

SERVICES FOR REFUGEES AND ASYLUM-SEEKERS IN GREATER CAIRO

October 2024



UNHCR
The UN Refugee Agency

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 services.

Refugees residing in the following governorates should approach UNHCR's reception centres in Cairo or email us or contact UNHCR Infoline as mentioned below.

The Infoline answers calls in Arabic, English, Somali, Oromo, Tigrinya, Amharic and French.

- Greater Cairo (Cairo, Giza, Qalyubia)
- Monofeya
- North and South Sinai
- Ismailia
- Suez
- The Red Sea
- Fayoum
- Bani Souwaif
- Sharkeya
- Menia
- New Valley
- Assiut
- Sohag
- Qena
- Luxor
- Aswan

UNHCR Infoline
02 2739 0400



Sunday - Wednesday
08:15 am - 03:30 pm

Thursday
08:15 am - 02:00 pm

Email us on:			
For Child Protection	arecacp@unhcr.org	For detention cases	arecadet@unhcr.org
Referrals for Community-based Protection	arecacs@unhcr.org	For Legal & Physical Protection	arecapro@unhcr.org
For Education	arecaedu@unhcr.org	Reopening closed files	arecaapr@unhcr.org
Complaints & Feedback	arecacom@unhcr.org	Reporting fraud	arecafrd@unhcr.org

Visit one of our offices:

Zamalek: For Syrian refugees and asylum-seekers
5 Michel Lotf-Allah St., Behind Marriott Hotel, Zamalek

6th of October: For all nationalities of refugees and asylum-seekers except Syrians
17, Mecca El-Mokarrama, 7th District, 6th of October City

RSD/T building: Street 44, 8th District, 6th of October City

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 three months 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.

Or scan the code with your mobile camera

Learn all the information related to refugees and asylum seekers in Egypt

help.unhcr.org/egypt UNHCR's Help website



Registration Services

1. New registration
2. Adding new family members including babies
3. Changing address or other data
4. Closing or reopening your case
5. Changing principal applicant or transfer to another case
6. Renewal of documents
7. Obtaining a Ministry of Foreign Affairs closure number

What documents should I bring to my first registration appointment?

Please bring the ORIGINAL & COPY of the following documents for your registration appointment:

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)










To book registration appointments, you can contact UNHCR Infoline as shown on Page 2. It is also possible to go in person to one of the registration centers in Zamalek or 6th of October from Sunday to Thursday from 8:00 am to 2:00 pm.

COMPLAINTS PROCEDURES

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

Process to file a complaint

-  There is a complaint form available at all UNHCR offices if you wish to use it. You can also write your complaint on a blank paper and there is no need to use envelopes.
-  Name and telephone contact of complainant, date of complaint, general nature of complaint are important information to include. Anonymous complaints will not be investigated.
-  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 is committed to adhering to values of confidentiality and transparency in the complaint investigation process.
-  It is **prohibited** to hire anyone to write complaints in exchange of money or services. Please **refrain** from doing so. UNHCR does not have any relation with those sitting outside of its premises selling their services.

HOW TO FILE A COMPLAINT?

1. Through the office

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

2. By email to:

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

3. By post to:

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

Complaint letters should be marked "Confidential."

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



Birth Certificates for Newborns

For more information on new-born registration

Visit the **HELP** website
<https://help.unhcr.org/egypt/en/birth-certificates-for-newborns/>

OR

Scan the **QR CODE** using your mobile phone camera



Refugee Status Determination

Refugee status determination (RSD) is a unit within the protection team in which staff members are trained in interviewing refugees to obtain information on the reasons why individuals have left their homes and are seeking asylum, to enable them to accurately determine whether an individual is a refugee or not.

What is the purpose of the refugee status determination (RSD) interview?

The purpose of the RSD interview is to obtain the reasons of why you left your country and why you cannot return. It is an opportunity for you to explain your experiences and that led you to fleeing your country and why you cannot return. Based on the interview, UNHCR will determine whether you meet the refugee definition according to international refugee law.

