

# SERVICES FOR SYRIANS

REGISTERED WITH UNHCR  
IN GREATER CAIRO

September 2017



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

# USEFUL FACTS FOR SYRIAN REFUGEES

## Why register with UNHCR?

Registration allows you and your family to formalize your stay as asylum-seekers in Egypt. You will receive an "Asylum Seeker Card" - or a "Yellow Card" - a document that will help you with your daily interaction with Egyptian authorities and partners. Registering with UNHCR facilitates residency and will protect you and your family from being returned to Syria.

## UNHCR Yellow Card is Valid For 18 Months



## What happens if I do not renew my UNHCR documentation after 18 months?

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



## Why is UNHCR doing iris scanning?

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

## Residence Permit

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

## How can I close my file with UNHCR?

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

## Resettlement

- Resettlement is not a right. A small percentage of refugees with particular vulnerabilities will be resettled from Egypt.
- Only a resettlement country can decide who can resettle. UNHCR can only recommend a refugee for resettlement. in accordance with the criteria and regulations of the resettlement countries.
- Refugees cannot choose their resettlement country.
- Refugees cannot apply for resettlement. If a refugee fits the criteria, s/he will be contacted by UNHCR.
- Refugees should not pay money to obtain resettlement. This is considered fraud.

# UNHCR Zamalek Registration Center

UNHCR provides Syrian 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.

The Zamalek Registration Center is for Syrian refugees residing in the following governorates:

*Greater Cairo (Cairo, Giza, 6<sup>th</sup> of October and Qalyubia), Monofiya, Sharkeya, North Sinai, South Sinai, Ismailia, Suez, Helwan, Red Sea, Fayoum, Bani Souwaif, Menia, Assiut, Sohag, Qena, Luxor, Aswan and New Valley*

Syrian refugees residing in the following governorates should approach the UNHCR office in Alexandria:

*Alexandria, Damietta, Beheira, Dakahlia, Gharbeya, Kafr el Sheikh, Marsa Matrouh, and Port Said*

Refugees residing outside the above governorates may contact our Infoline or approach the Zamalek Registration Center.

**In order not to make unnecessary travels and/or if you are not sure which office you should approach, please contact the UNHCR Infoline or send a private message through our UNHCR Facebook page.**

## UNHCR Zamalek Protection Unit

This unit offers advice and assistance concerning legal matters and security concerns, as well as information on and assistance with documentation (for example, residency, birth and marriage certificates) and procedural formalities.

It is strongly recommended to call the UNHCR Infoline and book an appointment before visiting us. Due to our limited daily reception capacity, you may not be attended on the day of your visit if you did not request an appointment in advance.

## UNHCR Zamalek Community-based Protection Unit

***AN APPOINTMENT NEEDS TO BE MADE IN ADVANCE.***

This unit ensures the provision of a wide range of services to persons of concern according to UNHCR's assistance criteria and policies, with special attention to vulnerable cases.

The services provided cover health, psycho-social assistance and education grants.

## Services available with appointments



**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
- For letters to authorities, schools and driver's licenses
- Obtaining a Ministry of Foreign Affairs Closure number

*\*In case of new registration, all family members must be present.*

Please **DO NOT FORGET** to bring the following documents when coming to UNHCR Registration Center in Zamalek.

### Please provide original

- UNHCR Yellow Cards
- Passports, including the expired passport
- Birth certificates
- All documents related to previous registration in another country

### Please provide original and copy

- Family book
- Birth certificate
- Marriage/divorce/death certificates
- Identity cards
- Military book and military ID
- Disability ID
- Driver's license

# Procedures for obtaining Residence Permit For Refugees and Asylum Seekers in Egypt

## Why do I need a valid residence permit?

**The importance of having a valid residence permit in Egypt:** Every foreigner, including refugees and asylum seekers, staying in the Arab Republic of Egypt is obliged to have a valid residence permit. Without a valid residence permit, this foreigner would be staying illegally in the country, which is punishable under Egyptian laws. You could face legal proceedings, arrest and detention if you are found to be staying illegally in Egypt. Therefore, you are advised not only to obtain your residence permit after registration with UNHCR but also to renew it when it expires.

