was also seen in regions characterized by the presence of tourism-related service activity: the northeast (+1.2 points) and the centre-east (+3.6 points).

According to the INS employment survey of the fourth quarter of 2020⁵, the distribution of the occupied population by sector is as follows: 52.8% in the service sector, 17.9% in the manufacturing sector, 16 % in the non-manufacturing sector and 13.3% in the agriculture and fishing sector.

Tunisia's minimum wage⁶ is set at 429,312 TND per month for a 48-hour work week and 365,732 dinars per month for a 40-hour workweek for the industrial sector. 16,512 TND per day for agricultural workers and these are supplemented with transportation and family allowances.

⁴ <http://ins.tn/sites/default/files/publication/pdf/Note%20Emploi%20T2021.pdf>

⁵ <http://ins.tn/publication/indicateurs-de-lemploi-et-du-chomage-quatrieme-trimestre-2020>

⁶ <https://www.webmanagercenter.com/2021/01/06/461789/publication-au-jort-des-decrets-fixant-laugmentation-du-smig-et-du-smag/>



See INS : <http://www.ins.tn/node/1331>

Pdf: <http://www.ins.tn/sites/default/files/publication/pdf/Note%20Emploi%20T2021.pdf>

A. MOST AVAILABLE JOBS AND SALARY LEVELS (October 2021)

The following salaries are estimated based on the Tunisian minimum guaranteed salary (per hour) adding to it the bonuses that correspond to each sector for regular workers. The net salary is calculated automatically by the following tool online: <http://www.humanforce-tunisie.com/candidat/Simulation-fiche-de-paie.php>

REQUIREMENTS TO ACCESS THE LABOUR MARKET

No specific requirement to access the labor market. The candidate needs to have however his or her official administrative documents.

Job field	Gross (minimum) salary	Net (minimum) salary
Agricultural/farm worker	N/A*	430,467
Vendor (food and non-food products)	508,224	457,415
Graphic designer	N/A*	600
Construction worker	532,362	474,336
Tourism worker	535,559	476,534
Tissue and leather industrial worker	497,729	447,969
Mechanics, metal, material worker	524,843	469.166
Medical technician	N/A*	700 /800
Cleaning personnel	N/A*	500
Home support services	N/A*	500
Private security guard	497,729	447,969
Secretary/assistant	532,362	474,336
Driver	490,03	474,336
Storage, load/material handling worker	497,729	447,969

* Information on bonuses not available: calculation of gross salary

B. UNEMPLOYMENT ASSISTANCE

ANETI offers programs that allow young job seekers to do internships in order to develop professional skills and competencies and ensure their professional integration. Three programs are available for companies to encourage them to hire young professionals (“Le Programme contrat dignité KARAMA”, “Le Contrat d’Initiation à la Vie Professionnelle” (CIVP) and “Le Contrat Service Civil (CSC)”).



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C. PENSION SYSTEM

There are in total eleven different pension schemes depending on the branch and the nature of the activity. Pensions are calculated on the basis of the highest salary for public sector workers, while in the private sector they are based on an average of wages from the last ten years. The minimum pension is equal to two thirds of the minimum wage for those who work in public and salaried non-agricultural sectors, while it is only 30 per cent for non-salaried workers. Pensions are in the form of contributory insurance, categories such as the inactive, housewives, and the unemployed are excluded.

The periods of employment completed abroad that gave place to the payment of contribution are counted as if it were periods accomplished in Tunisia.

VI. BUSINESS SET-UP OPPORTUNITIES

Although financial investments and vocational trainings are highly promoted, it is necessary to state that any given business set-up initiative is defined by several indicators such as the geographical region of interest, the creation of new jobs, the increase of wealth and the improvement of the standard of living. In terms of geographical constraints, it is worth mentioning that Tunisia is a geographically and economically diverse country. For example, the North-Western region of Tunisia comprises four governorates which are characterised by the quality of their waters and fertile lands. This fact is making it a favourable environment for agricultural investment. In the centre of Tunisia, in the Governorate of Kairouan, the sectors that could support the development of the regional economy are more based on the processing sector and the manufacturing industry. Finally, in the South-West of Tunisia, due to the bad provision of water, the development of the region is more depended on the industrial sector and small ICT⁷-based enterprises.

