SERVICES FOR REFUGEES AND ASYLUM-SEEKERS

REGISTERED WITH UNHCR IN GREATER CAIRO

December 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.
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)
- 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 Registration 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 Cairo Infoline**

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

**02 2728 5699**

The Infoline answers calls daily in Arabic, English, Somali, Oromo, Tigrinya, Amharic and French.
SERVICES AVAILABLE AT REGISTRATION 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, including those related to registration, resettlement and assistance, are provided free of charge. If you are approached by anyone seeking money or anything else in exchange for UNHCR services, or you have paid for UNHCR services, you should report the incident immediately as this constitutes fraud.

What is Fraud?

Fraud as per UNHCR guidelines includes any act or omission, including misrepresentation or concealment, of a material fact, that knowingly or intentionally misleads, or attempts to mislead, a party to obtain a benefit, whether directly or indirectly, whether for oneself or for a third party.

What can be done to stop fraud?

It is your responsibility to immediately report any fraud situation that you have experienced or that has come to your attention. The report could be anonymous, however, UNHCR encourages anyone making an allegation to provide as much information as possible including name, contact information, date and general nature of the complaint. Only anonymous complaints with sufficient information will be investigated.

UNHCR is committed to adhering to values of confidentiality and transparency in the fraud investigation process.

How can I report fraud?

1- Through UNHCR offices

Place your complaint in a sealed envelope then drop the envelope in the complaints box located at any UNHCR office.

2- By email to:

arecafrd@unhcr.org
hqig00@unhcr.org
Why do I need a valid residence permit?

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, s/he would be staying illegally in the country, which is punishable under Egyptian law. Therefore, you are advised not only to obtain your residence permit after registration with UNHCR but also to renew it when it expires.

How can I obtain a residence permit in Egypt?

1. You should approach the Ministry of Foreign Affairs (MFA), located at Corniche El Nil, 21 days after receiving your UNHCR Registration card. Proceed to the Department of Refugees, located at the back gate of the ministry, where you will be provided with a reference number.

2. You must go to the Communications office of the Residence Unit at the Passports and Immigration Administration in Abbasiya 21 days after receiving the reference number from the Ministry of Foreign Affairs (the previous step). You must provide the reference number issued by the Ministry to the Communications office and accordingly you will be provided with a submission appointment.

3. On the day of your appointment, please approach the Residence Unit in Abbasiya, where you will be asked to submit all necessary documents, including the residence permit application form and stamp this form. Together with your family members, you will also be asked to have your photos and finger prints taken.

4. Around 10-15 days later, or as indicated by the officials of the Residence Unit, you must return to the Residency granting office at the Residence Unit of the Passports and Immigration Administration, where you will obtain the residence permit card issued by the Egyptian government.

5. The residence permit is issued only at the Passports and Immigration Administration in Abbasiya. You must go there in person to complete all procedures regardless of your place of residence in Egypt.

What documents should I bring?

1. All UNHCR 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. Copies of both your UNHCR registration document(s) and your passport(s).

4. The reference number which you obtained from the Ministry of Foreign Affairs.

5. Two passport-sized photos of yourself. Photos of your dependents are not needed unless they are 12 years old and above, and were issued a separate UNHCR documentation card.

Are there any fees that I have to pay to obtain the residence card?

Yes, you will be required to pay processing fees of the new card amounting to EGP 100 at the bank located at the premises while presenting your application to the Residence Unit.
What type of residence permit will I be issued?
You will be issued a regular 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. The same period is granted to blue and yellow card holders.

How do I renew my residence permit?
You should follow the same steps and procedures for issuing a residence permit explained above. In addition, you will have to bring copies of your passport(s), UNHCR registration card(s) valid for three months at least, one passport photo, and a copy of the previous residence permit.

How can I reach the location of the Passport and Immigration Administration?
The headquarters of the administration is located at 417 Ramses Street in Abbasiya, which is easy to reach by public transport by following these instructions: (You can also check the metro map below)

For refugees living in Greater Cairo:
Cairo Metro: The nearest station to the new headquarters is Abbasiya Station (Green Line; Imbaba - Airport). After exiting the metro station, the Administration will be a five-minute-walk away.

