

# SERVICES FOR REFUGEES AND ASYLUM SEEKERS IN EGYPT

December 2021



**UNHCR**

the UN Refugee Agency

مفوضية الأمم المتحدة لشؤون اللاجئين

# How to Contact UNHCR

UNHCR provides refugees with protection and assistance in coordination with the Egyptian Government and partners. Protection includes registration and documentation of asylum-seekers and referral to legal services.

Refugees residing in the following governorates should approach UNHCR's reception centres in Cairo as indicated below:

Greater Cairo (Cairo,  
Giza, Qalyubia)  
Menoufia  
North and South Sinai  
Ismailia  
Suez

Helwan  
The Red Sea  
Fayoum  
Bani Suef  
Sharkeya  
Menia

Assiut  
Sohag  
Qena  
Luxor  
Aswan  
New Valley

## UNHCR Cairo Infoline

 **02 2739 0400**



**Sunday -Wednesday**

**9:00 - 15:00**

**Thursday**

**9:00 - 12:00**

The Infoline answers calls daily in Arabic, English, Somali, Oromo, Tigrinya, Amharic and French.

Only applicants with appointments will be served at UNHCR premises. You can take an appointment by calling UNHCR Infoline, or filling in the Registration Requests form: [bit.ly/2XVIZQB](https://bit.ly/2XVIZQB)



You can also email us on:

Referrals for Gender-Based Violence	arecagbv@unhcr.org
Referrals for Child Protection	arecacp@unhcr.org
Referrals for Protection, Counseling & Reception	arecapro@unhcr.org
Referrals for Detention	arecadet@unhcr.org
File reopening requests	arecaapr@unhcr.org
Referrals for Community-Based Protection	arecacs@unhcr.org
Complaints & Fraud	arecafrd@unhcr.org

# WHEREVER YOU ARE




## UNHCR Help website for refugees & asylum-seekers

For more information and frequently asked questions:  
**[help.unhcr.org/egypt/en](https://help.unhcr.org/egypt/en)**

### UNHCR EGYPT CONTACT DETAILS

 [help.unhcr.org/egypt/en](https://help.unhcr.org/egypt/en)

 [facebook.com/RefugeesEgypt](https://facebook.com/RefugeesEgypt)



# Why Register with UNHCR?

Registration allows you and your family to formalise your stay as asylum-seekers in Egypt. helps you with your daily interaction with Egyptian authorities and partners, facilitates residency and protects you and your family from being returned to your country of origin against your will.

When you register with UNHCR, you will be provided with a UNHCR registration document. Please pay attention to the validity of your UNHCR document and make sure you contact UNHCR for a renewal appointment one month prior to its expiration.

## UNHCR Registration Documents

### Asylum-seeker Certificate (White Paper)

The certificate is issued to persons registered with UNHCR who have officially applied for refugee status without presenting valid identification documents. It does not enable its holder to obtain a residency permit, but serves as proof of an asylum application in Egypt that is pending consideration for refugee status determination with the UNHCR Office, and based on which, he/she should be accorded international protection considerations. If you obtain identification documents after being issued a certificate, please approach UNHCR during reception hours to receive an Asylum-seeker Registration Card.

### Asylum-seeker Registration Card (Yellow Card)

The card is issued to persons registered with UNHCR who have officially applied for refugee status and have presented valid identification documents. It provides protection from detention and deportation to your country of origin or any other country, and allows the holders to obtain a legal residence permit (sticker) to legalize their stay in Egypt. The card is valid for 18 months.

### Refugee Registration Card (Blue Card)

The refugee registration card is issued to persons who have been formally recognized as refugees by UNHCR. The card allows its holder to obtain a legal residence permit (sticker) to legalize their stay in Egypt. It is valid for three years.

# Registration Services

1. New registration
2. Adding new family members including babies (bring 2 photos)
3. Changing address or other data
4. Documents renewal
5. Changing principal applicant or transfer to another case
6. Closing or reopening your case
7. Obtaining a Ministry of Foreign Affairs closure number

## What documents should I bring to my first registration appointment?

Please bring the ORIGINAL & COPY of the following documents for your registration appointment:

1. Passport(s)
2. All other available ID documents (military ID, driver's license, other civil documentation)
3. Marriage/divorce certificate(s)
4. Birth/death certificate(s)
5. Family booklets
6. High school or university diploma(s)/ certificate(s)
7. Proof of previous registration with UNHCR in other countries (if applicable)
8. Two passport-size photos of each family member on a white background



Only applicants with appointments will be served at UNHCR premises. You can take an appointment by calling UNHCR Infoline, or filling in the Registration Requests form: [bit.ly/2XVIZQB](https://bit.ly/2XVIZQB)



# Obtaining Residence Permits

## Why do I need a valid residence permit?

Every foreigner, including refugees and asylum-seekers, staying in the Arab Republic of Egypt is obliged to have a valid residence permit. Without a valid residence permit, s/he would be staying illegally in the country, which is punishable under Egyptian law. Therefore, you are advised not only to obtain your residence permit after registration with UNHCR but also to renew it when it expires.

## How can I obtain or renew a residence permit in Egypt?

1. Refugees and asylum seekers who are scheduled to renew or obtain their UNHCR cards at UNHCR Offices, can pick up the (MFA) number for residency processing, along with an appointment date to approach the Communications Office of the Passports and Immigration Administration in Abbasiya during their interview at UNHCR Offices,.

For those who have a valid UNHCR card, the MFA reference number and the appointment date before the Communications Office of the Passports and Immigration Administration in Abbasiya could be obtained from Caritas Egypt – at their following offices:

- October City: Building 48/8 – 8th district, 2nd proximity
- Nasr City: 20 Sibaway St. off Anwar El Mofty St.- Behind Nasr City Traffic center
  - Daily except Saturday and Sunday: 8:30 a.m. to 3:30 p.m.
- Alexandria: 26 Talaat Numaan Street, Mahatet El Raml, 3rd Floor
  - Daily except Friday & Sunday: 3:30 p.m. to 8:30 p.m.
- Damietta: 21/81 1st Neighborhood, 1st District, in front of the Tourism and Hotels Institute, New Damietta
  - Daily except Friday & Saturday: 2:30 p.m. to 7:30 p.m.

Caritas will check the validity of your UNHCR card. In case there is need for a card renewal, you will be re-directed to obtain a document renewal appointment at UNHCR.

