



Information For Asylum-Seekers and Refugees in Egypt

**United Nations High Commissioner for Refugees
Regional Representation in Egypt
Cairo, April 2013**

CONTENTS

	Page
INTRODUCTION	4
PART ONE: UNHCR MANDATE AND ITS ROLE IN THE ARAB REPUBLIC OF EGYPT	5
1.1 UNHCR Mandate	5
1.2 UNHCR Role in the Arab Republic of Egypt	7
PART TWO: RECEPTION AND GENERAL OFFICE PROCEDURES	11
2.1 Reception	11
2.2 General Office Procedures	13
2.3 Code of Conduct	18
PART THREE: REGISTRATION AND DOCUMENTATION FOR REFUGEES AND ASYLUM SEEKERS	22
3.1 Registration Process	22
3.2 Documentation-Process	29
PART FOUR: REFUGEE STATUS DETERMINATION PROCESS	42
4.1 Refugee Status Determination (RSD interview)	42
4.2 Legal Aid / Representation	45
4.3 Notification of RSD decisions	46

4.4 Appeal process	50
4.5 Cancellation and cessation of refugee status	54
4.6 Re-opening requests	56
4.7 Family unity	58
PART FIVE: LEGAL PROTECTION	64
PART SIX: ACCESS TO ASYLUM RIGHTS	66
6.1 Access to Health Care	66
6.2 Access to Education	73
6.3 Psycho-Social support at community level	79
6.4 Access to community based services	81
PART SEVEN: MEANS OF LIVELIHOOD	83
7.1 Means of live lihood	83
7.2 Vocational training	85
PART EIGHT: FINANCIAL ASSISTANCE	87
PART NINE: DURABLE SOLUTIONS	90
9.1 Voluntary Repatriation	90
9.1.1 Return to South Sudan	94
9.1.2 Return to the Sudan	97
9.1.3 Return to Iraq	98
9.2 Local Integration	101
9.3 Resettlement	102
PART TEN: UNHCR CAIRO COMPLAINTS PROCEDURES	109
PART ELEVEN: USEFUL CONTACTS	113

INTRODUCTION

The purpose of this information booklet is to provide an overview of the mandate of the United Nations High Commissioner for Refugees (UNHCR) and the relevant criteria and procedures that are implemented by UNHCR in Egypt. The booklet also provides information on the Arab Republic of Egypt's policies regarding asylum and outlines the main assistance programmes available for refugees and asylum seekers in Egypt.

It should be noted that the policies and programmes outlined in this booklet are subject to change.

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PART ONE

UNHCR MANDATE AND ITS ROLE IN THE ARAB REPUBLIC OF EGYPT

1.1 UNHCR Mandate

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established in 1950 by the United Nations General Assembly.

UNHCR's Mandate is to ensure the protection of persons who are found to meet the refugee criteria according to relevant international and regional instruments, and together with governments and non-governmental organizations, to seek durable solutions for the problems of refugees.

In order to be granted refugee status, you must meet the definition of a refugee set out in the 1951 Refugee Convention as amended by its 1967 Protocol. This definition requires that:

- You left, or remain outside, your country of origin because you have a **fear of persecution**;
- The persecution you fear is based on your **race, religion, nationality, membership of a particular social group, or political opinion**.
- Your fear is **well-founded**, meaning that the fear you claim to have is not merely subjective or conjectured but has a factual basis.

There are other circumstances in which refugee status may be granted. This includes the situation where a person's life or freedom is seriously threatened because of armed conflict, generalized violence, foreign occupation, aggression or other events in the person's country of origin which have seriously disturbed the public order. These situations are specifically covered by the broader refugee definition contained in the 1969 OAU Convention.

If you believe you meet the above criteria, you may wish to apply for refugee status with UNHCR.

A person will be excluded from refugee status if he/she has committed a crime against peace, a war crime, or a crime against humanity; or is a person who has committed a serious non-political crime outside the country of refuge; or is guilty of acts contrary to the purposes and principles of the United Nations. This means that, irrespective of whether he/she falls within the definition of a refugee, he/she will not be granted refugee status.

Q. What does the term “International Protection” mean?

International protection is the cornerstone of UNHCR's work. In practice, this means trying to guarantee a refugee's basic human rights and ensuring that no person will be returned involuntarily to a country where he or she has reason to fear persecution – **(non-refoulement)**. UNHCR promotes international refugee conventions and monitors government compliance with international refugee law.

Q. What does the term “person of concern to UNHCR” mean?

Within the context of UNHCR’s operation in Egypt, the term person of concern refers to each person on Egyptian soil who has refugee status or is an asylum seeker.

1.2 UNHCR Role in the Arab Republic of Egypt

The Government of Egypt, as a signatory to the 1951 Convention relating to the status of refugees, has the primary responsibility to provide protection for all persons who seek asylum on its territory.

Q. What is the role of UNHCR in Egypt?

At present, asylum activities (Reception, Registration, Documentation and Refugee Status Determination (RSD)) are carried out by UNHCR at the request and on behalf of the Government of Egypt. Any person who is recognized as a refugee by UNHCR in Egypt falls under the protection of the Government of Egypt. UNHCR works in close liaison with the authorities in Egypt to ensure that all persons of concern are provided with protection in Egypt.

UNHCR intervenes on behalf of individuals or groups for the protection of their basic human rights, including:

- Non-refoulement
- Access to the RSD procedure
- Prevention of expulsion
- Prevention of and release from arbitrary detention

- Facilitation of issuance of refugee ID and travel documents
- Provision of the most appropriate durable solutions to refugees and asylum seekers, including voluntary repatriation and resettlement
- Family reunification
- Protection interventions

UNHCR seeks one of the three durable solutions for refugees, asylum seekers and other persons of concern, namely voluntarily repatriation to the country of origin, local integration in the country of asylum, and resettlement to a third country.

Q. What are my rights and obligations as a refugee in Egypt?

As a refugee, you are protected against expulsion or deportation (*refoulement*) to your country of origin. You are entitled to the enjoyment of the rights Egypt agreed to, set out in the 1951 Refugee Convention including amongst others, the right not to be discriminated against on grounds of race, religion, or country of origin, and freedom of movement and residence within the country of asylum as well as equality before the law and access to courts.

As for obligations, refugees and asylum seekers and their dependants have to abide by the national laws and regulations in Egypt, as well as measures taken for the maintenance of public order.

Some examples of serious offences under the Egyptian Penal Code (Law No 58 of 1937) include: forgery; disobeying the orders of public officials (including law enforcement officers); violence (including assault, rape and domestic violence); theft; publication of affronts to public figures and authorities; abortion; gambling; adultery and “immoral acts”(including prostitution).

Other offences include possession of drugs (whether for personal use or sale), manufacture of alcohol, public consumption of alcohol, misconduct in public places.

Q. When can I approach UNHCR office in Cairo?

The UNHCR refugee reception receives people from **8h30 to 15h00** from **Sunday to Wednesday**.

The refugee reception only has capacity to serve 80 persons per day. In order to ensure that everyone has an opportunity to discuss with UNHCR staff, individuals who have already visited UNHCR will not be served again until at least two weeks have passed since their last visit to the office. In the case of emergency these individuals can call UNHCR by phone.

Address:

17 Mekkah Al-Mokarrama street, 3rd proximity, 7th District, 6th of October City
(cf. Map in annex)

You can also reach UNHCR by phone from 8h30 to 15h00 from Sunday to Thursday on the following numbers:

Landline: +202 38355802/3

Protection (including detention): 01227333367

Assistance related matters: 01225000671

Voluntary repatriation: 01229467246

Resettlement enquiries: 01279177993

PART TWO

RECEPTION AND GENERAL OFFICE PROCEDURES

2.1 RECEPTION

If you wish to apply for protection in Egypt, you should approach the UNHCR office in 6th of October City. The first contact with the office is through the Reception where the UNHCR protection staff is ready to respond to your requests. The UNHCR reception is open from **8h30** from **Sunday to Wednesday** in 6th of October City.

Q. What should I do if I want to speak to a UNHCR staff member about a problem?

UNHCR Protection staff members are available at the reception. You should explain your problem to the reception staff. They will either respond directly or refer you to another staff member who would be better placed to help you.

Q. What sorts of queries can refugees and asylum seekers approach the UNHCR reception?

The following are some of the most common queries received:

- Persons who wish to apply for protection in Egypt (new arrivals).

- Persons with scheduled appointments for an interview with UNHCR (Registration, Refugee Status Determination, Durable Solutions, Protection).
- Persons needing to add family members to their files.
- Persons wishing to apply for voluntarily repatriation to country of origin.
- Persons with appeal and re-opening requests.
- Persons with queries regarding delayed results or complaints.
- Persons who have physical and legal difficulties in Egypt.
- Persons requesting to withdraw their asylum application with UNHCR.
- Persons with requests to renew or replace their UNHCR Registration cards.
- Persons in need of legal aid support for birth, marriage, and death certificate issuing.
- Persons wishing to update UNHCR about their contact details.

Q. Where should I go if I have a query related to a follow-up on my financial or medical assistance?

It is recommended that you first approach UNHCR's implementing partner directly offering this service to you (CARITAS, Refuge Egypt, CRS, etc). Please only approach UNHCR if the concerned NGO partner did not effectively address your situation. Requesting interference from UNHCR before you have completed the process with the partner will only delay your case.

2.2 GENERAL OFFICE PROCEDURES

Q. What if I do not speak Arabic or English?

UNHCR employs interpreters who speak the refugee languages most prevalent in Egypt to assist you. These include Amharic, Arabic, Dinka, French, Fur, Masalit, Oromo, Somali, Tigray, Tigrinya, Zaghawa.

If an interpreter for your language is not available you may bring someone to assist you. All UNHCR interpreters sign confidentiality agreements so they cannot discuss anything they have heard in an interview outside UNHCR.

It is important, during any interview, to express clearly any concerns about the interpreter, particularly if you have problems in understanding him/her. If you prefer a female or male interpreter, or feel uncomfortable with the interpreter for any other reason, please express this clearly to the UNHCR staff and efforts will be made to try to meet your preferences.

Q. Can I trust that UNHCR staff and interpreters will keep information about my family members and me confidential?

Yes, all information you entrust to UNHCR is kept confidential. All interviews will be conducted in a confidential environment, in a language that you understand. You are therefore expected to relay all the needed information to the relevant staff member interviewing you. Interpreters sign a confidentiality agreement. Should you have problems

understanding any of the questions, you must clearly express that during the registration interview.

Q. Can I choose who interviews me?

You cannot choose who interviews you, however, female applicants or spouses can be interviewed, if they so wish, by a female UNHCR protection staff and a female interpreter. Please express your wish clearly and write it down while filling you registration form.

Q. Is there any particular procedure to accommodate vulnerable persons approaching UNHCR to seek protection?

If you, or any of your immediate family members, fall within one or more of the specific vulnerable needs categories, you should immediately tell the UNHCR Reception staff when you approach the office. You should also indicate any special needs in your Registration Form. This will allow the UNHCR staff to make appropriate arrangements for your interview.

Q. What are the specific needs categories?

- Persons with disabilities;
- Children or adolescents at risk;
- Pregnant/lactating women;
- Older persons at risk;
- Persons with special legal and security issues;
- Unaccompanied or separated children;
- Families with young children;

-
- Persons residing outside Cairo;
 - Large family sizes;
 - Serious medical conditions;
 - Single parents;
 - Women at risk.

Q. What if any of the persons with specific needs cannot come to UNHCR for the registration interview or other interviews?

Special arrangements can be made for those persons with specific needs who are not able to approach UNHCR for any scheduled interview. The need to make alternative arrangement will be assessed on a case-by-case basis.

Q. If I have a special need can my procedures with UNHCR be made faster?

The UNHCR office in Cairo implements **fast track procedures** at Registration as well as other levels, for extremely vulnerable cases and for individuals with serious protection concerns. Please identify yourself to UNHCR if you or any of your family members require fast track procedures to be applied. Please understand that UNHCR can only fast track a small number of cases.

Q. What happens on the day of my appointment?

If you have a scheduled appointment with UNHCR office in Cairo, you should arrive to the office on the set date between 08h00 to 11h00. When you arrive at UNHCR you should present your Appointment Slip or indicate that you

have been contacted by UNHCR for an appointment. After that, you will be admitted inside the waiting area.

Q. Are there security measures in place at UNHCR?

At the entry door of the waiting area, the UNHCR security guards will conduct a body search for you and accompanying family members. UNHCR office has both male and female security guards to conduct the body search.

The following items will not be allowed inside the UNHCR premises:

- Any kind of weapon, including rifles, pistols, toy weapons, and replica weapons.
- All sorts of ammunition and explosives.
- Disabling chemicals or gases.
- Flammable aerosols including hair and body spray, spray paints or insect repellants
- Metal scissors with pointed tips
- Cutters, razor blades
- Martial arts devices
- Flammable liquids or solids including perfumes, fuels, paints, cleaning solvents, lighter fluid
- Large or heavy tools such as wrenches, pliers, hammer etc.
- Bricks or heavy stones/ objects
- Knives of any kind and any length, including pocket knives
- Any sharp object that could be used as a weapon, including glass
- Ropes or sticks

Q. How long am I expected to wait on the day of my scheduled appointment with UNHCR?

UNHCR schedules appointments for an average of 70 persons each day, with special consideration to cases that fall under specific needs categories, who are admitted to the interviews on priority basis. If you have a scheduled appointment at UNHCR office, it is strongly recommended that you approach the office as early as possible and try to be free that day from any other commitments. Sometimes, you may have to wait between 4-5 hours due to the high number of interviews per day.

