

# SERVICES FOR REFUGEES AND ASYLUM-SEEKERS

REGISTERED WITH UNHCR IN  
GREATER CAIRO

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

## 6<sup>th</sup> of October Registration Centre

The 6<sup>th</sup> 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**



**Sunday -Wednesday**  
**9:00 - 15:00**

**Thursday**  
**9:00 - 12:00**

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

# 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.



At the very least, the complaint should contain the following information: name and contact information of the person filing the complaint, date of the complaint and general nature of the complaint.



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



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.

### 3- By e-mail to:



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

### 2- By post to:



UNHCR Egypt Representative,  
UNHCR, 17 Mekka El Mokarrama St. 7<sup>th</sup> District, 3<sup>rd</sup> Division,  
6<sup>th</sup> October City.

Complaint letters should be marked "Confidential".

You will be notified within two months of submitting your complaint.

# Procedures for Obtaining Residence Permits for Refugees and Asylum-seekers in Egypt

**On July 1, 2019, the Egyptian Ministry of Interior moved the headquarters of the Passports, Immigration and Nationality Administration from the Mogamma in Tahrir Square to Abbasiya. As a result, all registered refugees and asylum-seekers, who wish to obtain, renew or complete the procedures for their residence permit are advised to go to the new headquarters.**

## 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.
4. Around 15-10 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 legal residence sticker on your UNHCR card.
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 permit?

Yes, you will be required to pay EGP 20 at the bank located at the premises while presenting your application to the Residence Unit. The application form itself is free of charge and is available at the Passports and Immigration Administration in Abbasiya.

## 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 six months at least, one passport photo, and a copy of the previous residence permit.

## How can I reach the new location of the Passport and Immigration Administration?

The new 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). After going to the MFA, go to the Passports and Immigration Administration in Abbasiya to obtain the residence permit.

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 permit in order to avoid any procedural delays.



# REFUGEE STATUS DETERMINATION

## 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 <http://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 6<sup>th</sup> of October Main Premises in the 17 Mekka El Mokrama Street, 3<sup>rd</sup> 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, 3<sup>rd</sup> 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 6<sup>th</sup> of October Main Premises in the 17 Mekka El Mokrama Street, 3<sup>rd</sup> 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

download it from the Forms and Leaflets section of the RSD website at <http://rsd.unhcregyp.org/refugeeresult.aspx>.

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 6<sup>th</sup> of October Main Premises 17 Mekka El Mokrama Street, 3<sup>rd</sup> proximity, 7<sup>th</sup> 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.unhcregyp.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, 2<sup>nd</sup> proximity, 8<sup>th</sup> District, 6<sup>th</sup> 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:

	Implementing Partners	Operational partners
<b>Education</b>	 	 
<b>Livelihoods</b>	 	  
<b>Cash Assistance</b>		
<b>Health</b>	    	
<b>Psychosocial Support</b>	   	 
<b>Legal aid</b>	  	
<b>Community Centres</b>		

# UPDATE YOUR CONTACT INFORMATION

Your mobile number is the main channel we use to communicate with you. Therefore, please make sure your contact details are always up-to-date. If you change your contact details, please inform UNHCR either by:



Filling the form available at UNHCR main Premises located at 17 Mekka El Mokrama Street, 3rd proximity, 7th District, 6th of October City

Or



Or contacting the UNHCR Infoline.  
For Greater Cairo: **022728599**  
For Alexandria and other North Coast Governorates: **022599800**



Arabic on:

@RefugeesEgyptAR

in English & other languages:

@RefugeesEgypt



**UNHCR**  
The UN Refugee Agency

# 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.

### 6<sup>th</sup> of October City



Building 1, Block 2/15, 12<sup>th</sup> District, Gharb Somid



**02 3838 4115**

## Egyptian Red Crescent



The Egyptian Red Crescent (ERC) provides a set of educational programmes to refugee children aged nine to 11, their parents and teachers. These programs include school-based Disaster and Risk Reduction, Health and Safety, which includes practical trainings and drills, Bullying prevention inside schools, Children Resilience Program, and Youth as Agents of Behavioral Change.

The ERC also provides psychosocial support services and runs community centres for refugees. For more information, please contact the ERC on the numbers provided below.

### Nasr City

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Abd El Razak El Sanhoury St., Nasr City  
[erc@egyptianrc.org](mailto:erc@egyptianrc.org)



0225985568 - 0225985639



EgyptianRedCrescent



Sunday – Thursday  
09:00 – 17:00

## 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

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38, 26<sup>th</sup> of July St., Esaaf Square (Metro stop: Nasser)  
[info@stars-egypt.org](mailto:info@stars-egypt.org)



02 2773 6347



St. Andrew's Refugee Services



Monday – Thursday  
09:00 – 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

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 13, Ibrahim Naguib St.

 **02 2794 8062**  
**0101 006 1755**



Catholic Relief Services Egypt



**Sunday – Thursday**  
**08:30 – 16:30**

## Plan International



Offers livelihood support to Syrian refugees in Cairo.


### 6<sup>th</sup> of October City - Head Office

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 114, 6<sup>th</sup> Tourist zone, opposite to Mall of Arabia,

### 6<sup>th</sup> of October City

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 El Hosary, 3<sup>rd</sup> District, next to Ouda Bank, Above Kheir Zaman Supermarket,

### Haram

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 1 El Zawawy St., off Daa St., 2<sup>nd</sup> floor.