2. Please approach the Communications Office of the Passports and Immigration Administration in Abbasiya on the appointment date received along the MFA reference number. You must provide the reference number issued by UNHCR or Caritas to the Communications Office and accordingly you will be provided with appointment for lodging the residence application.
3. On the day of your appointment, please approach the Residence Office in Abbasiya, where you will be asked to submit all necessary documents, including the residence permit application form. Together with your family members, you will also be asked to have your photos and fingerprints taken. You will then be given an appointment to receive the residence permit card.

4. Please return on the given appointment to the residency granting office at the Residence Unit of the Passports and Immigration Administration, where you will obtain the residence permit card issued by the Egyptian government.
5. The residence permit is issued only at the Passports and Immigration Administration in Abbasiya. You must go there in person to complete all procedures regardless of your place of residence in Egypt.

## What documents should I bring?

- All UNHCR registration cards of the family members and dependents registered with you in Egypt.
- Original passport of the family members and dependents registered with you in Egypt.
- Copies of both your UNHCR registration document(s) and your passport(s).
- The reference number which you obtained from UNHCR or Caritas.
- Two passport-size photos of yourself. Photos of your dependents are not needed unless they are 12 years or above, and were issued a separate UNHCR documentation card.
- A copy of your last residence permit obtained based on your asylum status in the country.



## Are there any fees that I have to pay to obtain the residence card?

Yes, you will be required to pay processing fees amounting to EGP 100 at the bank located at the Abbasiya premises while presenting your application to the Residence Unit, this fee is directed to the Government of Egypt to cover the expenses of the new card.

## What type of residence permit will I be issued?

You will be issued a regular non-tourist residence permit for an initial period of six months, which will be renewable as long as you remain a person of concern to UNHCR in Egypt. The same period is granted to blue and yellow card holders.



# Refugee Status Determination

UNHCR Egypt has started conducting RSD interviews remotely to be able to continue serving our asylum seekers while reducing the risk of spreading COVID-19. You can find out more about the remote interview process through this link: [bit.ly/3kx3IS7](https://bit.ly/3kx3IS7) or through using the QR code scanner in your mobile phone's camera.



SCAN ME

## What is the purpose of the refugee status determination (RSD) interview?

The RSD interview is to assist you to put forward your case and fully explain your experiences and circumstances that led you to fleeing your home country.

Based on the interview, UNHCR will determine whether or not you meet the refugee definition and grant refugee status according to international refugee law.

## The Refugee Status Determination Interview

When you are scheduled for an individual refugee status determination (RSD) interview, you will receive a scheduling call to inform you about the RSD interview and counsel you on steps you have to take prior to the interview. After the scheduling call, you will receive an SMS with the link of the Signal application, if you agreed to have a remote interview. Furthermore, the RSD website at [rsd.unhcregypt.org/refugeeresult.aspx](https://rsd.unhcregypt.org/refugeeresult.aspx) will be updated with your appointment date as well. As there could be changes in the RSD appointments, you are also requested to check the website regularly, especially 48 hours before your RSD appointment.

## During the RSD procedure, you are required to:

- Submit any documents and evidence available regarding your application;
- Inform UNHCR about your family members accompanying you. Adult family members will be interviewed individually;
- Tell the truth and be cooperative;
- Have a smart phone with a functioning front camera and stable internet connection, if you agreed to have a remote interview;
- Be alone in the room, if you agreed to have a remote interview.

## During the RSD procedure, you have the right to:

- Be interviewed in a language you can communicate in;
- To be represented by a lawyer or a legal representative, who qualifies as such under UNHCR's established procedures, during your RSD procedure.

## Please also take note that:

- Each applicant has a different profile, background and reason for fleeing his/her

country; hence, each case will be assessed individually, according to UNHCR rules and procedures.

- Please, do not pay attention to rumours spread among refugees about specific stories to be presented to be granted refugee status.
- Intentionally misleading UNHCR about the facts of your case or your identity is fraud. Please note that this will negatively affect the processing of your case and may lead to a negative decision. UNHCR reserves the right to take measures in such cases;
- Your statements and documents will be kept confidential and will not be shared by UNHCR with other third parties without your consent. Please note that under no circumstances will UNHCR share your information with the government of your country of origin;
- Do not sign any documents unless read, understood and approved by you;
- While in Egypt you, like any other foreigner, are expected to respect the laws, customs and traditions of the society hosting you;
- Verbal and physical threats made to UNHCR staff violate national law. UNHCR will report any person making such threats to the police and this person may be prosecuted.

## What should I prepare/ bring with me to the RSD interview?

- Your UNHCR asylum seeker registration card;
- Any documents that are relevant to support your refugee claim;
- Your and your family members' original identification documents (such as passports, ID cards, military booklet, marriage certificate, birth certificates, medical reports if any, etc.);
- Proof of previous registration with other UNHCR Offices.

## Can I have a legal representative/advisor to assist me during my refugee status determination procedure?

You are entitled to have a legal representative/advisor to assist you during your refugee status determination interview.

In Egypt, Saint Andrews' Refugee Services (StARS) provide information, counselling, referral, representation, and advocacy for asylum seekers and refugees in Egypt free of charge. To know more on how to reach StARS, please take a look at our partners' section under (protection services) at: <https://help.unhcr.org/egypt/en/partners/st-andrews-refugee-services-stars/>.

## Why are there different procedures at first instance interviews?

UNHCR Egypt has different procedures depending on the complexity of the cases. Some cases undergo registration and refugee status determination (RSD) interviews together in the same interview, which is called the Merged Registration/RSD procedure; some cases have separate registration and RSD interviews; and some cases have more than one RSD interview in order to ensure the Office has sufficient amount of information to complete the RSD procedure.

## What if I missed an RSD appointment?

Please be informed that if you failed to attend an RSD appointment without a reasonable explanation, your case might be closed. If you miss an appointment, it is your responsibility to request a new one as soon as possible explaining the reason why you could not approach the office. Please note that the new appointment will only be granted if you provided a reasonable explanation as to why you failed to attend.

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

All those who are registered in the file need to be present for the refugee status determination interview, unless you are informed otherwise. All the adult members of the case will go through a separate interview at UNHCR.

## What happens if I am recognized as a refugee?

If you are recognized as a refugee, you will be given a result notification appointment which will clearly indicate the location, date and time. In order to collect the decision, 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) when you approach UNHCR.

If you are recognized as a refugee, you and your dependents will be provided with a UNHCR refugee card.

## What happens if I am denied refugee status?

If you are denied refugee status after the first instance interview, you will be given a result notification appointment which will clearly indicate the location, date and time. In order to collect the decision, 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) when you approach UNHCR.

