



RECEPTION OPERATING HOURS



**MONDAY
TO
THURSDAY**

AM SESSION: 08.30 - 11.00
PM SESSION: 13.00 - 15.00

FRIDAY

BY APPOINTMENT ONLY

**PUBLIC HOLIDAY &
INTERNAL AGENDA**

CLOSED



UNHCR INDONESIA RECEPTION CENTER
JL. SETIABUDI SELATAN, KUNINGAN, JAKARTA

Terms and Conditions

- UNHCR staff are present only during operating hours. If you are experiencing an emergency outside these hours, please utilize the hotlines available at help.unhcr.org/Indonesia.
- Priority will be given to visitors who have a scheduled appointment with UNHCR. Kindly present your UNHCR ID to the security personnel upon arrival.
- Appointments may be rescheduled or cancelled due to various reasons, including missed attendance. Notification will be provided in advance; however, UNHCR is not responsible if your contact number is unreachable.
- Visitors without an appointment are required to undergo a screening process via text message (primarily through WhatsApp). Please present your UNHCR ID and provide an active phone number to the security personnel. A Reception Officer will contact you via text message to follow up on your inquiry.
- A limited number of non-appointment inquiries—up to 10 per day—may be accommodated for in-person assistance (mainly on registration-related). UNHCR will determine the necessity of in-person access based on the nature of the inquiry.
- Requests related to case updates or counseling—particularly concerning RSD, Resettlement, and Financial or Health Assistance—will be responded to via text message (mostly WhatsApp). Please visit help.unhcr.org/Indonesia for answers to most of your questions and for information on to find UNHCR and partner assistance hotlines
- Please be informed that UNHCR no longer provides appointment tokens for case updates. Individuals who have previously received a token will still be accommodated for in-person case updates as scheduled.
- While waiting for your turn, you may remain in the designated waiting area or outside the gate if the queue is long. Please note that the Reception Center will be closed during the break period from 12:00 to 13:00. Visitors present during this time will be asked to return after the break.
- UNHCR is committed to treating all individuals with respect and courtesy. We kindly request that visitors extend the same respect to our staff. Feedback or complaints regarding UNHCR services are welcome when communicated appropriately or through official channels.
- Disruptive or disorderly behavior will not be tolerated. Security personnel are authorized to enforce these regulations as necessary.

ALL OF UNHCR SERVICES ARE FREE OF CHARGE