

SERVICES FOR REFUGEES AND ASYLUM-SEEKERS

REGISTERED WITH UNHCR IN
GREATER CAIRO

March 2019



UNHCR
The UN Refugee Agency
مفوضية الأمم المتحدة لشؤون اللاجئين

USEFUL INFORMATION FOR REFUGEES AND ASYUM-SEEKERS

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 one month 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.

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)	Helwan	Assiut
Monofeya	The Red Sea	Sohag
North and South Sinai	Fayoum	Qena
Ismailia	Bani Souwaif	Luxor
Suez	Sharkeya	Aswan
	Menia	New Valley

Zamalek Registration Centre

The Zamalek Registration Centre serves Syrian refugees.

To register with UNHCR or add family members to your file, you must call the UNHCR infoline to schedule an appointment.

6th of October Reception Centre

The 6th of October Reception Centre serves refugees of all nationalities apart from Syrian refugees.

To register with UNHCR or add family members to your file, you must come in person to schedule your appointment.

UNHCR Egypt Infoline

To schedule renewal or closure appointments and to receive answers about UNHCR services, please call the UNHCR Egypt Infoline.



02 2728 5699



Sunday - Thursday
9:00 - 15:00

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

SERVICES AVAILABLE AT RECEPTION CENTRES



Sunday – Thursday

8:30 - 13:00

- New registration*
- Adding new family members (bring 2 photos)
- Changing address or other data
- Changing principal applicant or transfer to another case
- Adding a new baby (bring 2 photos)
- Closing or reopening your case
- Requesting letters to authorities, schools and driver's licenses
- Obtaining a Ministry of Foreign Affairs Closure number

WHAT DOCUMENTS TO BRING?

Please **DO NOT FORGET** to bring the following documents when coming to UNHCR reception centres:

PLEASE PROVIDE ORIGINAL & COPY OF:

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)
8. Two passport-sized photos of each family member on a white background

ALL UNHCR services are **FREE of charge**



At **NO point will you be asked to pay for any of the services provided by UNHCR or any of its partners.**

In cases where you have a reason to strongly believe fraud and/or corruption is taking place please submit a written complaint and drop it in a UNHCR complaint box, or send an email with your complaint to:

arecafrd@unhcr.org

or

inspector@unhcr.org

Procedures for Obtaining Residence Permit for Refugees and Asylum-seekers in Egypt

Why do I need a valid residence permit?

The importance of having a valid residence permit in Egypt: 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, this foreigner would be staying illegally in the country, which is punishable under Egyptian laws. You could face legal proceedings, arrest and detention if you are found to be staying illegally in Egypt. Therefore, you are advised not only to obtain your residence permit after registration with UNHCR but also to renew it when it expires.

How do I obtain a residence permit in Egypt?

Steps to undertake to obtain the residence permit:

1. You should approach the Ministry of Foreign Affairs (MFA), located at Corniche El Nil, within a period of 21 days after receiving your UNHCR Registration card. At the Ministry, go to the Department of Refugees, located at the back gate of the Ministry of Foreign Affairs, where you will be provided with a reference number.
2. You must go the Residence Unit of the Immigration Department of the Ministry of Interior 21 days after approaching the MFA. You must take with you the reference number issued by the MFA.
3. The Unit in charge of residence permits for asylum-seekers and refugees is located at Mogamma Al-Tahrir, in Tahrir Square. You will be provided with a new reference number and an appointment to apply for the residence permit. On your appointment day, you will be requested to submit all necessary documents, including a one-page residence application form and a stamp for this application form.
4. Around 10 - 15 days later, as indicated by the officials of the Residence Unit, you will return to the Residence Unit of the Immigration Department of the Ministry of Interior, where you will obtain the legal residence sticker on your UNHCR card.
5. In case you entered Egypt irregularly or you lost your passport, the process might take longer.

It is important that the principal applicant and his/her spouse be present at the Ministry of Foreign Affairs (MFA). After going to the MFA, go to the Mogamma to obtain the residence permit. Minor children are not required to attend.