For refugees residing in other governorates:
Ramses Train Station: You can take the train/public transport from any governorate to Ramses station. When you arrive at the station, go to Al Shohadaa metro station and get off at Ataba metro station where you will change to the green metro line (Imbaba - Airport) and get off at Abbasiya station. After exiting the metro station, the Administration will be a five-minute-walk away.

Important Notes
It is important that the principal applicant and his/her spouse be present at the Ministry of Foreign Affairs (MFA). Kindly note that minors (children under the age of 18) are not required to be present.

Unaccompanied children must follow the same procedures as explained above. If you face any difficulties, please contact UNHCR.

If you entered Egypt irregularly, please contact the residency unit to obtain a suggested legal entry date. In the case of losing your passport, you will be expected to provide a police report.

It is strongly recommended that you begin the renewal process four weeks prior to the expiration of the previous card in order to avoid any procedural delays.
What is the purpose of the refugee status determination interview?

The purpose of the refugee status determination (RSD) interview is to assist you to put forward your case and to fully explain all pertinent information concerning you and your past experiences and circumstances that led you to fleeing your home country. All information you provide during the interview will be treated in a confidential manner by UNHCR.

During the interview, you will be asked questions about your family, education, place of birth, and the particular reasons for leaving your country of origin. Based on this interview, UNHCR will determine whether or not you will be granted refugee status according to international refugee law.

The Refugee Status Determination Interview

When you are scheduled for an individual refugee status determination (RSD) interview, either you will be given an appointment slip with the date of the interview or you will receive an SMS. Furthermore, the RSD website at rsd.unhcregypt.org/refugeeresult.aspx will be updated with your appointment date as well. As there could be changes in the RSD appointments, you are also requested check the website regularly, especially 48 hours before your RSD appointment.

During the RSD procedure, you are required to:

- Submit any documents and evidence available regarding your application;
- Inform UNHCR about your family members accompanying you. Adult family members will be interviewed individually;
- Tell the truth and be cooperative.

During the RSD procedure, you have the right to:

- Be interviewed in a language you can communicate in;
- To be represented by a lawyer or a legal representative, who qualifies as such under UNHCR’s established procedures, during your RSD procedure.

Please also take note that:

- Each applicant has a different profile, background and reason for fleeing his/her country; hence, each case will be assessed individually according to UNHCR rules and procedures. Please, do not pay attention to rumours spread among refugee communities about specific stories to be presented in order to be granted refugee status;
• Intentionally misleading UNHCR about the facts of your case or your identity is fraud. Please note that this will negatively affect the processing of your case and may lead to a negative decision. UNHCR reserves the right to take appropriate measures in such cases;

• Your statements and documents will be kept confidential and will not be shared by UNHCR with other third parties without your consent. Please note that under no circumstances will UNHCR share your information with the government of your country of origin;

• Do not sign any documents unless read, understood and approved by you;

• While in Egypt you, like any other foreigners, are expected to respect the laws, customs and traditions of the society hosting you;

• Verbal and physical threats made to UNHCR staff violate national law. UNHCR will report any person making such threats to the police and this person may be prosecuted.

Why are there different procedures at first instance?

UNHCR Cairo has different procedures depending on the complexity of the cases. Some cases undergo registration and refugee status determination (RSD) interviews together in the same interview, which is called the Merged Registration/RSD procedure; some cases have separate registration and RSD interviews; and some cases have more than one RSD interview in order to ensure the Office has sufficient amount of information to complete the RSD procedure.

All RSD interviews except for the Merged Registration/RSD ones take place in the RSD Building 44A Street, 2nd proximity, 8th District, 6 October City. The Merged Registration/RSD interviews take place in the UNHCR 6th of October Main Premises in the 17 Mekka El Mokrama Street, 3rd proximity, 7th District. No RSD interviews are conducted in the UNHCR Alexandria Office.

What if I missed an RSD appointment?

Please be informed that if you failed to attend an RSD appointment without a reasonable explanation, your case might be closed.