The Refugee Status Determination Interview

You will receive a scheduling call to inform you about the RSD interview and counsel you on steps you have to take prior the interview. After the scheduling call, you will receive an SMS with the link of the Signal application, if you agreed to have a remote interview. Furthermore, the RSD website at rsd.unhcreggypt.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 to check the website regularly, especially 48 hours before your RSD appointment.

During the RSD procedure, you are required to:

- Tell your story, and UNHCR staff will help you. You will be asked about yourself, your family and any problems you may have had and your fear of return to your home country;
- Inform UNHCR about your family members accompanying you. All individuals over 12 years old will be interviewed individually;
- Bring all documents available to you and any family members accompanying you, such as travel documents, identity papers, employment records, and other documentation which might help support your claim for refugee status;
- Providing fake or fraudulent documentation may negatively affect the processing of your case and may lead to a negative decision;
- Cooperate with UNHCR staff during the interview and provide truthful information. Failure to provide a truthful and accurate account will negatively affect the processing of your case and may lead to a negative decision;
- If you agreed to a remote interview, have a smart phone with a functioning front camera and stable internet connection and be alone in the room. Failure to ensure that you are in a confidential place, will lead to rescheduling your interview.

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, during your RSD procedure.

Please also 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;
- Don't believe rumors about specific stories that grants refugee status as this will be a false account to UNHCR and will negatively affect your case and may lead to a negative decision;
- 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 confidential and won't be shared with others without your consent. UNHCR won't share your information with the government of your country;
- Do not sign any documents unless read, understood and approved by you;

- While in Egypt you, like any other foreigner, are expected to respect the laws, customs and traditions of the society hosting you;
- Verbal and physical threats to UNHCR staff violate national law. UNHCR will report any person making such threats to the police and this person may be prosecuted as per national law.

What should I prepare/ bring with me to the RSD interview?

- Your UNHCR asylum seeker registration card;
- 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 RSD interview. In Egypt, Saint Andrews' Refugee Services (StARS) provide information, counselling, referral, representation, and advocacy for asylum-seekers and refugees in Egypt free of charge. To know more on how to reach StARS, take a look at protection services at: help.unhcr.org/egypt/en/partners/st-andrews-refugee-services-stars/

Why are there different procedures at first instance?

UNHCR Egypt has different procedures depending on the complexity of the cases. Some cases undergo registration and 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.

What if I missed an RSD appointment?

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 attend. The new appointment will only be granted if you provided a reasonable explanation why you failed to attend.

Is my family, who registered with me, required to be present at the interview?

All those who are registered in the file need to be present for the RSD interview unless you are informed otherwise. All the adult members of the case will go through a separate interview at UNHCR. Please also note that UNHCR respects the privacy and sensitivity of the information that is shared with us. All information is treated with the utmost confidentiality. Should we need to share some information with a family member, your consent will always be asked first. UNHCR will never act without receiving your consent.

How will I be notified of my Refugee Status Determination decision?

Once your RSD decision is ready, you will receive an SMS or a call to indicate your result notification date/appointment. You will be notified of your decision either through Signal Application or an in-Office notification. Each individual will be informed on the method, location and date of their notification by call/SMS.

You can also check this website <https://rsd.unhcreggypt.org/RefugeeResult.aspx>, which will 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 as a refugee?

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. If

you are recognized as a refugee, you and your dependents will be provided with a UNHCR refugee card.

What happens if I am denied a refugee status?

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. On the date of your appointment, you will receive a negative decision letter, which contains an explanation on the reasons that led to the denial of the asylum application. You have the right to submit an appeal request within 30 days. If you do not wish to file an appeal, you will no longer be considered as a person of concern to UNHCR.

I have been rejected for refugee status, but my parent, child or sibling is accepted. How does this affect me?

In certain circumstances you may be eligible for refugee status by UNHCR. If for some reason this has not happened for you, then UNHCR would explain to you the reasons behind this decision. If you still have concerns about this or believe an error has occurred in your application, please inform UNHCR.

How can I submit an appeal request?

