

UNHCR's Anti-Fraud Policy

- UNHCR defines fraud as any act with the objective of intentionally misleading UNHCR or others (including refugees and asylum-seekers) in order to obtain a benefit.
- You (as asylum-seekers or refugees registered with UNHCR) have an obligation to be truthful and to provide all relevant information and available evidence to UNHCR. This includes an obligation to not omit information that may be relevant to your file and to provide all necessary details.
- If you fail to provide a full and truthful account to UNHCR, it could have serious consequences for the processing of your case and may result in long delays and/or our inability to appropriately assist you.
- **All UNHCR and partner services (including UNHCR's documents: Under Consideration Certificates and Refugee Cards, Registration, Refugee Status Determination, Resettlement and any other assistance) are free of charge.**
- Do not trust anyone or any organization asking you to pay for services of UNHCR or its partners, as they are all free of charge. Be aware that any UNHCR's and partners' services offered to you in exchange for money or any other favors are fraudulent acts.
- Ask to see official ID cards of people claiming to be UNHCR, its partners or other service providers, before sharing your personal information, UNHCR documents and other identify documents.
- Be alert that those seeking to take advantage of your situation may show you false documents to persuade you that they are connected to UNHCR, its partners or other agency.
- Report if someone is offering you resettlement (through UNHCR, its partners and/or a resettlement country), UNHCR documents, financial or other kinds of assistance (from UNHCR and/or its partners), fake documents or fake claims, in exchange for money or other favors. These offers may be made to you in person, by phone call or via social media, including Facebook, YouTube, WhatsApp and Twitter, etc.
- Remember UNHCR, partner staff, community leaders, community members or any other person cannot promise refugee card, Third Country Resettlement and/or Complementary Pathway (such as private sponsorship, family reunification, and humanitarian admission). **All documents, information and services are free of charge.**

- **If someone creates a fake UNHCR identify document, had used someone else's UNHCR's identity document and/or alters a UNHCR identify document, that is fraud. UNHCR takes it seriously and conducts investigation.**
- For genuine and reliable information about UNHCR India's work and services, please consult UNHCR's official website <https://help.unhcr.org/india/> and/or UNHCR Facebook page <https://www.facebook.com/IndiaUNHCR/>
- For issues related to fraud or misconduct including sexual exploitation and abuse committed by a UNHCR staff member, partner staff member or a contractor (i.e. anyone with contractual link to UNHCR), please directly report to UNHCR's Inspector General's Office (IGO) at the Headquarters, at email: inspector@unhcr.org, through the website: <https://www.unhcr.org/igo-complaints.html>, by confidential fax at +41 22 739 7380, or by post: UNHCR, 94 Rue de Montbrillant, 1202 Geneva, Switzerland. The IGO keeps the information it receives confidential.
- For cases of fraud committed by a Person of Concern to UNHCR (i.e. an asylum-seeker and/or a refugee) or others without a contractual relationship with UNHCR, please reach out to **Anti-Fraud Focal Point in UNHCR India**, by sending an email to indne@unhcr.org or submitting a letter at a complaint box (Red Box) in front of UNHCR office.

Important:

The services and assistance provided by UNHCR and its partners are free of cost.

No sexual or other favour can be requested in exchange of services and assistance.

UNHCR and its partners have a policy of zero tolerance against Sexual Exploitation and Abuse.

If you have any questions about the information shared in this community message, you can contact UNHCR by email: indne@unhcr.org