If you miss an appointment, it is your responsibility to request a new one as soon as possible explaining the reason why you could not approach the office. Please note that the new appointment will only be granted if you provided a reasonable explanation as to why you failed to attend.

Are my family members, who registered with me, required to be present at the refugee status determination interview?

All those who are registered in the file need to be present for the refugee status determination interview unless you are informed otherwise. All the adult members of the case will go through a separate interview at UNHCR.
What should I bring with me to the RSD interview?

You should bring with you the following:
• Your UNHCR asylum seeker registration card;
• Your appointment slip;
• Any documents that are relevant to support your refugee claim;
• Your and your family members’ original identification documents (such as passports, ID cards, military booklet, marriage certificate, birth certificates, medical reports if any, etc.);
• Proof of previous registration with other UNHCR Offices.

Can I have a legal representative/advisor to assist me during my refugee status determination procedure?

You are entitled to have a legal representative/advisor to assist you during your refugee status determination interview. In Egypt, Saint Andrews’ Refugee Services provide information, counselling, referral, representation, and advocacy for asylum seekers and refugees in Egypt free of charge.

Notification of Refugee Status Determination Decisions

Once your decision is ready, you will receive an SMS to indicate your result notification date/appointment. In the meantime, you can also check the RSD website at http://rsd.unhcregypt.org/refugeeresult.aspx, which will also reflect your result notification date/appointment, once available. The decision on your asylum application could either be recognition or rejection.

What happens if I am recognized a refugee status?

If you are recognized as a refugee, you and your dependents will be provided with a UNHCR refugee card. In order to collect the decision letter, you will be required to present to UNHCR reception staff your UNHCR asylum seeker registration card and your identification documents (passport or other form of identification) when you approach UNHCR 6th of October Main Premises in the 17 Mekka El Mokrama Street, 3rd proximity, 7th District for your result. If you are residing in the northern governorates, you will be notified in UNHCR Alexandria Office. This blue card is evidence that you have refugee status and fall under the protection of the Egyptian Government.

What happens if I am denied a refugee status?

If you are denied refugee status after the first instance interview, you will be requested to approach UNHCR 6th of October Main Premises in the 17 Mekka El Mokrama Street, 3rd proximity, 7th District, where you will receive a negative decision letter, which contains an explanation on the reasons that led to the denial of the asylum application. If you are residing in the northern governorates, you will be notified in UNHCR Alexandria Office.
In order to collect the decision letter you will be required to present to UNHCR reception staff your UNHCR asylum seeker registration card and your identification documents (passport or other form of identification). You will then be required to sign a receipt for your notification letter.

If you are notified with a negative decision you have the right to submit an appeal request within 30 days by approaching the Window 4 of UNHCR 6th of October Main Premises in the 17 Mekka El Mokrama Street, 3rd proximity, 7th District or by approaching UNHCR Alexandria Office, if you are residing in the northern governorates. If you do not wish to lodge an appeal against the first instance decision denying your asylum application, you will no longer be considered as person of concern to UNHCR.

**How can I submit an appeal request?**

**Step 1**

You should collect an appeal request form from Window 4 of the UNHCR 6th of October Main Premises in the 7th District.

OR


In your appeal request form you must include the following:

- The reasons why you think the first instance negative decision is wrong, and
- Your updated contact information.

**Step 2**

You should then submit the duly filled appeal application form to Window 4 of the UNHCR 6th of October Main Premises 17 Mekka El Mokrama Street, 3rd proximity, 7th District or to the UNHCR Alexandria Office, if you are residing in the northern governorates. You will be given a receipt for confirmation of your appeal submission.

**What will happen during the appeal process?**

Different UNHCR protection staff members than the ones who were involved in the initial first instance decision review all appeal requests. Not all appeal requests will lead to an appeal interview. If an appeal interview is needed, you will be notified of the date of your appeal interview via SMS, and the appointment will also be available in the RSD status section of the RSD website at [http://rsd.unhcregypt.org/refugeeresult.aspx](http://rsd.unhcregypt.org/refugeeresult.aspx).

If the first instance decision is overturned, you will be granted refugee status; if the first instance decision is confirmed, your file will be closed.