On the date of your appointment, you will receive a negative decision letter, which contains an explanation on the reasons that led to the denial of the asylum application. If you are notified with a negative decision you have the right to submit an appeal request within 30 days. If you do not wish to file an appeal against the first instance decision denying your asylum application, you will no longer be considered as person of concern to UNHCR.

## How will I be notified of my Refugee Status Determination decision?

Once your RSD decision is ready, you will receive an SMS or a call to indicate your result notification date/appointment. You will be notified of your decision either remotely through Signal Application or you will be scheduled for an in-Office notification. Each individual will be informed on the method, location and date of their notification by call/SMS.

In the meantime, you can also check this website via the RSD status part: <https://rsd.unhcregypt.org/RefugeeResult.aspx>, which will also reflect your result notification

date/appointment, once available. The decision on your asylum application could either be recognition or rejection.

## How can I submit an appeal request?

You can download the appeal request form from the Forms and Leaflets section of this website <https://rsd.unhcregypt.org/FormsAndLeaflets.aspx>. In your appeal request form, you must include the following:

1. The reasons why you think the first instance negative decision is wrong, and
2. Your updated contact information.

You can then submit your duly filled appeal application form either in an email to Appeal/ Reopening ([ARECAAPR@unhcr.org](mailto:ARECAAPR@unhcr.org)) or by approaching the RSD Building at 44A street, 2nd proximity, 8th District, 6 October City on certain days of the week, which will be specified to the individuals on the day of their notification.

## What will happen during the appeal process?

Different UNHCR protection staff members than the ones who were involved in the initial first instance decision review all appeal requests. Not all appeal requests will lead to an appeal interview. If an appeal interview is needed, you will be notified of the date of your appeal interview via SMS, and the appointment will also be available in the RSD status section of this website <https://rsd.unhcregypt.org/RefugeeResult.aspx>.

If the first instance decision is overturned, you will be granted refugee status; if the first instance decision is confirmed, your file will be closed.

You have the right to opt for an office interview if you were contacted to conduct a remote interview, this will not affect your asylum application negatively in any way.

# Cash Assistance

## Who can receive cash assistance from UNHCR or its partners?

UNHCR aims to provide cash assistance to registered refugees and asylum seekers found to be most in need. UNHCR partner Caritas Basic Needs conducts assessment interviews to identify eligible individuals. If you have been identified as eligible for cash assistance, you will be notified through SMS on your telephone number registered at UNHCR.

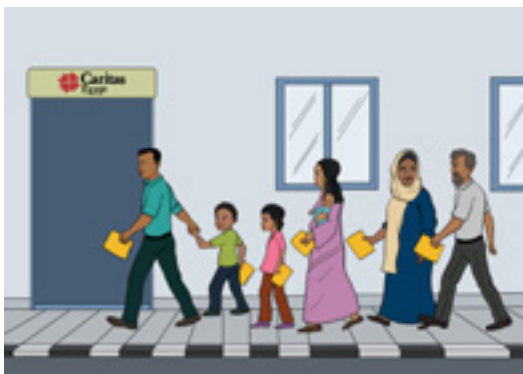
## How does UNHCR determine who is eligible for the cash assistance?

To determine those who are most in need, and hence eligibility to cash assistance, UNHCR uses a statistical formula aimed at capturing protection and socio-economic vulnerabilities. To use this formula, UNHCR relies on multiple sources of information, such as information recorded during your registration with UNHCR and sometimes gathered during assessment interviews conducted by UNHCR partner, Caritas Basic Needs. Factors such as age, place of residence, number of family members, education level, financial status, access to other assistance, specific needs, medical status, protection risk profiles, among others determine the decision. All profiles of refugees and asylum seekers registered with UNHCR are assessed to identify those who are most financially vulnerable -to select higher risk profiles.

If you are found eligible to receive cash assistance UNHCR will notify you via SMS to the phone number registered by you at UNHCR.

## How do I get an appointment for an assessment interview?

If you have not conducted an assessment interview with Caritas Basic Needs since 2019, or if there have been significant changes in your household's circumstances after your last assessment interview, please contact the Caritas Infoline to schedule an interview. A staff member from Caritas will contact you back by phone to confirm the appointment. UNHCR does not book/conduct interview assessments. Caritas Basic Needs phone numbers can be found **on Page (37)**

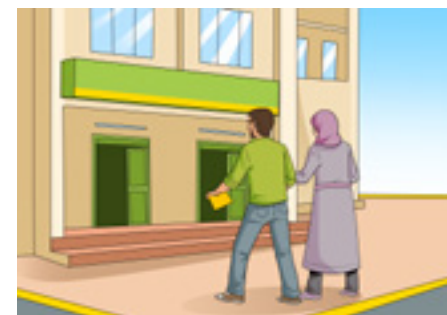


## Where do I collect the cash assistance?

Once you receive a notification by SMS on your phone number registered at UNHCR, you can collect your cash assistance from any post office in Egypt, before the deadline indicated in the SMS. If you are notified that you will receive cash iris-scanning, you will be required to approach the nearest post office with an iris-scanner. You can find the list of iris-enabled post offices **on Page (15)**.

Please note that the principal applicant is the **ONLY** one who should go to the post office unless you designate an alternative cash collector within your case. To designate the alternative cash collector please contact Caritas Basic Needs.

If you want to update your phone number registered at UNHCR, please use one of the two ways shown **on page (19)**.



## How do I collect the cash assistance at the post office?

At the post office, there are two possibilities:

1. you may be required to present your UNHCR identity card at the cashier where the teller will review your photo, case number and name; or
2. If the SMS states that you will receive your money through scanning your iris, then you need to go to a post office with an iris-scanning camera. At the post office, you will need to place the camera on the same level of your eyes and look at the scanner with your eyes wide open while your iris is being scanned.

Please note that the designated cash collector (usually the principal applicant) is the **ONLY** one who should go to the post office unless you designate alternative cash collector within your case. To designate an alternative cash collector please contact Caritas Basic Needs.

## What should I do if I am unable to collect the cash assistance at the post office?

1. Please make sure you go to the post office before the cash-distribution deadline as indicated in the SMS. You cannot collect the cash assistance if you come before or after deadline. Only the designated cash collector (usually the principal applicant) can collect the cash assistance, unless you have designated an alternative collector at Caritas Basic Needs.