Q. Can I bring food and drinks with me while waiting for my scheduled interview?

Inside the waiting area, there is a garden in which there is a shaded area where you can sit down and an area where children may play. There is drinking water provided, and snacks are allowed inside. In addition, there are separate male and female toilets inside the waiting area.

Q. Can I leave the office while waiting for my interview in order to buy something to eat or drink?

If you feel hungry while waiting, you can always ask to leave the waiting area and go to one of the grocery shops or restaurants (small cafés) in the market next to the UNHCR premises. **Please inform the security guards at the waiting and reception areas that you need to leave and get back. Please do not stay for a long time outside the waiting area so that you do not miss your interview.**

2.3 CODE OF CONDUCT

UNHCR expects all its staff members to uphold and promote the highest standards of ethical and professional conduct in performing their work. UNHCR does its best to serve refugees and asylum seekers in an efficient and dignified manner and expects persons of concern to the office to be equally patient and respectful in its interactions with the office.

Q. What is the conduct expected from UNHCR staff?

In order for UNHCR to be able to ensure the protection of and assistance to refugees and asylum seekers, UNHCR staff members have to uphold and promote the highest standards of ethical and professional conduct. All staff members and interpreters working for UNHCR sign a Code of Conduct. By signing the Code of Conduct staff members are bound by a set of principles including to:

- Treat all persons of concern to UNHCR fairly and with respect, compassion and dignity.
- Demonstrate integrity, truthfulness, dedication and honesty in all actions.
- Support the fullest possible participation of persons of concern in decisions that affect their lives by striving to build constructive and respectful working relations with UNHCR's humanitarian partners.
- Prevent, oppose and combat all exploitation and abuse of persons of concern.
- Refrain from and oppose any form of harassment (including sexual harassment), discrimination,

abuse of power, intimidation or favouritism in the workplace.

Q. What is the conduct expected from refugees and asylum seekers?

UNHCR receives hundreds of refugees and asylum seekers at its office every day, both at the reception and for individual interviews inside the office. In order for the work of the office to proceed in an efficient manner and in order for all individuals to be attended to in a fair and safe manner, UNHCR needs the cooperation of persons seeking assistance at the reception. Disruptive behaviour has a negative impact on all others waiting for assistance and UNHCR cannot serve individuals who are disrupting the work of the office.

UNHCR expects the following behaviour from persons approaching the office:

- Treat UNHCR staff members, interpreters and guards with respect.
- Be patient and respect the order in which persons are called forward for counselling.
- Identify yourself to the reception staff if you have an appointment.
- Explain the reasons for approaching UNHCR clearly to the reception staff.
- In order to respect other persons' privacy only one person/family may approach the window at a time.

- Once your counselling session is finalized, please move away from the reception area so that others can be served.

Q. What happens if refugees demonstrate in front of UNHCR?

UNHCR supports refugees and asylum seekers' right to demonstrate peacefully and stands ready to listen to any community's grievances. UNHCR does not accept violent or disruptive behavior, or that some individuals prevent others from accessing the office.

UNHCR will not provide privileged treatment to refugees and asylum seekers who stage protests and sit-ins. No resettlement interviews, earlier RSD or registration appointments or other appointments are given to demonstrators. Individual concerns will be dealt with through the reception.

UNHCR will continue to meet with representatives of refugee communities whenever the need arises but no individual cases, except detention cases, are dealt with during those community meetings. Any individual cases which are handed over in these meetings will not be dealt with. This policy is designed to avoid privileged treatment of certain individuals and to protect community representatives from allegations of favoritism and corruption.

Q. What happens if refugees are violent or disrupt UNHCR's work?

UNHCR cannot tolerate violence against other refugees, its staff, guards or interpreters. Violent behaviour or seriously disruptive behaviour may result in police intervention and some UNHCR services may be suspended.

Q. What happens if UNHCR staff do not adhere to the Code of Conduct?

UNHCR takes any infringement of its Code of Conduct seriously and will look into all allegations of misconduct. Please refer to Part Ten for details of the UNHCR complaints procedures.

PART THREE

REGISTRATION AND DOCUMENTATION FOR REFUGEES AND ASYLUM SEEKERS

The process of Registration and Refugee Status Determination (RSD) at UNHCR Cairo follows UNHCR's global policies and is applicable to persons of all nationalities who approach the office applying for refugee status. In certain situations and based on country specific advisories by UNHCR Headquarters in Geneva, other procedures at registration and RSD stages could be implemented. This could take various forms that are alternative to conducting an individual RSD interview, such as the suspension of RSD for a certain nationality or the implementation of group based recognition upon verification of nationality or origin from a particular region within a country. The application of such procedures mainly depends on the security situation in the whole or in part of the country of origin.

3.1 Registration Process

Registration is a very important protection tool. Registering as an asylum seeker or refugee with UNHCR Cairo as a result of a fear of persecution or generalized violence in your country of origin or habitual residence provides the basis to obtain renewable legal residence permits from the

Government of Egypt on the documentation issued to you by UNHCR. It enables you to stay safely in Egypt without the risk of being forcibly returned to your country. It is not a basis for assistance or for obtaining a visa to travel or for immigration to another country.

Q. How do I apply for refugee status in Egypt?

You will need to fill in a Registration Form, which is available **FREE OF CHARGE** at UNHCR. There is also an information booklet with guidelines on how to fill the Registration Form, which is also available **FREE OF CHARGE**. These applications are not available from any other source.

Q. I am in Egypt with my family. Should each of them fill in a Form?

All members of the family who are 18 years old and above must fill in a separate Registration Form. The principal applicant who is present in Egypt should fill in one Form and include any children under the age of 18 years.

Q. Should I also mention family members who are already registered with UNHCR or who are not with me in Egypt?

It is important that you list all close family members and/or dependents that you may have, whether in Egypt, in your country of origin, or in a third country, on your Registration Form.

Q. Can I fill the registration form in my language?

The Form is in English and Arabic. You can, however, fill in the Form in your own language and UNHCR will ensure it is translated. Should the space on the form be insufficient, you can use additional pages to supplement it.

Please indicate in your Registration Form the languages you are able to communicate in so that an interpreter is available on the date of your interview.

Q. What do I do with the Registration Application Form?

Registration Forms must be filled by the principal applicant and should be submitted in person to the UNHCR reception in 6th of October City from 8h30 on any working day (Sundays to Wednesday) attached with the following documents:

- Photocopy of your identification documents (passport, ID cards and any other relevant documents).
- Four recent, colour, passport-sized photographs of you and any dependents included in the Registration Form. Please write on the back of each photograph the name of the person and his or her date of birth.
- Photocopy of any other documents you wish to submit to support your claim.

Once you submit your completed Registration Form to UNHCR, you will be provided with an appointment for a registration interview.

Q. What if I forgot to bring photos of myself or any accompanying members of my family or copies of my documentation?

There is a market next to the UNHCR premises, where there is a photography shop and a library with a photocopy machine. If you approach the office without carrying along with you the requested number of photos or if the quality of the photos was not good, you can always get photos taken at this shop.

Q. What happens after I return the completed Registration Form with all other documents and photographs to UNHCR?

When you submit your Registration Form to UNHCR office, you will be provided with an appointment slip for a registration interview. On the day of the appointment, please come to UNHCR Cairo together with all the members of your family (dependents and close family members) who are included in your Registration Form or who may have joined you after your arrival in Egypt.

Q. How long do I have to wait to be interviewed after I submit the Registration Form?

The average waiting period for registration is two months but may vary depending on the office's capacity. Once you collect your Registration Form, you will be provided with an appointment slip for an interview that includes a reference number. Please make sure that you do not lose the Appointment Slip and bring it with you on your scheduled date for the registration interview.

Q. What if I loose my appointment slip?

You will be issued with a new appointment slip. You can also call UNHCR to be told the date of your appointment.

Q. What happens if I face a problem with my residence while waiting for my Registration interview with UNHCR, particularly if my visa in Egypt has expired?

If you face a problem regarding your legal residence in Egypt while waiting for the registration interview, please inform the local authorities that you have approached UNHCR office and you are scheduled for a registration interview. Please show your Appointment Slip. Contact UNHCR if you have a problem. UNHCR will then make the necessary intervention to avoid any forcible return to country of origin.

Q. What should I do on the day of my Registration interview?

You need to approach the UNHCR office in 6th of October City on the day of your appointment for a registration interview accompanied by all your close family members and/or dependants present with you in Egypt, and who are to be registered with you on the same file. Should they not accompany you on the given day, they will be required to approach the office at a later stage in order for the registration process to be completed. On the registration date, you must bring your original identification documents such as passports, identity cards, and all documents relevant to your application. All original documents you provide will be photocopied and returned back to you at the end of the registration interview. Please ensure that

you take all your original documents prior to your departure from the UNHCR office.

Q. What if I do not have any identification documents?

Checking identification documents is an important part of the registration process and lack of identification documents may delay your process. However, lack of documentation will not affect the outcome of your claim, and it is important to note that if you submit unauthentic or forged documents to UNHCR, with the intent to deliberately mislead the Office with regard to your identity, nationality, or any other information, this may result in the rejection of your application or the application of sanctions, including the suspension of UNHCR services.

Q. What happens during the Registration interview?

On the appointment date, a UNHCR protection staff will interview you and your family members. The objective of the interview is to:

- Provide you with comprehensive counselling on the registration process;
- Ensure that the data included in the registration form is correct;
- Explain the procedures that you will go through with UNHCR after registration;
- Explain your rights and obligations as an asylum-seeker;
- Provide you with information on the services

available to you by UNHCR and its implementing partners; and

- Answer any questions you may have.

Q. Does UNHCR only conduct Registration interviews with the principal applicant or all family members?

A UNHCR protection staff, will interview all adult members of the family and adult dependents. If you are an accompanying family member of 18 years old or above, you will be interviewed separately and become the holder of a separate case number. It is important during your registration interview that you indicate whether you have any other family members registered, or who are in the process of registering, with UNHCR.

Q. What happens at the end of the Registration interview?

At the end of the Registration interview, you and your family members will be photographed and fingerprinted. This is an important step for identification purposes. After being photographed, you will be provided with UNHCR documentation.

Q. Are all members of one family put on one file?

Generally, all persons over 18 years of age will be considered to be principal applicants for refugee status separately.

Generally only close family members of the principal applicant are put on the same file. These are:

-
- Spouse
 - Children /dependents under the age of 18 years old.

Other relatives and/or unmarried children above the age of 18 years may be considered as being part of the family of the principal applicant where a relationship of dependency exists. This means the following:

- Dependents live in the same household as the principal applicant, AND
- There is evidence of financial, emotional, and/or other physical dependence between them (example: elderly parent dependent financially, emotionally and physically on the principal applicant).

Q. How long will it take to complete the Registration interview?

The Registration interview normally takes between 45-60 minutes, during which you will receive thorough counseling about the process and can enquire about anything regarding your asylum application.

3.2 Documentation Process

After completing your Registration interview, you will be issued with UNHCR documentation serving as evidence that you have sought refugee status and that your application is being considered by UNHCR.

Q. What sort of documentation does UNHCR issue for persons of its concern?

There are three kinds of documentation issued by UNHCR office in Egypt to persons of its concern, namely:

- **The UNHCR Asylum-Seeker Registration Card (yellow card):**

This document is issued to persons who have registered with UNHCR and have applied for refugee status. Possessing the UNHCR registration card provides protection for persons seeking asylum, while a final determination is made on their refugee claim. It should be noted that some individuals holding yellow cards are recognized refugees. This is so because these individuals have been granted refugee status through mechanisms other than individual RSD. This is specifically the case for some South Sudanese and Iraqi refugees. For these refugees, holding a yellow card does not in any way affect their rights to legal protection, assistance or durable solutions.

- **The UNHCR refugee registration card (blue card):**

This document is issued to persons that UNHCR has recognized as having the status of a refugee. The UNHCR refugee registration card is proof that the person concerned is a refugee and is protected by the government of Egypt and the UNHCR. It should be noted that some recognized refugees hold yellow cards.

- **The UNHCR asylum seeker certificate:**

This document is issued in very specific circumstances that will be explained to the applicant.

Q. Do all members of the family receive their own UNHCR documentation?

All adult members of the family and children over 12 years receive their own UNHCR documentation card. Children under 12 years will be listed on the UNHCR documentation card of the principal applicant.

Q. What is the validity of UNHCR registration cards?

- The UNHCR asylum seeker registration card is valid for 18 months.
- The UNHCR refugee registration card is valid for three years.

When your UNHCR asylum seeker or refugee registration card expires, you can approach UNHCR to have a new one issued.