Documents required by the Mogamma:

1. All UNHCR issued registration cards of the family members and dependents registered with you in Egypt.
2. Original passport of the family members and dependents registered with you in Egypt.
3. Reference number which you obtained from the Ministry of Foreign Affairs.
4. Two passport-sized photos of yourself. Photos of your dependents are not needed unless they are 12 years old and above, and issued with a separate UNHCR documentation card.
5. Copies of both your passport(s) and your UNHCR issued registration document(s).

Are there any fees that I have to pay ?

The application form for the residence permit is available at the Immigration Department at Mogamma and is free of charge. You will only have to pay LE 20, at the bank located at Mogamaa, while presenting you application to the Residence Unit.

What type of residence permit will I be issued?

You will be granted with a regular legal non-tourist residence permit, for an initial period of 6 months, which will be renewable as long as you remain a person of concern to UNHCR in Egypt.

How do I renew my residence permit?

- The same steps and procedures should be undertaken to renew the residence permit. In this case, you will have to bring copies of the passport(s), UN registration card(s), one passport photo, and a copy of the previous residence permit. It is highly recommended to start renewing the residence permit four weeks prior to the date of expiry of the old one.
- The residence permit can only be completed at the Mogamma Al Tahrir in Cairo. You will need to be there to finalize all formalities, regardless of your area/city of residence in Egypt.

PARTNERS AND SERVICES

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.

The opposite table provides the classification of partners:



	Implementing Partners	Operational partners
Education	 	 
Livelihoods	  	 
Cash Assistance		
Health	    	
Psychosocial	  	 
Legal Assistance	  	
Community Centres		 

EDUCATION GRANTS & SERVICES

Ministry of Education - Office of Foreign Students Affairs



The office is one of the central administrations affiliated with the Ministry of Education. It is concerned with setting policies for admitting foreign students into educational institutions.

Downtown



12, Falaky St., Bab El Louk

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.

Maadi



33, Street 106, Hadayek El Maadi (Metro: Hadayek El Maadi)

Education grant appointments & inquiries

012 8500 3114



Language classes & tutoring assistance registration & inquiries

010 2111 3560



Catholic Relief Services Egypt



Sunday - Thursday
08:30 - 16:30

Fard Foundation



Fard Foundation aims to provide individuals with access to high quality formal and informal education targeting school drop outs and refugee children.

6th of October City



Building 1, Block2/15, 12th District, Gharb Somid



02 3838 4115



Fardfoundation



Sunday – Thursday
09:30 - 16:00

St. Andrews Refugee Services (StARS)



Offers various educational programs, including adult English and Arabic language courses, English courses in the Sudanese national curriculum from Grade 1 to Grade 12, information technology courses, sewing, handicrafts and henna drawing. It also supports communities in delivering quality education services.

Downtown



38, 26th of July St., Esaaf Square (Metro stop: Nasser)

info@stars-egypt.org



02 2773 6347



St. Andrew's Refugee Services



Monday - Thursday
9:00 - 17:00

LIVELIHOOD SERVICES

Catholic Relief Services (CRS)



Supports refugees and asylum seekers who are interested in starting their own businesses. In order to be a part of the programme, you must be UNHCR-registered.

Garden City



13, Ibrahim Naguib St.



02 2794 8062
0101 006 1755



Catholic Relief Services Egypt



Sunday - Thursday
09:00 - 15:30

Plan International



Offers livelihood support to Syrian refugees in Cairo.

6th of October City - Head Office



114, 6th Tourist zone, opposite to Mall of Arabia,

6th of October City



El Hosary, 3rd District, next to Ouda Bank, Above Kheir Zaman Supermarket,

Haram



1 El Zawawy St., off Daa St., 2nd floor.

10th of Ramadan City



7, 17th District, in front of 5th District



Plan International Egypt



Sunday – Thursday
10:00 - 15:00

Refuge Egypt



Offers livelihoods services through wage employment. Applicants receive essential work skills training and language courses.