## How do I obtain a residency permit in Egypt?

### Steps to undertake to obtain the residence permit:

1. You should approach the Ministry of Foreign Affairs (MFA), located at Corniche El Nil, within a period of 15 days after receiving your UNHCR Registration card. At the Ministry, go to the Department of Refugees, located at the back gate of the Ministry of Foreign Affairs, where you will be provided with a reference number.
2. You must go to the Residence Unit of the Immigration Department of the Ministry of Interior 15-20 days after approaching the MFA. You must take with you the reference number issued by the MFA.
3. The Unit in charge of residence permits for asylum-seekers and refugees is located on the 1<sup>st</sup> floor, Window # 52, at Mogamma Al-Tahrir, in Tahrir Square. At the window #52 you will be provided with a new reference number and you will take this new number to Window #19. There, you will be requested to submit all necessary documents, including a one-page residence application form and a stamp for this application form.
4. Around 10 to 14 days later, as indicated by the officials of the Residence Unit, you will return to the Residence Unit of the Immigration Department of the Ministry of Interior, where you will obtain the legal residence sticker on your UNHCR card.

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

## Documents required by the Mogamma:

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

## Are there any fees that I have to pay ?

The application form for the residence permit is available at the Immigration Department at Mogamma and is free of charge. You will have to pay LE 11.5 to buy a stamp for the residence application form, as advised upon presentation at Window # 19, from the Cashier at Window # 44 at the Immigration Department.

## What type of residence permit will I be issued?

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

## How do I renew my residence-permit?

- The same steps and procedures should be undertaken to renew the residence permit. In this case, you will have to bring copies of the passport(s), UN registration card(s), one passport photo, and a copy of the previous visa. It is highly recommended to start renewing the residency permit four weeks prior to the date of expiry of the old one.
- If you have entered the country illegally or have lost your passport, you will have to request a new reference number with the MFA and then approach the Mogamma.
- The residence permit can only be completed at the Mogamma in Cairo. You will need to be there to finalize all formalities, regardless of your area/city of residence in Egypt.

For more detailed information, and to inquire about UNHCR and its partners in your governorate, Please call the info line 02 2728 5699

# COMMUNITY CENTERS

## Souriyat Community Centers for Women



Offers a variety of workshops and courses for women.

### Heliopolis

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 19, Abdel Aziz Fahmy St.

 011 0004 9257


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

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 Villa 64, El Ghandour Hospital St., 22<sup>nd</sup> Neighbourhood

 010 9221 7428

 [SouriyatAssociation.SY](https://www.facebook.com/SouriyatAssociation.SY)

 **Sunday – Thursday**  
09:00 - 15:00

## Fard Foundation



This program 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, Block2/15, 12<sup>th</sup> District, Gharb Somid

 02 3838 4115

 [Fardfoundation](https://www.facebook.com/Fardfoundation)

 **Sunday – Thursday**  
09:30 - 16:00



# FOOD ASSISTANCE

## World Food Programme (WFP)



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

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



02 2528 2507



WFPassistancetosyrians



Sunday - Thursday  
09:00 - 15:00

## The Egypt Vulnerability Assessment for Refugees (EVAR)

The Egypt Vulnerability Assessment for Refugees (EVAR) is an ongoing survey to better understand the living conditions, capacities and challenges facing the Syrian refugee community in Egypt. It also helps UNHCR and World Food Programme (WFP) to develop appropriate programmes and services and identify beneficiaries.

Caritas, as the partner of UNHCR and WFP, is conducting interviews with registered Syrian refugees in Egypt, either at their homes or at Caritas office. Caritas will phone to make appointments with you. We appreciate your participation and count on your collaboration.