Q. What should I do after I receive the UNHCR asylum seeker registration or refugee card?

Once you receive your card from UNHCR, you are obliged to obtain a legal residence permit (sticker) in order to legalize your stay as an asylum-seeker or refugee in Egypt. This procedure must be followed, under Egyptian laws and regulations, with the Government of Egypt. The following are the three steps to undertake in order to do so:

- You should approach the Ministry of Foreign Affairs (MFA) located at **Corniche El Nil** within a period of 15 days after receiving your UNHCR Registration card. Once you reach the Ministry, you must go to the **Department of Refugees** located at the **back gate of the Ministry of Foreign Affairs**, where you will be provided with a reference number.
- The next step will be within 15-20 days to approach, with the reference number, the **Residence Unit** of the Immigration Department of the Ministry of Interior, located in **the First floor, Window # 52, at Mogamma Al-Tahrir, in Tahrir Square** which is in charge of residence permits for asylum-seekers and refugees. At window 52 you will be provided a new reference number and you will take it to Window 19. There, you will be assisted to submit all necessary documents, including a one-page registration application form and a stamp for the registration application form.
- After 10-14 days, as informed by the officials of the Residence Unit, you will return to the same location (the *Residence Unit* of the Immigration Department of the Ministry of Interior, located in **the First floor, Window # 19, at Mogamma Al-Tahrir, in Tahrir Square**), where you will be able to obtain the legal residence sticker in your UNHCR issued registration document.

Q. Does the procedure to obtain a residence permit require my whole family, including my minor children, to be present at the Ministry of Foreign Affairs or the Mogamma?

It is important that the principal applicant and his/her spouse are present at the Ministry of Foreign Affairs and the Mogamma to obtain a residence permit. The presence of the minor children is not necessary for this purpose.

Q. What documents do I need to bring to the Mogamma to obtain a residence permit?

You must carry along the following:

- Your UNHCR issued registration card and that of family-members and dependants registered with you in Egypt;
- Your original passport and that of family-members and dependents present and registered with you in Egypt;
- The reference number which you obtained from the Ministry of Foreign Affairs;
- 2 passport-sized photos of yourself. Photos of your dependants are not needed unless they are 12 years old and above, and issued with a separate UNHCR documentation card;
- Copies of both your passport(s) and your UNHCR issued registration document(s).

Q. If I don't have a passport, because I lost it or entered Egypt without it, what is the procedure?

If you have lost your passport or entered the country without a valid passport or visa, you will, in principle, follow the

same procedure; however, the processing by the Ministry of Interior, may take longer. In case of a lost passport, you will be required to present a police report. You will be directed to a different unit (window #43) at the Immigration Department in the Mogamma to complete the process.

Q. If I have difficulties in following the procedure to obtain a residence permit, what can I do?

The procedure to obtain a residence-permit can take some time (up to one month). If you are not able to understand or communicate in basic Arabic, you are advised to bring an Arabic speaking person with you, so that you are able to follow directions provided by the officials in the Immigration Department. If you nevertheless face difficulties, you may ask UNHCR to assist.

Q. Are there any fees that I have to pay for obtaining the residence permit?

The application form for the residence, available at the Immigration Department at Mogamma is free of charge. You have to pay LE 11.5 to buy a stamp for the residence application form, as advised upon presentation at Window # 19, from the Cashier at Window # 44 at the Immigration Department.

Q. What type of residence permit will I be issued?

You will be granted with a regular legal non-tourist residence permit, for an initial period of 6 months, which is renewable

as long as you remain a person of concern to UNHCR in Egypt.

Q. What is the importance of possessing a valid residence permit?

Every foreigner, refugees and asylum seekers inclusive, staying in the Arab Republic of Egypt is obliged to have a valid residence otherwise he or she would be staying illegally in the country, which is punishable under Egyptian laws and may result in arrest and detention. You risk legal proceedings and detention, if you are found to be staying illegally. Therefore, you are advised not only to obtain your residence permit after registration with UNHCR but also to renew it, as necessary.

Q. How do I renew my residence-permit?

The previously explained steps and procedures also apply to requests for renewal of residence permit except for individuals who entered the country illegally or those who lost their passports. If the applicant meets one of the two exceptions and he/she wishes to renew the residence permit, he/she will have to again approach MFA for a reference number and then approach the Mogamma. In this case, you must carry copies of the passport(s), UN registration card(s), one passport photo, and a copy of the previous visa. It is highly recommended to start renewing the residency permit four weeks prior to the date of expiry of the old one.

Q. Can I obtain my residency permit at an Immigration Department outside the city of Cairo?

No, obtaining legal residence can only be completed at the Mogamma building in Cairo. You will need to be there to finalize all formalities for obtaining legal residence on your UNHCR registration card, regardless of your area/city of residence in Egypt.

Q. Is it possible to get the UNHCR registration card but maintain the valid legal residence on the national passport?

No, each individual of concern to UNHCR should have his/her legal residence in Egypt stamped on his/her UNHCR documentation card.

Q. If I have a valid residence on my national passport, what happens when I approach the Immigration Department to obtain the legal residence on my UNHCR documentation card?

Once you obtain a UNHCR documentation card, the legal residence on your national passport will be cancelled and transferred to the UNHCR card. After that, you will not be able to use your national passport to travel outside Egypt. It is important to note that it is not your passport that will be cancelled but the legal residence that is issued on it.

Q. How can I renew my UNHCR registration document after it expires, is seriously damaged or in case I lose it or if it was stolen?

You must take good care of your UNHCR registration document, particularly as it forms the basis for your being issued a legal residence permit in Egypt. If your card is lost or stolen, you should immediately report this to the nearest police station in your neighborhood and obtain a police report.

For all cases of renewal or re-issuance of a (lost, stolen or seriously damaged) UNHCR documentation card, please approach the UNHCR office on any working day with your renewal or re-issuance request.

Please bring with you two passport-sized photos for the new document(s) and come in person. As applicable, your spouse and all dependants who were present with you at the time of registration should accompany you and be present for the renewal or re-issuance.

In addition:

- If you need to renew your card, please bring the old card with you.
- If your card was stolen or lost, please bring the police report with you.
- If your card is damaged and this is the reason for wishing to request re-issuance, please bring the damaged UNHCR documentation card with you.

Q. If I am an asylum seeker and decided to withdraw my application with UNHCR, what should I do?

If an asylum seeker wishes to withdraw his/her application for international protection, he/she should submit a written

request to the reception staff. In the written request, the asylum seeker should highlight the following:

- Name and file number
- Family size
- Updated contact information in Egypt
- Brief and concise reasons for withdrawing the refugee application.

Upon receiving the written request, UNHCR staff will:

- Counsel the applicant regarding the submitted request and make sure that it is voluntarily.
- The applicant has to sign a declaration that he/she would like to withdraw the asylum application in a voluntarily manner and that he/she understands that he/she will no longer be of concern to UNHCR and the possible repercussions to such decision. The same declaration highlights that the asylum seeker has understood and received counseling regarding his/her request.
- A letter will be sent to the Ministry of Foreign Affairs (MFA) informing them of the closure of the applicant's file and requesting the Ministry to facilitate necessary stamps transfer and exit procedures if required. The applicant will be provided with the reference number of UNHCR's correspondence regarding their case so that he/she can follow up with the MFA.

When you approach the Immigration Department, please make sure to carry along with you your national passport

(and that of your family members/dependants) and copy of your UNHCR asylum seeker registration card.

Q. What happens if I am a recognized refugee and wish to close my file with UNHCR?

If a recognized refugee wishes to close his/her file with UNHCR, despite the fact that the situation in the country of origin is not yet conducive for voluntarily repatriation or implementation of cessation clause, the refugee should submit a written request with the following information:

- Name and file number
- Family size
- Updated contact information in Egypt
- Brief and concise reasons for wishing to close the file.

Upon receiving the written request, the UNHCR staff will:

- Conduct thorough counseling with the refugee and an interview to verify the main reasons of why the applicant wishes to close the file with UNHCR though he/she enjoys refugee status. The interview would clearly verify that the refugee is aware of the step taken and that he/she is aware of the consequences of their decision, and understands the content of the application.
- After the interview, the refugee has to sign a written declaration confirming that he/she is fully aware of the request to close the file despite of being a refugee under UNHCR mandate and that he/she will take full

responsibility of this decision. The same declaration highlights that the refugee has understood and received counseling regarding his/her request.

- A letter will be sent to the Ministry of Foreign Affairs (MFA) informing them of the closure of the applicant's file and requesting the Ministry to facilitate necessary stamps transfer and exit procedures if required. The applicant will be provided with the reference number of UNHCR's correspondence regarding their case so that he/she can follow up with the MFA.

Q. How long will it take for me to complete all formalities to close my file with UNHCR?

Procedures to close file with UNHCR and those related to complete the transfer of your residence from UNHCR registration card to the national passport would take between two to four weeks.

If you have plans to travel outside Egypt, please remember to approach UNHCR office much earlier (3-4 weeks) earlier to complete all procedures on time and avoid delays.

Q. What documents should I bring with me if I need to close my file with UNHCR?

When you approach UNHCR office, please make sure to have your original identification documents (passport, ID etc), your written request and UNHCR documentation card.

Before you hand over your UNHCR documentation card, please make sure to have a copy of it with you. When you approach the immigration department, you will need to present a photocopy of your UNHCR documentation card for the purpose of completing the legal residence transfer procedures from the UNHCR card to your passport.

PART FOUR

REFUGEE STATUS DETERMINATION PROCESS

4.1 Refugee Status Determination Interview

If you are scheduled for an individual refugee status determination interview (RSD interview), the registration staff will give you an appointment slip that has the scheduled date of the interview.

Q. Are my family members, who registered with me, required to be present at the refugee status determination interview?

The principal applicant, the spouse and all adult family members need to be present for the refugee status determination interview. All of these persons will go through a separate interview at UNHCR.

At the date of your appointment interview, you should approach the UNHCR office accompanied by your immediate family members.

The UNHCR interviewer may wish to interview each member of your family unit separately to ascertain whether they may have claims they wish to have considered in relation to a claim for refugee status.

Q. What should I bring with me to the RSD interview?

You should bring with you the following:

- Your UNHCR asylum seeker registration card;
- Your original identification documents (such as passports, ID cards, etc);
- Any other documents that you think are relevant to your refugee claim.

Q. When am I supposed to arrive for my RSD interview?

Please be in front of the UNHCR gate by 8h30. You will be admitted to the refugee waiting area on the date of your interview where drinking water and toilet facilities are available.

Q. What happens if I am not able to show or missed the scheduled RSD interview appointment?

If you cannot attend the appointed interview, you must contact UNHCR at the earliest possible time for the interview to be rescheduled. UNHCR will only consider rescheduling the interview if you have valid reasons why you cannot attend on the date provided.

If you missed your appointment for an RSD interview, you should immediately inform UNHCR in writing of the reason why you missed your appointment. If you fail to show up for your scheduled RSD interview appointments more than three consecutive times, and it is considered by UNHCR that you are not serious in your protection application, this could lead to the closure of your UNHCR file.

Q. If I feel tired during the RSD interview, can I ask for a break?

The normal duration for an RSD interview is between one to four hours. If your interview takes a long time, you could request to have a small break.

If you become ill or feel tired during the interview, you should immediately inform the UNHCR staff to discuss possible rescheduling of the appointment to a later date.

Q. What is the purpose of the refugee status determination interview?

The purpose of the RSD interview is to assist you to put forward your case and to fully explain all pertinent information concerning you and your past experiences and circumstances that led you to fleeing your home country.

All information you provide during the interview will be treated in a confidential manner by UNHCR.

The RSD interview is not an investigation, but a straightforward fact finding exercise. During the interview, you will be asked questions about your family, education, place of birth, and the particular reasons for leaving your country of origin.

The following is intended to assist you to present your case properly:

- During the interview, answer the questions openly and as honestly as possible, be patient and cooperative.
- Do not try to improve your case by adding false facts or by exaggerating your claim,

-
- If you do not understand a question, ask for the question to be repeated or explained to you.

Note that the main part of the interview will concentrate on the description of what you personally have experienced in your home country or might experience if you were to return back now.

Q. Will I only be interviewed for RSD once?

After your first refugee status determination interview, you may be directly contacted and informed that a complementary interview is required before a decision can be made on your case. You should approach the office of the UNHCR on the date specified so that this interview can take place. If you do not attend a complementary interview, a decision may be made on your claim based on the information that is before the UNHCR interviewer. If you have good reasons why you cannot attend to the office of UNHCR on the date specified for this complementary interview, you should immediately contact UNHCR to request postponement of this interview.

4.2 Legal Aid / Representation

Q. Can I have a legal representative/adviser to assist me during my refugee status determination procedure?

You are entitled to have a legal representative/adviser to assist you during your RSD interview.

Q. What do I have to do in order to do so?

If you wish to appoint a representative to assist you, you must do so in writing in a UNHCR form, which you can obtain from the reception. In the form you should clearly name the individual you wish to act as your representative and authorise that individual to do so. You should sign and date this written authority and present it to UNHCR Cairo before or at the start of your RSD interview.

No person will be permitted to have access to your information or to act as your representative (legal or otherwise) unless you properly authorize her/him to do so.

Q. What can the legal representative do?

If you wish the legal representative can assist you in preparing your claim, and you may have her/him attend your RSD (or other) interview with you. Your legal representative will have an opportunity to make a brief submission at the end of the RSD interview. He/she should refrain from interrupting you or the UNHCR during the interview and should limit interventions during the interview to those relating to breaches of procedural fairness that could not be adequately addressed or remedied if they were raised in closing submissions.