Zamalek: All Saints Cathedral



5, Michel Lotfallah St., (behind Marriott Hotel)



02 2736 4837

012 0242 3147



www.refuge-egypt.org



Monday – Thursday

09:00 - 16:00 (Fridays and Sundays closed)

Save the Children (SCI) Egypt



Save the Children

Offers literate adults (males and females aged 18 to 35) livelihoods services through wage employment. Applicants receive essential work skills training before job deployment. SCI also supports literate females, 18 to 35 years of age, who have micro-entrepreneurships, through training to support their projects.

Ard Ellewa



13, Mohamed Ali Al Eseiry St., Shohada St.



Save the Children Egypt



Sunday – Thursday

09:00 - 17:00

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

FINANCIAL ASSISTANCE

Caritas Egypt



UNHCR provides financial assistance to the most vulnerable. Please contact Caritas in Nasr City/ 6th of October for an assessment.

Nasr City



30 Sibaweh El Masry Street off Anwar El Mofty,
behind Moror Awel, Nasr City



Appointments

011 2988 0899

012 8806 4703

6th of October



Villa 574, Street 18, 3rd District, 3rd Proximity



Appointments

011 2988 0800

Unaccompanied and separated children (UASC): Following registration with UNHCR, you will be notified by UNHCR Child Protection Team (CP) on the same day about which CP agency will conduct your best interests assessment (BIA). 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.

Garden City Clinic



8, Abd El Latif Bolteya St., (formerly: Dar El Shefa St.), behind
Four Seasons Hotel, next to Kasr El Nil Police station
(For unaccompanied and separated minors only)



02 2794 9203

02 2796 1771

02 2769 4441




Monday - Friday


08:30 - 12:00

UPDATE YOUR CONTACT INFORMATION

Please make sure you always update your contact information with UNHCR in case of changes

 You can do so by filling the form available at Window 4 in the UNHCR 6th of October Main Premises located in the 7th District



 Or by contacting the UNHCR Infoline



f in Arabic on:
@RefugeesEgyptAR
in English & other languages:
@RefugeesEgypt

HEALTH CARE

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

Health Offices

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

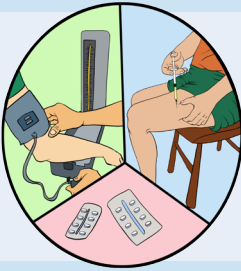
Ambulance  123

Emergency  137

Health Services for Refugees and Asylum Seekers in Egypt

Do refugees and asylum seekers have access to primary health care in Egypt?

Yes, the Ministry of Health and Population provides preventative and curative health services including vaccination and pregnancy followup at the same rates as Egyptian citizens through various clinics, health offices and family medicine centers.



What about refugees and asylum seekers with chronic diseases?

Besides the public primary health care, refugees and asylum seekers with chronic conditions can have access to follow-up and treatment, as well through UNHCR which provides subsidized medical services with user contribution fees through its designated partners.

What should I do when facing a medical emergency ?

In case of emergency call MOH Public ambulance at 123 or 137. An ambulance car will reach you at the site and will transport you to the nearest accessible public hospital with available Intensive care or inpatient care beds. Proceed by contacting the emergency number of UNHCR partner who will visit you and assess the situation.




Do refugees and asylum seekers have access to specialized health services and hospitalization?


Yes, subsidized specialized health services and hospitalization with user contribution fees can be provided to refugees and asylum-seekers through UNHCR medical partners based on specific criteria.


HEALTH CARE

Save the Children (SCI) Egypt

 **Save the Children** SCI works with the MOHP to improve access to quality health services for refugees.

In case of emergencies like accidents, burns, injuries, complicated deliveries, etc, call:

**Emergency Numbers**
010 6483 3320
012 80769456
012 80440146
PSTIC 011 0078 2000 (Available to non-Arabic speakers)

 **24 hours/ 7 days**

If it is not an emergency that needs immediate help, please call the number for elective health services. This includes any health condition that does not need urgent intervention within 48 hours such as chronic kidney diseases including renal failure, cancer or the need for ssistive devices, etc. Note that for other chronic patients, they must be referred from other UNHCR health partners in Cairo, or from primary healthcare units.