You can download the appeal request form from the Forms and Leaflets section of this website <https://rsd.unhcreggypt.org/FormsAndLeaflets.aspx>. You must include the following:

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

You can then submit your duly filled appeal application form either in an email to Appeal/Reopening arecaapr@unhcr.org or by approaching the RSD Building at: 44A Street, 2nd Neighborhood, 8th District, 6th of October City on certain days of the week, which will be specified to the individuals on the day of their notification.

What will happen during the appeal process?

The appeal process allows UNHCR to review the rejection and ensure that the decision was correct. During the appeal, different UNHCR staff members than the ones who were involved in the initial decision review all appeal requests. Not all appeal requests lead to an interview. This is why it is important that you provide all the reasons why you believe the decision is wrong. If an appeal interview is needed, you will be notified of the date of your appeal interview via SMS, and the appointment will be available in the RSD website <https://rsd.unhcreggypt.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.

IMPORTANT LINKS

To visit the websites, you can type the link in your browser, or scan the QR code with your mobile camera.

Facebook page in English, Amharic, Somali, Tigrinya & Oromo

Facebook in Arabic

UNHCR Help website (with questions & answers about UNHCR services)

Follow up on your case through RSD website

fb.com/RefugeesEgypt

fb.com/RefugeesEgyptAR

help.unhcr.org/egypt

rsd.unhcreggypt.org/RefugeeResult.aspx



Residence Permits



MFA Number

Pick up the (MFA) number for residency processing during your interview at UNHCR. If you have a valid card, approach Caritas instead to receive the number.

Head to Abbasiya

Please approach the Residency Office of the Passports and Immigration Administration in Abbasiya **on the appointment date given. Immigration Authorities can decline your application if you arrive on a different day.**

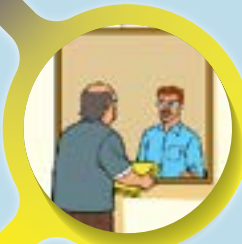


Required Documents

UNHCR registration cards, original passport, copies of both, reference number, 2 photos, copy of old residence permit (in case of renewal)

Pay the fees

Residency cards fees of 100 EGP + bank administrative fees per family member above 12 years old



For more information

Scan this QR code to receive more detailed information about how to obtain/renew your residency permit



Important: please retain a copy of your residency permit to be able to provide a copy at the time of renewal.

Cash Assistance

Who can receive cash assistance from UNHCR or its partners?

UNHCR aims to provide cash assistance to registered refugees and asylum-seekers found to be most in need. UNHCR partner Caritas Basic Needs conducts assessment interviews to identify eligible individuals. If you have been identified as eligible for cash assistance, you will be notified through SMS on your telephone number registered at UNHCR.

How does UNHCR determine who is eligible for the cash assistance?

UNHCR uses a statistical formula aimed at capturing protection and socio-economic vulnerabilities. UNHCR relies on multiple sources of information, such as information recorded during your registration with UNHCR and sometimes gathered during assessment interviews conducted by UNHCR partner, Caritas Basic Needs. Factors such as age, place of residence, number of family members, education level, financial status, access to other assistance, specific needs, medical status, protection risk profiles, among others determine the decision. All profiles of refugees and asylum-seekers registered with UNHCR are assessed to identify those who are most financially vulnerable to select higher risk profiles.

If you are found eligible to receive cash assistance UNHCR will notify you via SMS to the phone number registered by you at UNHCR.

How do I get an appointment for an assessment interview?

If you have not conducted an assessment interview with Caritas Basic Needs for two years, or if there have been significant changes in your household after your last assessment interview, please contact the Caritas Infoline on 15946 to schedule an interview. UNHCR does not book/conduct interview assessments.

Where do I collect the cash assistance?

Once you receive an SMS on your phone number registered at UNHCR, you can collect your assistance from any post office in Egypt, before the deadline indicated in the SMS. If you are notified that you will receive cash iris-scanning, you will be required to approach the nearest post office with an iris-scanner. You can find the list of iris-enabled post offices on this link <https://help.unhcr.org/egypt/en/cbi/>.