4.3 Notification of RSD decisions

At the end of the RSD interview, you will be issued with an appointment slip by the RSD interviewer indicating the date

when you can start checking for your RSD result. The first instance RSD results usually take approximately 8 weeks from date of the RSD interview. At the time of publishing this information booklet there were significant delays in the waiting period for RSD results.

Q. How would I know what the result of the RSD interview is?

UNHCR sends out the list of case file numbers for which results are available every Thursday. The list includes the date on which the individual should approach the office to receive the RSD result. These lists are posted on the notice boards of UNHCR's NGO partners and they are also available from the main refugee Community Based Organizations. You can also call UNHCR to check whether the result is available yet.

Q. What if I am recognized as a refugee?

If you are recognized as a refugee, you and your dependents will be provided with a UNHCR refugee card. This card is evidence that you have refugee status and fall under the protection of the Egyptian Government.

After you collect the UNHCR refugee card, you must take it to the Egyptian Ministry of Foreign Affairs to obtain approval for your residence permit and then to the Mogamma in Midan El-Tahir to have a residence stamp entered on it as explained above.

Q. Would my immediate family members be given refugee status?

If the principal applicant is granted refugee status, then close family members and dependents on the same file will generally also be granted refugee status, irrespective of whether those individuals have their own specific refugee claims. Refugee status granted on the basis of a relationship of dependency with the principal applicant is called derivative status.

Family members/dependants who are determined to fall within the criteria for refugee status independent of the principal applicant's claim will be granted refugee status rather than derivative refugee status.

Q. What is the difference between refugee status and derivative status?

Persons who have independent refugee claims and who fall within the criteria for refugee status under UNHCR's mandate are granted refugee status.

Family members/dependants of a recognized refugee, who may not necessarily have an independent refugee claim of their own, should as a result receive what is referred to as derivative status in accordance with their right to family unity. Individuals who obtain derivative status enjoy the same rights and entitlements as other recognized refugees, and should retain this status notwithstanding the subsequent dissolution of the family through separation, divorce, death or the fact that a child reaches the age of majority.

If there has been a new development in the family composition of a person with derivative refugee status who now has his/her own file, and this person requests addition of a new person to their file, be it new child or new spouse, the person with derivative refugee status will have to undergo RSD.

Q. What if I am denied refugee status?

If you are denied refugee status after the first instance interview, you will be requested to approach the office on a specific date to receive a negative decision letter, which contains an explanation on the reasons that led to the denial of the asylum application.

In order to collect the decision letter you will be required to present to UNHCR reception staff your UNHCR asylum seeker registration card and your identification documents (passport or other form of identification). You will then be required to sign a receipt for your notification letter.

You may either accept the decision or you may lodge an appeal request to have your claim reconsidered by UNHCR.

If you do not wish to lodge an appeal against the first instance decision denying your asylum application, you will no longer be considered as an asylum seeker. Accordingly, the UNHCR asylum seeker registration card issued to you and your family members/dependants will be cancelled and any benefits or assistance you were receiving from UNHCR will be immediately terminated.

If you are denied refugee status and you wish to lodge an appeal against that decision, you have the right to do so within 30 days from the day you receive the notification of the first instance negative decision. Appeal requests are normally NOT accepted beyond the **30 days time limit**.

Please carefully go through the negative decision letter to better understand the reasons of your denial and the steps required to properly lodge an appeal. It is not necessary to further explain your case to the UNHCR staff at this stage but rather to wait until the appeal.

If the principal applicant is denied refugee status, members of his/her family, already added on his/her file, will also be denied refugee status, unless they have their own claims to refugee status.

4.4 Appeal process

If you receive a first instance decision that:

- Denies you refugee status; or
- Cancels your refugee status previously granted; or
- Establishes that the refugee status you were previously granted is no longer necessary or justified, i.e. your refugee status has ceased,

You have the right to appeal ONCE against the negative decision.

Q. What is the time limit for appeal submissions?

All appeal requests must be lodged within 30 days from the day you are notified with the first instance decision informing that your refugee status has been denied. Appeal request submitted outside the 30 days time limit will not normally be accepted.

Q. How can I submit an appeal request?

You should submit a written appeal request in which you must explain the following:

- The reasons why you think the first instance negative decision is wrong, and/or
- Provide any relevant information that was not previously submitted to UNHCR together with the necessary explanation as to why the information was not submitted before.

Q. How can I send my appeal request to UNHCR?

You can submit your appeal request to UNHCR through the following means:

- Handing it to a UNHCR staff member at the UNHCR office,
- Post it to UNHCR office. Address: 17 Mekkah Al-Mokarrama St., 3rd proximity, 7th District, 6th of October City.
- Submit it through partners like AMERA legal aid.

Q. Who will review my appeal request in UNHCR?

Different UNHCR protection staff members than the ones who were involved in the initial first instance decision review all appeal requests.

Q. Will I get another chance for an interview after I submit an appeal request to UNHCR?

Not all appeal requests will lead to an appeal interview. An appeal interview will only be required when UNHCR concludes on one or more of the following:

- There has been a serious error of fact or law in relation to the original decision, **OR**
- You have raised sufficient relevant new information that needs to be considered at an interview.

Q. How will I know if I need to attend an appeal interview?

If you have to attend an appeal interview you will be contacted by UNHCR and given an appointment. You must come to the UNHCR office on the date specified for your interview. After your interview the UNHCR staff will hand you an appointment slip with a result date, which is normally within 8 weeks from the date of your appeal interview.

Q. How long will it take to have my appeal decided upon?

UNHCR aims to finalize appeal decisions within 3 months of receiving the appeal application. At the time of publishing

this information booklet there were significant delays in the waiting period for RSD results.

Q. How will I be notified of the decision of the appeal?

Appeal decisions are included on the results list, which is sent out every Thursday. These lists are posted on the notice boards of UNHCR's NGO partners and they are also available from the main refugee Community Based Organizations. You may also call UNHCR to enquire about your result.

Q. What happens if my appeal decision by UNHCR is positive?

If the outcome of your appeal request is to overturn the first instance negative decision, then you will either:

- Be granted refugee status and issued with UNHCR refugee registration card if you have been denied refugee status on first instance; or
- You will maintain your refugee status previously granted if the appeal decision regarding cancellation or cessation of your refugee status is to overturn the first negative decision.

Q. What will happen if my refugee status is denied on appeal stage?

If your appeal decision is negative, you will be informed in writing that your case is closed and you will no longer be considered as a person of concern to UNHCR. Accordingly, any UNHCR asylum seeker registration card issued to

you and/or your family members/dependants who are also added to your case will be cancelled. Any benefits or assistance you were receiving from UNHCR will also be immediately terminated.

Q. How can I arrange to stay in Egypt after being denied refugee status on appeal stage?

In this situation, you will need to regularize your residence in Egypt with relevant government authorities in accordance with Egyptian domestic immigration legislation.

4.5 Cancellation and cessation of refugee status

Q. Can I loose my refugee status?

Normally refugee status remains valid until the individual repatriates to his/her country, obtains the nationality of the country of asylum or is resettled.

Refugee status may, however, be cancelled if it is subsequently found that the initial decision to recognize that person as a refugee was wrong.

Refugee status may also be ceased when it is no longer needed, either because of changes in circumstances of the refugee brought about by the refugee him/herself, or because of a change in the circumstances in the refugee's country of origin.

Q. What happens if my refugee status is cancelled or ceased by UNHCR?

If there is evidence that any of these situations apply to you, UNHCR will inform you in writing to this effect and you will be offered an opportunity for a personal interview. During this interview, you will be able to comment on any evidence that has come to the attention of UNHCR, which suggests that your refugee status should be cancelled or may have ceased. Following this interview, UNHCR will determine whether your refugee status should be cancelled or ceased.

If the result of the interview confirms that your refugee status should be cancelled or may have ceased, you may either accept the decision or you may lodge an appeal to have your case reconsidered.

If you do not wish to appeal against the decision canceling or ceasing your refugee status, you will no longer be considered as a refugee. Accordingly, all UNHCR refugee registration cards issued to you and/or your family members/dependants will be cancelled and any benefits or assistance you were receiving from UNHCR or its implementing partners will also be immediately terminated.

Q. What happens if I wish to appeal the cancellation or cessation decision?

If you wish to appeal against the decision canceling your refugee status, you must do so within 30 days from the day you receive the notification of the decision. Appeal

requests are normally not accepted beyond the 30 days appeal period.

4.6 Re-opening request

Q. Is it possible to have my file “re-opened”?

As a general rule in UNHCR offices worldwide, applications for RSD by persons whose refugee claims have been duly examined and rejected under UNHCR RSD procedures, and whose files have been closed, should not have their claim re-examined. This includes applicants who did not exercise their right to appeal a negative RSD decision within the 30-day appeal deadline.

Q. When do I have a chance to have my re-opening request considered?

UNHCR does not grant a reopening request except if it fulfils very specific and limited criteria. Reopening requests may be considered in cases where there is:

- Significant change in the personal circumstances of the applicant or the conditions in the applicant’s country of origin;
- Reliable and material new evidence indicating that the claim may have been improperly decided;
- Serious reasons to believe that the claim and the grounds for eligibility for refugee status were not adequately examined or addressed.

Q. How can I request re-opening of my file?

Applicants must state exact and specific reasons for requesting a reopening of their file in accordance with the procedural standards mentioned above. It is not sufficient to request a reopening of an RSD file based on general or vague reasons. It is important to note that the existence of the possibility to make a reopening request is not to be seen as a third level of RSD or as a second appeal.

UNHCR reviews all reopening requests but will only contact those for whom the re-opening request has been approved.

Q. What are the procedures for reopening a case?

If, after a careful review, the applicant's reopening request has been approved, the applicant's case will be considered by a different legal officer than the legal officers involved in reviewing and deciding the case at the first instance RSD and appeal stage.

When a decision has been made to reopen an RSD file, the individual will be contacted and notified to attend a reopening interview. It is therefore essential that the applicant include his/her updated contact details in the reopening request.

There are two possible results following the approval of a reopening request; the Applicant may be recognized as a refugee or rejected on reopening.

4.7 Family unity

Keeping families together and ensuring that all members of a family are registered where possible is important to ensure protection is extended to all members of the family. UNHCR usually keeps members of one family on the same file (i.e. mother, father and children below 18 years), whereas family members who are over 18 years old are put on separate, linked files.

Q. What should I do if members of my family arrive in Egypt after I have submitted my registration form or after I have been registered with UNHCR?

If your children, spouse or dependants listed on your original Registration Form, arrive in Egypt after you applied for refugee status, they will normally be added to your UNHCR file once you provide some documentary evidence regarding the identity of the persons concerned and/or the existence of a dependency link between you. If, however, your adult dependants have a refugee claim of their own, they will be registered on a separate file and their case will be assessed on the merits of their individual claim.

Minors under 18 years of age who are not the natural children of the principal applicant will not normally be added unless it is clearly ascertained that the natural parents' whereabouts are unknown, and there is a valid relationship of dependency between the principal applicant and the children concerned. UNHCR may contact the ICRC in order

to locate the natural parents of such children and to return them to the care and custody of the parents where this is considered in the best interest of the children concerned.

Q. What happens if I want to add a family member who is not registered in my original registration form?

In this case, you will be required to undergo an interview with a UNHCR protection staff who will determine the composition of your family. If this is the case, you will be informed of a date and time when you should approach the UNHCR office for the family unity interview.

Q. What should I do if I need to add a newborn to my family?

Children born after you apply for refugee status or after you are granted refugee status will normally be added to your UNHCR file. In order to complete the birth addition as fast as possible, you should provide the UNHCR office with an official birth certificate issued by the relevant authorities evidencing the birth of the child and naming you as one of the child's parents.

Q. What if I was not able to register my newly born baby within 2 weeks from the birth?

If you have not been able to register your newly born baby within 2 weeks from the birth you can approach UNHCR who will review your case and possibly refer you to one of its partners to assist you on the matter.

Q. How could I obtain an official certificate?

When your baby is born, you need to approach the health office or hospital covering the area where the delivery took place. The hospital should provide you with a detailed letter with all the needed information. In accordance with Egyptian law, the registration of the newly born baby should take place within two weeks from the birth; otherwise registration becomes difficult.

Q. What documents should I bring with me if I am required to attend a family unity interview?

You should bring with you any documentation (e.g. official birth or marriage certificates), information or evidence that you want UNHCR to consider which supports your claim that a relationship of financial, emotional or physical dependency exists between you and the claimed dependent. Both you and the family member or dependant you want to add to your file or for whom you are requesting derivative status should attend this interview, as UNHCR may wish to interview this person separately.

Q. How would I know the decision of my request for family addition?

The UNHCR staff responsible for processing of family unity cases will advise you on when you should contact the UNHCR office to be informed of the decision, or provide you with the decision at the end of the interview accordingly.

If the decision was positive (family addition accepted by UNHCR) the family member or dependant will be added on

your UNHCR file and, if you have already been recognized as a refugee, granted derivative refugee status, and added to your card (if under 12 years of age) or issued with a UNHCR documentation card of their own (if 12 years or more).

If the decision was negative (family addition is refused by UNHCR), you will have the right to appeal this decision within 30 days of being notified of the decision.

