Shortcomings at the Immigration Office in Turin

The Immigration Office in Corso Verona, Turin, has been struggling with inefficiencies for years, leading to long queues of people waiting for services, sometimes for hours, in all weather conditions. The office is crucial for foreign nationals in the area seeking residence permits. Media coverage since 2020 has shed light on the issue, highlighting long waits, lack of proper facilities, and overcrowding. In 2022, the office's premises were partially deemed unsafe.

ASGI, has called for immediate changes, including a clear and efficient appointment system, timely processing of applications, and respectful treatment of applicants. Meanwhile, people continue to wait in long lines for an appointment, relying on self-organized shifts and support from the Red Cross. The situation has worsened due to limited opening days and the lack of an online appointment system.

In response, the local authorities have activated support services and announced plans for reorganization, such as relocating some procedures to other offices and improving the infrastructure. However, the long-term solution remains a larger, more suitable office space, expected later in the year.

Source(s)

- Association for Juridical Studies on Immigration | Associazione per gli Studi Giuridici sull'Immigrazione (22 January, 2025), Ufficio Immigrazione al collasso: ASGI denuncia violazioni e soluzioni insufficienti [Turin, Immigration Office collapsing: ASGI denounces violations and insufficient solutions], https://www.asgi.it/asilo-e-protezione-internazionale/torino-ufficio-immigrazione-al-collasso-asgi-denuncia-violazioni-e-soluzioni-insufficienti/

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