**Please note that participating in this survey does not guarantee assistance.**

*If you need to reschedule or cancel your appointment for the home visit, call the following numbers, at least two days before the scheduled appointment:*



**Alexandria: 011 5189 0999**

**Damietta: 010 1668 4787**

**Greater Cairo and others: 012 8806 4703 / 011 2988 0899**



# HOW TO OBTAIN A BIRTH CERTIFICATE

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

## HOW

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

### Required documents (ALL are required):

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

### Only the following persons can request a birth certificate:

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

All newborn children **MUST** be registered.

**All UNHCR services are free of charge.**



United Nations High Commissioner for Refugees

UNHCR Infoline: 02 2728 5699



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

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

**Required documents (ALL are required):**

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

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

UNHCR INFOLINE: 02 2728 5699

Or

UNHCR's LEGAL PARTNERS:

The Arab Council for Supporting Fair Trials and Human Rights  
(ACSFT) Tel: 010 2279 4411

The Egyptian Foundation for Refugee Rights  
(EFRR) Tel: 02 2575 1118



 [www.facebook.com/](http://www.facebook.com/)



# EDUCATION GRANTS AND 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

## 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, Block2/15, 12<sup>th</sup> District, Gharb Somid



02 3838 4115



Fardfoundation



Sunday – Thursday  
09:30 - 16:00

## Catholic Relief Services (CRS)



UNHCR offers education grants through CRS for Syrian students enrolled in public and community schools. The grants vary depending on the student's educational grade.

### Maadi



34, Street 100, Horreya Square



012 8500 3114  
02 2358 2523



Catholic Relief Services Egypt



Sunday - Thursday  
08:30 - 16:30

## St. Andrews Refugee Services (StARS)



Offers various educational programs, including adult English and Arabic language courses, as well as courses in information technology, sewing, handicrafts and henna drawing. It also supports communities in delivering quality education services.

### Downtown



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

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

**Website:** [www.stars-egypt.org](http://www.stars-egypt.org)



02 2773 6347



St. Andrew's Refugee Services



Monday – Thursday  
09:00 - 17:00

## Education Services for Syrian Asylum Seekers in Egypt

### HOW can I enroll my child in school?

Approach the Student Affairs and Examination Section of the Office of the Educational and Administrative Zone in your area of residence.

### WHAT are the documents that I need to have?

- Valid UNHCR card/Passport with a valid residence permit.
- A previously recognized school certificate. OR, the result of the placement test, which is free of charge for foreign students of all nationalities.



### DOES UNHCR provide financial support for education?

Yes, UNHCR Egypt provides education grants through Catholic Relief Services (CRS). You can apply if your child is enrolled in school. Your child has to be registered with UNHCR Egypt to receive financial support. Deadline to enroll in a school and apply for the grant is 31st December of each year.



1- Apply at CRS with the relevant documents. You will receive a grant cheque.



2- Cash your cheque from the nearest Post office.

### WHICH kind of schools can I enroll my child in?

You can enroll your child in public, private and as well as community schools.



# Registration and Residence Permit for Asylum Seekers in Egypt

## WHY register with UNHCR?

Registration makes you and your family recognized as asylum seekers in Egypt.

You will receive UNHCR asylum seeker registration card, the yellow card, which is a legal document to protect you and your family from being returned to your country.



Always ensure your yellow card remains valid. **UNHCR yellow card is valid for 18 months.** It is your responsibility to renew it upon its expiry.



## WHAT to bring for registration?

- Passports, including any expired passports
- All documents related to previous registration in other countries
- Originals and copies of family documents, such as family book, birth certificate, marriage certificate, death certificate, identity cards, military ID, disability ID and driving licenses.
- 2 Passport sized photos of each family member white background



## WHERE to get your residence permit?

You have to obtain a new residence permit on your yellow card. Within 15 days after receiving your yellow card, you need to go to the Ministry of Foreign Affairs (MFA). At the MFA, go to the department of refugees at the back gate to get a reference number.