2. If you are receiving the assistance through iris-scanning, please make sure to place the camera on the same level of your eyes (not above or below) and that you look at the camera with eyes wide open. If your iris is still not captured ask the teller at the post office to scan your right eye first then the left eye. If this is still not working, then try going to another iris-enabled post office as there maybe an internet connection problem.

If none of the above solutions works , please contact Caritas Basic Needs to record your complaint in the system. This is a very important step. Without the formal complaint, UNHCR will not be able to address the issue effectively. A counselor from Caritas will discuss and help you solve the problem and will also record your complaint on the system. UNHCR will investigate the causes of your recorded complaint within 30 days from the cash out deadline. If you followed the above steps, UNHCR will re-imburse the due cash assistance. You will be notified by SMS when, where, how you can collect your assistance.

You can find Caritas Basic Needs phone numbers, working hours and address **on Page (37)** of this brochure.

## Who do I contact for inquiries or complaints related to cash assistance?

Please contact Caritas Basic Needs on the phone numbers **on page (37)**. A counselor from Caritas will provide you with the appropriate advice and will record your problem if further action is needed from UNHCR.

Please note that ALL inquiries and complaints related to UNHCR cash assistance must be recorded via Caritas Basic Needs. They are not recorded at UNHCR Offices. Without the formal complaint at Caritas Basic needs UNHCR will not be able to address your issue effectively.

Eligibility and reimbursements decisions taken by UNHCR will be directly communicated to you through SMS (you may also receive follow up call from Caritas). Therefore it is important to keep your telephone number up to date.

## Iris-enabled Post Offices:

**October:** El Hossary, Service complex (Mogamma El-khadamat), Seventh district, Distinct (Elmotamyez), Sixth district, Third district, First district-Zayed, Main October.

**Giza:** Ard El Lewa, Kafr Tuhmus, Madinet El Awqaf, Haram Central, El Maleka, Mohandssen, Giza First.

**Downtown Cairo:** Cairo Main Office.

**South Cairo:** Maadi.

**East Cairo:** Ain Shams, Zahraa Ain Shams, Martyr Abdel Moneim Riad, Qubaa east, New Nozha, Eighth district, Tenth district, Swiss project.

**Katameya:** Youth housing-Obour, Obour city, Obour Market, First settlement, Madinty, Orabi association, 10th of Ramadan, 6th neighborhood, 33th neighborhood, 9th neighborhood, 44th neighborhood.







## All UNHCR Services are Free!

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All services offered by UNHCR and its partners such as registration, refugee status determination, resettlement and assistance, etc... are

### FREE OF CHARGE

If you are approached by anyone seeking money or anything else in exchange for UNHCR services, or you have paid for UNHCR services, you should report the incident immediately.

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### How can I report fraud?

**1- Through UNHCR offices** by placing your complaint in a sealed envelope in the complaints box located at any UNHCR office.



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በዩኒቨርሲቲ በኩል ይጠቀስ በጽሑፍ በዩኒቨርሲቲ ቦታዎች ገቢ የሚገኝ ወቅት በክፍያ ይገኛል

**2- Via email to** [arecafrd@unhcr.org](mailto:arecafrd@unhcr.org) or [hqig00@unhcr.org](mailto:hqig00@unhcr.org)



በኢሜል [arecafrd@unhcr.org](mailto:arecafrd@unhcr.org) ወይም [hqig00@unhcr.org](mailto:hqig00@unhcr.org)

## COMPLAINTS PROCEDURES

Complaint procedures are in place to report **serious misconduct** by UNHCR staff, interpreters, security guards or procedural unfairness (including complaints about the **quality/availability** of interpreters, **access** to UNHCR premises or staff, **procedures** for Registration, RSD and other protection services) in UNHCR's protection and assistance provision.

### Process to file a complaint



There is a complaint form available at all UNHCR offices if you wish to use it. You can also write your complaint on a blank paper and there is no need to use envelopes.



Name and telephone contact of complainant, date of complaint, general nature of complaint are important information to include. Anonymous complaints will not be investigated.



Put the name or function or detailed description of the staff member, interpreter, guard or partner staff against whom the complaint is filed.



Unfounded or malicious complaints may lead to prosecution by the Egyptian authorities.



Queries or appeals for RSD or resettlement cannot be addressed through the complaints process.



UNHCR is committed to adhering to values of confidentiality and transparency in the complaint investigation process.



It is **prohibited** to hire anyone to write complaints in exchange of money or services. Please **refrain** from doing so. UNHCR does not have any relation with those sitting outside of its premises selling their services.

### HOW TO FILE A COMPLAINT?

#### 1- Through the office



Put the sealed envelope in the Complaints Box located in UNHCR office.

#### 3- By E-mail to



[ARECACOM@UNHCR.ORG](mailto:ARECACOM@UNHCR.ORG) and it will be forwarded to the UNHCR Egypt Representative.

#### 2- By post to



UNHCR Egypt Representative,  
UNHCR, 17 Mekka El Mokarrama St. 7<sup>th</sup> District, 3<sup>rd</sup> Division, 6<sup>th</sup> of October City.

# Important Links

Facebook page in English, Amharic, Somali, Tigrinya & Oromo:

[fb.com/RefugeesEgypt](https://fb.com/RefugeesEgypt)



Facebook in Arabic:

[fb.com/RefugeesEgyptAR](https://fb.com/RefugeesEgyptAR)



UNHCR Help website (with questions & answers about UNHCR services):

[help.unhcr.org/egypt](https://help.unhcr.org/egypt)



You can send your requests related to registration (addition of family members, file closure, renewal, new registration) through this form:

[bit.ly/2XVIZQB](https://bit.ly/2XVIZQB)



Follow up on your case through RSD website:

[rsd.unhcregypt.org/RefugeeResult.aspx](https://rsd.unhcregypt.org/RefugeeResult.aspx)



To visit the websites, you can type the link in your browser, or scan the QR code with your mobile camera.

## Update Contact Information

የክውቂድ መረጃን ደዘምኑ

## Cusboonaysii Macluumaadka Xiriirka

Your mobile number is the main channel we use to communicate with you. Therefore, please make sure your contact details are always up-to-date. If you change your contact details, please inform UNHCR by:

ከክርክሩ ጋር ዘመገገግት የምንጠቀምበት ዋናው ስርዐት የሞባይል ቁጥርዎ ነው። ስለዚህ ፣

ኦገንዎን የክውቂድ ዝርዝሮችዎ ሁኔታ ጊዜ ወቅታዊ መሆናቸውን ደረጋግጡ። የክውቂድ

- ዝርዝሮችዎን ከቀሩ ፣ ኦገንዎ ከ UNHCR ደግሙ

Lambarka Mobilkaagu waa habka ugu weyn ee aan u isticmaalno in aan kugula soo xiriirno. Haddaba, fadlan hubi meelaha lagaala soo xiriirayo in aad soo cusboonaysiiso markasta. Haddii aad beddesho meelaha lagaala soo xiriirayo, fadlan la socodsii UNHCR adiga oo:



Scanning the QR code using your mobile camera to access an online form and update your number.