The principal applicant is the ONLY one who should go to the post office unless you designate an alternative cash collector within your case. To designate the alternative collector please contact Caritas Basic Needs on 15946.

If you want to update your phone number, please call UNHCR Infoline on 0227390400.

How do I collect the cash assistance at the post office?

At the post office, there are two possibilities:

- Present your UNHCR card and the teller will review your photo, case number & name; or
- If the SMS states that you will receive your money through scanning your iris, you need to go to a post office with an iris-scanning camera.

Please note that the designated cash collector (the principal applicant) is the ONLY one who should go to the post office unless you designate alternative cash collector within your case. To designate an alternative cash collector please contact Caritas Basic Needs on 15946.



What should I do if I am unable to collect the cash assistance at the post office?

- Please make sure you go to the post office before the deadline indicated in the SMS. You cannot collect the cash assistance if you come after the deadline. Only the designated cash collector (usually the principal applicant) can collect the cash assistance, unless you have designated an alternative collector at Caritas Basic Needs.
- If you are receiving the assistance through iris-scanning, please make sure to place the camera on the same level of your eyes (not above or below) and that you look at the camera with eyes wide open. If your iris is still not captured ask the teller at the post office to scan your right eye first then the left eye. If this is still not working, then try going to another iris-enabled post office as there maybe an internet connection problem.

If none of the above solutions work, please contact Caritas Basic Needs to record your complaint in the system. This is a very important step. Without the formal complaint, UNHCR will not be able to address the issue effectively. A counselor from Caritas will help you solve the problem and will record your complaint on the system. UNHCR will investigate your complaint within 60 days from the cash out deadline.

If you followed the above steps, UNHCR will re-imburse the due cash assistance. You will be notified by SMS when, where, and how you can collect your assistance.

Who do I contact for inquiries or complaints related to cash assistance?

Please contact Caritas Basic Needs on the phone numbers on **15946**. A counsellor from Caritas will provide you with the appropriate advice and will record your problem if further action is needed from UNHCR.

For more information, please visit: help.unhcr.org/egypt/en/cbi

ALL inquiries and complaints related to UNHCR cash assistance must be recorded via Caritas Basic Needs. **They are not recorded at UNHCR Offices.** Without the formal complaint at Caritas, UNHCR will not be able to address your issue effectively.

Eligibility and reimbursements decisions taken by UNHCR will be directly communicated to you through SMS (you may also receive follow up call from Caritas. Therefore, **it is important to keep your telephone number up to date.**



All UNHCR Services are Free!

All services offered by UNHCR and its partners such as registration, refugee status determination, resettlement and assistance, etc... are **FREE OF CHARGE**

If you are approached by anyone seeking money or anything else in exchange for UNHCR services, or you have paid for UNHCR services, you should report the incident immediately.



Protection from Sexual Exploitation and Abuse

If you are subjected to any of the following prohibited behaviors by aid workers, that involve abuse of power or position, you have the right to report it immediately.

It is **PROHIBITED** for an aid worker to:

Engage in any sexual activity with children < 18 years old



Engage in sexual relationships with beneficiaries



Exchange goods, services, employment, or money for sexual favors



Engage in any inappropriate behavior with sexual intention, either verbal or physical



- All services provided by United Nations agencies, its partners and other NGOs are always free of charge. Aid workers should never ask you for money, sex or anything else in return of services they provide for.
- UN agencies, UN partners, and NGOs have **ZERO TOLERANCE** for sexual exploitation and abuse.
- Sexual exploitation and abuse by humanitarian aid workers is a violation of your rights. It is never your fault if you were subjected to it.
- We are here to ensure your safety and dignity. Report immediately if you faced or witnessed misconduct.
- Reporting is confidential and will not affect your access to the services provided.