There are several governmental bodies providing professional orientation in Tunisia and guide the entrepreneurial initiatives and investments in the country. The **Agency for the Promotion of Industry and Innovation (API)**, the **Agency for the Promotion of Agricultural Investments (APIA)** and the **National Office of Handicrafts (ONA)** support this effort by providing ideas, codifying the legal framework as well as providing information on financial incentives and support mechanisms to new businesses.

Examples of successful projects (from IOM's diaspora engagement programme):

1. Transportation service during COVID-19 in Medenine (South Tunisia).

⁷ Stands for Information and Communications Technology



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During the consecutive lockdowns in several regions of Tunisia due to the spread of COVID-19, means of transportation were becoming scarcer due to the circulation restrictions in the least densely populated cities and in the rural regions. A transportation service during the period of COVID-19 was a very relevant project that was addressing an aggravated but existing problem in Medenine. The driver who initiated the project needed to have a driving licence for the vehicle.

2. Commerce of paramedical products in Tataouine (South Tunisia)

Tataouine is one of the least densely populated areas in Tunis and frequently not all products are accessible. Shortages have been observed for food products, medical equipment, paramedical products and also human resources. A shop selling paramedical products was very important as it was bridging an existing gap in the region.

3. Sheep breeding in Jendouba (North-West Tunisia)

Jendouba is considered of the most fertile governorates of Tunisia. APIA promotes the implementation of projects focusing on agricultural and animal breeding. For this reason, a project for sheep breeding has been considered very relevant and useful for the region, increasing the wealth of the Governorate, the availability of food and non-food products in the country and maintaining the rural areas.

4. Greenhouse agriculture in Monastir (Centre East Tunisia)

Monastir has been one of the focus regions for the Tunisian Government, to improve the quality of the waters and support the off-season vegetable cultivation in greenhouses. Such a project in Centre East Tunisia could be considered very relevant and important especially for those with experience in greenhouse agriculture.

Stages of business set-up:

- 1st stage: reservation online of the patent of the company via: www.registre-entreprises.tn
- 2nd stage: online or in person submission of a confirmation that a declaration to invest in Tunisia via: <http://www.tunisieindustrie.nat.tn/fr/declaration.asp>
- 3rd stage: online examination service of admissibility of the file and appointment - legal establishment of a company. List of documents to submit and overview of the procedure can be found on the following link: www.tunisieindustrie.nat.tn

A. FINANCIAL SUPPORT OR CREDIT

Although difficult to be attained by small businesses, the Tunisian legislation has put in place several financial and fiscal incentives and advantages for projects that participate in the following activities:



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- Export
- Regional development
- Agricultural development
- Technological development and research
- Start-ups and small and middle businesses
- Support to public services

More information can be found on the API website: <http://www.tunisieindustrie.nat.tn/fr/doc.asp?action=showdoc&docid=650>

Young entrepreneurs can also receive funding for their projects in the framework of conventions that ANETI has signed with non-governmental organizations on the one hand and certain international institutions on the other. At a national level these institutions comprise:

- The Tunisian Solidarity Bank (BTS)
- The National Fund for the Promotion of Handicraft and Small Businesses (FONAPRA)
- The Bank Financing Small and Medium Businesses (BFPME)
- The Program for Integrated Development (PDI)
- The National Funds for Employment (FNE)
- The Social Assistance Programs of the General Social Solidarity Union (UTSS)
- The Special Funds for the Development of Agriculture (FODSA)

Microfinance institutions (MFIs) that provide financial support or credit to people who cannot have access to banking facilities also exist in Tunisia. **ENDA Tamweel** is an MFI that operates since 2015 and aims to promote the socio-economic inclusion by enabling vulnerable populations (notably women, the youth and rural populations) to set up businesses. It also encourages self-employment for young people and women in poorer zones and neighborhoods. **Babab Tunisie** is another MFI that operates in Tunisia since 2005 that offers financial assistance or credit to small businesses. Contact details for both MFIs can be found at the contact section of this document. **Taysir Microfinance** promotes the financial, economic and social inclusion of small economic actors through micro-credit, micro-insurance and various trainings. Its development strategy is oriented towards regional development areas.