የመስመር ካዲ ቅጽን ከመጽሐፍ ካና ቁጥርዎን ከሞባይል የሞባይል ካሜራዎን በመጠቀም የ QR ኮድን መቃኘት።

Isticmaalaya Kaamarada mobilkaaga oo adegsanaya iskaanka Koodhka QR si aad u hesho foomka onlaynka ah una cusboonaysiiso lambarkaaga.



Contact the UNHCR infoline:

የተገባሩት መንግስታት የሰጥተዎት ኮሚሽንን ደረጋግሩ

La xiriir khadka tooska ah ee UNHCR:

Greater Cairo | ታካቂ ካዲ  
Qaahira oo dhan

**02 2739 0400**

Alexandria | ኦስካንዳርያ  
Iskandariya

**02 2599 0800**














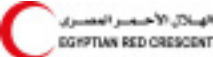

















# PARTNERS AND SERVICES

In order to provide some services to refugees and asylum-seekers, UNHCR works with implementing and operational partners.

Implementing partners are funded by UNHCR. operational partners do not receive funding from UNHCR, but play a major role in serving refugees.

This table provides the classification of partners:

	Implementing Partners	Operational partners
Education		
Livelihoods	 	  
Basic Needs Assistance	 	
Health	   	
Psychosocial Support	   	 
Legal Aid	 	
Protection Services	  	  

## The safe way of wearing the non-medical cloth mask



### Things you should do



Wash your hands before touching a mask



Check the mask to see if it's dirty or damaged



Adjust the mask on your face to ensure no space are left on both



Make sure the mouth, nose and chin are covered



Avoid touching the mask



clean your hands before removing the mask



Remove the mask using the straps behind the ears and head



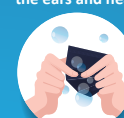
Pull the mask away from your face



If the mask isn't wet and dirty, and you're planning to reuse it, please keep the mask in a clean plastic bag that can be re-closed tightly



When you remove the mask from the bag, remove it using the straps



Wash the mask with soap or detergent and it's preferable to wash it with hot water at least once a day



Clean your hands after disposing the mask

### Things you shouldn't do



Don't wear a mask that looks damaged



Don't wear a loose mask



Don't put the mask under your nose



Don't remove the mask if there's anyone within one meter away from you



Don't wear a mask that's difficult for breathing through



Don't wear a wet or dirty mask



Don't share your mask with others

The cloth mask can protect others around you

To protect yourself and prevent the spread of Covid-19, remember to stay away from others by one meter at least, wash your hands regularly and avoid touching your face and the mask

For more information and enquiries Please call 105

105

# PROTECTION SERVICES

## St. Andrew's Refugee Services (StARS)



StARS provides child protection services to unaccompanied & separated children and youth (UASCY), including emergency response; educational services (focusing on academic and social-emotional learning); psychosocial support, counseling, emotional support, psychological first aid; group activities, focusing on psycho-education; and housing support. This is in addition to legal counseling for cases scheduled for registration and RSD interviews.

### Unaccompanied & Separated Children services



010 3334 8659 (Arabic, English, Tigrinya)



010 6440 0281 (Arabic, English, Somali, Oromo)

For other languages including Bilen, Tigre, Amharic, French, and others, we return calls as soon as possible.

### Legal counselling for clients called to be scheduled for remote RSD interviews



Arabic, English, Oromo, Amharic, Somali: 01029842820



**St. Andrew's Refugee Services**



**Monday – Thursday  
09:00 – 17:00**

## Save The Children



Save the Children provides many services for children at risk and children exposed to abuse, neglect and exploitation. also offers services for unaccompanied & separated children including best interest assessment.



Arabic: 010 2980 3454/ 010 2980 2524



Oromo & Amharic: 010 6775 2252

Somali: 010 6789 4466

Tigrinya: 010 1000 2785

010 9984 5733/ 011 4377 2690

010 2980 2524

## Psycho-Social Services and Training Institute in Cairo (PSTIC)



PSTIC assists POC with protection issues to secure safe housing.



Infoline: 011 0060 4002 / 011 2777 7005

## Caritas Egypt



Caritas supports UASC. Following registration with UNHCR, the child will be notified by UNHCR Child Protection Team (CP) on the same day about which CP agency will conduct your best interests assessment (BIA). Only after the BIA, you will be informed when you need to go to Caritas Garden City to process your financial assistance. Please make sure you do not miss your financial assistance appointment date; otherwise please inform your caseworker in advance. Caritas also provides support with housing for UASC.

### Garden City Clinic



8, Abd El Latif Bolteya St., (formerly Dar El Shefa St.), behind Four Seasons Hotel, next to Kasr El Nil Police station



02 2794 9203

02 2796 1771

02 2769 4441



**Caritas Egypt - Refugees program**



**Monday – Friday  
08:30 – 15:30**

# GENDER-BASED VIOLENCE

## Care Egypt



Provides support to victims of gender-based violence.

### Maadi



5156 Dar Al-Hassan street, Al-Mearaag, New Maadi



010 2885 9666

010 2885 9777

011 2048 6354

**Emergency 24/7:** 010 2806 2178



CARE Egypt كير مصر



**Sunday – Thursday**  
**09:00 – 17:00**

## Médecins Sans Frontières (MSF)



MSF offers medical and psychological care to persons who have suffered sexual assault. Rape is a medical emergency. If you or someone you know has experienced sexual violence, call within 72 hours (3 days) to increase the chance for vital life-saving support. MSF also offers medical, physical and psychological rehabilitations for victims of traumatic events. Group support services are also available.

### Maadi



No 2, Street 161



**Emergency 24/7:** 011 1708 3502

**All MSF services are safe, confidential, respectable and free.**

# LEGAL AID

## United Lawyers

United Lawyers provide legal assistance for all refugees and asylum-seekers. Services include: assisting in obtaining documentation such as birth, marriage, and divorce certificates. Representing the refugees before authorities and courts. United Lawyers assist in obtaining birth certificates for children born out of gender-based violence incidents. In addition to providing legal counselling, they also provide trainings and awareness sessions.

