SEM awards contract for external reporting office in federal asylum centres

The State Secretariat for Migration (SEM) announced that it awarded the contract to operate the external reporting office in federal asylum centres to the Bern regional association of the Swiss Workers' Relief Agency, starting in autumn 2026.

The external reporting office will allow asylum seekers, staff of service providers responsible for care and security, as well as volunteers, to report potential irregularities in federal asylum accommodation. Its role will be to receive reports, advise affected individuals, and when necessary, refer them to specialised counselling services or law enforcement authorities.

The tender covers October 2026-31 December 2031 and was published on Switzerland's public procurement platform (simap.ch).

OSEO Bern was selected and had prior experience managing one of the two reporting offices during the pilot project phase (2022–2024).

More information is available here.

Source(s)

- State Secretariat for Migration | Staatssekretariat für Migration | Secrétariat d'État aux migrations | Segreteria di Stato della migrazione (1 May, 2026), Le SEM attribue le mandat pour le bureau de signalement externe dans les centres fédéraux pour requérants d'asile (CFA) [SEM awards mandate for external reporting office at Federal Asylum Seekers' Centres (CFAs)], https://www.admin.ch/fr/newnsb/VN7IES9oqGqi8ccG0TSId
- State Secretariat for Migration | Staatssekretariat für Migration | Secrétariat d'État aux migrations | Segreteria di Stato della migrazione (1 May, 2026), Projet « Bureau de signalement externe » [External Reporting Office Project], https://www.sem.admin.ch/sem/fr/home/asyl/asylverfahren/asylregionen-baz/externe-meldestelle.html

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