

SERVICES FOR REFUGEES AND ASYLUM-SEEKERS IN GREATER CAIRO

June 2023



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)
Monofeya
North and South Sinai
Ismailia
Suez

The Red Sea
Fayoum
Bani Souwaif
Sharkeya
Menia
New Valley

Assiut
Sohag
Qena
Luxor
Aswan

UNHCR Cairo Infoline

 **02 2739 0400**



Sunday - Wednesday

08:15 - 15:00

Thursday

08:15 - 12:00

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

Email us on:

Referrals for Child Protection	arecacp@unhcr.org
Referrals for Protection, Counseling & Reception	arecapro@unhcr.org
Referrals for Detention	arecadet@unhcr.org
Referrals for Education	arecaedu@unhcr.org
Referrals for Community-based Protection	arecacs@unhcr.org
Complaints & Fraud	arecafrd@unhcr.org
File reopening requests	arecaapr@unhcr.org

Visit one of our offices:

Zamalek: For Syrian refugees and asylum-seekers
5, Michel Lotf-Allah, Behind Marriott Hotel, Zamalek

6th of October: For all nationalities of refugees and asylum-seekers except Syrians
17, Mecca El-Mokarrama, 7th District, 6th of October City

RSD/T building: Street 44, 8th District, 6th of October City


WHEREVER YOU ARE




UNHCR Help website for refugees & asylum-seekers

For more information and frequently asked questions:
help.unhcr.org/egypt/en

UNHCR'S EGYPT CONTACT DETAILS

 help.unhcr.org/egypt/en

 facebook.com/RefugeesEgypt



Why Register with UNHCR?

Registration allows you and your family to formalise your stay as asylum-seekers in Egypt. It also helps you with your daily interaction with Egyptian authorities and partners. In addition, registering with UNHCR facilitates residency and will protect 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 three months prior to its expiration.

UNHCR Registration Documents

Asylum-seeker Certificate (White Paper)

This 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 had 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
3. Changing address or other data
4. Changing principal applicant or transfer to another case
5. Closing or reopening your case
6. Renewal of documents
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 licenses, 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)



To book registration appointments, you can contact UNHCR Infoline as shown on **Page 2**.

It is also possible to go in person to one of the registration centers in Zamalek or 6th of October from Sunday to Thursday from 8:00 am to 2:00 pm.

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 during their interview at UNHCR Offices, along with an appointment date to approach the Residency Office of the Passports and Immigration Administration in Abbasiya.

For those who have a valid UNHCR card, the MFA reference number and the appointment date could be obtained from Caritas Egypt – at their following offices:

- **6th of October:** Building 48/8, 2nd Neighborhood, 8th district
 - Daily except Saturday and Sunday: 08:30 - 15:30
- **Nasr City:** 30 Sibaway St. off Anwar El Mofty St.- Behind Nasr City Traffic center
 - Daily except Saturday and Sunday: 08:30 - 15:30
- **Alexandria:** 26 Talaat Numaan Street, Mahatet El Raml, 3rd Floor
 - Daily except Friday & Sunday: 15:30 - 20:30
- **Damietta:** 21/81 1st Neighborhood, 1st District, in front of the Tourism and Hotels Institute, New Damietta
 - Daily except Friday & Saturday: 14:30 - 19:30

**You must bring your valid card to Caritas Offices.
Please ensure that your card is valid for at least one month on the date of the appointment with the Residency Office in Abbasiya.**

2. 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.
3. 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.
4. 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 obtained from UNHCR or Caritas.
- Two passport-sized photos of yourself. Photos of your dependents are not needed unless they are 12 years old and 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 of 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.

You will be issued a regular non-tourist residence permit for an initial period of 6 months, which will be renewable as long as you remain a person of concern (POC) to UNHCR in Egypt. The same period is granted to blue and yellow card holders.

How can I reach the Passport and Immigration Administration?

The headquarters of the administration is located at 417 Ramses Street in Abbasiya, which is easy to reach by public transport by following these instructions:

For refugees living in Greater Cairo:

Cairo Metro: The nearest station is Abbasiya Station (Green Line; Imbaba – Airport). After exiting the metro station, the Administration will be a five-minute-walk away.

For refugees residing in other governorates:

Ramses Train Station: You can take the train/public transport from any governorate to Ramses station. When you arrive at the station, go to Al Shohadaa metro station and get off at Ataba station where you will change to the Green line (Imbaba – Airport) and get off at Abbasiya station. After exiting the station, the Administration will be a five-minute-walk away.