6th of October

**Appointments**
010110496460

 **Sunday - Thursday**
9:00 - 15:00

Maadi

Appointments
02 2271 0009

 **Sunday - Thursday**
9:00 - 15:00

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

Location	6 th of October	Giza	El Obour	Cairo
Name of Health Care Facility	Iskan Al Mostakabal	Meet Oqba Primary Health Care	EIShabab family medicine unit (Yasmin)	El Hagana family medicine unit
	Shabab Mubarak family medicine unit	Gharb El Matar Primary Health Care	1st settlement family medicine unit	Alzahraa family medicine unit
	6th district family medicine unit	Talbeya family medicine unit	El Hagana family medicine unit	El- Khobairy family medicine unit

Refuge Egypt



Provides general health, reproductive health, TB, HIV/AIDS treatment, and services for children under the age of five.

6th of October City Clinic



47, El Mehwar El Markazi St., Episcopal Church, 10th District



012 1197 0037



Emergency

012 2702 4044

Nasr City: Kilo 4.5 Clinic



Diaa El haq St., El Tabba, (End of Mostafa El Nahas St.) 8th District



012 1197 0028



Emergency

012 1197 0013

Zamalek: All Saints Cathedral Clinic



5, Michel Lotfallah St., (behind Marriott Hotel)



012 1197 0032

012 766 35579



www.refuge-egypt.org



Monday – Thursday
09:00 - 16:00

HEALTH CARE

Caritas Egypt



Provides treatment of acute illnesses and chronic diseases for adults and children above the age of five.

Garden City Clinic



15, Dr Ibrahim Badran St. (Formerly: Dar El Shefa St.), Behind Four Seasons Hotel, Next to Kasr El Nil Police station



0227961771
0227964441



Monday – Friday
08:00 – 15:30

6th of October Clinic



Taqsim albank almarkazy, Plot 573, St 18, 3rd district, 3rd proximity.



02 2736 4836



Monday – Friday
08:00 – 15:30

Nasr City Clinic



15 Mohamed Youssef Moussa Street, parallel to Moustafa El Nahass Street



02 2403 1556
02 2263 7039



Monday – Friday
08:00 – 15:30

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

HEALTH ADVOCACY




PSTIC, in co-operation with Terre des Hommes (Tdh) has refugee doctors and nurses, in cooperation with the health care partners, assisting refugees and asylum seekers to access emergency and elective affordable health care.

MENTAL HEALTH CARE

PSTIC works with psychiatrists to provide assessments, treatment and referral to people with mental illness.

 **For Appointments**
011 5000 0132
011 2777 7038

 **For Emergencies**
010 6439 0175
011 0060 4002

MENTAL HEALTH CLINICS

Day & Time	Details
Sunday 10:00 - 16:00	Child Clinic By Appointment only Call 011 5000 0132 or 011 2777 7038
Nasr City Clinic (Caritas Primary Health Care Unit)	
Thursday 13:00 - 19:00	Adult Clinic Walk in: 13:00 - 19:00
Garden City Clinic (Caritas Primary Health Care Unit)	
Tuesday 10:00 - 16:00	Adult Clinic Walk in: 10:00 - 12:00
Friday 11:00 - 17:00	Adult and Child Clinic Walk in: 11:00 - 13:00
6th of October Clinic (Caritas Primary Health Care Unit)	
Thursday 14:00 - 20:00	Adult Clinic Walk in: 14:00 - 16:00

PSYCHOSOCIAL SERVICES

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



PSTIC, in cooperation with Terre des Hommes (TdH), has a trained team of psychosocial workers from Eritrea, Ethiopia, Somalia, Sudan, South Sudan, Iraq and Yemen offering community and home based psychosocial support, case management, problem solving, counselling, information sharing, referral and emergency crisis response for all refugees and asylum-seekers throughout Greater Cairo and the North Coast.