To report:

- › Email: inspector@unhcr.org or arecacom@unhcr.org
- › Visit: www.unhcr.org/igo-complaints.html
- › Ask to speak to a **PSEA Focal Point**
- › Use the **complaint boxes**



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:

	Basic Needs	Education	Gender-based Violence (GBV)	Health	Mental Health and Psychosocial Support	Legal Aid	Livelihoods	Protection
Care			✓		✓			
Catholic Relief Services		✓					✓	
Caritas	✓			✓	✓			✓
Don Bosco							✓	
Egyptian Foundation for Refugee Rights						✓		
El Shehab			✓					
Egyptian Red Crescent				✓				
Médecins Sans Frontières			✓		✓			
Plan International							✓	
Refuge Egypt			✓	✓			✓	
Save the Children				✓				✓
St. Andrew's Refugee Services (StARs)		✓			✓	✓		✓
Terre des Hommes (TdH)	✓				✓			
TdH - PSTIC				✓	✓			✓
United Lawyers						✓		

Cash Assistance

Caritas Egypt



Basic Needs

UNHCR provides cash assistance only to the most vulnerable refugees and asylum seekers for a limited duration. For further information on the program and/or requests related to complaints, delegation and appeal requests for cash, please contact Caritas.

Nasr City: 30 Sibaweh El Masry St., off Anwar El Mofty, behind Nasr City First Traffic Station, Rab'a



Hotline: 15946



WhatsApp: 01102842637



Sunday – Thursday
8:30 am – 3:30 pm

Education

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 St. no 106, Hadayeq El-Maadi (Metro: Hadayeq El-Maadi)



Sunday – Thursday
9:00 am – 3:00 pm



Education Hotline:
01285003114/ 01030499923

Complaints: 01000564747

Education Advising: 01069341111

St. Andrew's Refugee Services (StARS)



Offers preschool, primary, secondary, and high schooling utilizing the Sudanese curriculum in English. StARS offers a range of skills courses, including various levels of English, Arabic, and IT to adult refugees and vulnerable migrants. Several vocational courses are also available for adults, including sewing, handicrafts, and henna.

Downtown: No 38, 26th of July St., Esaaf Square (Metro station: Nasser)



Sunday – Thursday
9:00 am – 5:00 pm



info@stars-egypt.org



Adult education: 01120559957



Basic education: 01033315544

Gender-Based Violence

El Shehab Foundation



provides psychosocial support - security and safety - and comprehensive monitoring to survivors of gender-based violence.



Nasr City: 1 Ibn El Romy St., 7th District



01212682221



Sunday – Thursday
9:00 am – 5:00 pm

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

Care Egypt



Provides safety and security services, legal & psychosocial support, group therapy awareness raising & individual case management of survivors of gender-based violence.

Care Egypt also runs two women-friendly spaces in which many activities take place such as: sexual and reproductive health awareness sessions, legal awareness sessions, psychosocial support sessions, self-defense workshops, gender training for children, and workshops to prevent child marriage and female genital mutilation/cutting.



01028859666/ 01028859777
01120486354



After working hours and during days off: 01157016486



Egy.careintake@cef-eg.org



Sunday – Thursday: 9:00 am – 5:00 pm



villa 26, street 262, Maadi

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

Refuge Egypt



Gender-based Violence

Provides emergency medical care for survivors of gender-based violence (GBV) who have experienced a rape incident.



Zamalek (All Saints Cathedral): 5 Michel Lotfallah St., (behind Marriott Hotel)



GBV Emergency: 01272040710



Saturday, Monday - Thursday (8:00 am - 3:00 pm)



Nasr City: Supply Office Building "Maktab El Tamween", Street Market, 10th District



GBV Emergency: 01282112011



Saturday, Tuesday, Wednesday (9:00 am - 3:00 pm)



6th of October: 47 El Mehwar El Markazi, Episcopal Church, 10th District



GBV Emergency: 01211970037





Sunday - Thursday, except Tuesday (8:00 am - 2:00 pm)


Child Protection

Caritas Egypt



Caritas supports refugee children living in Egypt without parents or relatives (Unaccompanied and Separated Children (UASC)), as well as any refugee child facing harm, abuse or exploitation by persons close to them. Caritas also supports unaccompanied children with cash assistance following an individual assessment. Please make sure you do not miss your financial assistance appointment date; otherwise please inform your caseworker in advance. Caritas also provides support with safe care arrangements for children at risk.