Refugee Status Determination

Refugee status determination is a unit within the protection team in which staff members are extensively trained in interviewing refugees to obtain information on the reasons why individuals have left their homes and are seeking asylum, to enable them to accurately determine whether an individual is a refugee or not.

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

The purpose of the Refugee Status Determination interview is to obtain the reasons of why you left your home country and the reasons why you cannot return. It is an opportunity for you to put forward your case and fully explain your experiences and circumstances that led you to fleeing your home country and why you cannot return to your home country. Based on the interview, UNHCR will determine whether you do or do not meet the refugee definition 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 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.unhcregyp.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:

- This is your time to tell your story, and UNHCR staff will help you in that process. During the interview, you will be asked several questions about yourself, your family and any problems you may have had and your fear of return to your home country;
- Inform UNHCR about your family members accompanying you. All individuals over 12 years old will be interviewed individually;
- Bring all documents available to you and any family members accompanying you, such as travel documents, identity papers, employment records, and other documentation which will help support your claim for refugee status;
- It is important to only provide genuine identity documentation as providing fake or fraudulent documentation may negatively affect the processing of your case and may lead to a negative decision;
- It is important that you cooperate with the UNHCR staff member during the Refugee Status Determination interview and provide truthful and complete information at all times. Failure to provide a truthful and accurate account will negatively affect the processing of your case and may lead to a negative decision;
- If you agreed to a remote interview, have a smart phone with a functioning front camera and stable internet connection and be alone in the room. Failure to ensure that you are

in a safe and confidential place, will lead to rescheduling of the 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 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;
- Do not pay attention to rumors spread among refugees about specific stories to be presented to be granted refugee status as this will be providing a false account to UNHCR and will negatively affect the processing of your case and may lead to a negative decision;
- 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 appropriate 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 as per national law.

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: help.unhcr.org/egypt/en/partners/st-andrews-refugee-services-stars/

Why are there different procedures at first instance?

UNHCR Egypt has different procedures depending on the complexity of the cases. Some cases undergo registration and 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 RSD interview unless you are informed otherwise. All the adult members of the case will go through a separate interview at UNHCR. Please also note that UNHCR respects the privacy and sensitivity of the information that is shared with us. All information is treated with the utmost confidentiality. Should we need to share some information with a family member, your consent will always be sought first. UNHCR will never act without receiving your consent.

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 of receipt of the decision. 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 a 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 of receipt of the decision. 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 PoC to UNHCR.

I have been rejected for refugee status, but my parent, child or sibling is accepted. How does this affect me?

If you are rejected for refugee status, but your parent, child or sibling is accepted as a refugee, in certain circumstances you may be eligible for refugee status by UNHCR. If for some reason this has not happened for you, then UNHCR would explain to you the reasons behind this decision. If you still have concerns about this or believe an error has occurred in your application, please inform 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 or by approaching the RSD Building at 44A Street, 2nd Neighborhood, 8th District, 6th of 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?

The appeal process allows for UNHCR to review the first instance rejection and ensure that the decision made was a correct one. 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 and decisions in some cases can be made without an appeal interview. This is why it is important that you provide in your appeal application all the reasons why you believe the first instance decision is wrong. 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 as you will be found not to qualify as a refugee under international law.

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.

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 on 15946 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.



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 (14)**.

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 on 15946.

If you want to update your phone number registered at UNHCR, please see **Page (15)**.

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 on 15946.

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 after the 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 work, 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, and how you can collect your assistance.

You can find Caritas Basic Needs phone numbers, working hours and address on **Page (33)** 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 **15946**. A counsellor 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:

- **6th of October:** El Hossary, Service complex (Mogamma El-Khadamat), 7th district, Distinct (Elmotamyez), 6th district, 3rd district, 1st district-Zayed, 6th of October Main Office.
- **Giza:** Ard El Lewa, Kafr Tuhmus, Madinet El Awqaf, Haram Main Office, El Maleka, Mohandssen, Giza First Office.
- **Downtown Cairo:** Cairo Main Office.
- **South Cairo:** Maadi.
- **East Cairo:** Ain Shams, Zahraa Ain Shams, Martyr Abdel Moneim Riad, Qubaa East, New Nozha, 8th district, 10th district, Swiss project.
- **Katameya:** Obour Youth housing, Obour city, Obour Market, First settlement, Madinat, Orabi association, 10th of Ramadan, 6th Neighborhood, 9th Neighborhood, 33rd Neighborhood, 44th Neighborhood.