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Regarding voluntary returnees from Switzerland, several business projects can be recommended:

FOR PERSONS WITH LITTLE PROFESSIONAL EXPERIENCE IN URBAN AREAS

- Vendors
- Street vendors
- Fishing

FOR PERSONS WITH CRAFT-SPECIFIC EXPERIENCE IN URBAN AREAS

- Carpentry
- Car mechanics shop
- Bakery
- Hairdresser

FOR RETURNEES WHO RESIDE IN RURAL AREAS

- Farming, animal breeding
- Greenhouse vegetable farming

FURTHER RECOMMENDED PROJECTS

- Internet café
- Fast-food restaurants

PROJECTS NOT RECOMMENDED

- Projects should be in harmony with general conditions in the region of implementation. For example, agricultural projects to the Southwest of Tunisia are not recommended to returnees due to the scarcity of water in the region.



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VII. TRANSPORTATION

Flights: Tunisia most used airport is the Tunis-Carthage Airport situated in the capital Tunis. Other airports used frequently are the Djerba-Zarzis Airport, the Enfidha Airport and the Habib Bourguiba Airport in Monastir.

Approximate flight fares:

From	To	Price (In euros)
Geneva	Tunis	200 euros
Paris	Tunis	80 euros
Rome	Tunis	110 euros
Istanbul	Tunis	100-300
Tunis	Djerba	100-200 euros
Tunis	Paris	50-150 euros
Tunis	Tripoli	100 euros
Tunis	Istanbul	100-150 euros
Djerba	Tunis	100-350 euros
Monastir	Paris	50-150 euros
Monastir	Lyon	50-250 euros
Monastir	Nice	75-150 euros
Hammamet (Enfidha)	London	200 euros
Hammamet (Enfidha)	Manchester	200-300 euros

It is important to note that IOM Tunisia, cannot book tickets in advance for returnees wishing to return to their towns of origin outside Tunisia, as this service is not available in Tunisia. For this reason, based on an estimation of distance and transportation prices, IOM Tunisia offers returnees, upon their arrival, an amount of money sufficient for their domestic travel.

Rail system: The railway mainly serves the big cities of the coastal zone (Tunis-Sousse-Sfax-Gabès axis) and has some secondary lines towards Nabeul, Tozeur, Mahdia. A second line serves the western regions (Béja, Jendouba, Kef). Its operation is carried out by the **Société Nationale des Chemins de Fer Tunisiens (SNCF)**. Further information (stations, timetables, prices) is also available on the SNCF website: http://www.sncft.com.tn/Fr/accueil_46_87

Train ticket average prices (one way):

From	To	Fare
Tunis	Hammamet	6 TND
Tunis	Sousse (via Bir Bouregba et Enfidha)	11 TND



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Tunis	Sfax (via Bir Bouregba, Enfidha, Kalâa Sghira, El Jem)	18 TND
Tunis	Bizerte (via Mateur)	5 TND
Tunis	Kalâa Khasba (via Gâafour et Dahmani)	12 TND
Tunis	Touzeur (via Sfax, Gafsa et Mélaoui)	24 TND
Tunis	Mahdia (via Monastir)	11 TND
Tunis	Le Kef (via Gaâfour)	10 TND
Tunis	Gafsa	20 TND
Tunis	Monastir	10 TND
Tunis	Djerba (Liaison Gabès-Djerba assurée par Bus climatisé).	26 TND
Tunis	Gabès	26 TND
Tunis	Zarzis(Liaison Gabès Djerba assurée par Bus climatisé).	26 TND
Tunis	Ghardimaou (via Béja, Bou-Salem, Jendouba)	13 TND
Tunis	Béja	8 TND
Tunis	Jendouba	11 TND
Tunis	Tataouine via Sousse, Sfax et Gabès (Liaison Gabès Tataouine assurée par Bus climatisé).	26 TND

Taxi: Taxis in Tunisia are found in all cities and towns and can be identified by their yellow colour. All taxis have a sign on top indicating their number and must use a taximeter. The counter starts from 500 millimes (the equivalent of 15 cents of euro) and each hundred meters 40 millimes are added. From 9 pm to 5 am the prices rise 50%, therefore each hundred meters 60 millimes are added. Tunis and other big cities also have collective taxis linking the city center with the suburbs. They can transport up to 8 people at the time. They do not have specific hours of departure but start when all places are taken. Their itinerary is fixed and the price ranges from 1 dinar (27 cents) to 1,5 dinar (45 cents). Both regular and collective taxis do not provide receipts for their services.