 **Garden City Clinic:** 8 Dr.Ibrahim Badran St., behind Four Seasons  0227949203/ 0227961771
 0227964441






 **Child Protection Emergency 24/7:** 01222206380  Sunday – Thursday
8:30 am – 3:30 pm

Save the Children (SCI) Egypt



Child Protection

SCI provides many services to children at risk and those exposed to abuse, neglect and exploitation. It also offers services to unaccompanied and separated children including individual assessment, case management and community mentorship.

 **Arabic** 01029803454/ 01029802524  **Tigrinya** 01010002785/ 01099845733
01143772690/ 01029802524
 **Oromo & Amharic:** 01067752252
 **Somali:** 01067894466/ 01019215496  **Complaints & Feedback:** 01015933433

St. Andrew's Refugee Services (StARS)




Protection Services

StARS provides child protection services to unaccompanied & separated children (UASC) and youth, including emergency response; educational services (focusing on academic and social-emotional learning); psychosocial support, counseling, emotional support, psychological first aid; group activities; & housing support.

 **Downtown:** No 38, 26th of July St., Esaaf Square (Metro station: Nasser)  **Mohandeseen:** 20 Demeshk St., in front of El-Nour Mosque
 **Arabic, English, Tigrinya** 01033348659/ 01002111028  **Arabic, English, Somali, Oromo** 01064400281

For other languages, we return the call as soon as possible.

 Sunday – Thursday 9:00 am – 5:00 pm  info@stars-egypt.org

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



Refugee workers offer home and community-based support for children at risk for protection.

PSTIC also assists a limited number of people with security risks and homelessness to secure safe housing.

 **Housing Helpline/Infoline:** 01200944111

 **24/7 Emergency Helpline/Referral/Information:** 01110866333
0112777404 \0112777005




Legal Aid

Egyptian Foundation for Refugee Rights (EFRR)



Covers three domains: (i) arbitrary arrest, indefinite imprisonment and unlawful expulsion or refoulement; (ii) victims of crime; and, (iii) unjust prosecution for criminal acts.




Other matters related to housing, employment and the registration of personal status (births, marriages, divorces and deaths).

 **Downtown:** 2 Hussein El Ma'mar St., off Mahmoud Bassiouny, 3rd Floor  0225751118/ 01272020938
 Sunday – Thursday
10:00 am – 5:00 pm

United Lawyers







Assisting in obtaining documentation such as birth, marriage, and divorce certificates. Representing the refugees before authorities and courts. Assists in obtaining birth certificates for children born out of gender-based violence incidents.

 **Maadi:** Building 114, St. No. 105, Flat 8, Hadayeq El-Maadi  01154526171
 Saturday – Thursday
10:00 am – 6:00 pm

St. Andrew's Refugee Services (StARS)



StARS provides various legal services to refugees and vulnerable migrants including legal representation, counsel, and advocacy in UNHCR registration, RSD first instance and appeal and resettlement procedures focusing on survivors of torture, gender-based violence, and conflict as those facing risks to rights and physical integrity.

 **Downtown:** No 38, 26th of July St., Esaaf Square (Metro station: Nasser)  Sunday – Thursday
9:00 am – 5:00 pm
 **In Arabic, English, Oromo, Amharic, Somali:** 01029842820  info@stars-egypt.org

Don Bosco



Provides training experiences and techniques to get the highest level of technical education to develop skills and find a suitable job.

Shubra: 2 Abdel Qader Taha St., Al Sahel, Rod El Farag

01204711413

Sunday – Thursday : 12:00pm – 9:00pm

Catholic Relief Services (CRS)



CRS supports refugees and asylum seekers interested in starting/expanding their own businesses. CRS also provides opportunities for technical and vocational training and case management that need protection and legal support to start their business.

Maadi: 33, St. no 106, Hadayeq El-Maadi (Metro station: Hadayeq El-Maadi)

Sunday – Thursday from 9:00 am to 3:00 pm

Livelihoods: 01022282706

Refuge Egypt



Provide livelihood support services by facilitating access of refugee artisans and artists to local markets, through exhibitions, bazaars and trainings.