### Maadi



Street 105, building 114, 3rd floor, flat 8, Hadayeq El-Maadi



011 5452 6171



المحامون المتحدون United Lawyers



**Saturday – Thursday**  
**10:00 – 18:00**

## Egyptian Foundation for Refugee Rights (EFRR)



The legal aid provided by EFRR covers three domains: (i) refugees facing arbitrary arrest, indefinite imprisonment and unlawful expulsion or refoulement; (ii) refugee who are victims of crime; and, (iii) refugees facing unjust prosecution for criminal acts. Also the legal aid in Egyptian administrative proceedings has expanded to include matters related to housing, employment and the registration of personal status (births, marriages, divorces and deaths).

In addition to providing services to victims of rights violations, EFRR proactively engages with refugee communities in order to educate refugees about their rights and avenues for redress and to assist refugees and refugee communities in the development of strategies to minimize and mitigate violations of rights.

### Downtown



2, Hussein El Ma'mar, 3rd Floor (off Mahmoud Bassiouny St.)



02 2575 1118

012 7202 0938



Egyptian Foundation for  
Refugee Rights



**Sunday-Thursday**  
**10:00 - 17:00**



## St. Andrew's Refugee Services (StARS)



StARS provides various legal services to refugees and vulnerable migrants. This includes legal representation, counsel, and advocacy in UNHCR registration, RSD first instance and appeal, and resettlement procedures focusing on survivors of torture, Gender-based violence, and conflict as those facing risks to rights and physical integrity

### Downtown



38, 26<sup>th</sup> of July St., Esaaf Square  
(Metro stop: Nasser)



info@stars-egypt.org



010 3331 6644 (Arabic, English, Oromo, and Amharic)



010 3331 6655 (Arabic, English, and Somali)



010 3331 6677 (Arabic, English, and Tigrinya)



010 5022 7388 (all refugee languages)



St. Andrew's Refugee Services



Monday – Thursday  
9:00 – 17:00

## Birth Certificates for Newborns

As stated in the Egyptian Personal Law, all newborns must be registered within 15 days from the date of birth. Birth registration helps to prevent statelessness because it establishes a legal record as to where a child was born and is often a prerequisite for obtaining documentation that proves nationality.

Please approach the health office in the area where the birth took place and remember to bring all the requested documents.

Health Office



1

Valid & legally certified marriage or divorce documents.

2

Birth notification by a medical facility.

3

UNHCR registration card or valid passports of father & mother.

4

Death certificate in case the father is deceased.

**In case of delivery at home, please report to the health office to issue the birth notification.**

## Catholic Relief Services (CRS)



UNHCR provides education grants through CRS that help finance education opportunities in Egypt at public, private, and community schools. In addition, CRS offers various educational activities such as Arabic and English language classes, tutoring assistance programme and vocational training.

### Maadi



33, Street 106, Hadayek El Maadi  
(Metro: Hadayek El Maadi)



**Education Hotline:** 012 8500 3114 & 010 3049 9923

**Complaints:** 010 0056 4747

**Education Advising:** 010 6934 1111



Catholic Relief Services Egypt



Sunday – Thursday  
09:00 – 15:00

## St. Andrew's Refugee Services (StARS)



Offers various educational programs, including preschool, primary, secondary, and high schooling utilizing the Sudanese curriculum in English. StARS also offers a range of skills courses, including various levels of English, Arabic, and IT to adult refugees and vulnerable migrants. Several vocational courses are also available for adults, including sewing, handicrafts, and henna.

### Downtown



38, 26<sup>th</sup> of July St., Esaaf Square  
(Metro stop: Nasser)



**Adult education:** 011 2055 9957

**Basic education:** 010 3331 5544



info@stars-egypt.org



St. Andrew's Refugee Services



Monday – Thursday  
09:00 – 17:00

## Refuge Egypt



Offers livelihoods services through facilitation of wage employment. Applicants receive essential work skills training, language courses, socio-economic profiling, capacity development and facilitation to access the labor market

### Zamalek (All Saints Cathedral)



5, Michel Lotfallah St., (behind Marriott Hotel)



02 2736 4837  
012 0242 3147  
010 1889 7429



[www.refuge-egypt.org](http://www.refuge-egypt.org)



**Monday – Thursday, Saturday**  
(Sundays & Fridays closed)  
**10:00 – 13:00**

## Plan International



Offers livelihood support to Syrian refugees in Cairo.

### 6<sup>th</sup> of October City



8<sup>th</sup> District, next to Ragab Sons Supermarket, above Bim Supermarket

### Haram



Faisal Street, Hassan Mohamed station, next to the Educational Administration, above Banque Misr, 2<sup>nd</sup> floor

### Obour City



1<sup>st</sup> District, in front of Obour Center, above Ragab Sons Supermarket, 3<sup>rd</sup> floor



**Plan International Egypt**



**Sunday – Thursday**  
**10:00 – 15:00**

## Catholic Relief Services (CRS)



Supports refugees and asylum seekers who are interested in starting / expanding their own businesses. In order to be a part of the programme, you must be UNHCR-registered.

### Maadi



33, Street 106, Hadayek El Maadi  
(Metro: Hadayek El Maadi)



010 2228 2706



**Catholic Relief Services Egypt**



**Sunday – Thursday**  
**09:00 – 15:00**

## Don Bosco



Provides training experiences and modern techniques to get the highest level of technical education in order to develop skills and improve the chances to find a suitable job and build a successful future career.

### Sahel Shubra



2, Abdel Qader Taha St.



012 0113 3874



[www.donboscocairo.org](http://www.donboscocairo.org)



**Monday – Friday**  
**13:00 – 19:00**

## The Ministry of Health and Population (MOHP)

The Ministry of Health and Population (MOHP) provides subsidized primary and specialized healthcare through a variety of primary care clinics and specialized referrals.

### Services available at public primary health care centres

#### Types of facilities

#### Family Medicine and Health Centres

#### Health Offices

#### Types of services include:

#### Maternal and Child Healthcare

- Antenatal care (new and repeat visits)
- Postnatal care (new and repeat visits)
- Family planning
- Routine immunization for children
- Integrated management of childhood illness

#### Acute and chronic consultation

- Lab services
- Dental care
- Chronic diseases
- Minor emergency services

#### Registration and Issuing Certificates

- Birth registration
- Birth certificate
- Death certificate

## Egyptian Red Crescent (ERC)



Health for All is a project implemented by Egyptian Red Crescent, in partnership with German Red Cross and Swiss Red Cross and funded by EUTF. The project targets migrants, refugees and vulnerable members of the host community in 6 locations in Greater Cairo as shown below; The ERC hubs in these locations provide health services, health awareness seminars, mental health and psychosocial support sessions and livelihood trainings.