**How can I contact the RSD Unit?**

You can contact the Info Line at 02 2728 56 99 or you can approach the RSD Building 44A street, 2nd proximity, 8th District, 6th of October City.
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.

This table provides the classification of partners:

<table>
<thead>
<tr>
<th></th>
<th>Implementing Partners</th>
<th>Operational partners</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education</strong></td>
<td><img src="image1" alt="CRS" /></td>
<td><img src="image2" alt="StARS" /></td>
</tr>
<tr>
<td><strong>Livelihoods</strong></td>
<td><img src="image3" alt="Refugee Egypt" /></td>
<td><img src="image4" alt="Save the Children" /></td>
</tr>
<tr>
<td><strong>Cash Assistance</strong></td>
<td><img src="image5" alt="Caritas Egypt" /></td>
<td></td>
</tr>
<tr>
<td><strong>Health</strong></td>
<td><img src="image6" alt="Refugee Egypt" /></td>
<td><img src="image7" alt="Verre des hommes" /></td>
</tr>
<tr>
<td><strong>Psychosocial Support</strong></td>
<td><img src="image8" alt="Caritas Egypt" /></td>
<td><img src="image9" alt="Doctors Without Borders" /></td>
</tr>
<tr>
<td><strong>Legal aid</strong></td>
<td><img src="image10" alt="United Lawyers" /></td>
<td><img src="image2" alt="StARS" /></td>
</tr>
</tbody>
</table>

Note: The images in the table represent the logos of the respective organizations.
COMPLAINTS PROCEDURES

Complaint procedures are in place to allow refugees and asylum-seekers to report serious misconduct by UNHCR staff, interpreters, security guards or to report procedural unfairness (including complaints about the quality/availability of interpreters, access to UNHCR premises or staff, procedures for registration, RSD and other protection services) in UNHCR’s protection and assistance provision.

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

A complaint can be anonymous, however UNHCR encourages anyone making an allegation to provide as much information and evidence as possible, and where to find evidence.

Put the name, function or detailed description of the staff member, interpreter, guard or partner staff against whom the complaint is filed.

Queries or appeals for RSD or resettlement cannot be addressed through the complaints process. Applicants should follow the proper channels and/or websites.

UNHCR is committed to adhering to values of confidentiality and transparency in the complaint investigation process.

HOW TO FILE A COMPLAINT:

1- Through the office
   Place your complaint in a sealed envelope then drop the envelope in the complaints box located at the UNHCR office.

2- By post to:
   UNHCR Egypt Representative,
   UNHCR, 17 Mekka El Mokarrama St. 7th District, 3rd Division, 6th October City.
   Complaint letters should be marked “Confidential”.

3- By e-mail to:
   ARECA@UNHCR.ORG
   and it will be forwarded to UNHCR Egypt Representative.

You will be notified within two months of submitting your complaint.
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
St. Andrew’s 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

### 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, Block 2/15, 12th District, Gharb Somid

02 3838 4115

Facebook: Fard Foundation

Sunday – Thursday
09:30 – 16:00
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 registered with UNHCR.

Garden City

13, Ibrahim Naguib St.
02 2794 8062
0101 006 1755

Catholic Relief Services Egypt

Sunday – Thursday
08:30 – 16:30

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
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
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**

- 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

**Health Offices**

- Registration and Issuing Certificates
  - Birth registration
  - Birth certificate
  - Death certificate

Save the Children International, in cooperation with the MoHP, supports the following primary healthcare units:

<table>
<thead>
<tr>
<th>Name of Health Care Facility</th>
<th>6th of October</th>
<th>Giza</th>
<th>El Obour</th>
<th>Cairo</th>
</tr>
</thead>
<tbody>
<tr>
<td>Iskan Al Mostakabal</td>
<td>Meet Oqba Primary Health Care</td>
<td>ElShabab family medicine unit (Yasmin)</td>
<td>El Hagana family medicine unit</td>
<td></td>
</tr>
<tr>
<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>
<td></td>
</tr>
<tr>
<td>6th district family medicine unit</td>
<td>Talbeya family medicine unit</td>
<td>El Hagana family medicine unit</td>
<td>ElKhobairy family medicine unit</td>
<td></td>
</tr>
</tbody>
</table>

**Ambulance** 📞 123

**Emergency** 📞 137
Caritas Egypt

Provides treatment of chronic diseases for adults and children.