The schedule for information sessions for new arrivals in Oromo, Amharic, Tigrinia, Somali, Arabic and English is shared monthly with refugees' Facebook pages and WhatsApp groups. To reach a psychosocial work in the community, ask your community leader or call PSTIC helplines.

24/7 Emergency Helplines

 **010 6439 0175**
011 0060 4002

In addition, the PSTIC information team provides details of services available in Greater Cairo, health services, legal aid, scholarships, registration in the Office, as well as assistance in emergency cases

Information line

 **01117222426**
01127777005

CARE Egypt



Legal and psycho-social support, awareness raising and individual case management of survivors of sexual and gender-based violence.

Maadi



Plot 8, Block S 64, 10th District, Zahraa Maadi,
In front of Carrefour Maadi



010 2885 9666
010 2885 9777



Sunday - Thursday
09:00 - 17:00



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, etc...) can be issued based on need. The project 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.

Nasr City



15 Mohammed Youssef Mousa, off Mostafa el-Nahas.
Al-Manteqa al-Oula.



010 2885 9666
010 2885 9777



Sunday - Thursday
09:00 - 17:00



PSYCHOSOCIAL SERVICES

Médecins Sans Frontières (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 adult victims of traumatic events. Group support services are also available.

Maadi



No 2, Street 161

Appointments



010 1215 9162
011 1148 3267



Sunday – Monday
Wednesday – Thursday
9:00 - 18:00

EMERGENCY HOTLINE:  011 1708 3502



24 hours/7 days

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

St. Andrews Refugee Services (StARS)



Provides individual support activities, and education for children and youth in Cairo who are not accompanied by their parents; individual support for adults and families needing health, emotional, or social support; sporting activities and group support services.

Downtown



38, 26th of July St., Esaaf Square, Nasser Metro station
info@stars-egypt.org



02 2773 6347



St. Andrew's Refugee Services



Monday - Thursday
9:00 - 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.



Sunday - Thursday
09:00 - 17:00

6th of October City: Makany field office



6/8 Building, 1st Neighbourhood, 8th District



01099190279
01011255448

Ain Shams: Darb Centre



5, El Masane' St., Off Mansheyet Elsad Elaaly St,
Off Gisir El Suez Road, behind Badr Garden



010 2169 8885
010 9141 1866

El Haram: Abwab Centres



3, Ibrahim El Gabri St., off Nasser El Thawra St.



011 5119 9321



52 El Taawon St., off El Haram St.



011 1441 8132
01026723499

Obour City: Nawafez Centre



Metwally El Sharawy St., Behind El Yasmin Mall,
beside El Treeka Al Desokeya office



010 1338 6156
011 4372 5571

United Lawyers

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 sexual and gender-based violence incidents. In addition to providing legal counselling, they also provide trainings and awareness sessions.

المحامون المتحدون

Maadi



13, St. 154, Maadi (Adham Tower), 1st Floor (Metro: Maadi)



011 5452 6171



Monday – Thursday
9:00 - 17:00

Arab Council Supporting Fair Trial Human Rights (ACSFT)



Provides 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. ACSFT assists in obtaining birth certificates for children born out of sexual and gender-based violence incidents. In addition to providing legal counselling, ACSFT also provides trainings and awareness sessions.

Agouza



30, 26th of July St., 4th floor



010 2279 4411



Saturday - Thursday
10:00 - 18:00

Egyptian Foundation for Refugee Rights (EFRR)



Through its Access to Justice Team, EFRR provides legal assistance to refugees, including civil status support, legal aid, legal representation and specialised assistance for incidents related to sexual and gender-based violence (SGBV).

EFRR also provides legal assistance and advice to asylum-seekers and refugees, including unaccompanied minors, for initial RSD interviews and for those rejected in first instance and on appeal.

Downtown



2, Hussein El Ma'mar, 3rd Floor (off Mahmoud Bassiouny St.)



02 2575 1118



Sunday-Thursday
10:00 - 17:00

St. Andrews Refugee Services (StARS)



Individual and family counselling and assessment services in relation to protection and vulnerability.