Q. What happens if there are changes in my family composition after I complete registration with UNHCR?

If the composition of your family unit changes after you applied for refugee status or after you were granted refugee status, you should approach UNHCR in person and request an update or alteration to your family composition. You should bring with you any documentation, evidence or information that supports that requested change in the family composition.

Q. What should I do if one of my accompanying family members, who are added on my UNHCR file, passes away?

If you are widowed or a family member dies after you apply for refugee status or after you are granted refugee status, you should approach UNHCR to receive a letter addressed to the Health Office certifying that the deceased was registered with the UNHCR. You should take this letter to

the Health Office within 24 hours in order to obtain a burial permit and a death certificate.

You should then provide the official death certificate to UNHCR so the individual's death can be noted on the relevant file.

Q. What happens if the head of the family, who is an asylum-seeker, dies?

If the deceased person was the principal applicant for refugee status and no decision had been made by UNHCR in relation to that claim for refugee status, then remaining family members will have to individually satisfy the definition of a refugee in order to be granted refugee status.

Q. What happens if the head of the family, who is a refugee, dies?

If the deceased family member had been granted refugee status and family members or dependants were granted derivative refugee status as a member of his/her family unit, these family members or dependants will still retain their derivative refugee status despite the fact that the principal refugee has died, unless they no longer wish to retain this status or their refugee status has ceased.

Q. What happens if I get married or remarried after I apply for refugee status or after I am granted refugee status with UNHCR?

In case of marriage, you should provide an official marriage certificate issued by the relevant Egyptian authorities as well

as any other evidence that you may have which indicates that the marriage is genuine and ongoing.

Q. What are the procedures if I get divorced after I apply for refugee status or after I am granted refugee status with UNHCR?

In this case, you should provide an official divorce certificate issued by the relevant Egyptian authorities or by authorities of your country of origin (where the ex-spouse was resident in that country).

Q. What happens in the case of divorce if my ex-spouse is the principal applicant?

If your ex-spouse was the principal applicant for refugee status and no decision has been made by UNHCR on that application, you will have to satisfy the definition of a refugee in order to be granted refugee status.

If your ex-spouse has been granted refugee status, you and your children will retain your derivative refugee status despite the fact that you are divorced, unless you no longer wish to retain this status or your refugee status has ceased.

PART FIVE

LEGAL PROTECTION

Q. What should I do if I face security problems in Egypt (e.g. got robbed, was beaten, had a problem with my landlord or employer, etc)?

Recognized refugees are under the protection of the Government of Egypt which ensures their security in Egypt. Any security problem should therefore be addressed to the nearest police station, either close to where the incident occurred or close to your place of residence. If you are unable to obtain the necessary assistance from the police or wish to obtain support in your contacts with the police authorities, you may approach the protection unit of UNHCR to discuss options.

Q. What if I need further legal assistance?

Should you need further assistance you can approach UNHCR, bringing the police report with you. Your case will be reviewed and legal assistance through UNHCR partners will be explored.

Q. What if I am unable to file a police report on my own at the police station?

Should you face problems in filing a police report, you can directly approach one of UNHCR's operational partners that offer legal services in order to support you. You can

also approach UNHCR who will review your case and possibly refer you to one of its partners to assist you on the matter. The list of partners is provided at the end of this document.

Q. What should I do if I am detained, or a member of my family or community is detained?

You should immediately contact UNHCR, by approaching the office, sending an e-mail to areca@unhcr.org or by calling the protection hotline 01227333367, and provide as many details as possible about the person in detention. UNHCR will follow-up the case with the Government of Egypt and will seek access to the individual to assess his/her protection needs.

Q. What if I am a victim of sexual or gender based violence?

You may have recourse to the police, as explained above. If you need assistance with any part of the legal, medical or psychological issues related to the incident, you can contact UNHCR or any of UNHCR's NGO partners.

Q. What if I need assistance in obtaining birth, marriage, divorce and death certificates?

You can approach UNHCR who will review your case and possibly refer you to one of its partners to assist you on the matter.

PART SIX

ACCESS TO ASYLUM RIGHTS

6.1 Access to Health care

Q. As a refugee or asylum seeker, do I have access to health care in Egypt?

The Egyptian Ministry of Health regulations permit all persons legally residing on its territory to have equal access to primary health care and emergency care services as for nationals. All registered refugees and persons of concern to UNHCR can therefore access public primary and emergency health care in Egypt. Public primary curative health care access is determined by nominal fees set for nationals, whereas some preventative health services such as immunization is given for free to all children with birth certificates issued in Egypt.

Private medical facilities offering different primary, secondary and tertiary care services are receptive to refugees and charge varying fees as set by these facilities. These facilities operate with a license from and under the relevant supervising Ministry of Health medical authority for private medical services.

Q. What about UNHCR, does it provide any kind of health care for refugees and asylum seekers in Egypt?

In general, UNHCR provides primary health care through its implementing partners Caritas and Refuge Egypt for refugees and asylum seekers. Some secondary and tertiary health care may be provided for recognized refugees and is dependant on availability of resources.

Q. What do I need in order to be able to access health services at Caritas?

You need your UNHCR documentation with a valid residence permit on it, with which a social and medical file could be opened for you and your family members at Caritas.

Q. What are the health care services available at Caritas?

Caritas addresses primary health care, and provides referrals for general medical and surgical care. Caritas has contacts with other health facilities between Cairo and Alexandria, which recognize the UNHCR card and deliver medical care for persons referred from Caritas. Persons of concern to UNHCR can also approach these facilities and present their cards directly in emergency situations.

Caritas has also established a referral network of branch laboratories, imaging centers and optometrists between Cairo and Alexandria. A network of pharmacies has been established to deliver prescribed and agreed medicines by Caritas primary and referral care services. Caritas can only subsidize referrals to these complementary diagnostic

laboratories and imaging services if the referral is made by a Caritas treating doctor.

Garden City Clinic, 8 Abdel Latif Boltyia St., ground floor (right side)

- Operates 8h30 to 15h00 Monday through Friday
- Extended afternoon shifts between 16h00 and 19h00 Mondays and Thursdays

Nasr City Clinic, St. Mary hospital, 7 Hassan El Emam St. at cross road of Ibn El Hatham St off Abbas El Akkad St.

- Operates 10h00 to 17h00 Friday, Monday and Wednesday

Alexandria Clinic, 10 Mohamed Talaat Nooman St. in front of the Trade Chamber (Down town)

- Operates from 8h30 to 15h00 on Fridays

Q. What are the health care services available at Refuge Egypt?

Refuge Egypt provides antenatal, natal, post-natal hospital and home visits and early neonatal care for recognized refugees and asylum seekers in accordance with its own criteria.

Refuge Egypt has a well baby clinic for children aged 0-2 years and a well child clinic for children aged 2-5 years which serve infants and children irrespective of their status as refugees or asylum seekers using registration criteria set by Refuge Egypt.

Refuge Egypt offers a free Tuberculosis treatment program for recognized refugees and asylum seekers.

Refuge Egypt has an HIV Voluntary Counseling and Testing service for refugees and asylum seekers.

Zamalek clinic, 5 Michel Lutfallah Street:

- Mondays and Tuesdays (Maternity care; antenatal, referral natal care , post natal and early neonatal care)
- Monday to Thursdays & Saturdays (HIV Voluntary Counselling and Testing Services)
- Saturdays (Tuberculosis treatment program and referral care as per need to access Ministry of Health Chest Hospital, Abbassiyya, for in-patient care in coordination with the National Tuberculosis Program)
- Well Baby Clinic (0-2 years) (Wednesday), Well Child Clinic (2-5 years) (Saturday)
- Malnutrition (Wednesday and Thursday)

Kilo Arba Wa Nuss clinic, located inside El-Aadra & Abou Seyfin Hospital, Dyaa Elhaq street, Tabba, Nasr City

- General clinic (every day)
- Antenatal care (Wednesday, Thursday)
- Well Baby Clinic (0-2 years) (Monday), Well Child Clinic (2-5 years) (Tuesday)

This clinic reaches out to communities located in the area of New Cairo, Nasr City and Arba Wa Nuss. With services

as mentioned above for maternity care, Well Child Clinic, Voluntary Counselling and Testing, and Tuberculosis treatment program.

Sanabel Clinic: (13h00 to 18h00)

- General clinic (everyday)
- HIV Voluntary Counselling and Testing Services (Sunday, Tuesday, Wednesday)
- Antenatal clinic (Wednesday and Sunday)
- Malnourished Child clinic (Monday and Thursday)
- Family planning (Thursday)

Well Baby / Child Clinics:

- Maadi: Well Baby Clinic (0-2 years) from 16h00 to 19h00 (Saturday)
- Ain Shams: Well Baby Clinic (0-2 years) (Tuesday)
- Sanabel: Well Child Clinic (2-5 years) (Sunday), Well Baby Clinic (0-2 years) (Wednesday)

Q. Are services in Caritas and Refuge Egypt free of charge?

The medical examination is free of charge, yet for investigations and surgical interventions, Caritas charges a user contribution fees that varies from 10 to 25% of the total costs. Refuge Egypt also requires a contribution fee for antenatal and natal care services and, on case-by-case basis.

Some people are partially or fully exempted from user's contribution fees. Caritas conducts a thorough socio-

medical assessment for persons and if it finds that they are unable to contribute the fees they can be partially or fully exempted. The assessment is based on a list of strict criteria. Only a small number of refugees receive fully free coverage of their medical expenses.

Q. What about medication, do I need to pay for it?

Through the implementing partners Caritas and Refuge Egypt, UNHCR can pay for up to 75% of medicines prescribed. There is a ceiling up to which medicines can be reimbursed and this is dependant on available resources. Most medicines prescribed are based on an essential list of medicines approved by the Egyptian Ministry of Health and Population. The expenses of medicines outside this list normally have to be covered by you.

Q. What about public health care services, do I have to pay fees for that?

All persons legally residing in Egypt, including refugees and asylum seekers, can access public health care services. There are fees for public health services which are still relatively low compared to private hospitals and facilities. The fees for investigations and imaging services (X- ray, ultrasound etc.) vary but are also lower than the private health laboratory and imaging services fees.

Q. What about medication in public health care services?

Essential medicines available in the public health facilities should be granted for free but are rarely available, so you need to buy your prescribed medicines at any pharmacy.

Q. What about the fees at the public health facilities in the case of emergency?

Public health facilities work 24 hours a day, where free services are offered to admit persons in first aid emergency care services until stabilization of the emergency condition is attained, but will not cover follow up rehabilitative interventions related to the consequences of such emergencies.

Q. What could be considered as an emergency case?

Emergency cases include, but are not limited to car and traffic accidents, febrile illnesses not responding to home treatment, acute chest pain, acute abdominal pain , cerebra-vascular strokes with signs of acute paralysis, loss of consciousness, respiratory distresses, any internal or external bleeding associated or not with fainting and loss of consciousness, convulsive disorders, diabetic comas, heart, liver or renal failures, sexual and gender-based violence such as rape, psychological and psychiatric emergencies while on treatment or if suddenly appearing without any prior diagnosis.

Q. What do I do if I am at home or outside and face an emergency?

You should dial 123 and ask for the help of an ambulance car. The ambulance first aid workers will assess the problem, offer needed first aid treatment and transfer the affected person to the nearest public health facility.

You can also consult the Caritas Office during their working hours or Caritas approved referral hospitals equipped with emergency care services.

A Caritas Helpline is available to assist with any medical emergency 24 hours a day, seven days a week: 01224785315

6.2 Access to Education

Q. What options do I have to send my child to school in Egypt?

Refugee children in Egypt can attend school through the formal education system or at informal community schools. The formal education system has public government schools and private schools which fall under the supervision of the Ministry of Education in Egypt. There are many informal community or NGO-run schools in Cairo and hundreds of refugees attend these schools.

Q. How is the Egyptian education system structured?

The Egyptian education system is divided into primary education, preparatory education and secondary education, at the end of which students who have successfully

graduated obtain the Egyptian school leaving certificate (*ThanawiyyaAmma*).

- Primary education is from grades Primary 1 to Primary 6.
- Preparatory education is from grades Prep 1 to Prep 3.
- Secondary education is from grades Secondary 1 to Secondary 3. Grades Secondary 2 and 3 are the school leaving certificate years.

Q. As a refugee or asylum seeker, can I enroll my children in a Government school?

Refugee or asylum seeker children of school age can, in principle, be enrolled in schools under the supervision of the Ministry of Education. However, in practice only Egyptian children and foreign children of specific nationalities (Sudanese, Libyan, Jordanian, as well as, under certain specific circumstances, children of other nationalities) are able to attend government schools.

Q. As a refugee or asylum seeker, what do I do in order to be able to enroll my child in one of the private or public schools in Egypt?

You need to ensure that you have a *valid residence permit* on your UNHCR issued document. Without a legal residence permit, access to the education-system in Egypt is not possible.

In addition, you need either a previous recognized *school certificate* of the school your child attended prior to arriving

in Egypt, **or**, in the absence of such a school-certificate, you need the *result of the leveling exam*.

Q. How do I know whether the school certificate that my child holds will be recognized?

School-certificates of previous education need to be no older than two years and need to be submitted to the education authorities. They will be able to determine whether or not it is considered equivalent to the Egyptian school certificates.