Go to Mogama with your reference number. The application form for the residency is available at:

the Residence Unit at  
the Immigration Department of  
the Ministry of Interior.



To renew your yellow card call **UNHCR Infoline 02-2728 5699** to book an appointment.

Residence permits need to be renewed at Mogama every six months.



Always keep your passport and UNHCR yellow card.


# LIVELIHOOD SERVICES


## Catholic Relief Services (CRS)



Supports refugees and asylum seekers who are interested in starting their own businesses. To date, over 1,000 refugees have started businesses with the support of CRS. In order to be a part of the programme, you must be UNHCR-registered.

### Garden City

 13, Ibrahim Naguib St.

 0101 006 1755



Catholic Relief Services Egypt



Sunday - Thursday  
09:00 - 15:30

## Syria El-Ghad Relief Foundation



Offers livelihood support to Syrian refugees in Cairo.

### Faisal

 1<sup>st</sup> Floor, Building 1, First Mall, Kafr St. (Off Faisal St.), Talbeya



010 2555 9619  
010 2555 9601



Sunday – Thursday  
10:00 - 15:00



SyriaAlgadRF



[www.syria-algad.org](http://www.syria-algad.org)

## PLAN INTERNATIONAL



Offers livelihood support to Syrian refugees in Cairo.

### Faisal

 1<sup>st</sup> Floor, Building 1, First Mall, Kafr St. (Off Faisal St.), Talbeya



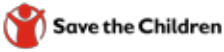
010 2555 9614



Sunday – Thursday  
10:00 - 15:00



# 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.

## Obour City

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Building 35, Ahmed Ibn Toloun St., Zone 34 B, 2<sup>nd</sup> District



010 9933 7627

## Maadi

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1<sup>st</sup> Floor, Building 4/4, Palestine St.



011 0006 4559

## 10th of Ramadan City

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4<sup>th</sup> Floor, Building 2, Garsh Mall, El Ordoneya



010 2808 6800

## 6th of October City

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Ground Floor, Building 216, 2<sup>nd</sup> Neighbourhood, 3<sup>rd</sup> District



010 2808 6801

## Nasr City

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8, Mahmoud Habib St. (Off Abdel Aziz Eissa St., behind El Manhal School, Mostafa El Nahas St.), 8<sup>th</sup> District



010 2808 6006



Save The Children Egypt



Sunday – Thursday

09:00 - 17:00 (all locations)

# HEALTH CARE

The **Ministry of Health** (MOH) provides subsidized primary and specialized health care through a variety of primary care clinics and specialized referrals.

## Services Available at Public Primary Health care Centers

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### Types of facilities

**Family Medicine and Health Centers**

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### Types of services

#### 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

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### Health Offices

#### Registration and Issuing Certificates

- Birth registration
- Birth certificate
- Death certificate

# Health Services for Syrian refugees in Egypt

## Do Syrians have access to primary health care in Egypt?

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



## What about Syrians with chronic diseases ?

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

## What should i do when facing a medical emergency ?

In case of emergency call MOH Public ambulance at **123 or 137**.

An ambulance car will reach you at the site and will transport you to the nearest accessible public hospital with available Intensive care or inpatient care beds. Then contact the emergency number of UNHCR partner who will visit you and assess the situation.



## Do Syrians have access to specialized health services and hospitalization?

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

**For more detailed information, and to enquire about UNHCR medical partners in your governorate please call the infoline 02 2728 5699**

# HEALTH CARE

## Arab Medical Union



The Arab Medical Union (AMU) provides medical referral services for specialized health care through a network of service providers (Hospitals, pharmacies, laboratories and imaging).