Zamalek: 5 Michel Lotfallah St., (behind Marriott)

Monday - Thursday: 10:00 am - 1:00 pm

01102688583 **schedule an appointment before visiting.**
01018897429

Save the Children (SCI) Egypt

Save the Children Offers vocational trainings, Livelihoods readiness trainings, Seed fund & Job matching.

01017403477

6 Khan Younes, Al Mohandseen

Hotline: 01015933433

Sunday – Thursday : 9:00a m – 5:00 pm

Plan International



Self-employment and livelihood support to start income generating activities.

Maadi: 14, USAID street, El Laselki St.

Sunday – Thursday: 9:00 am to 5:00 pm

01002334314/ 01002334810/
01002334316

Care Egypt



Care supports refugees and asylum seekers who are interested in starting / expanding their own businesses.

livelihood@cef-eg.org

St. Andrew's Refugee Services (StARS)



Psychosocial case management, counselling, emotional support; drop-in clinic & emergency assistance; one-to-one & group therapeutic interventions, psychiatric services; medical assessment, advice, referrals & grants; psychosocial group activities; housing, support to community-based foster carers.

Downtown: No 38, 26th of July St., Esaaf Square (Metro station: Nasser)

Sunday – Thursday
9:00 am – 5:00 pm

info@stars-egypt.org

Arabic, English, Oromo, and Amharic:
01033316644

Arabic, English, and Tigrinya:
01033316677

Arabic, English, and Somali: 01033316655
All languages: 01050227388

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



Mental Health & Psychosocial Support

PSTIC, a Terre des Hommes (TdH) programme, has a trained team of Psychosocial Workers providing 24/7 community and home-based psychosocial support, case management, problem solving, counseling, information sharing, referral and emergency response throughout Greater Cairo and the North Coast.

Housing Helpline/Infoline:
01200944111

24/7 Emergency Helpline/ Referral:
01110866333/ 01127777404/ 01127777005

Caritas Egypt



Caritas provides mental health services for psychological assessment through outpatient examinations, psychotherapy sessions, and prescription of medications and examinations for free. Caritas emergency response team is available 24/7.

Nasr City: 15 Mohamed Youssef Moussa St, parallel to Moustafa El Nahas St.

0227961441/ 0227961771/
0227949203

Monday – Friday
8:30 am – 3:30 pm

Care Egypt



Runs two women-friendly spaces with activities: sexual and reproductive health awareness sessions, legal awareness sessions, basic psychosocial support sessions, self-defense workshops, gender training for children, and workshops to prevent child marriage & female genital mutilation/cutting in 6 October and Faisal.

01028859666/ 01028859777
01120486354

After working hours and during days off: 01157016486









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

Support for Community & Persons with Disabilities



Terre des Hommes (TdH) Egypt



TdH has multiple services available through its community centers including Persons with Specific Needs Case Management services and helping Sudanese new arrivals to apply for a registration appointment with UNHCR online.

- 
Maadi: Al-Rawda Tower, 107 Street, next to Osman hospital.  01022273561
- 
Nasr City: 53 Mustafa Al-Nahas, next to Al-Tawheed & Al-Noor, 3rd floor.  01016999797/ 01010666493
- 
6th of October: 9, 7th District, in front of 6th October Club.  01061610825/ 01000256482
- 
Al-Bohouth: 6 Hussain Ahmed Rashad St., off Mohi El Din Abu El Ezz, 1st Floor.  01070992927/ 01070999083

Kindly make sure to schedule an appointment before visiting the learning centers.










 **Persons with Specific Needs case management (PSN):** 01070992928  Sunday – Thursday 9:00 am – 5:00 pm

Healthcare

Caritas Egypt



Caritas provides primary health care services for all refugees and asylum seekers.


