SERVICES FOR REFUGEES AND ASYLUM-SEEKERS
REGISTERED WITH UNHCR IN GREATER CAIRO

March 2019
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.
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)
- Monofeya
- North and South Sinai
- Ismailia
- Suez
- Helwan
- The Red Sea
- Fayoum
- Bani Souwaif
- Sharkeya
- Menia
- Assiut
- Sohag
- Qena
- Luxor
- Aswan
- 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.
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 to 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 Megamma 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 proper papers and the biometric passport be present at the Ministry of Foreign Affairs (MFA). After going to the MFA, go to the Megamma to obtain the residence permit. All our 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 Mogamma, while presenting your 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:
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<th>Operational Partners</th>
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<td>CRS</td>
<td>Save the Children</td>
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<tr>
<td>EGYPTIAN RED CRESCENT</td>
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<tr>
<td>STARS</td>
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<td>Fondation</td>
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<td><strong>Livelihoods</strong></td>
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<td>PLAN</td>
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<td>REFUGE EGYPT</td>
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<tr>
<td><strong>Cash Assistance</strong></td>
<td>Caritas Egypt</td>
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<td><strong>Health</strong></td>
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<td><strong>Community Centres</strong></td>
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<td>Fondation</td>
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<td>Souriyat Association</td>
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</tbody>
</table>
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., Esaaif 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

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 Diaa St., 2nd floor.

10th of Ramadan City

7, 17th District, in front of 5th District
Save the Children (SCI) Egypt
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.

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
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
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

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

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<th>Types of facilities</th>
<th>Types of services include:</th>
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<td>Family Medicine and Health Centres</td>
<td>Maternal and Child Healthcare</td>
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<td>Antenatal care (new and repeat visits)</td>
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<td></td>
<td>Postnatal care (new and repeat visits)</td>
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<td>Family planning</td>
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<td></td>
<td>Routine immunization for children</td>
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<td></td>
<td>Integrated management of childhood illness</td>
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<td></td>
<td>Acute and chronic consultation</td>
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<td></td>
<td>Lab services</td>
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<td></td>
<td>Dental care</td>
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<td>Chronic diseases</td>
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<td>Minor emergency services</td>
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<tr>
<td>Health Offices</td>
<td>Registration and Issuing Certificates</td>
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<td></td>
<td>Birth registration</td>
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<td></td>
<td>Birth certificate</td>
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<td></td>
<td>Death certificate</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Ambulance</th>
<th>123</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>137</td>
</tr>
</tbody>
</table>
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.
Save the Children (SCI) Egypt

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)

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 assistive devices, etc. Note that for other chronic patients, they must be referred from other UNHCR health partners in Cairo, or from primary healthcare units.

<table>
<thead>
<tr>
<th>Location</th>
<th>6th of October</th>
<th>Giza</th>
<th>El Obour</th>
<th>Cairo</th>
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</thead>
<tbody>
<tr>
<td>Name of Health Care Facility</td>
<td>6th of October</td>
<td>Giza</td>
<td>El Obour</td>
<td>Cairo</td>
</tr>
<tr>
<td></td>
<td>Iskan Al Mostakabal</td>
<td>Meet Oqba Primary Health Care</td>
<td>El Shabab family medicine unit (Yasmin)</td>
<td>El Hagana family medicine unit</td>
</tr>
<tr>
<td></td>
<td>Shabab Mubarak family medicine unit</td>
<td>Gharb El Matar Primary Health Care</td>
<td>1st settlement family medicine unit</td>
<td>Alzahraa family medicine unit</td>
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<td></td>
<td>6th district family medicine unit</td>
<td>Talbeya family medicine unit</td>
<td>El Hagana family medicine unit</td>
<td>El- Khobair family medicine unit</td>
</tr>
</tbody>
</table>

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

- **Address:** 15, Dr Ibrahim Badran St. (Formerly: Dar El Shefa St.), Behind Four Seasons Hotel, Next to Kasr El Nil Police station
- **Contact Numbers:**
  - 0227961771
  - 0227964441
- **Operating Hours:**
  - Monday – Friday
  - 08:00 – 15:30

