



## INFORMATION FOR ASYLUM-SEEKERS IN INDONESIA

### What is UNHCR?

The *United Nations High Commissioner for Refugees* (UNHCR) was established in 1951 and has been given the task of protecting and finding durable solutions for refugees worldwide. UNHCR works with governments to provide protection to refugees and to find appropriate durable solutions.

### Who is a refugee?

A refugee is someone who has fled his/her country because of a well-founded fear of persecution based on his/her race, religion, nationality, membership of a particular social group, or political opinion. A refugee is unable or unwilling to return to his/her country because the State is unable or unwilling to protect him/her from persecution.

### Who is an asylum-seeker?

An asylum-seeker is someone who has applied for refugee status, but who has not yet received a decision as to whether he/she has been recognized as a refugee.

### How do I apply for refugee status with UNHCR?

If you wish to apply for refugee status in Indonesia, you will need to fill out an RSD Application Form.

You and each adult member of your family (18 years of age or above) are required to fill out a separate form, providing a brief summary of why you left your country and why you feel you cannot return. You must provide this information truthfully. If you are found to provide false information on this form your application may be rejected. All information you provide is treated confidentially and is not shared with third parties or with other members of your family. If you cannot read or write, UNHCR will assist you to fill out the form. If you feel more comfortable being interviewed by someone of the same sex, you can make a request to UNHCR's registration staff.

Once you fill out the form you will undergo a registration interview with a UNHCR officer who will collect your biodata information and the details of your refugee claim, take your photograph, and collect your fingerprints and iris scans.

Following the registration interview you will be issued an Identification Card that is valid for two years, as well as an appointment slip for a second interview to determine whether you qualify to be a refugee. Because of the large number of asylum-seekers approaching UNHCR, your interview will take place at least two years from the date you register.

**Registration is conducted in Jakarta  
Mondays to Thursdays from 07:30 am**

### The refugee status determination (RSD) interview

All members of your family must be present for the interview and will be interviewed separately. The interview will take place with a qualified UNHCR Officer. An interpreter will be provided if necessary. If you have asked to be interviewed in a particular language, or by an officer of the same sex, we will do our best to comply with your request.

During the interview you will have the opportunity to give detailed reasons about why you left your country and why you cannot return. You need to bring with you any documents that you think are important, including identity documents, and that could help you establish your claim. You must tell the truth. Making false statements or withholding information will have a negative effect on your decision.

If you have documents that support your application for refugee status, you should share them with UNHCR as soon as possible. UNHCR will make photocopies of the original documents for your file.

All information you provide to UNHCR will be treated in strict confidence. Information is not given to third parties without your permission, except for basic biodata which may be shared with the Indonesian authorities to inform them of your presence in Indonesia.

If you do not come to the interview on the appointed date, please call or visit UNHCR within six weeks, otherwise your file will be closed and the Indonesian authorities will be informed.

### What happens when I receive my decision?

Your application for refugee status will be examined thoroughly. UNHCR will carefully consider your statements, as well as information from your country of origin. You will be informed of UNHCR's decision as soon as possible, but this may take some time.

If you are recognized as a refugee, a UNHCR Officer will inform you of this decision and provide written information explaining what will happen next.

If your asylum application is rejected, you will be informed of the reasons for this decision in writing, and you may also request detailed counselling by a UNHCR Officer. If you think this decision is wrong, you have the

right to appeal within 30 days. You will be given a form to help you write your appeal. If you do not appeal within 30 days, your file will be closed and the Indonesian authorities will be informed.

If you appeal your decision, you may be interviewed a second time by a different UNHCR Officer. The second decision you receive from UNHCR will be final. If you are rejected a second time, your case will be closed and UNHCR will not be able to assist you further.

### **What are my rights and obligations in Indonesia?**

As an asylum-seeker, UNHCR will intervene with the Indonesian authorities to protect you from deportation to your home country. You must abide by Indonesian laws and respect local traditions, customs, and culture. If you commit a criminal offence in Indonesia, you will be prosecuted and punished according to Indonesian law. UNHCR will not interfere with or try to prevent criminal prosecution if you commit a crime, but will refer you to a legal aid organization for legal representation.

#### **IMPORTANT NOTICE**

Under Indonesian law you are required to register with the local office of the Directorate General of Immigration in the area where you reside. This regulation applies to all Indonesian and foreign citizens in Indonesia. This is for your own protection, and if you do not register with the authorities you may be arrested for illegal residence in the country. You will be provided a separate leaflet explaining this process.

### **Will UNHCR assist me financially in Indonesia?**

UNHCR has very limited funding available to provide financial assistance to asylum-seekers and refugees during their stay in Indonesia. Only the most

vulnerable among the population can be assisted. The number of beneficiaries of assistance is very limited and is dependent upon available funding.

### **What if I have medical problems?**

All asylum-seekers and refugees can access low-cost medical treatment at government-run healthcare facilities (known as 'Puskesmas'). Please refer to the leaflet provided by UNHCR for more information.

### **Will I have access to durable solutions?**

UNHCR has been mandated to find durable solutions for refugees worldwide. There are three durable solutions: voluntary repatriation to the home country, local integration in the host country, and resettlement to a third country.

Resettlement is not an automatic right available to all refugees. Resettlement is a solution that only applies to refugees in very specific circumstances, with priority given to those who are determined to be most vulnerable or who have serious protection needs. Eligibility for resettlement has nothing to do with the length of time you have been in Indonesia. You should therefore understand and accept that you may never be able to benefit from resettlement from Indonesia, and you should consider all other options available to you, including returning to your country of origin if you can do so safely. You may approach UNHCR's office in Jakarta on any Friday if you have questions about the process of returning to your country of origin.

### **How do I get information on the status of my case?**

UNHCR has developed an online database to allow you to obtain basic details of the status of your case:

<http://services.unhcr.or.id>

UNHCR also provides walk-in counselling at our office in Jakarta on Tuesdays through Thursdays from 13:00 to 16:00. Please note that we cannot ensure that an appropriate interpreter will be available for your

language, so if you cannot speak English or Bahasa Indonesia you should bring someone with you who can help you communicate with UNHCR.

UNHCR also provides counselling by telephone every Friday between 14:00 and 17:00. The number to call is:

**+62(21) 2964 3665**

You can write to UNHCR at the contact details below to provide information on your case, but because of the large number of letters we receive we are not able to respond to all inquiries. Please do not write repeated letters to UNHCR as this only takes time away from case processing.

### **What if I have a complaint?**

If you are dissatisfied with the way your case is being handled by UNHCR, you may submit your concerns in writing in the Inquiries Box located in the reception area of UNHCR's office in Jakarta. You may also submit your concerns to UNHCR by email or fax (contact details below). Please note that it is difficult for UNHCR to take action on anonymous complaints.

All services provided by UNHCR are free of charge. This includes access to registration, interviews, UNHCR documentation, and durable solutions. You have a right to access all stages of the procedure without any discrimination and without being asked for any payment in cash or in kind. To extort money or request favours from asylum seekers and refugees is strictly prohibited and punishable under Indonesian law. If a UNHCR staff member, an interpreter, or a security guard requests you to pay for any UNHCR services, please report this immediately to UNHCR.

**UNHCR Indonesia**  
**Menara Ravindo**  
**Jl. Kebon Sirih Kav.75**  
**Jakarta Pusat**  
**Telephone counseling: 021-2964 3665**  
**Fax: 021-2964 3601**  
**Email: [insja@unhcr.org](mailto:insja@unhcr.org)**

**Useful Numbers**  
Police 110  
Fire Brigade 113  
Ambulance 118