**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
- **Phone:** 0227961771, 0227964441, 0227949203
- **Operating hours:** Monday – Friday 08:00 – 15:30

**6th of October Clinic**

- Block 8/48, eighth district, second proximity
- **Phone:** 01129884420, 0238897129
- **Operating hours:** Monday – Friday 08:00 – 15:30

**Nasr City Clinic**

- 15 Mohamed Youssef Moussa Street, parallel to Moustafa El Nahass Street
- **Phone:** 0223867367, 0223867366
- **Operating hours:** Monday – Friday 08:00 – 15:30

**Important notice:** Kindly make sure to schedule an appointment before visiting the clinic.
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
012 8077 0146
PSTIC 011 0078 2000 *(Available to non-Arabic speakers)*

**6th of October**

Appointments
0236596080

Maadi

Appointments
01011049146

**Greater Cairo**

01068124445

**Alexandria and Damietta**

01067167744

**Important notice:** Kindly make sure to schedule an appointment before visiting any Save the Children hubs as they cannot accommodate walk-in patients.
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 healthcare.

Emergency number
01100782000

MENTAL HEALTH CARE

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

For Appointments
011 5000 0132
011 2088 8849

24/7 Emergency Helpline
010 6439 0175
011 0060 4002

MENTAL HEALTH CLINICS

In case of Emergency, call the PSTIC emergency lines and an urgent appointment can be arranged during a walk-in clinic hour.

<table>
<thead>
<tr>
<th>Day &amp; Time</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mondays and Tuesdays</td>
<td>Child Clinic</td>
</tr>
<tr>
<td>09:00 - 15:00</td>
<td>By appointment only</td>
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<tr>
<td></td>
<td>Call 01220888849</td>
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<tr>
<td><strong>Nasr City Clinic (Caritas Primary Health Care Unit)</strong></td>
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<tr>
<td>Thursday</td>
<td>Adult Clinic</td>
</tr>
<tr>
<td>13:00 - 19:00</td>
<td>Walk-in: 13:00 - 14:00 only</td>
</tr>
<tr>
<td><strong>Garden City Clinic (Caritas Primary Health Care Unit)</strong></td>
<td></td>
</tr>
<tr>
<td>Monday</td>
<td>Adult Clinic</td>
</tr>
<tr>
<td>09:00 - 15:00</td>
<td>Walk-in: 14:00 - 15:00 only</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Adult Clinic</td>
</tr>
<tr>
<td>10:00 - 16:00</td>
<td>Walk-in: 10:00 am - 11:00 am only</td>
</tr>
<tr>
<td>Friday</td>
<td>Adult Clinic</td>
</tr>
<tr>
<td>09:00 - 15:00</td>
<td>Walk-in: 14:00 - 15:00 only</td>
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<tr>
<td><strong>6th of October Clinic (Caritas Primary Health Care Unit)</strong></td>
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<tr>
<td>Thursday</td>
<td>Adult Clinic</td>
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<td>10:00 - 16:00</td>
<td>Walk-in: 10:00 am - 11:00 am only</td>
</tr>
</tbody>
</table>
Health Care

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
UNHCR provides refugees with cash assistance for delivery through its partner, Caritas, in Greater Cairo

<table>
<thead>
<tr>
<th>Governorate</th>
<th>Partner</th>
<th>Address</th>
<th>Working days</th>
<th>Working Hours</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cairo</td>
<td>Caritas</td>
<td>8 Abdellatif Boltia St., Garden City, Cairo</td>
<td>Tuesdays and Wednesdays</td>
<td>8:30AM - 02:00 PM</td>
<td>0227964441 0227961771</td>
</tr>
<tr>
<td>Giza / 6th of October</td>
<td>Caritas Garden City</td>
<td></td>
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</tbody>
</table>

To receive the first installment of the cash assistance for delivery, please provide the following documents:

- Antenatal follow up card from Refuge Egypt or the Egyptian Ministry of Health;
- Your valid UNHCR registration card;
- Pregnancy sonar.