Location	Address	Person in charge	Telephone
6th of October	65 Al-Mehwar Al-Markazy, 3rd district, 1st proximity, in front of Cairo language school	Maysoun Roumya	01153991133
10th of Ramadan	6th proximity, in front of Al-Ordonya station	Ahmed Al-Bhairi	01153994455
Ain Shams	Ain Shams Al-Sharqya street, next to Alf maskan, in front of Alfa lab	Mohamed Al-Sayed	01153772211
Maadi	Abdel-Monem Riad street, in front of Al-Bassatien court, Arab Al-Maadi	Ahmed Hassan	01153881199
Ard Al-Lewaa	9 Doctor Sebaai street, off Al-Moatamadeya street	Mosaad Al-Sayed	01153991144
Nasr City	Al-Tabba	Hesham Nagiub	01153558877



### COVID-19 information inquiry and emergency care responses for moderate and severe cases



### COVID-19 Vaccine Registration



**FREE OF CHARGE**



## Caritas Egypt



Provides primary healthcare services for all refugees and asylum seekers.

**Important notice: Kindly make sure to schedule an appointment before visiting the clinic.**

### Garden City Clinic

8 Abdel-Latif Bolteya St., behind Four Seasons Hotel ☎ 02 2796 1771/ 02 2769 4441

### Nasr City Clinic

15 Mohamed Youssef Moussa, parallel to Moustafa El Nahass Street ☎ 02 2386 7366/02 2386 7367/ 011 2988 0084/ 011 2988 0223

### 6<sup>th</sup> of October Clinic

Block 8/48, 8<sup>th</sup> district, 2<sup>nd</sup> proximity ☎ 011 2988 4420/ 02 3889 7129



**Monday – Friday**  
**08:30 – 15:30**

## Refuge Egypt



Provides reproductive health, TB, HIV/AIDS treatment, and services for children under the age of five.

### Zamalek (All Saints Cathedral)

5, Michel Lotfallah St., (behind Marriott Hotel) ☎ 012 7204 0710  
 Monday to Thursday & Saturdays  
08:00 - 15:00

### Nasr City: Kilo 4.5 Clinic

Diaa El haq St., El Tabba, (End of Mostafa El Nahas St.) 8<sup>th</sup> District ☎ 012 1197 0028  
 Tuesdays and Wednesdays  
08:00 - 14:00

### 6<sup>th</sup> of October Clinic

47, El Mehwar El Markazi St., Episcopal Church, 10<sup>th</sup> District ☎ 012 1197 0037  
 Sunday - Thursday  
08:00 - 14:00

## Save the Children (SCI) Egypt



SCI works with the MOHP to improve access to quality health services for refugees.

**Primary Healthcare Inquiries & Complaints**

**Secondary Healthcare Follow-up for Open Files**

**Health Awareness Messages & Inquiries**



Whatsapp messages only: 012 1203 9953

Accepts cases referred by Caritas only, if you already have an open file, you can contact 010 9774 8440

010 6818 8110/ 010 1966 3668  
010 6620 5866/ 010 6616 6828  
010 6623 2234/ 010 6624 5668  
0101 9755 855/ 010 1958 8995

**For Emergencies** ☎ 012 8077 0146  
012 8076 9456  
010 6483 3320

010 1968 8388/ 010 1963 3966  
010 6831 1711/ 010 6623 6607  
010 1454 1590



Sunday - Thursday: 9:00 AM - 5:00 PM

SCI, in cooperation with the MoHP, supports the following primary healthcare units:

Location	6 <sup>th</sup> of October	Giza	El Obour	Cairo
<b>Name of Health Care Facility</b>	Iskan Al Mostakabal	Meet Oqba Primary Health Care	ElShabab family medicine unit (Yasmin)	El Hagana family medicine unit
	Shabab Mubarak family medicine unit	Gharb El Matar Primary Health Care	1 <sup>st</sup> settlement family medicine unit	Alzahraa family medicine unit
	6 <sup>th</sup> district family medicine unit	Talbeya family medicine unit		El- Khobairy family medicine unit
	Hossary family medicine unit			

## Psycho-Social Services and Training Institute in Cairo (PSTIC)



PSTIC, is a Terre des Hommes (TdH) partner. It has refugee doctors and nurses available 24-7 to assist access to emergency and affordable elective healthcare in cooperation with healthcare partners. Psychosocial Workers along with Psychiatrists provide 24-7 assessments, treatment, and referral for people with mental illness.

**Emergency number:** 011 0078 2000

## Psycho-Social Services and Training Institute in Cairo (PSTIC)



PSTIC, a Terre des Hommes (TdH) partner, has a trained team of Psychosocial Workers from Eritrea, Ethiopia, Somalia, Sudan, South Sudan, Iraq, Syria, and Yemen providing 24-7 community and home-based psychosocial support, case management, problem solving, counseling, information sharing, referral and emergency response throughout Greater Cairo and the North Coast. To reach a Psychosocial Worker in your community speaking your language, ask your Community Leader or call PSTIC Helplines.

### Infoline & 7/24 Emergency Helpline

011 0060 4002  
011 2777 7005

### For Appointments

011 5000 0132  
011 2088 8849

In case of emergency, call the PSTIC emergency helplines and an urgent appointment can be arranged during a walk-in clinic hour.

## St. Andrew's Refugee Services (StARS)



StARS psychosocial services include the following: Psychosocial case management to adults and families, counselling, emotional support; drop-in clinic and emergency assistance; mental health services through one-to-one and group therapeutic interventions, as well as psychiatric services; medical assessment, advice, referrals and grants; psychosocial group activities; and housing, and support to community-based foster carers.

### Downtown



38, 26<sup>th</sup> of July St., Esaaf Square  
(Metro stop: Nasser)



info@stars-egypt.org



010 3331 6644 (Arabic, English, Oromo, Amharic)



010 3331 6655 (Arabic, English, and Somali)



010 3331 6677 (Arabic, English, and Tigrinya)



010 5022 7388 (all refugee languages)



St. Andrew's Refugee Services



Monday – Thursday  
9:00 – 17:00

## Terre des Hommes (TdH) Egypt



Provides psychosocial services: case management, positive parenting programmes and recreational activities through community-based protection and psycho-social centres.