Q. What are leveling exams?

Leveling exams are exams that students who have received education before need to take in order to determine which grade they will enter the formal Egyptian school system at. Students should approach the Student Affairs and Examinations Section at the Educational Administrative Zone in their area of residence, with a valid residence permit on their UNHCR document, and the department will arrange for their leveling exams. Leveling exams are free of charge for foreign students of all nationalities. Successful students receive a *Wafedeen* letter stating that the child has succeeded in the leveling exam for a specific grade in order to submit it to the school.

Q. Who should I approach in order to enroll my child into a school in Egypt?

Egypt, including Cairo, is divided into different Educational Administrative Zones. You therefore should approach the Student Affairs and Examinations Section of the office of the

Educational Administrative Zone in your area of residence, with your UNHCR document with a valid residence permit, and the school certificates equivalent to the Egyptian ones, or the result of the leveling exam should the certificates not be available. The following are the addresses of some Educational Administrative Zones.

Area	Address of Educational Administrative Zones
Ain Shams	Al-Abbaseya Square, in front of the Police Academy
Hadaeq Al-Koba	Ahmed Maher School, Misrwal Sudan Street
Al Wayli	Al-Abbaseya Square, in front of the Police Academy
Helwan	26 Rostom Street, next to Al Rai'i Mosque, Helwan
Maadi	Street No.9, Maadi
Giza	Kerdassa, Giza

Q. What is the case for students who have never received any education before?

If the student is less than 11 years old, the child can get enrolled in first primary grade of public or private schools, depending on their nationality.

If the student is more than 11 years old, the child will have to enroll for one course of Adult Education prior to enrolment in schools. After successfully completing the adult education course, and obtaining the Adult Literacy Certificate, the

student will then directly be enrolled in the 1st Preparatory year through the system of studying from outside the school (*Manazel*). The student continues to study through the *Manazel* system, unless their age permits for their regular attendance at school. Should this be the case, the student would be enrolled at private schools as per availability of places.

Q. Where are these adult education classes offered?

Adult education starts from the age of 12 upwards, and classes are offered in several places. Persons should approach the relevant adult education department in their area of residence where they can obtain information on adult education classes closest to their place of residence. Adult education classes are free of charge. If a person knows how to read and write they can directly sit for the adult education certificate exam, if not, they go through the 9-month adult education course, and take the exam at the end accordingly.

Q. How can a student register through the *Manazel* system?

The student approaches the Student Affairs Department at the Educational Zone in their area of residence with their last educational certificate or proof of passing it, UNHCR documentation and 2 personal photos, and the department refers them to the school nearest to their home. The student is registered in relation to this school but studies from home

and then takes the exams at the school in the middle and end of the school year.

Q. What about refugee schools and schools run by NGOs?

The Ministry of Education does not oversee refugee schools. Some refugee community schools are of high quality and are professionally supervised by Churches and NGOs. Others are less well structured and staffed. Some refugee community schools follow certified courses including the Sudanese national curriculum and children can sit the Sudanese national exams and obtain official Sudanese school certificates.

A list of community and NGO-run schools is available in the *Referral Guide for refugees and refugee service providers* published by UNHCR.

Q. Does UNHCR provide any financial support for education?

Catholic Relief Services (CRS), as an implementing partner of UNHCR, provides education grants for refugees every year. Refugees whose children are students registered with the UNHCR and who meet UNHCR/CRS criteria, enrolled in public, private and refugee community schools are eligible. The eligibility criteria are reviewed and revised yearly.

Catholic Relief Services (CRS)

34 road 100 (ground floor)

Maadi, Helwan

Tel. 02 – 23582523.

Q. What if my daughter or son want to pursue university education, does UNHCR support university education?

Under the DAFI scholarship program supported by the Government of Germany, UNHCR Cairo has limited places for selected candidates to pursue university studies. Currently a quota of 10 scholarships is made available by the DAFI program and granted through a selection process to eligible candidates meeting the selection criteria.

DAFI scholarships are not offered every year but in a cyclical manner meeting at any time the set quota of 10 scholarships. Information about the DAFI program is advertised when a new intake is taking place.

6.3 Access to psycho-social support at community level

Q. Are there trained psychosocial worker from the refugee communities?

Yes, the Psychosocial Training Institute in Cairo (PSTIC) has trained community psychosocial workers. The

psychosocial workers form a multi-lingual, multi-cultural, multi-ethnic group based in NGOs, religious institutions, schools and CBOs in Cairo.

The organizations and schools with psychosocial workers include: AMERA, St. Andrews Refugee Services, Refuge Egypt, Tadamon-Egyptian Multicultural Centre, Townhouse, El-Nadeem Center, Caritas, Sakakini and St. Bakhita School, African Hope School, St. Andrews School, Central School and Kuku Kaka School.

The CBOs who have trained psychosocial workers are the Oromo Community Center, International Association of Nuba Mountains, Nuba Mountain Association, MAAN, Sons of Fur Association, Egyptian-Somali Development Association, Ethiopian Refugee Committee, NAATH Community Center and Eritrean Community Association.

Q. What kind of services do the psychosocial workers provide?

The psychosocial workers provide a range of services to assist refugees with psychosocial and mental health issues including:

- **Community-based psychosocial needs assessment;**
- **Outreach** in homes and communities particularly to those refugees who are most vulnerable;
- **Psychosocial support and basic problem solving counseling;**
- **Awareness raising** to increase the capacities of

community leaders and members to understand, prevent and respond to psychosocial and mental issues;

- **Community mobilization** to build capacities of communities and activate their support to vulnerable refugees;
- **Support groups** for adults, families and children;
- **Conflict Mediation** for families or communities;
- **Crisis Intervention** due to family or communal disputes or violence or suicide or other serious issues;
- **Recreation and leisure activities** for children and adults;
- **Advocacy** on behalf of the psychosocial or mental health needs;
- **Referral** and accompaniment to professional services.

6.4 Access to community-based services

Q. Are there community-based organizations that support refugees and asylum seekers in Egypt?

Yes, there are Community Based Organizations (CBOs) serving different refugee groups. A full listing of CBOs and NGOs working with refugees and asylum seekers in Egypt is available in the *Referral Guide for refugees and refugee service providers* published by UNHCR. In addition, Tadamon is a legally registered Egyptian Non-Governmental Organization (NGO), which works to strengthen the capacity of CBOs and actively advocates

for inclusiveness and peaceful co-existence for refugees within Egyptian communities.

Q. Are there community centers available for refugees to hold meetings and run activities?

Some CBOs serving refugees have their own community centers. Tadamon has five community centers in Ain Shams, Kilo 4 1/2, Maadi, Ard el Lewa, and 6th October. CBOs can contact Tadamon to use these centers to conduct activities of their own choosing.

PART SEVEN

MEANS OF LIVELIHOOD

Asylum seekers and refugees have the right to wage-earning employment and self-employment in Egypt, however, unemployment and difficulties in finding means of livelihood are problem facing many Egyptians, as well as foreigners in Egypt.

7.1 Means of Livelihood

Q. How can I practice wage-earning employment or self-employment?

Employment for asylum seekers and refugees in Egypt is governed by Egypt's domestic employment legislation, which requires that all foreigners working in Egypt be issued a permit for such work.

Q. How can I get a work permit?

You can apply for a work permit at the Ministry of Manpower. There are some conditions required by the Ministry that need to be fulfilled in order for a person to be able to obtain a work permit. Examples of these conditions include the worker's qualifications and experience, the company's need

for this experience, the possession of a license to exercise the profession, the country's economic need, a certain sum of money to be in the person's possession, etc.

Q. How much does the work permit cost?

The permit fee is of 1,204 Egyptian Pounds, and the license is valid for one year, after which the same amount is paid for renewal. The exception is for Sudanese nationals who are required to pay 40 Egyptian Pounds for a work permit per year.

Q. Who can help me establish means of livelihood through wage-earning employment or self-employment?

Some Community Based Organisations are able to provide practical advice on how to obtain wage-earning employment or self-employment. Some NGO partners like Caritas and Refuge Egypt also have a vocational training and job counselling service which you can consult.

Q. What support can I receive from UNHCR and its partners, if I am exposed to abuse and exploitation in my work setting including domestic work?

UNHCR offers free legal aid referral services for persons of concern who face safety and security related issues in the work place.

7.2 Vocational training

Q. What training courses are available for refugees?

Caritas has established a vocational training centres referral network covering different areas of training including hairdressing, car driving, computer maintenance, electricity, welding and other occupations.

Q. How can I enrol in a vocational training course?

To express your interest in vocational training, approach Caritas. You will be provided with an appointment to discuss training opportunities with a staff member. If a course is available which is suitable to your background and capacities, Caritas will enrol you in this training and provide further information on procedures for completion. As spaces for vocational training are limited, individuals may need to wait for a certain period before being enrolled in a training course. In order to give as many people as possible the opportunity to benefit from training, individuals will generally not be supported to complete more than one course. There may be a small contribution fee for some of the vocational training courses.

Q. What if I can't speak, read and write Arabic and the course requires it?

Caritas together with other UNHCR partners organize Arabic literacy classes, which can help beneficiaries of vocational training to optimally benefit from these courses.

Q. Will I be employed after the training?

Vocational training courses do not guarantee access to work, but develop and improve skills, offering better opportunities for work access in the various economic activities and sectors.

PART EIGHT

FINANCIAL ASSISTANCE

Q. As a refugee or asylum seeker, am I entitled to financial assistance?

Caritas administers UNHCR's financial assistance programme. Only persons identified as having specific needs by Caritas social counsellors are entitled to receive financial assistance to cover part of their basic needs. Financial assistance is time limited and depends on availability of resources.

Q. Who can be supported with financial assistance?

Vulnerable refugees and asylum seekers registered with UNHCR Cairo and holding valid UNHCR documentation may, subject to needs assessments, be supported with time-limited financial assistance.

In order to benefit from financial assistance, refugees and asylum seekers should possess and present not only a valid UNHCR documentation but also a **valid residence permit** in the UNHCR documentation. Where the person does not have such a valid residence permit, he or she will be asked to sign an undertaking of obtaining the residence permit.

Q. What do I need to do in order to get financial assistance?

If you are registered with UNHCR and have received your refugee or asylum seeker documentation, you may approach Caritas' refugee office in order to be registered there. Once you have registered with Caritas, you may submit a written request for financial assistance to Caritas. Upon receiving and evaluating your request, a social counsellor at Caritas will conduct a needs assessment interview to assess your vulnerability. If you are found to have special needs in accordance with the vulnerability criteria formulated jointly by UNHCR and Caritas, the social counsellor will recommend financial assistance.

Single persons, couples with one child or without any children do not normally receive financial support unless they are considered having an additional vulnerability and are therefore not able to support themselves.

Q. How much am I entitled to receive?

Assistance levels are determined according to the level of vulnerability and the number of family members. Assistance varies from one case to another in accordance to well-defined criteria.

Q. What is the duration of assistance?

Financial assistance is time-limited. The duration of assistance is determined on a case-by-case basis in accordance with limits set in the criteria as well as the situation and vulnerability of each case.

Q. How do I receive my financial assistance?

Financial assistance is paid through specific banks every two months. A very small number of cases receive their assistance directly through the Caritas office after careful examination and assessment of their vulnerability.

Q. Will my financial assistance be automatically renewed?

No. You must submit a written request to renew your assistance.

Q. If my financial assistance stops, can it be resumed?

If you wish to renew or restart your financial assistance, you may submit an appeal letter to Caritas explaining why a continuation of assistance is required in your case. It is best to submit this request well before receiving your final assistance payment. A Caritas social counsellor will conduct a reassessment interview to determine whether assistance should continue.

PART NINE

DURABLE SOLUTIONS

Refugee status is not meant to last forever. According to its mandate, UNHCR seeks durable solutions for the problems of refugees. There are three possible durable solutions, these are: voluntarily repatriation, local integration and resettlement.

9.1 Voluntary Repatriation

UNHCR assists governments in finding solutions for refugees. One of these solutions is voluntary return home. The decision to return must be a free and well-informed choice. When conditions allow for return, UNHCR helps refugees to make the decision by providing them with factual and reliable information about the conditions back home. Once refugees decide they want to return, UNHCR helps them to do so.

Q. What is the general procedure for voluntary return assisted by UNHCR?

When you approach the UNHCR office in Cairo expressing your interest in voluntary return, you will be individually counseled. During counseling, information on the situation

in your intended area of return will be provided. You will also discuss your links (family, communities, friends, accommodation) in your country of origin and reasons for decision to return.

You will be requested to sign a Voluntary Repatriation Form (VRF). The VRF includes bio-data, as well as the addresses in Egypt and in the intended return location in your country of origin. The VRF serves as proof of your registration as a person of concern and returnee with UNHCR. It will assist you in obtaining support upon return to your country of origin, where such assistance is being provided depending on availability of funding and resources.

After the counseling, the UNHCR office in Cairo will send a letter to the Egyptian authorities in order to facilitate your exit formalities. Approximately one week after the counseling (exact date will be provided to you during your Voluntary Repatriation interview), you must approach the Ministry of Foreign Affairs for registration at Corniche El Nile, Cairo, then approach the Passports and Immigration Administration, Mogamma', at Tahrir Square, Cairo, to obtain your exit visa.

