



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

संयुक्त राष्ट्र
शरणार्थी उच्चायुक्त

Notice to refugees and asylum seekers in India

20 August 2021

1. Renewal and distribution of UNHCR documents – Refugee Cards and Under consideration Certificates (UCC)

This is to inform you that UNHCR and implementing partners resumed the distribution of hard copies of refugee cards and Under Consideration Certificates (UCC) to refugees and asylum seekers whose hard copies have expired or will expire in the coming months, and to newly recognized refugees. The relevant implementing partner which covers the location where you stay will contact you to schedule an appointment to collect your renewed hard copy of the document.

Please do not travel to UNHCR/SLIC Delhi offices and the UNHCR Chennai office without an appointment to collect a hard copy of your renewed document, as UNHCR and SLIC will not be able to give you a document without a prior appointment.

2. Interviews for renewal of refugee cards

Refugees whose refugee cards expire from July 2021 onwards need to schedule an appointment for a renewal interview.

For refugees in **Goa and Maharashtra**, please call GNMS: 020-26699460 or write to gnmspune@gmail.com

For refugees in **Telangana**, please call SCI: 9100319411 or write to rrhelpdesk@savethechildren.in

For refugees in **Karnataka**, please call SCI: 9742093270 or write to rrhelpdesk@savethechildren.in

For FR/renewal of cards: For refugees in **Tamil Nadu, Kerala, Andhra Pradesh** call the UNHCR Chennai office: 04424461732, 04424461735 or write to indch@unhcr.org

For refugees **elsewhere** in the country, please call SLIC on 8383049285 or write to reg.rri@hrln.org

3. New registration

When you contact UNHCR or a partner to ask for registration, please share the following information:

- First and last name:
- Date and place of birth
- Country of origin:
- Sex:
- Number of family members who are in India and are to be registered:
- Date of arrival from country of origin:
- Phone no/whatsapp number:
- Email address:
- Address in India:
- UNHCR Case number of family members already registered with UNHCR



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In Goa, Maharashtra:

For all new registration requests, including registration of new-borns, please contact please call GNMS: 020-26699460 or write to gnmspune@gmail.com

In Telangana:

For all new registration requests, including registration of new-borns, please contact please call SCI: 9100319411 or write to rrhelpdesk@savethechildren.in

In Tamil Nadu, Kerala, Andhra Pradesh and Karnataka:

For all new registration requests, including registration of new-borns, please contact UNHCR Chennai: 04424461732, 04424461735

For locations not mentioned above (those residing elsewhere in India):

For new registration requests, email to indne@unhcr.org or call UNHCR tollfree number: 1800 103 5635 or helpline: 9810173130.

For registration requests for new-borns, please contact SLIC: on 8383049285 or write to reg.rrl@hrln.org

4. RSD interviews

Refugee Status Determination (RSD) interviews continue to be held remotely through videocalls. No in-person interviews in the offices take place yet. Due to the pandemic, UNHCR had to reschedule most RSD interview appointments previously given. You will be contacted by UNHCR to inform you of your new interview date. There is no need to travel to UNHCR Offices in Delhi for RSD interviews. UNHCR will contact you about the result of your RSD procedures.

5. Contact details

Please make sure your contact details are up to date. To update your contact details (phone/ WhatsApp number, email and address), please contact SLIC: 8383049285.

6. Protection concerns

Please write to indne@unhcr.org or contact UNHCR's tollfree number: 1800 103 5635 or helpline: 9810173130.

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 of Sexual Exploitation and Abuse.