### Maadi

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3, Mashtal St., behind Ring Road, Maadi Corniche



011 1407 2845

### 6th of October City

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8, City Stars Project Tower, Building 8, El Mehwar, 4<sup>th</sup> Floor



010 2458 9883



Arab Medical Union



010 1353 4441  
011 1111 6591



Sunday – Thursday  
08:00 - 16:00

Ambulance



123

Emergency



137

For emergencies, go to the nearest public hospital with emergency services affiliated with the Ministry of Health.

*Please inform Arab Medical Union within 48 hours*

## Mustafa Mahmoud Society



Provides primary health care, non-chronic disease care and non-communicable diseases.

### Mohandeseen Clinic

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88, El Nil El Abyad St., Lebanon Square



02 3303 9688



**Sunday – Thursday**  
09:00 - 17:00

### Obour Clinic

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Street 51, Mahaleya 6, 1<sup>st</sup> District



011 2853 5320



**Sunday – Thursday**  
09:00 - 17:00

### 6th of October Clinic

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In front of Kheir Zaman Supermarket, 8<sup>th</sup> District



**Sunday – Thursday**  
09:00 - 17:00

# HEALTH CARE

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

### HEALTH ADVOCACY



PSTIC, in cooperation with Terre des Hommes (TdH), has a team of refugee doctors and nurses available 24 hours - 7 days a week. The PSTIC health team works alongside other health partners. In an emergency it will facilitate access to health services and, when needed, accompany people of concern to hospitals and health centers in Greater Cairo only.

### MENTAL HEALTH CARE

PSTIC is the UNHCR implementing partner for mental health care throughout Egypt. It provides 24-7 response for mental health issues. PSTIC offers mental health treatment and refers people of concern to public and affordable mental health clinics.

### MENTAL HEALTH CLINICS

#### Garden City Clinic



Mohamed Fahmy St. (next to Sudanese Embassy)



*For Appointments*  
011 2777 7038



**Sunday**

10:00 - 13:00

**Thursday**

17:00 - 20:00

#### 6th of October Clinic



Mehwar El Markazi (In front of Tawhid wel Nour)

Dr. Saleem Abdallah Hamdan Clinic, (next to Khattab Pharmacy),  
5<sup>th</sup> District



*For Appointments*  
011 2777 7002  
011 2622 2241



**Thursday**

10:00 - 16:00

**Saturday**

16:00 - 22:00

**24/7 HEALTH EMERGENCY HELPLINE**



**011 0078 2000**

## Refuge Egypt Health Care Clinics



Pregnancy follow-up for complicated cases and cash assistance for delivery. Also, provides treatment of Tuberculosis and HIV.

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

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



012 1197 0024



*Emergency*  
012 1197 0037



**Saturday and Tuesday**  
08:30 - 15:30

### Nasr City: Arba Wa Nous Clinic

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Diaa Ilhak St, El Taba, (end of Mostafa El Nahas St.) 8<sup>th</sup> District



012 1197 0013  
012 1197 0016



*Emergency*  
012 1197 0013



**Monday – Saturday**  
09:00 - 16:00  
**Appointments**  
between 9:00 – 11:00

### Zamalek: All Saints Cathedral Clinic

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5, Michel Lotfallah St. (behind Marriott hotel)



02 2736 4836  
012 1197 0019



*Emergency*  
012 1197 0037



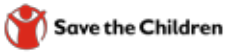
**Monday – Saturday**  
09:00 - 16:00








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

# HEALTH CARE

## Save the Children (SCI) Egypt



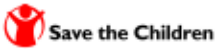
Save the Children, in cooperation with the Ministry of Health, supports the following primary health care units and one hospital affiliated to the Ministry.

	Maternal health care	Family planning	Vaccination	Growth monitoring	Chronic disease management
6 <sup>th</sup> of October City: El Mostakbal Care Unit  02 3834 5790	yes	yes	yes	yes	yes
Mohandeseen: Meet Okba Care Unit		yes	yes	yes	
Agouza: Agouza Care Unit  02 3347 2065	yes	yes	yes	yes	yes
Imbaba: Gharb El Matar Care Unit  02 3350 6171	yes	yes	yes	yes	
Imbaba Primary Care Unit  02 3347 0207 02 3347 0196	yes	yes	yes	yes	
Imbaba General Hospital  02 3347 0207 02 3347 0196			yes	yes	




# CHILD PROTECTION

## Save the Children Egypt



Provides specialized 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, psycho-social interventions in individual and group sessions as well as the wider community, including positive parenting with caregiver, positive discipline with teachers and health workers.