Once you obtain the exit visa, you should return to the UNHCR RO Cairo Office (or IOM if you have been advised by UNHCR staff to do so) with your passports or emergency travel documents with the exit-visa to arrange for your departure date.

Q. Who can approach UNHCR in Egypt for assistance to return to their country of origin?

Any refugee, registered with UNHCR in Egypt and who wishes to return to their country of origin voluntarily, can approach UNHCR for assistance. Sudanese asylum seekers, who have registered with Cairo office for more than one year and did not undergo an RSD interview due to the suspension of RSD interviews for Sudanese, will also benefit from the same voluntary repatriation assistance package. The assistance will depend on the area of return of the individual case and the UNHCR policy regarding the return to your country. Please note that in order to ensure preservation of family unity, all family members wishing to return voluntarily to the country of origin must approach the office and register together.

Q. I have a closed file with UNHCR and I would like to return, what should I do?

Persons with closed files who approach the UNHCR office in Cairo for voluntary return will be assisted in the processing of their exit visas. UNHCR will issue a letter on your behalf to the Egyptian Ministry of Foreign Affairs, allowing you to be issued an exit visa and requesting that you are waived from any fines as a result of an illegal stay in the country. Persons with closed files *do not* receive any other form of assistance for their return travel.

Q. My children attend school in Egypt, what should I do before we return?

When deciding on the right time to return, you should take

into consideration your children's' education. You may avoid disruption of your children's education if you schedule the return of your family for example, in between terms or at the end of the school year.

In order to simplify and ease the continuation of your children's education in your home country, it is also recommended that you obtain a letter or certificate from the school and/or the relevant administration in Egypt, indicating the type of education and level your child has reached.

You should also approach your national Embassy in Egypt and ask them to certify and endorse your children's certificates to simplify their onward enrollment in other schools back in your country of origin.

Q. My children were born in Egypt. Do I need to do anything special?

You do not need to certify any documents for UNHCR to proceed with your request to return. However, it is strongly advised that you certify the birth certificates of any children born in Egypt with your national Embassy in order to ensure that these documents are recognized upon arrival in home country.

Q. How long will it take from the day I approach UNHCR for counseling until my departure to my home country?

There is no specified time frame. The time it takes until departure depends on the circumstances of the case,

including the duration of exit procedures and the availability of seats on flights, however, on average it the time-frame is about four weeks. You are advised not to make any arrangements to leave your current accommodation until you are informed of your itinerary, upon completion of exit procedures.

9.1.1 Return to South Sudan

South Sudanese asylum seekers and refugees registered with UNHCR in Egypt for less than one year at the time they apply for voluntary repatriation will normally not be assisted with transportation allowance and tickets for travel by UNHCR.

Q. What documents do I need in order to register with UNHCR for voluntary return to South Sudan?

The voluntary return procedure is initiated only for persons approaching the UNHCR Office in Cairo with a valid travel document.

In case you do not have the national passport, you should approach the embassy of South Sudan for issuance of an emergency travel document. The South Sudanese embassy will provide all UNHCR registered refugees and asylum seekers (upon presentation of the UNHCR issued document) with an emergency travel document, free of charge.

If you have a valid or expired Sudanese national passport, you are allowed to use this travel document to return to South Sudan until further notice.

Q. I am a South Sudanese but lived many years in the north of Sudan. Can I return to Khartoum?

UNHCR can only assist refugees to return to their country of origin. With the independence of South Sudan in July 2011, UNHCR can no longer assist South Sudanese nationals to repatriate to Khartoum.

If the individual's nationality or claim to nationality is unclear or there are other considerations (e.g mixed marriages), UNHCR will, with the individual's consent, consult the Embassy of Sudan to ascertain nationality and the appropriateness of repatriation to Khartoum or any other place in Sudan or South Sudan.

Q. What assistance can I expect from UNHCR office in Cairo on my way back to South Sudan?

Subject to the availability of funds, you will be provided with the following:

- Air-ticket;
- Transportation allowance in cash to support your return, in the Sudan, to your final destination; and.
- Some cash assistance to finance transportation costs in Egypt prior to travel and any transit costs.

Please note that UNHCR will not provide any support for

any additional luggage allowance. The cost of any extra luggage has to be covered by the traveling person.

Q. Will UNHCR in South Sudan provide me with assistance upon my return?

Based on the VRF, returnees will be provided with reintegration assistance by UNHCR offices in South Sudan.

Upon registration of the VRF, you will be entitled to three months food ration provided by the United Nations World Food Program (WFP), seeds and tools if you are a farmer, as well as essential household items (listed below) to help you reintegrate when you return. The distribution of these items will vary according to their availability, your actual needs and the size of your family.

- Household items include blankets, sleeping mats, plastic sheets, mosquito nets, water buckets, Jerry cans and kitchen sets.
- Returning pregnant women will be entitled to a delivery kit

This assistance is available **only** at the following UNHCR offices in Southern Sudan:

- **Central Equatorial:** Yei, KajoKeji, Juba
- **Eastern Ekuatoria:** Nimule, Torit, Kapoeta
- **Jonglei:** Bor, Akobo, Pochalla
- **Upper Nile:** Malakal, Pagak, Mabaan, Nassir

In addition, returnees who present a VRF to the South Sudan Relief and Rehabilitation Commission (SSRRC) in any of the counties where UNHCR does not have a presence, can access food and non-food assistance with the help of the local South Sudan Relief and Rehabilitation Commission officials.

The assistance package might change depending on the availability of funds.

9.1.2 Return to the Sudan

Sudanese asylum seekers and refugees registered with UNHCR in Egypt for less than one year at the time they apply for voluntary repatriation will normally not be assisted with transportation allowance and tickets for travel by UNHCR.

Q. What documents do I need in order to register with UNHCR for voluntary return to Sudan?

The voluntary return procedure is initiated only for persons approaching the UNHCR Office in Cairo with a valid travel document. In case your travel documents has expired – and based on agreement with UNHCR and the Sudanese Embassy in Cairo – you can renew your national passport or issue an emergency travel document from the Embassy of Sudan free of charge.

Q. What assistance can I expect from UNHCR office in Cairo on my way back to Sudan?

Subject to the availability of funds, you will be provided with the following:

- Air-ticket or Ferry Boat ticket;
- Transportation allowance in cash to support your return to your final destination; and
- Some cash assistance to finance transportation costs in Egypt prior to travel and any transit costs.

Please note that UNHCR will not provide any support for any additional luggage allowance. The cost of any extra luggage has to be covered by the traveling person.

UNHCR does not provide reintegration assistance for returnees in Khartoum.

9.1.3 Return to Iraq

Q. If I want to return to Iraq, will UNHCR assist me in doing so?

UNHCR offices in the region neighboring Iraq, including in Egypt, will provide voluntary repatriation assistance, on a case-by-case basis, to Iraqis of concern to the office. The decision to return must be a free and well-informed choice. UNHCR will provide assistance to those refugees wishing to return only after proper counseling and by ensuring the voluntary nature of return.

Iraqis not previously registered with UNHCR may also approach the office for counseling and assistance provided that they have been living in Egypt for a minimum of six months. However, it has to be noted that Iraqis previously registered with UNHCR will be given priority in terms of assistance.

Q. What documents do I need in order to register with UNHCR for voluntary return to Iraq?

Voluntary return procedures can only be initiated for persons approaching the UNHCR Office in Cairo with a valid national passport or travel document. If you have an expired national passport, kindly approach the *Embassy of Iraq in Cairo at 1, Abdelmoneim Riyadh Street, Mohandiseen, Giza*, for the renewal of your national passport or alternatively to obtain an Iraqi travel document.

Q. How long does it take and how much does it cost to renew the passport or obtain an Iraqi travel document?

Renewal of the national passport or issuance of a travel document can be done by the Embassy of Iraq within one day and the costs are LE 158 (October 2008) for each document. National passports for students are renewed free of charge, provided they approach the Embassy of Iraq with documents concerning their education in Egypt.

In the absence of a national passport, including in the case of children, newly born in Egypt, you may be able to

obtain a travel document to return, which will be valid for six months. You should approach the Iraqi Embassy with all documents you may have proving your identity, i.e. birth certificates, school certificates, national IDs cards. Upon verification of nationality, which may take a few days, the Embassy of Iraq may issue a travel document.

Q. What assistance to return can I expect from UNHCR in Cairo?

Subject to the availability of funds, you will be provided with the following:

- 100% coverage of air-ticket costs from Cairo to Baghdad. The tickets are non-transferable and will not be refunded to you, once issued and you will receive them from UNHCR's Cairo Office;
- In addition, UNHCR will provide some transportation allowance in cash to support your return.
- Please note that UNHCR will not provide any support for any additional luggage allowance. The cost of any extra luggage has to be covered by the traveling person.

Q. Will there be further assistance upon my return in Iraq?

The Government of Iraq, namely the Ministry for Migration and Displacement, provides re-integration support. Please note that this is support provided by the Government of Iraq for its nationals, not UNHCR. The returnee should seek information on this issue from the Iraqi Embassy in Cairo

and/or upon return to Iraq from the Ministry of Migration and Displacement. You may wish to take with you UNHCR's hotline in Baghdad, which you can contact in case you need the office's assistance in establishing your status as a UNHCR returnee. This hotline is: 079-019952501.

9.2 Local Integration

Q. What does Local Integration mean?

Local integration is a complex and gradual process requiring both the host community and the refugee community to adjust and accommodate, and it recognizes that refugees can contribute meaningfully to their host society. Local integration comprises distinct but related legal, economic, social and cultural dimensions and imposes considerable demands on both the individual and the receiving society. Full local integration culminates in the granting of citizenship to the refugee whereby he or she no longer requires refugee status because national protection is available.

Q. As a refugee can I integrate locally in Egypt

Since voluntary repatriation depends on developments in the country of origin and for some may take considerable time to materialize, and resettlement will always be a durable solution for a small minority of refugees, efforts to achieve self-sufficiency and, where possible integrate in the country of asylum are important. There are things refugees can do to make the integration process as smooth as possible,

including learning Arabic, undertaking livelihood activities, sending children to Government schools where possible, and making use of opportunities to share experiences with Egyptians through work and leisure activities.

It should be noted that efforts to integrate in Egypt do not affect rights you may have as a refugees. Refugees remain persons of concern to UNHCR until they have either returned to their home country or have obtained protection from a third country through the process of naturalization.

Q. Can I get Egyptian nationality?

Despite a generally generous admission policy for persons who may be in need of international protection, obtaining the Egyptian nationality is very difficult in Egypt because citizenship laws are restrictive.

9.3 Resettlement

Resettlement to a third country means that a person recognized as a refugee by UNHCR in Egypt gets legally resettled from Egypt to one of the resettlement countries because he/she has resettlement needs and fulfils the resettlement criteria.

Q. Once recognized as a refugee and staying in Egypt for a long time will I then be resettled?

Being recognized as a refugee means that UNHCR and the Government of Egypt recognized that you fled your country

of origin because of an individual fear of persecution or because of generalized violence. It enables you to stay safely in Egypt without the risk of being forcibly returned to your country. Resettlement is never automatic and the length of stay in Egypt is considered only in conjunction with other resettlement criteria.

Q. Who will be submitted for resettlement?

About 1.5% of the refugees worldwide benefit from UNHCR-assisted resettlement as a durable solution.

Resettlement will only be considered for individuals who have no prospects of return to the country of origin, or prospects to integrate in the country of asylum. Resettlement is primarily a protection tool and only refugees with specific needs, which cannot be addressed in Egypt, will be considered for resettlement. Each case is considered individually in light of its specific circumstances and needs, as well as the options available to address the specific needs. Resettlement places are very limited, as determined by resettlement countries.

Unlike return to one's country, which is a right of every person, resettlement is not a right.

Q. If my life in Cairo is difficult because my family and I face problems, for example, in finding work, access to health care or education, will I be resettled?

If you or your family faces serious difficulties in Egypt, UNHCR in close collaboration with its partners will explore,

with your co-operation, all available possibilities to improve your living conditions, including assistance in finding work, in registering your children in schools, in facilitating access to available necessary medical services. This will not in itself be a reason to consider resettlement.

Q. Who gets resettled from Egypt?

The criteria to be resettled are the same worldwide and for all refugees without consideration of nationality. Resettlement countries may also have additional requirements which they request UNHCR to take into consideration. Resettlement is considered for refugees who are in need of specific protection such as medical care, legal protection, and psychological support for specific trauma. Before considering resettlement, UNHCR tries to see first if there is any suitable remedy that can be found in Egypt. Economic hardship and difficult living conditions in Egypt will not by themselves make a refugee eligible for resettlement. When assessing whether resettlement is the most appropriate solution, UNHCR also looks at the prospects for voluntary repatriation for refugees.

It should be noted that even when individuals meet the resettlement criteria, UNHCR may need to prioritize cases because of the limited resettlement places available. Prioritization may include giving priority to especially vulnerable individuals and individuals with multiple vulnerabilities.