Downtown



38, 26th of July St., Esaaf Square, (Metro stop: Nasser)
info@stars-egypt.org



02 2773 6347



St. Andrew's Refugee Services

HOW TO OBTAIN A BIRTH CERTIFICATE

As an asylum-seeker or a refugee in Egypt, you need to obtain **a birth certificate** for your child within **14 days from date of birth**.

HOW?

The birth certificate is issued at the Health Office in the area where the birth took place.

Required documents (ALL are required):

- Valid and legally certified marriage or divorce documents;
- Birth notice by the hospital or any medical facility;
In case of delivery at home, you need to report to the Health Office;
- UNHCR registration card or valid passports of father and mother;
- Death certificate in case the father is deceased.

Only the following persons can request a birth certificate:

- Father
- Mother (with father's ID)
- An adult sibling from the father's side (with father's ID)
- A grandfather or an uncle from the father's side (with father's ID)

All newborn children MUST be registered.

All UNHCR services are free of charge.



United Nations High Commissioner for Refugees

UNHCR Infoline: 02 2728 5699



If you did not obtain the birth certificate within 14 days,
follow the below procedure:

**Go to the Civil Registry Commission offices
of the Ministry of Interior**

Required documents (ALL are required):

- Valid marriage, or divorce document;
- Birth notice by the hospital or any medical facility;
In case of delivery at home you need to report to the Health Office;
- UNHCR card, or valid passports of father and mother;
- Two pictures of the new born 4 x 6;
- Application No. 26 (استمارة ساقط قيد): this application can be obtained
at any local registry office;
- Death certificate in case the father is deceased.

**If you do NOT have or possess the required documents,
If the father is not available or if you face any problems,
Please contact as soon as possible (best is three months before delivery).**

UNHCR INFOLINE: 02 2728 5699

Or

UNHCR's LEGAL PARTNERS:

**The Arab Council for Supporting Fair Trials and Human
Rights (ACSFT)**

Cairo: 010 2279 4411

Alexandria: 010 2299 0966

Damietta: 010 0670 1538



 [www.fb.com/UNHCREgypt](https://www.facebook.com/UNHCREgypt)



COMMUNITY CENTRES

Souriyat Community Centres for Women



Offers a variety of workshops and courses for Syrian refugee women.

Heliopolis



19, Abdel Aziz Fahmy St.



011 0004 9257

10th of Ramadan City



Villa 64, El Ghandour Hospital St., 22nd Neighbourhood



010 9221 7428



SouriyatAssociation.SY



Sunday – Thursday
09:00 - 15:00

Fard Foundation



This programme aims to reach out to the most vulnerable refugee and host community members to identify their needs and provide life-enhancing services.

6th of October City



Building 1, Block2/15, 12th District, Gharb Somid



02 3838 4115



Fardfoundation



Sunday – Thursday
09:30 - 16:00

CARD VALIDITY

The UNHCR asylum-seeker registration card (yellow card) is valid for **18 months** while the UNHCR refugee registration card (blue card) is valid for **three years**. When your card expires, you need to renew it.



How do I renew my card?

Please contact the infoline at **02-2728 5699** during opening hours to book an appointment.



What happens if I do not renew my card?

Your case will be inactivated until you approach UNHCR again. You and your family will not be entitled to receive services and assistance from UNHCR and its partners.



For further information please contact UNHCR Infoline:

Greater Cairo: 02 2728 5699

f in Arabic on:

@RefugeesEgyptAR

in English & other languages:

@RefugeesEgypt



FREQUENTLY ASKED QUESTIONS

What happens if I do not renew my UNHCR documentation before it expires?

You and your family will not be entitled to receive services and assistance from UNHCR and its partners and your case will be deactivated until the moment you approach UNHCR again.

Why is UNHCR doing iris scanning?

- Every one of us has a unique iris and unique fingerprints.
- By recording your iris information and fingerprints upon your registration, UNHCR can avoid registering anyone more than once and thus protects your identity.