Sexual Exploitation and Abuse

If you have experienced any form of sexual exploitation or abuse by a humanitarian worker (UNHCR staff or persons/entities with contractual arrangements with UNHCR) or you know that this is happening, you can report it and receive support.

All reports are treated confidentially, and your consent will be sought before any type of investigation.

To UNHCR Egypt Office

- Complaint boxes in UNHCR offices
- By email: ARECACOM@UNHCR.ORG
- By post to UNHCR Egypt Representative, UNHCR, 17 Mekka El Mokarrama street, 7th District, 3rd Division, 6th of October City.

To UNHCR Headquarters

- By email: Inspector@unhcr.org
hqig00@unhcr.org
- Through our website:
www.unhcr.org/igo-complaints.html

if you go on a date with me, I will give you more aid



What are the available services?

For emergency support in response to a gender-based violence incident (including one perpetrated by a humanitarian worker), you can contact:



CARE: provides emergency response to gender-based violence survivors, including facing safety risks from a perpetrator.

Emergency Hotline: 01028062178 (after working hours)
01028859777 / 01028859666 / 01120486354 (working hours)



Médecins Sans Frontières (MSF): provides emergency medical care for gender-based violence survivors. MSF is on call 24/7

Hotline: 01117083502 please call before approaching the clinic.



UNHCR: For other gender-based violence services:
ARECAGBV@UNHCR.ORG

UNHCR and all its partners have ZERO TOLERANCE for any sexual exploitation or abuse of refugees by our staff. All assistance provided by UNHCR is free of charge. Aid should never be given in exchange for sexual, financial, social or political gain.

Everyone has the right to be treated with dignity and care



All UNHCR Services are Free!

ሁሉም የዩኤን ኤች ሲ ኦር አገልግሎት ከክፍያ ነፃ ናቸው



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.



በማንም ቦርድ በኩል ይከፈልን ቅሬታ ለማቅረብ

በዩኤንኤችሲኤር ቦርዶች ገዢ የቅሬታ ወርቀት በኩል ይገባ

2- Via email to arecafrd@unhcr.org or hqig00@unhcr.org



የኢሜል arecafrd@unhcr.org ወይም hqig00@unhcr.org

COMPLAINTS PROCEDURES

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

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.

2. By email to:



ARECACOM@UNHCR.ORG and it will be forwarded to the UNHCR Egypt Representative.

3. By post to:



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

Complaint letters should be marked "Confidential."

You will be notified within two months after submitting your complaint.

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

Implementing partners are funded by UNHCR, while institutions which do not receive funding from UNHCR, but who play a major role in refugee operations, are known as operational partners.

This table provides the classification of partners:

	Implementing Partners	Operational Partners
Gender-based Violence		
Protection	 	
Legal Aid	United Lawyers المحامون المتحدون 	
Livelihoods	 	 
Health	  	  
Mental Health & Psychosocial Support	 	    
Basic Needs		
Education		

Care Egypt



Provides support to victims of gender-based violence.

010 2885 9666
010 2885 9777
011 2048 6354

After working hours and on days off: 010 2806 2178

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

Care Egypt also runs a Women Friendly Space in which many activities take place such as: sexual and reproductive health awareness sessions, legal awareness sessions, basic psychosocial support sessions, self-defense workshops, gender training for children, and workshops to combat child marriage. The Women Friendly Space main focus is empowering women and girls and improving their access to information and different activities.



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



Building No. 2, 161 St.



Appointments helpline: 01117083502



08:00 - 17:00

Clinic working hours



Sunday, Monday, Wednesday, Thursday
09:00 – 16:00

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

PROTECTION SERVICES

St. Andrew's Refugee Services (StARS)



StARS provides child protection services to unaccompanied & separated children (UASC) and youth, 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: 010 2984 2820



St. Andrew's Refugee Services



Sunday – Thursday
09:00 – 17:00

Save the Children (SCI) Egypt



Save the Children provides many services for children at risk and children exposed to abuse, neglect and exploitation. also offers services for UASC including best interest assessment (BIA).



Arabic: 010 2980 3454/ 010 2980 2524
Oromo & Amharic: 010 6775 2252
Somali: 010 6789 4466/ 010 1921 5496



Tigrinya: 010 1000 2785
010 9984 5733 / 011 4377 2690
010 2980 2524



For Complaints & Feedback: 010 1593 3433

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



PSTIC

PSTIC assists a limited number of people with security risks to secure safe housing.