In addition to regular taxis, there are three mobility platforms in big Tunisian cities offering the possibility to command a taxi (not a collective taxi) online. Two of these platforms, **Bolt** and **Yassir**, offer taxi transportation and can be downloaded in all smartphones. They are usually more expensive than normal taxis as their prices are not fixed and depend on the demand. **Intigo** is the third platform available in Tunis offering one-person transportation by scooter. It is relatively cheaper than Bolt and Yassir but still more expensive than normal taxis. All three platforms provide online receipts for their services, sent to the client's email, however, payment is only possible by cash.



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Louage: Louages are group inter-city taxis (collective taxis). They link the great majority of Tunisian cities and smaller towns and are the main means of inter-city transportation for Tunisians. They operate like urban collective taxis. Their price is usually 5 TDN per hour of travel. Each city, town and often small villages has a louage station. In Tunis there are several stations depending on the destination. Bab Saadoun serves the northern towns: Bizerte, Kef, Tabarka, Béja. Bab Alioua the nearby southern towns and Cap Bon: Hammamet, Nabeul, Kelibia, Zaghouan and Moncef Bey serves the central and southern towns: Sousse, Monastir, El Jem, Mahdia, Sfax, Gabès, Sidi Bouzid.

The louages start circulating early in the morning at 6 am. They continue until 6 or 7 pm. However, the later the hour, it is becoming more difficult to complete the seats and depart.

Metro: Metro transportation is available in Tunis, the capital city of Tunisia. There are 6 light rail metro lines connecting Tunis downtown with the suburbs, one line linking Tunis with Marsa and one linking Tunis with the suburbs in the south of the Tunis Metropolitan area.

Tunis Metro - Principal Lines	
1	Place de Barcelone – Ben Arous
2	Place de la République – Ariana
3	Tunis Marine – Ibn Khaldoun
4	Place de Barcelone – Kheireddine
5	Place de Barcelone – Intilaka
6	Tunis Marine – El Mourouj 4

VIII. TELECOMMUNICATION

Tunisie Telecom is the public telecommunication agency in Tunisia, offering telephony services as well as internet services through its subsidiary companies Globalnet, Topnet and Hexabyte. Two private companies with their own infrastructure, Ooredoo and Orange, offer telephony and internet services.

The prices for monthly fixed ADSL internet range from 10 TND per month to 26 TND depending on the internet speed, while VDSL prices are much higher.



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IX. LIST OF CONTACTS

A. HEALTH CARE

Health care centres

Name of the hospital	Address	Contact
Hôpital Mongi Slim	Sidi Daoud, la Marsa, 2070	(216) (71) 764 325 Emergencies : 71.764.845 / 71.764.033 / 71.764.066 (p:333)
Hôpital Habib Thameur	Montfleury, Tunis	(216) (71) 492 773 Emergencies : 71.397.000
Hôpital Aziza Othmana	Place du Gouvernement la Kasba, Tunis-1008	(216) (71) 560 763 Emergencies : 71.570.777
Hôpital Farhat Hached	Avenue Ibn El Jazzar-Sousse- 4000	(216) (73) 222 293 Emergencies : 73.221.425 / 73.223.311
Hôpital Habib Bourguiba	Avenue El Ferdaouss -Sfax-3029	(216) (74) 242 333 Emergencies : 74.241.511 / 500
Hôpital Fattouma Bourguiba	Rue du 1er juin 1995-Monastir-5000	(216) (73) 460 309 Emergencies : 73.460.411 / 73.447.108

An exhaustive list of hospitals and health care centers can be found on the website of the Ministry of Health: <http://www.santetunisie.rns.tn/fr/carte-sanitaire/structures-publiques-de-sante-en-tunisie>