 **Sunday - Thursday**  
**09:00 - 17:00**

### Ard Ellewa

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13 Mohamed Ali El Essery – Shohada St.  
**011 0006 4559**

### Obour City

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Building 35, Neighbourhood 34 B, Ahmed Ibn Toloun St.,  
2<sup>nd</sup> District  
**010 9933 7627**

### Maadi

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1<sup>st</sup> Floor, Building 4/4, Palestine St.



**011 0006 4559**

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

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4<sup>th</sup> Floor, Building 2, Garsh Mall, El Ordoneya  
**010 2808 6800**

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

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Ground Floor, Building 216, 2<sup>nd</sup> Neighbourhood, 3<sup>rd</sup> District  
**010 2808 6801**

### Nasr City

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8, Mahmoud Habib St. (off Abd El aziz Eissa St.,  
behind El Manhal School, Mostafa El Nahas) 8<sup>th</sup> District  
**010 2808 6006**

# LEGAL AID

## St. Andrews Refugee Services (StARS)



Offers advice and representation for requests for re-opening closed UNHCR files. Services for inquiring with UNHCR about registration and resettlement cases are also available.

### 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

## Arab Council Fair Trial Human Rights (ACSFT)



ACSFT provides legal assistance for all refugees and asylum seekers. Services include: Assist in obtaining documentation such as birth, marriage and divorce certificates, issuance of work permits and residence permits. Represent refugees before courts in admin cases like divorce lawsuits, authentication of marriage, and Custody. Also, ACSFT assist in obtaining birth certificates for children born out of SGBV incidents. In addition to providing legal counselling.

### Agouza

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160, Nile St, 13<sup>th</sup> Floor, Apartment 2



010 2279 4411



Saturday - Thursday  
09:00 - 17:00

## Egyptian Foundation for Refugee Rights (EFRR)



Through its Access to Justice Team, EFRR provides legal assistance to Syrian 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 at first instance and on appeal.

### Legal support to SGBV survivors

EFRR's SGBV team assists both Syrian and non-Syrian refugees and asylum seekers who experience SGBV incidents in Egypt. The team interviews survivors and completes incident report forms to ensure objective reporting.

### 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

# PSYCHO-SOCIAL SERVICES

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



PSTIC, in cooperation with Terre des Hommes (TdH), offers community and home based psycho-social support, case management, information sharing, problem solving, counselling, referral and emergency crisis response for all refugees and asylum seekers. It has trained Syrian refugee psycho-social workers.

**24/7 Emergency Helplines**

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

**North Coast Detention related support**

 **011 2605 5598**

## CARE Egypt



CARE Egypt provides legal and psycho-social support, awareness raising and individual case management for survivors of sexual and gender-based violence (SGBV).

### Maadi



34, Street106, Hadayek El Maadi



**02 2526 0096**  
**02 2526 3373**



**Sunday - Thursday**  
**09:00 - 17:00**

**SGBV**



**010 2885 9777**  
**010 2885 9666**

**Website:** [www.care.org.eg](http://www.care.org.eg)

## St. Andrews Refugee Services (StARS)



Provides individual support activities, and education for children and youth in Cairo without their parents; individual support for adults and families needing health, emotional, or social support; sporting activities; and group support activities.

### Downtown

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38, 26th 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  
09:00 - 17:00

## 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 Syrian refugees.

### Nasr City

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11, Ibrahim Nawwar St.