To receive the second installment of the cash assistance for delivery, please provide the following documents:

- Antenatal follow up card from Refuge Egypt or the Ministry of Health;
- Your valid UNHCR registration card;
- The birth certificate or birth notification;
- Original payment invoice from the public health facility where the pregnancy took place.

*The cash assistance is provided for deliveries taking place at public health facilities only.*
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, counseling, information sharing, referral and emergency crisis response for all refugees and asylum-seekers throughout Greater Cairo and the North Coast. To reach a psychosocial worker in the community, ask your community leader or call PSTIC helplines.

24/7 Emergency Helplines

PSTIC information team provides details of services available in Greater Cairo including health services, legal aid, scholarships, registration, as well as assistance in emergency cases. The institute also organized information sessions for newly-arrived asylum-seekers in Oromo, Amharic, Tigrinya, Somali, Arabic and English. A schedule is shared monthly on Facebook and through whatsapp groups. For more details call PSTIC information line.

Information lines

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

Emergency line

Available 24/7 during weekends

01028062178
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. Caritas 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.

0129880223
0129880884
02 3867366

Monday - Friday
08:30 - 15:30

Save the Children (SCI) Egypt

SCI Provides specialised services for children at risk and children exposed to abuse, neglect, violence and exploitation. A mentor and support programme will assist in monitoring and supporting children without any parents or legal caregiver. Other services include psychological counselling, and psycho-social interventions in individual and group sessions as well as the wider community, including positive parenting with caregiver, and positive discipline with teachers and health workers.

SCI Hubs in Greater Cairo

<table>
<thead>
<tr>
<th>Location</th>
<th>Maadi</th>
<th>Ard El lewa</th>
<th>Nasr city</th>
<th>Faisal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>7 El Golf St., – 3rd Floor; behind Maadi Club</td>
<td>ElYasmin Tower-ElGhaz St. from Teret Elzomor St.-1st Floor; behind Ard Elewa Youth Club.</td>
<td>6 Mohamed Mahdy Arafu St. - 10th district – 3rd Floor</td>
<td>7 Abdelrahman Hosny St. from Naser Elthawra St.</td>
</tr>
</tbody>
</table>
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 Gisr 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

INFOLINE: GREATER CAIRO 02 2728 5699  @ UNHCRegypt
**LEGAL AID**

**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

**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. Andrew’s Refugee Services (StARS)

Counselling services and free legal representation in relation to UNHCR’s Refugee Status Determination (RSD) interviews.

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
CASH ASSISTANCE

Caritas Egypt

UNHCR provides humanitarian cash assistance only to the most vulnerable refugees and asylum seekers for a limited duration. For further information on the program, please contact Caritas.

Nasr City

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

Appointments
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
HUMANITARIAN CASH ASSISTANCE

Who can receive cash assistance from UNHCR or its partners?
UNHCR is only able to provide cash assistance to a limited number of refugees found to be most in need. You will be notified through SMS if you have been identified as eligible for cash assistance.

How do I know if I am eligible for cash assistance?
UNHCR uses multiple sources of information to determine eligibility to cash assistance which may also include conducting an interview at your home or at Caritas Offices either in Nasr City, 6 October, Alexandria or Damietta. You will be informed in advance of the location and time of the interview. During the interview, Caritas will complete a questionnaire with you.

What happens after the interview?
The text message will indicate whether you qualify for assistance or not.

Where do I collect the cash assistance?
If you are selected for assistance, you will receive a text message on your phone notifying you of dates to collect your assistance from any Post Office in Egypt. If you are unable to collect the cash assistance yourself, you can delegate a trusted person to collect it on your behalf. Contact Caritas for more information.

Who do I contact for enquiries or complaints?
Please contact Caritas and a counsellor will listen and provide guidance.

01129880800
01288064703

Disclaimer:
Cash assistance is provided free of charge. Contact UNHCR immediately if you are asked to pay for this service.