### Psychosocial Counseling & Advice & Psychosocial Support Activities



Ain Shams



010 6639 6649



Nasr City



010 6888 5278



Haram



010 0017 8411  
010 2714 6888

### Psychosocial Support for Children & Raising Parents' awareness of Positive Parenting



010 0017 7147

### Mental Health Services



010 3368 0393  
010 2332 0268

### Community Empowerment project and computer learning centers



**Maadi:** 107 street ,AlRwda Tower, next to Osman hospital



01060076977 – 01028411101



**Nasr City:** 53 Mustafa Al-Nahhas, next to Al-Tawheed and Al-Noor, 3rd floor.



01050492775 – 01033680393



**6<sup>th</sup> of October:** Seventh District, Villa 9, in front of 6th of October Sports Club.



01061610825 – 01061610830



**Al-Bohouth:** Property No. 6, Ahmed Rashad Street, off Mohi El Din Abu El Ezz - First Floor – Giza.



01016999797



**Al-Obour:** First District, Obour City Services Center, Block 22, Jawharat Al Sharq Center, Apartment 2



01020397778

**Important notice:** Kindly make sure to schedule an appointment before visiting the learning centers.



## Care Egypt



Provides legal and psychosocial support, group therapy, awareness-raising and individual case management of survivors of gender-based violence.

### Maadi



5156 Dar Al-Hassan street, Al-Mearaag, New Maadi



010 2885 9666

010 2885 9777

011 2048 6354

**Emergency 24/7:** 010 2806 2178



**CARE Egypt** كير مصر



**Sunday – Thursday**  
**09:00 – 17:00**

## Caritas Egypt



Caritas provides individual and group counselling and psychosocial support for persons with disability and older persons. Assistive devices and life-quality improving materials and supplies (pressure-relieving mattresses, adult diapers, etc...) can be issued based on need. Caritas also facilitates access to necessary services, including rehabilitative therapy, through referral to specialized service providers. Additionally, social and recreational activities are regularly organized to promote the emotional well-being and social inclusion of persons with specific needs.

### Nasr City



15 Mohammed Youssef Mousa, off Mostafa el-Nahas, Al-Manteqa al-Oula.



012 988 0223

012 988 0884

02 3867 366



**Caritas Egypt - Refugees program**



**Monday – Friday**  
**08:30 – 15:30**

## Caritas Egypt



UNHCR provides humanitarian cash assistance only to the most vulnerable refugees and asylum seekers for a limited duration. For further information on the program and/or requests related to complaints, delegation and appeal requests for cash, please contact Caritas.

### Nasr City



30 Sibaweh El Masry Street off Anwar El Mofty, behind Moror Awel, Nasr City



011 2988 0899 / 012 8806 4703

011 2988 0800 / 011 2988 0111

011 2988 0060 / 011 2988 0886



011 0284 2637

Caritas also provides services to persons with specific needs and emergency assistance:



01279760329

01279760318

01102843159



011 0284 3159

## Terre des Hommes (TdH) Egypt



TdH provides cash assistance to enable most vulnerable children, youth and their caregivers to access emergency health care and specialized health services, fulfill basic needs and reduce exposure to violence and abuse. This is linked to the case management response with protection cases.



Ain Shams



010 6639 6649



Nasr City



010 6888 5278



Haram



010 0017 8411

010 2714 6888



**Terre des hommes - Egypt**



**Sunday – Thursday**  
**09:00 – 17:00**

# OTHER PARTNER UN ORGANIZATIONS

## World Food Programme (WFP)



WFP provides food vouchers to the most vulnerable and food insecure refugees registered with UNHCR. WFP sends text messages to registered voucher recipients regarding the period during which the vouchers can be redeemed.

02 2529 9830  
010 2364 6706

**WFPassistancetorefugees**

**Monday – Friday**  
**08:30 – 15:45**

## International Organization for Migration



IOM operates a Resettlement Support Centre (RSC) for the Middle East and North Africa (RSC MENA) to conduct resettlement processing - free of charge - for the United States Refugee Admissions Programme in fifteen countries throughout the MENA region.

You may contact the RSC MENA Egypt Processing site:

- [www.jordan.iom.int/refinfo](http://www.jordan.iom.int/refinfo)
- Hotline number: **19472** or by email at [ic@iom.int](mailto:ic@iom.int)

In addition, IOM aims to bolster the well-being and protection of vulnerable migrants in Egypt through the provision of tailored assistance on a case-by-case basis to victims of trafficking, survivors of gender-based violence, and other vulnerable groups including:

- Asylum-seekers awaiting registration appointments with UNHCR (white paper holders).
- Migrants who do not intend to register with the UNHCR, or had their UNHCR files closed, and have been living in Egypt for at least 6 months.

MPA provides two kinds of services:

- **Localized Assistance:** includes the following assistances based on the assessment of each case: socio-economic, housing, livelihood, legal, education, mental health & psychosocial support, non-food items and medical assistance.
- **Assisted Voluntary Return & Reintegration (AVRR):** IOM provides the administrative and logistical support, including reintegration assistance, to migrants who decide to return voluntarily to their country of origin. The AVRR assistance cannot be provided to those who want to return to countries that are deemed unsafe.

Migrant Protection and Assistance Hotline 010 3204 6064

Sunday to Thursday 9:00 - 12:00

IOM Registration 010 3339 8239

Sunday to Wednesday 13:00 - 15:00

IOM Inquiry Email [egyptmainquiries@iom.int](mailto:egyptmainquiries@iom.int)

Sunday to Wednesday 13:00 - 15:00

Report fraudulent activity [egyptmpafraud@iom.int](mailto:egyptmpafraud@iom.int)

Sunday to Wednesday 9:00 - 16:00

# Donor Support to UNHCR Egypt 2021



## THANK YOU

TO ALL COUNTRIES AND ORGANIZATIONS FOR THEIR  
GENEROUS CONTRIBUTIONS

## All UNHCR Services are Free of Charge

### How can I report fraud?

#### 1- Through UNHCR offices



Place your complaint in a sealed envelope then drop the envelope in the complaints box located at any UNHCR office.

#### 2- By email to:



[arecafrd@unhcr.org](mailto:arecafrd@unhcr.org)  
[hqig00@unhcr.org](mailto:hqig00@unhcr.org)