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DO NOT PAY!

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For more information visit help.unhcr.org/Iraq available in Arabic, Kurdish, and English.

IMPORTANT ANNOUNCEMENT

for camp residents in Refugee Camps (Darashakran, Kwegosk, Qushtapa, and Basirma) and surrounding areas on registration with UNHCR

The UNHCR registration center in all Refugee Camp and surrounding area will discontinue its activities as of 15/02/2024.

As of 15/02/2024 refugees residing in the camps and surrounding areas will be able to request appointment for registration activities online and UNHCR will contact them with appointment date to visit Baherka Registration and Protection Center in Baherka town

Why are registration services in camp discontinued?

1. With the **introduction of the 2-year UNHCR Registration Certificate** for which most refugees residing in Erbil Governorate are eligible, the frequency of renewal of UNHCR Registration Certificates has decreased, requiring refugees to access registration services only once every 2 years, or if the family composition changes.
2. Centralizing registration activities in one location **reduces the costs** required to manage 5 different locations providing the same service. This allows for a **better use of resources** to improve the quality of services provided.
3. Providing registration services in one central location ensures the **non-discriminatory and equal treatment of all refugees and asylum seekers** in accessing these services.

How can refugees who reside in camp access registration services at UNHCR's Registration and Protection Center?

1. **Request an appointment:** Before coming to the center, it is important that you request an appointment. **UNHCR will not be able to assist you at the center without an appointment.** You can request an appointment online using this link: <https://enketo.unhcr.org/x/CfLDELSa>

You can request appointments for **new registration with UNHCR, renewal of your UNHCR Registration Certificate**, to make any **changes in your family composition** such as marriage, new births, divorces, or **update your information** previously shared with UNHCR such as your phone number.

If your UNHCR certificate is nearing expiration, you must request an appointment following the process described above for renewal.

2. **Receive a call confirming your appointment:** Once you filled out the form to request an appointment, UNHCR will contact you within the next 5 to 10 working days through this number **07510104440/07744404440** to schedule the date and time of your appointment. You cannot call the number. If you are unable to receive the call, UNHCR will try and call you at least 3 times before closing your request. If you have 3 missed the calls, please complete the registration appointment request form again.
3. **Visit the center on your scheduled appointment day:** Depending on the purpose of your visit, you may be required to bring supportive documentation to your appointment. Keep the following in mind:
 - For a **new registration** with UNHCR **all family members must attend** the registration interviews.
 - For **renewal** of UNHCR Registration Certificates **all family members must be present during the appointment.**
 - Ensure to **bring all necessary identity documents** for yourself and all your family members to your appointments.
 - Ensure to **bring the valid or expired family and individual UNHCR Registration Certificates** for all family members to your appointment.

What support will be provided to those who cannot access the UNHCR Registration and Protection Center?

For **extremely vulnerable** refugees and asylum seekers who have **severe medical conditions** and are **immobile** or for whom visiting the UNHCR Registration and Protection center is **life threatening**, registration services can be provided through in person visits.

If you think that you are meeting the criteria, you can **reach out to any Community Outreach Volunteer (COV)** in your camp who will be able to refer your case to UNHCR or **visit the INTERSOS protection desk** in your camp.

You can also **highlight your individual circumstances during the appointment scheduling process** when you receive the call from UNHCR for your appointment scheduling.

How can refugees who reside in camp reach the UNHCR Registration and Protection Center?

The UNHCR Registration and Protection Center is located in Baherka town.

Address: End of Baherka Main Road opposite Mala Shwan Mosque.

Scan the code for the exact location →



HOW TO GET THERE

Public transportation buses operate from Darashakran, Kawergosk, and Qushtapa camps to Erbil city center (Nishtiman Bazar) every hour. From Erbil City Center to Baherka town public transportation buses operate every 15 minutes along the route Shorsh Street and 100 Meter Street. The end stop of the route is Baherka where the UNHCR Registration and Protection Center is located.

Taxis operate between Basirma refugee camp and Baherka town.