Please make sure to inform UNHCR of any changes in your contact information.

For further information please contact UNHCR Infoline:
Greater Cairo: 02 2728 5699
Alexandria and other North Coast Governorates: 02 2599 0800
BIRTH CERTIFICATES FOR NEWBORNS

As stated in the Egyptian Personal Law, all newborns must be registered within **15 days** from the date of birth.

Birth registration helps to prevent statelessness because it establishes a legal record as to where a child was born nationality and is often a prerequisite for obtaining documentation that proves nationality.

**Where can I register the birth of my children?**

Please approach the health office in the area where the birth took place. Please remember to bring all the requested documents to be able to obtain a birth certificate.

**Required documents:**
- Valid and legally certified marriage or divorce documents.
- Birth notification by the hospital or any medical facility.
- UNHCR registration card or valid passports of father and mother.
- Death certificate in case the father is deceased.

**In case of delivery at home, please report to the health office to issue the birth notification.**

**Only the following persons can request a birth certificate:**
- The father
- The mother (with father’s ID)
- An adult sibling from the father’s side (with father’s ID)
- A grandfather/grandmother or an aunt/uncle from the father’s side (with father’s ID)

For further information please contact UNHCR Infoline:
Greater Cairo: 02 2728 5699
Alexandria and other North Coast Governorates: 02 2599 0800

Or on Facebook in Arabic on:
@RefugeesEgyptAR
in English & other languages:
@RefugeesEgypt
If the birth certificate is not obtained within 15 days, please go to one of the offices of the Egyptian Ministry of Interior's Civil Registry Committee.

If you cannot obtain the required documents, if the father is not present, or if you encounter any other problems, please contact one of UNHCR's legal partners referred to below as soon as possible.

UNHCR's legal partners provide services such as assistance in obtaining official documents including birth, marriage and divorce certificates.

Required Documents:

- Valid and legally certified marriage or divorce documents.
- Birth notification by the hospital or any medical facility.
- In case of delivery at home, please report it to the health office to issue a birth notification.
- UNHCR registration card or valid passports of father and mother.
- Death certificate in case the father is deceased.
- Two photographs for the child (4*6)
- Form 26, which can be obtained from any civil registry office.

United Lawyers
01154526171
SERVICES FOR REFUGEES REGISTERED WITH UNHCR IN GREATER CAIRO

OTHER PARTNER UN ORGANIZATIONS

UN Women

The Leadership, Empowerment, Access & Protection in Crisis (LEAP), in partnership with the National Council for Women and UNHCR and generously funded by the Government of Japan, provides immediate and essential services to those affected by conflict. In responding to women’s immediate needs, the project works on enhancing women’s participation in economic/livelihood activities through employment creation- including supporting access to financial services and direct cash while ensuring quality protection services are in place. This is also tagged with protection referrals and psycho-social support. The programme aims to strengthen the resilience of Refugee & Egyptian women and girls in host communities and works on social cohesion within the host communities.

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.
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.

Haram Safe Space

Plot 8 - Block S64 – El Shatr El Aasher (10th District) - Zahraa Maadi – infront of Carrefour Maadi

01092906590

Maadi Safe Space

52 Taawon street, off Haram street, second floor above Abwab centre.

01224351318

World Food Programme (WFP)

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

WFP sends text messages to eligible refugees and asylum-seekers informing them of the period during which the vouchers can be redeemed.

0225299830
01023646706

Sunday - Thursday
08:30 - 15:45

WFPassistancetorefugees
DONOR SUPPORT FOR UNHCR EGYPT 2019

United States of America  Canada  Denmark  France

Germany  European Union  RDPP North Africa  Italy

Ireland  Kuwait  Netherlands  Norway

Sweden  Switzerland  UKaid

THANK YOU
TO ALL COUNTRIES AND ORGANIZATIONS
FOR THEIR GENEROUS CONTRIBUTIONS

UNHCR
The UN Refugee Agency
مفوضية الأمم المتحدة لشؤون اللاجئين

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 - Wednesday
09:00 - 15:00
Thursday
09:00 - 12:00