### 10<sup>th</sup> of Ramadan City

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 7 ,17<sup>th</sup> District, in front of 5<sup>th</sup> 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

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



**02 2736 4837**  
**012 0242 3147**



[www.refuge-egypt.org](http://www.refuge-egypt.org)



**Monday – Thursday**

(Sundays & Fridays closed)

**09:00 – 16:00**

## 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

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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

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2 Abdel Qader Taha St.



**012 0113 3874**



[www.donboscocairo.org](http://www.donboscocairo.org)



**Monday – Friday**

**13:00 – 19:00**

# 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



## 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  
**012 8077 0146**  
**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 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.

### 6<sup>th</sup> of October

 **Appointments**  
**0236596080**
 **Sunday - Thursday**  
**9:00 - 15:00**

### Maadi

**Appointments**  
**01011049146**
 **Sunday - Thursday**  
**9:00 - 15:00**

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

Location	6 <sup>th</sup> 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

# HEALTH CARE

## Caritas Egypt



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

### Garden City Clinic

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8 Abd El Latif Bolteya St., (formerly Dar El Shefa St.),  
behind Four Seasons Hotel, next to Kasr El Nil Police  
station



**0227961771**  
**0227964441**  
**0227949203**



**Monday – Friday**  
**08:00 – 15:30**

### 6<sup>th</sup> of October Clinic

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Block 8/48, eighth district, second proximity



**01129884420**  
**0238897129**



**Monday – Friday**  
**08:00 – 15:30**

### Nasr City Clinic

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



**0223867367**  
**0223867366**



**Monday – Friday**  
**08:00 – 15:30**

**Important notice:** Kindly make sure to schedule an appointment  
before visiting the clinic.

# 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.

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

# HEALTH CARE

## Refuge Egypt



**REFUGE EGYPT**  
A ministry of the Episcopal/Anglican Church

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

### 6<sup>th</sup> of October City Clinic

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47, El Mehwar El Markazi St., Episcopal Church, 10<sup>th</sup> District



**012 1197 0037**



**Emergency**  
**012 2702 4044**

### Nasr City: Kilo 4.5 Clinic

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



**012 1197 0028**



**Emergency**  
**012 1197 0013**

### Zamalek: All Saints Cathedral Clinic

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



**012 1197 0032**  
**012 766 35579**



[www.refuge-egypt.org](http://www.refuge-egypt.org)



**Monday – Thursday**  
**09:00 – 16:00**

# BIRTH CERTIFICATES FOR NEWBORNS

As stated in the Egyptian Personal Status 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 and who his/her parents are, all of which are elements of information key to proving entitlement to 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.

## What documents should I bring?

- Valid and legally certified marriage or divorce documents.
- Birth notice by the hospital or the medical facility where the birth took place.
- Death certificate in case the father is deceased.

## In case of delivery at home, you need to bring the following documents to the health office:

- UNHCR registration card or valid passports of father and mother.

## 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)
- The grandfather/grandmother or an aunt/uncle from the father's side (with father's ID)

مكتب الصحة



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

# 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, 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

 **010 6439 0175**  
**011 0060 4002**

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

 **011 1722 2426**  
**011 2777 7005**

## 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

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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



Save the Children

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

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

# 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

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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

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38, 26<sup>th</sup> of July St., Esaaf Square, Nasser Metro station

[info@stars-egypt.org](mailto: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**

### 6<sup>th</sup> of October City: Makany field office

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6/8 Building, 1<sup>st</sup> Neighbourhood, 8<sup>th</sup> District



**01099190279**  
**01011255448**

### Ain Shams: Darb Centre

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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

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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

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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

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13, St. 154, Maadi (Adham Tower), 1<sup>st</sup> 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

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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

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



02 2575 1118



Sunday-Thursday  
10:00 - 17:00

## St. Andrew's Refugee Services (StARS)



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



38, 26<sup>th</sup> of July St., Esaaf Square, Nasser Metro station

[info@stars-egypt.org](mailto: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

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



Appointments

**011 2988 0899**

**012 8806 4703**

### 6<sup>th</sup> of October

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Villa 574, Street 18, 3<sup>rd</sup> District, 3<sup>rd</sup> 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

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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



# COMMUNITY CENTERS

## 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.

### 6<sup>th</sup> of October City

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Building 1, Block 2/15, 12<sup>th</sup> District, Gharb Somid



02 3838 4115



Fard Foundation



Sunday – Thursday  
09:30 – 16:00



## Cash Assistance for Delivery

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

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

**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.**

# OTHER PARTNER UN ORGANIZATIONS

## World Health Organization



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](http://www.jordan.iom.int/refinfo)

Hotline number: **19472** or by email at [ic@iom.int](mailto: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.

### Haram Safe Space

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



**01092906590**

### Maadi Safe Space

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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 registered voucher recipients regarding the period during which the vouchers can be redeemed.



**0225299830**  
**01023646706**



**Sunday - Thursday**  
**08:30 - 15:45**



**WFPassistancetorefugees**

# DONOR SUPPORT TO UNHCR EGYPT 2019



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german  
Cooperation  
DEUTSCHE ZUSAMMENARBEIT



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from the British people

## THANK YOU

TO ALL COUNTRIES AND ORGANIZATIONS  
FOR THEIR GENEROUS CONTRIBUTIONS

## شكراً

لجميع الدول والمنظمات  
على ما قدموه من مساعدات سخية



**UNHCR**  
The UN Refugee Agency  
مفوضية الأمم المتحدة لشؤون اللاجئين



@ RefugeesEgypt



@ UNHCRgypt



@ UNHCRgypt



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



**UNHCR Infoline (Greater Cairo)**  
02 2728 5699

**Sunday - Wednesday**  
09:00 - 15:00

**Thursday**  
09:00 - 12:00

