

The Delegate Ministry in charge of Moroccans Living Abroad strengthens its monitoring system

As part of the fulfilment of the High Royal Directives aiming at providing exceptional support to Moroccans living abroad after the launch of the "Marhaba 2021" operation, and with the aim of combining the efforts of all actors, both at the central and regional levels, to provide appropriate solutions to the problems or difficulties that these citizens may encounter The Delegate Ministry in charge of Moroccans Living Abroad has strengthened its standby and communication mechanism, at the central and territorial levels, in order to offer guidance and administrative support to the Moroccan community abroad, especially during this period, as several administrations and national institutions are experiencing a large flow of members of the community.

To this end, the Ministry Delegate has provided Moroccans living abroad with additional telephone numbers and e-mail addresses at the central level to receive their various requests for information, questions and complaints all through the week.

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At the same time, the Ministry delegate has further mobilized its decentralized services during this period. it is about the Houses of Moroccans Living Abroad and Migration Affairs in the cities of Beni-Mellal, Tiznit, Nador and Khouribga, which have made available to Moroccans living abroad additional phone numbers and e-mails to guide them, answer their questions and receive and deal with their complaints.

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It should be recalled that, since the beginning of the health crisis linked to the Coronavirus pandemic, the Ministry delegate has ensured the continuity of services provided to the Moroccan community abroad, in particular those related to legal advice and the treatment of complaints, through the establishment of a follow-up and guidance unit, with a team working on a permanent basis every day of the week.

Also, the communication mechanism has been strengthened by using the various communication channels available and by providing Moroccans living abroad with phone numbers to give them the information they need and to answer their various questions. Also, the unit in charge of MLA Requests and complaints has continued to provide its services remotely.