Q. Do I have to be a refugee recognized under the 1951 Convention in order to be resettled?

Most resettlement countries require that refugees who are submitted for resettlement meet the criteria set out in the 1951 Convention. UNHCR does not discriminate between refugees recognized under the 1951 Convention or the 1969 Convention when considering resettlement needs. When UNHCR identifies an individual recognized under the 1969 Convention as having a resettlement need, the Office reviews the entire case in an effort to establish whether individual persecution as set out in the 1951 Convention exists. It is only if no nexus to the 1951 Convention can be found that the case will be rejected for resettlement.

Q. Do I have to be a refugee to be eligible for resettlement?

Only recognized refugees can be resettled. If UNHCR staff identify an asylum seeker registered with UNHCR who has a resettlement need, individual RSD will be carried out.

Q. Who decides about resettlement?

Resettlement is a solution that only applies to refugees in very specific circumstances. Most refugees will not be resettled because there is a limited quota for resettlement, and some governments, including the Government of Egypt, cooperate with UNHCR to grant asylum and protection for most individuals. UNHCR assesses individual refugees against UNHCR's resettlement criteria agreed with the resettlement countries. Cases reviewed for resettlement

are assessed by several UNHCR staff in Cairo, including a committee composed of Protection, Durable Solutions and Community Services staff, as well as staff from UNHCR's resettlement hub in Beirut. Once these reviews have taken place and it is determined that the case meets the resettlement criteria, it will be submitted by UNHCR to the resettlement country which will take the final decision related to the resettlement case.

If a resettlement country rejects the case, UNHCR may review the case to see if the individual is still under the same specific circumstances that motivated the initial submission by UNHCR to a resettlement country. If the need remains, UNHCR may submit to another resettlement country. Some resettlement countries allow applicants to appeal the rejection; however UNHCR will not be involved in the appeal process.

Q. How can I have my case reviewed for resettlement?

Because of the large number of refugees in Egypt, UNHCR does not accept self-referrals for resettlement. You cannot, therefore, request your file to be reviewed to see whether your case fulfills the resettlement criteria.

UNHCR reviews cases for resettlement through three channels: internal UNHCR referral, NGO referral and file review. UNHCR staff may identify cases for referral through interviews including protection interviews, registration, RSD, community services. NGO partners may also refer cases for review. UNHCR resettlement staff also review files

selected by electronic searching of the UNHCR database based on the resettlement criteria.

Cases that are identified for review are reviewed by resettlement staff who may recommend that the case be considered for resettlement. In order to ensure fairness and a uniform application of the resettlement criteria and prioritization cases, all cases rejected by the resettlement staff reviewing files are sent to a committee for review of the recommendation. Cases accepted for recommendation are reviewed by a second resettlement staff and then sent to the UNHCR resettlement hub in Beirut which again reviews the case.

Multiple checks and reviews are important to ensure the integrity of the system and also to combat resettlement fraud. Refugees do not have a right to appeal the UNHCR decision about resettlement.

Q. If I have a family member or sponsor in a resettlement country, can I apply for resettlement?

There are family reunification provisions which may apply to ensure reunification of husband, wife and children less than 18 years. Refugees should first try to be reunited with their family members through the sponsorship mechanisms in place with the relevant embassy in Egypt. UNHCR will not be involved in that process. These programmes are separate from UNHCR's resettlement programme.

If you are unable to be sponsored through the special sponsorship programme, you may approach UNHCR

which could consider your case for resettlement, taking into consideration your claim and other resettlement needs.

Once a case is approved for resettlement, resettlement staff will consider family ties and other links in a resettlement country in order to select the country for submission.

PART TEN

UNHCR CAIRO COMPLAINTS PROCEDURES

The complaints procedures allow individual asylum seekers or refugees who believe they have been the victims of serious misconduct by UNHCR staff, interpreters and guards to bring information about the alleged wrongful behaviour to senior management of UNHCR Cairo.

Q. What is the conduct expected from UNHCR staff?

In order for UNHCR to be able to ensure the protection of and assistance to refugees and asylum seekers, UNHCR staff members have to uphold and promote the highest standards of ethical and professional conduct including to:

- Treat all persons of concern to UNHCR fairly and with respect, compassion and dignity.
- Demonstrate integrity, truthfulness, dedication and honesty in all actions.
- Support the fullest possible participation of persons of concern in decisions that affect their lives by striving to build constructive and respectful working relations with UNHCR's humanitarian partners.
- Prevent, oppose and combat all exploitation and abuse of persons of concern.
- Refrain from and oppose any form of harassment

(including sexual harassment), discrimination, abuse of power, intimidation or favouritism in the workplace.

Q. What constitutes a complaint?

The UNHCR complaints system addresses instances of serious misconduct or procedural unfairness where the allegedly responsible party is a UNHCR staff member, interpreter or guard.

Q. What if someone asks me for money in order to do me a service?

Any person, including a UNHCR employee, or organization claiming to be able to help you access UNHCR services for money or favours must be reported to UNHCR senior management immediately.

ALL UNHCR SERVICES ARE FREE OF CHARGE.

Q. How do I file a complaint?

To initiate a complaint, you should fill out the UNHCR Complaints Form available at UNHCR Cairo. You should then put it in a sealed envelope marked “CONFIDENTIAL” and addressed as follows: “ATTENTION: UNHCR REGIONAL REPRESENTATIVE”.

The complaint should then be handed over to the UNHCR staff member at the reception who will register it in a

logbook of complaints and give you a reference number. The UNHCR staff member will then put the Complaint Form in the sealed clearly marked complaints box in the reception area.

Alternatively, individuals can send their complaint by post to: The Representative, UNHCR, 17 Mekkah Al-Mokarrama Street, 3rd proximity, 7th District, 6th of October City. Complaint letters should be marked CONFIDENTIAL. Complaints sent by e-mail to areca@unhcr.org will be forwarded to the Regional Representative.

Q. Do I have to write my name on my complaint?

Complaints must have an author and a means by which to contact the author. The author's identity will remain confidential. Anonymous complaints cannot be investigated.

Complaints should be reported to UNHCR within three months of the time of the alleged wrongdoing.

Q. Would the decision pertaining to my case change if I faced an incident of misconduct and filed a complaint about it?

Reporting through the complaints procedure will not in any way prejudice or positively influence the consideration of your refugee claim, resettlement, or other decisions regarding assistance/services to which you would otherwise be entitled.

Q. What happens after I have handed in my complaint?

The Deputy Regional Representative reviews complaints. If your complaint is determined to be unfounded, you will be informed accordingly. If your complaint is found to be malicious, this may lead to prosecution by Egyptian authorities according to the relevant provisions of Egyptian law.

If your complaint is accepted for consideration, you will be advised of the estimated timeframe for completion of the investigation and you will be advised of the outcome of the complaint following completion of the investigation.

PART ELEVEN

USEFUL CONTACTS

For more contacts please consult the UNHCR publication *Referral Guide for Refugees and Refugee Service Providers*

AMERA Legal Aid

4 Ahmed Pacha St., 6thFloor; Garden City, Cairo
Tel. 2792 8818/9

Arab Council Supporting Fair Trial & Human Rights

3b Seleman El-Halaby St., Floor 5, Apt.# 51; El-Asbakeyya, Cairo.
Tel. 25777190
Email: acsft_abdelgwad@hotmail.com
Contact person: Mr. AbdElgawad Ahmed

Caritas Egypt

Cairo:

8 Abdel Latif Boltyia St., Ground Floor (right side); Garden City,
Cairo
Tel. 27961771 / 27964441
Medical emergency hotline: 012 4785315

6th October:

Taksim El Bank Al Ahly - Piece 574 st. 18 (close to El Tawhid & El
Nour) - El Mogawra El Talta (3rd Proximity) - El Hay El Talet

Anba Barsoom:

Address: Tereat Elkhashab St., Almasara (Almasara metro
Station), Alanba Barsoom Hospital (Almasara)

Alexandria:

10 Mohamed Talaat Nooman St. (in front of the Trade Chamber)
Tel. 4806306/07

Catholic Relief Services (CRS)

13 Ibrahim Naguib St., P.O.B. 2410; Garden City, Cairo
Tel. 27941360 / 27942404
Email: office@crsegypt.org ; www.catholicrelief.org
Refugee project office: Street # 100; Maadi, Cairo
Tel. 23582523

Egyptian Foundation for Refugee Rights

7 Mohamed Mahmoud St., 5th Floor, Apt.# 9; BabElouk, Cairo
Tel./Fax 27922689
Email: efr_eg@yahoo.com

International Committee of the Red Cross

33 Road 106, Maadi
Tel. 25281540

International Organization for Migration

47/C Abu Elfeda street, 11211 Zamalek, Cairo
Overseas Processing Entity for the USRAP Tel. 23595060/
23582054/ 0123260479
General Reception Tel. 27365140

Islamic Relief Worldwide (IRW)

23 Babel Street, Amman Square, Dokki, Giza
Tel. 01147762388, 01147762377

Mostafa Mahmoud Association

24 El Nil El Abyad - Lebanon Square - Mohandessin
Tel. 012 23967666 or 01001359844
Email : gad36@hotmail.com

Psycho-Social Training Institute in Cairo (PSTIC)

8 Hussein Kamal Street, Dokki, Cairo

Tel. 0164390175

Email: psticairo@gmail.com

Refuge Egypt (All Saints Cathedral)

Zamalek:

5 Michel Lutfallah St., behind Marriott Hotel; Zamalek, Cairo

Tel. 27364836/7

Sanabel clinic:

Address : 13 Hefny Nassef - Hadayek el Koba

6th October clinic:

Address: 47 El mahwer El markazy section 10, behind Saint Mary church - 6th October

Arbaa we nus clinic:

Address : El Adra & Abu Seifin hospital – El Taba end of Mostafa El Nahas st.

Email: info@refuge-egypt.org

St. Andrew's Refugee Services

38 26 July Street, (Al-Is'af) (near Nasser metro station), Cairo

Tel.: 25 75 94 51

Email: st.andrewsrs@gmail.com

Tadamon-Egyptian Refugee Multicultural Council

1 Abo Bakar Khairy, 5th floor, flat 17, off Al-Kadi Al-Fadel off Kasr AL-Nile I-Downtown, Cairo 11121

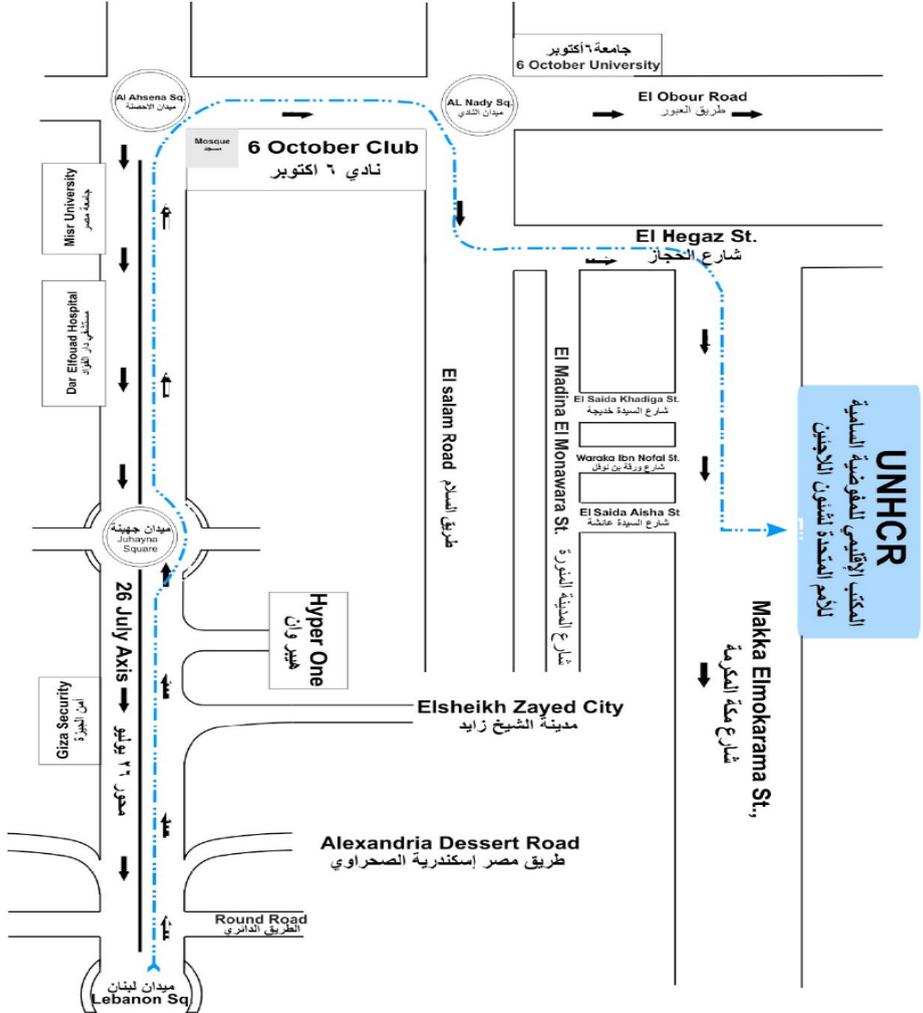
Tel/Fax. +202 239 28681, 239 28681

Address:

17 Makka El Mokarama Street
3rd Proximity, 7th District
6th of October City, Egypt

العنوان:

17 شارع مكة المكرمة - المجاورة الثالثة
حي السابع - مدينة 6 أكتوبر
جمهورية مصر العربية



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