Sunday - Thursday  
09:00 - 17:00

# PSYCHO-SOCIAL SERVICES

## Egyptian Foundation for Refugee Rights (EFRR)



EFRR's psycho-social team provides information and advice to adult refugees, asylum seekers and failed asylum seekers to improve their mental well-being. The team refers clients to other service providers to meet specific needs.

### 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

## 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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2, Street 161



**Appointments**  
010 1215 9162  
011 1148 3267



**Sunday – Monday**  
**Wednesday – Thursday**  
09:00 - 18:00

**EMERGENCY HOTLINE:**  **011-17083502**



**24 hours/7 days**

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

## Terre des Hommes (TdH) Egypt



Provides psycho-social services: case management, positive parenting programmes and recreational activities through community based protection and psycho-social centers.



**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 Center

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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 Centers

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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 Center

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



**010 1338 6156**  
**011 4372 5571**

# OTHER PARTNER UN ORGANIZATIONS

## World Health Organization



**WHO** 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, including bi- and multilaterals, 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 their efforts to provide free and subsidised healthcare 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 Center (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**



# COMPLAINTS PROCEDURES

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

## Process to file a complaint



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



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



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



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



Unfounded or malicious complaints may lead to prosecution by the Egyptian authorities.



Queries or appeals for RSD or resettlement cannot be addressed through the complaints process.



UNHCR will ensure the confidentiality of the complaint process.

## HOW TO FILE A COMPLAINT?

### 1- Through the office



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

### 3- By E-mail to



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

### 2- By post to

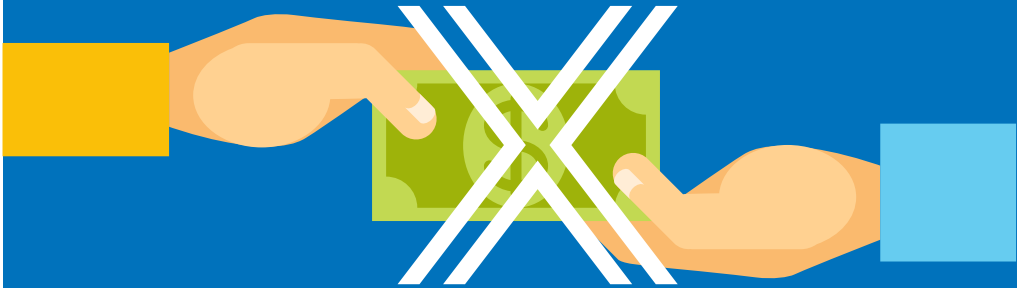


UNHCR Egypt Representative,  
UNHCR, 17 Mekka El Mokarrama St. 7th District, 3rd Division,  
6th October City.

Complaint letters should be marked "Confidential".

You will be notified within 2 months after submitting your complaint.

# ALL UNHCR SERVICES ARE **FREE**



Please bring any suspected fraud incident,  
fraud attempt or misconduct  
to the attention of UNHCR immediately  
by one of the following methods:

Speaking to UNHCR staff

Using complaint boxes placed in UNHCR reception areas

Or by sending a confidential e-mail to:  
[arecafrd@unhcr.org](mailto:arecafrd@unhcr.org)  
[inspector@unhcr.org](mailto:inspector@unhcr.org)



# DONOR SUPPORT FOR UNHCR EGYPT 2017



## THANK YOU

FOR ALL COUNTRIES AND ORGANISATIONS  
FOR THEIR GENEROUS CONTRIBUTIONS

## شكراً

لجميع الدول والمنظمات  
على ما قدموه من مساعدات سخية



# UNHCR

The UN Refugee Agency

مفوضية الأمم المتحدة لشؤون اللاجئين



@ UNHCRegypt



@ UNHCRegypt



@ UNHCRegypt



**United Nations High  
Commissioner for Refugees**

5 Michel Lotfallah St.

Zamalek

Cairo



**UNHCR Egypt Infoline**

02 2728 5699



**Sunday - Thursday**

8:30 - 15:00