Infoline: 012 0094 4111

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 BIAs. 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 Dr. Ibrahim Badran Street,
behind Four Seasons Hotel, next
to Kasr El Nile Police station



Emergency 24/7: 01222206380



Caritas Egypt - Refugees program



Monday – Friday
08:30 – 15:30

IMPORTANT LINKS

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

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)



Follow up
on your case
through RSD
website

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



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



Building 114, St. No. 105, 3rd Floor,
Flat 8, Hadaeq 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 St., 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



No 38, 26th of July St., Esaaf Square
(Metro station: 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



Sunday – Thursday
09:00 – 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.

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)



01102688583



WhatsApp: 01018897429

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



www.refuge-egypt.org



Daily except Fridays & Sundays
09:00 – 15:00

Plan International



Offers livelihood support to Syrian refugees in Cairo.

6th of October



8th District, next to Ragab Sons Supermarket, above Bim Supermarket

Haram



Faisal St., Hassan Mohamed Station, next to the Educational Administration, above Banque Misr, 2nd floor

Obour City



1st District, in front of Obour Center, above Ragab Sons Supermarket, 3rd 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 St. no 106, Hadayeq El-Maadi
(Metro station: Hadayeq 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



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 health care 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

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

Health Offices



COVID19- information inquiry and emergency care responses for moderate and severe cases



COVID-19 Vaccine Registration



FREE OF CHARGE



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.

Sunday	Monday	Tuesday	Wednesday	Thursday
Arab El-Maadi Gynecology - Otorhinolaryngology	Arab El-Maadi Pediatrics - Dermatology	Ain Shams Dermatology - Otorhinolaryngology	Arab El-Maadi Orthopedics- Internal Medicine	Ain Shams Internal Medicine - Gynecology
Ain Shams Pediatrics - Orthopedics	Ard El-Lewaa Orthopedics - Internal Medicine	10 th of Ramadan Orthopedics - Pediatrics - Otorhinolaryngology	Ard El-Lewaa Pediatrics - Gynecology	Ard El-Lewaa Dermatology - Otorhinolaryngology
10 th of Ramadan Gynecology - Internal Medicine - Dermatology	6 th of October Gynecology - Dermatology - Internal Medicine	6 th of October Orthopedics - Pediatrics - Otorhinolaryngology	El-Tabba Pediatrics - Internal Medicine	El-Tabba Otorhinolaryngology - Dermatology
6 th of October Internal Medicine - Dermatology - Orthopedics		El-Tabba Gynecology - Orthopedics		10 th of Ramadan Orthopedics - Internal Medicine

Location	Address	Person in charge	Telephone
6 th of October	65 Al-Mehwar Al-Markazy, 1st Neighborhood, 3rd District, in front of Cairo language school	Maysoun Roumya	011 5399 1133
10 th of Ramadan	6 th Neighborhood, in front of Al-Ordoneya Station	Ahmed Al-Behairy	011 5399 4455
Ain Shams	Ain Shams Al-Sharqya St., next to Alf maskan, in front of Alfa lab	Mohamed Al-Sayed	011 5377 2211
Maadi	Abdel-Monem Riad St., in front of Al-Bassatien Court, Arab El-Maadi	Ahmed Hassan	011 5388 1199
Ard Al-Lewaa	9 Dr. Sebaai St., off Al-Moatamadeya St.	Mosaad Al-Sayed	011 5399 1144
Nasr City	Al-Tabba	Hesham Nagiub	011 5355 8877

Caritas Egypt



Provides primary health care services for all refugees and asylum seekers.

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

Garden City Clinic

8 Dr./Ibrahim Badran St., behind Four Seasons Hotel
02 2794 9203 / 02 2796 1771
02 2796 4441

Nasr City Clinic

15 Mohamed Youssef Moussa St., parallel to Moustafa El Nahas St.
02 2386 7366 / 02 2386 7367
011 2988 0884 / 011 2988 0223

6th of October Clinic

Building 48/8, 2nd Neighborhood, 8th District
02 3889 7129 / 011 2988 4420



Caritas Egypt - Refugees program



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 - Thursday & Saturday
08:00 - 15:00

Nasr City: 10th District

Supply Office Building "Maktab El Tamween", Street Market, 10th District
012 1197 0028
Tuesday, Wednesday & Saturday
08:00 - 14:00