Why should I obtain a residence Permit?

Once you have received your asylum-seeker registration card (yellow card) or refugee registration card (blue card), you are obliged to obtain a legal residence permit (sticker) in order to legalise your stay in Egypt.

How can I close my file with UNHCR?

If you are registered with UNHCR and wish to withdraw your application, you should contact the Infoline to schedule your closure appointment. UNHCR would like to be provided with clear reasons for why you wish to close your file.

Can I apply for Resettlement?

No. Resettlement is not an application-based process. UNHCR continually reviews the situation of refugees in the most vulnerable situations to assess whether they meet UNHCR's resettlement criteria. If your case is under resettlement consideration, UNHCR will contact you.

Who should I approach in order to enrol my child in a school in Egypt?

You should approach the Student Affairs office of the Educational Administrative Zone in your area of residence with the following documents:

- A valid residence permit
- A previously recognized school certificate from the school your child attended before arriving to Egypt.

If you do not have any, your child must take the result of placement test, carried out by the Ministry of Education, which is free of charge for foreign students of all nationalities.

COMPLAINTS PROCEDURES

UNHCR's complaint procedures allow refugees and asylum seekers to file a complaint if there has been misconduct by UNHCR staff, interpreters, guards or NGO partners. A complaint must be filed within 3 months of the incident.

Process to file a complaint



There is a complaint form available at all UNHCR offices if you wish to use it.



Put your name and phone number on the complaint. Anonymous complaints will not be investigated.



Outline your complaint in as much detail as possible with dates, locations, witnesses.



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 will ensure the confidentiality of the complaint process.

HOW TO FILE A COMPLAINT?

1- Through the office



Put the sealed envelope in the Complaints Box located in UNHCR office.

3- By E-mail to



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

2- 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.

OTHER PARTNER UN ORGANIZATIONS

World Health Organization



WHO's primary role is to direct and coordinate international health within the United Nations' system. The main areas of work are: health systems, promoting health through the life-course, non-communicable diseases, communicable diseases, corporate services, preparedness, surveillance and response. WHO supports countries as they coordinate the efforts of multiple sectors of the government and partners, funds and foundations, civil society organizations and private sector, to attain their health objectives and support their national health policies and strategies.

United Nations Children's Fund



UNICEF and its partners support the Ministry of Health in its efforts to provide free and subsidised health care for refugees in Egypt, particularly the most vulnerable women and children. UNICEF collects feedback from beneficiaries to ensure continuous improvements of available services. In the field of education, it supports the Ministry of Education in enhancing the capacity of public schools to accommodate Syrian children in quality learning environments.

International Organization for Migration



International Organization for Migration (IOM)
The UN Migration Agency

IOM works to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people.

Among its various activities, 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

For other IOM Egypt services please call: **02 2736 5140/1/2**

UNFPA



UNFPA, in collaboration with CARE Egypt, offers psycho-social support in safe space settings, which includes assessment, emotional support, counseling, support for people with disabilities, community mobilization, conflict mediation, referral and protective housing support and various community activities for female refugees.

Nasr City



11, Ibrahim Nawwar St.



Sunday - Thursday
09:00 - 17:00

World Food Programme (WFP)



Provides food vouchers to the most vulnerable and food insecure Syrian refugees registered with UNHCR.

WFP sends text messages to registered Syrian voucher recipients regarding the period during which the vouchers can be redeemed.



02 2528 2507



Sunday - Thursday
09:00 - 15:00



WFPassistancetosyrians

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THANK YOU

TO ALL COUNTRIES AND ORGANIZATIONS
FOR THEIR GENEROUS CONTRIBUTIONS

شكراً

لجميع الدول والمنظمات
على ما قدموه من مساعدات سخية



CONTACT DETAILS



**United Nations High
Commissioner for Refugees**
17 Makkah Al Mokramma St.
3rd Proximity, 7th District
6th of October City



UNHCR Infoline (Greater Cairo)
02 2728 5699



Sunday - Thursday
8:30 - 15:00



@ RefugeesEgypt



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