Organizations providing medical assistance

Name of the organization	Address	Contact
International Organization for Migration	6, Rue du Lac le Bourget Les Berges du Lac 1053 Tunis	(+216) 71 860 312 / 960 313 / 861 097 Helpline: 80 10 15 66 IOMTunis@iom.int http://www.tunisia.iom.int/
Médecins Sans Frontières	Rue du lac Huron, Immeuble « La Couverture » Appartement B2-1 Les Berges du Lac 1053 Tunis	http://www.msf.org/en/where-we-work/tunisia



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Name of the organization	Address	Contact
Médecins du Monde	9 rue Amin el Abassi 1002 Tunis	(216) 36 474 020 Contact.tunisie@medecinsdumonde.be

B. HOUSING

Organizations providing housing assistance

Name of the organization	Address	Contact
Association Amal for the Family and Children	10, Rue Solimen Belvédère 1095, Tunis	(+216) 71 286 372 amalpourlafamille@hotmail.fr https://www.facebook.com/Amal-pour-la-Famille-et-lEnfant-159399537413147/
Beity	10, Rue Mohamed Ali Jenah 1002, Tunis	beity.tunisie@gmail.com https://beity-tunisie.org/

C. EDUCATION

Schools and other institutions related to education/training

Name of the organization	Address	Contact
Ministry of Education		Helpline 80 102 520 (+216) 71 568 768 ministrere@minedu.edunet.tn
Ministry of Superior Education and Scientific Research	Avenue Ouled Haffouz 1030 Tunis	(+216) 71 786 300 mes@mes.rnu.tn
Regional Commissions for Education		http://www.education.gov.tn/?page_id=13976&lang=en

Organizations providing assistance in the educational sector

Name of the organization	Address	Contact
International Organization for Migration	6, Rue du Lac le Bourget Les Berges du Lac 1053 Tunis	(+216) 71 860 312 / 960 313 / 861 097 Helpline: 80 10 15 66 IOMTunis@iom.int http://www.tunisia.iom.int/
UNICEF	Immeuble Prestige 4ème étage Bloc D	(+216) 71 802 700 tunis@unicef.org



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	Les Berges du Lac 1 1053 Tunis	https://www.unicef.org/tunisia/
Tunisian Forum for Youth Empowerment (TFYE)	Rue Khalil Ibn Ahmed Avenue Grand Maghreb 2010 Manouba centre	contact.tfye@gmail.com
Association Inno-Peace	51,Rue Abou Alwalid Ibn Roched Riadh Landalous 2058 Ariana	board.innopeace@gmail.com
Afreecan	App 1, bloc C, Résidence Les Rosiers, Ennaser 1	info@afreecan.info
Association Education Solidaire	Boîte postale no 70 bureau de poste 8058 Merazka	achouika02@gmail.com
Ligue Tunisienne de l'éducation	19 Rue Smarkand Ennaser	hamida_chaouch@yahoo.fr

D. EMPLOYMENT

Employment centres

Name of the organization	Address	Contact
National Employment Self Employment Agency (ANETI)		https://www.emploi.nat.tn/fo/en/global.php?page=106

E. FINANCIAL SECTOR

Main banks and financial institutions

Name of the organization	Address	Contact
Banque de Tunisie (BT)	Found in several neighbourhoods in Tunis and other cities	
Banque Internationale Arabe en Tunisie (BIAT)		
Arab Tunisian Bank (ATB)		



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Name of the organization	Address	Contact
Banque Nationale Agricole (BNA)		
Banque Zitouna		
Amen Banque		

I. Organizations providing assistance in the financial sector

Name of the organization	Address	Contact
ENDA Tamweel	Rue de l'Assistance Cité El Khadra 1004 Tunis	(+216) 71 804 002 info@endatamweel.tn
Baobab Tunisie	65 Avenue Alain Savary 1002 Tunis	(+216) 71 843 600 contact-tunisie@baobab.bz
Taysir Microfinance	02 Place Mendès France Mutuelle ville 1082 Tunis	(+216) 29 500 500 contactus@taysirmicrofinance.com

For more information on return and reintegration possibilities on this country, please consult the IOM Bern office and/or visit <http://www.ch.iom.int/>