6th of October Clinic

47 El Mehwar El Markazi street, Episcopal Church, 10th 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.

Inquiries & Complaints

010 1593 3433

Secondary Healthcare Follow-up for Open Files

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

Health Awareness Messages & Inquiries

010 6620 5866/ 010 1958 8995

For Emergencies

012 8077 0146/ 012 8076 9456
010 6483 3320



Sunday - Thursday: 09:00 - 17:00

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

6 th of October	Giza	El Obour	Cairo
Iskan Al Mostakabal	Meet Oqba Primary Health Care	First settlement family medicine unit	Madinat El Amal family medicine unit
Shabab Mubarak family medicine unit	Gharb El Matar Primary Health Care	El Mostakbal Family Medicine Center	Al-Zahraa family medicine unit
Sixth district family medicine unit	Talbeya family medicine unit	El-Shabab family medicine unit (Yasmin)	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 to assist access to emergency health 7-24 and nurses available care in cooperation with healthcare partners and it offers limited support for elective healthcare



Emergency number: 011 2777 7404

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.

Emergency & Infoline Helpline 7/24

011 1086 6333
011 2777 7005

In an emergency, call the PSTIC Helpline 24-7 to connect you with immediate response and Information about PSTIC and partner services.

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



No 38, 26th of July St., Esaaf Square
(Metro station: Nasser)



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)



info@stars-egypt.org



St. Andrew's Refugee Services



Sunday – Thursday
09:00 – 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: Al-Rawda Tower,
107 Street, next to Osman hospital.



010 6007 6977
010 2841 1101



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



010 5049 2775
010 3368 0393



6th of October: 7th District,
Villa 9, in front of 6th of October
Sports Club.



010 6161 0825
010 6161 0830



6th of October: Plot No. 73, district
of young investor, 49 acres, south
of the residential neighborhoods



010 0025 6482



Al-Bohouth: 6 Ahmed Rashad
Street, off Mohi El Din Abu El Ezz,
1st Floor, Giza.



010 1699 9797

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.

010 2885 9666



010 2885 9777



After working hours and in days off: 010 2806 2178

011 2048 6354

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



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,) 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.

Caritas also provides an emergency assistance in case of death, and services for people with specific needs and the elderly. Emergency assistance is also provided through the “People with Specific Needs” project:



012 7976 0329
012 7976 0318



011 0284 3159

Caritas provides mental health services for psychological assessment and service delivery. The service includes outpatient examinations, psychotherapy sessions, and prescription of medications for free, in addition to the required examinations. Caritas emergency response team is available 24/7



0227961441
0227961771
0227949203



15 Mohamed Youssef Moussa street,
parallel to Moustafa El Nahas street.



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 St., off Anwar
El Mofty, behind Nasr City First
Traffic Station, Rab'a



Hotline: 15946



WhatsApp: 01102842637

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

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.



33 St. no 106, Hadayeq El-Maadi
(Metro station: Hadayeq 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



No 38, 26th of July St., Esaaf Square
(Metro station: Nasser)



Adult education: 011 2055 9957

Basic education: 010 3331 5544



info@stars-egypt.org



St. Andrew's Refugee Services



Sunday – Thursday
09:00 – 17:00

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
080 0555 5222



WFPassistancetorefugees



Sunday – Thursday
09:00 – 15:00

International Organization for Migration (IOM)



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
- Hotline number: **19472** or by email at 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 &
Assistance Hotline



010 3204 6064 | Sunday to Thursday 09:00 - 12:00

IOM Registration



010 3339 8239 | Sunday to Wednesday 13:00 - 15:00

IOM Inquiry Email



egyptmpainquiries@iom.int

Report fraudulent
activity



egyptmpafraud@iom.int

Donor Support to UNHCR Egypt 2023



United States of America



Belgium
partner in development



Denmark



European Union



Italy



Finland



France



From
the People of Japan



Netherlands



Norway



Switzerland



Sweden

THANK YOU

TO ALL COUNTRIES AND ORGANIZATIONS FOR THEIR
GENEROUS CONTRIBUTIONS

ALL UNHCR SERVICES ARE FREE OF CHARGE

- Zamalek:** For Syrian refugees and asylum-seekers
5, Michel Lotf-Allah, Behind Marriott Hotel, Zamalek
- 6th of October:** For all nationalities of refugees and asylum-seekers except Syrians
17, Mecca El-Mokarrama, 7th District, 6th of October City
- RSD/T building:** Street 44, 8th District, 6th of October City