**6th of October Clinic**

- **Address:** Taqsim albank almarkazy, Plot 573, St 18, 3rd district, 3rd proximity.
- **Contact Number:**
  - 02 2736 4836
- **Operating Hours:**
  - Monday – Friday
  - 08:00 – 15:30

**Nasr City Clinic**

- **Address:** 15 Mohamed Youssef Moussa Street, parallel to Moustafa El Nahass Street
- **Contact Numbers:**
  - 02 2403 1556
  - 02 2263 7039
- **Operating Hours:**
  - 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

<table>
<thead>
<tr>
<th>Day &amp; Time</th>
<th>Details</th>
</tr>
</thead>
</table>
| 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)

<table>
<thead>
<tr>
<th>Day &amp; Time</th>
<th>Details</th>
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</thead>
</table>
| Thursday 13:00 - 19:00 | Adult Clinic  
Walk in: 13:00 - 19:00 |

Garden City Clinic (Caritas Primary Health Care Unit)

<table>
<thead>
<tr>
<th>Day &amp; Time</th>
<th>Details</th>
</tr>
</thead>
</table>
| Tuesday 10:00 - 16:00 | Adult Clinic  
Walk in: 10:00 - 12:00 |

<table>
<thead>
<tr>
<th>Day &amp; Time</th>
<th>Details</th>
</tr>
</thead>
</table>
| Friday 11:00 - 17:00 | Adult and Child Clinic  
Walk in: 11:00 - 13:00 |

6th of October Clinic (Caritas Primary Health Care Unit)

<table>
<thead>
<tr>
<th>Day &amp; Time</th>
<th>Details</th>
</tr>
</thead>
</table>
| 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 worker 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

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 Egypt

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


0129880223
0129880884
02 3867366

Monday - Friday
08:30 - 15:30
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**

- **Address:** 6/8 Building, 1st Neighbourhood, 8th District
- **Phones:**
  - 01099190279
  - 01011255448

**Ain Shams: Darb Centre**

- **Address:** 5, El Masane’ St., Off Mansheyet Elsad Elaaly St, Off Gisr El Suez Road, behind Badr Garden
- **Phones:**
  - 010 2169 8885
  - 010 9141 1866

**El Haram: Abwab Centres**

- **Address:** 3, Ibrahim El Gabri St., off Nasser El Thawra St.
- **Phones:**
  - 011 5119 9321

- **Address:** 52 El Taawon St., off El Haram St.
- **Phones:**
  - 011 1441 8132
  - 01026723499

**Obour City: Nawafez Centre**

- **Address:** Metwally El Sharawy St., Behind El Yasmin Mall, beside El Treeka Al Desokeya office
- **Phones:**
  - 010 1338 6156
  - 011 4372 5571
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.

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

**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

**Contact Information**

- Egyptian Foundation for Refugee Rights (EFRR)
  - Phone: 02 2728 5699
  - Email: info@stars-egypt.org

- St. Andrews Refugee Services (StARS)
  - Phone: 02 2773 6347
  - Email: info@stars-egypt.org
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.
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: 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

[Visit UNHCR on Facebook: www.fb.com/UNHCREgypt]
COMMUNITY CENTRES

Souriyat Community Centres for Women

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

**Heliopolis**

- **Address**: 19, Abdel Aziz Fahmy St.
- **Phone**: 011 0004 9257
- **Location**: 10th of Ramadan City
  - **Address**: Villa 64, El Ghandour Hospital St., 22nd Neighbourhood
  - **Phone**: 010 9221 7428

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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**

- **Address**: Building 1, Block2/15, 12th District, Gharb Somid
- **Phone**: 02 3838 4115

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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.
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.

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.”

3- By E-mail to

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

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

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
THANK YOU

TO ALL COUNTRIES AND ORGANIZATIONS
FOR THEIR GENEROUS CONTRIBUTIONS

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