- 
Nasr City: 15 Mohamed Youssef Moussa St., parallel to Moustafa El Nahas St.  0223867366/ 0223867367  01129880884/ 01129880223
 - 
6th of October: Building 48/8, 2nd Neighborhood, 8th District  0238897129/ 01129884420
 - 
Garden City: 8 Dr./Ibrahim Badran St., behind Four Seasons Hotel  0227949203/ 0227961771  0227964441
-  Monday – Friday from 8:30 am to 3:30 pm

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



Healthcare

PSTIC, a Terre des Hommes (TdH) programme, has refugee doctors and nurses available 24/7 to assist access to emergency health care in cooperation with healthcare partners. It also offers limited support for elective healthcare.

 **Helpline/Infoline:** 012 0094 4111

 **24/7 Emergency Helpline/Referral/Information:** 011 1086 6333
011 2777 7404 \ 011 2777 7005

Egyptian Red Crescent (ERC)



Health for All is a project implemented by ERC, in partnership with German Red Cross and Swiss Red Cross and funded by EUTF. The ERC hubs in these locations provide health services, Health awareness seminars, mental health and psychosocial support sessions and livelihood trainings.

Sunday	Monday	Tuesday	Wednesday	Thursday
Arab El-Maadi Gynecology Otorhinolaryngology	Arab El-Maadi Dermatology Pediatrics	Ain Shams Dermatology Otorhinolaryngology	Arab El-Maadi Orthopedics Internal Medicine	Ain Shams Gynecology Internal Medicine
Ain Shams Orthopedics Pediatrics	Ard El-Lewaa Orthopedics Internal Medicine	10 th of Ramadan Orthopedics Pediatrics Otorhinolaryngology	Ard El-Lewaa Gynecology Pediatrics	Ard El-Lewaa Dermatology Otorhinolaryngology
10 th of Ramadan Gynecology Internal Medicine Dermatology	6 th of October Gynecology Internal Medicine Dermatology	6 th of October Orthopedics Pediatrics Otorhinolaryngology	El-Tabba Pediatrics Internal Medicine	El-Tabba Dermatology Otorhinolaryngology
6 th of October Internal Medicine Dermatology Orthopedics		El-Tabba Gynecology Orthopedics		10 th of Ramadan Orthopedics Internal Medicine

Location	Address	Person in charge	Telephone
6 th of October	65 Al-Mehwar Al-Markazy, 1 st Neighborhood, 3 rd District, in front of Cairo language school	Maysoun Roumya	01153991133
10 th of Ramadan	6 th Neighborhood, in front of Al-Ordoneya Station	Ahmed Al-Behairy	01153994455
Ain Shams	Ain Shams Al-Sharqya St., next to Alf maskan, in front of Alfa lab	Mohamed Al-Sayed	01153772211
Maadi	Abdel-Monem Riad St., in front of Al-Bassatien Court, Arab El-Maadi	Ahmed Hassan	01153881199
Ard Al-Lewaa	9 Dr. Sebaai St., off Al-Moatamadeya	Mosaad Al-Sayed	01153991144
Nasr City	Al-Tabba	Hesham Nagiub	01153558877

Refuge Egypt



Healthcare

Refuge Egypt provides reproductive health, Tuberculosis, HIV/AIDS treatment, and services for children under the age of five.

01272040710

Zamalek (All Saints Cathedral): 5 Michel Lotfallah St., (behind Marriott Hotel)

Monday - Thursday & Saturday
8:00 am - 3:00 pm

01211970028

Nasr City: Supply Office Building "Maktab El Tamween", Street Market, 10th District

Tuesday, Wednesday & Saturday
8:00 am – 2:00 pm

01211970037

6th of October Clinic: 47 El Mehwar El Markazi St., Episcopal Church, 10th District

Sunday – Thursday
8:00 am - 2:00 pm

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

Save the Children (SCI) Egypt



Healthcare

SCI works with the Ministry of Health and Population (MOHP) to improve access to quality health services for refugees.

Inquiries & Complaints:
01015933433

Secondary Healthcare Follow-up for Open Files

Health Awareness Messages & Inquiries: 01019633966/
01019588995

Accepts cases referred by Caritas only, if you already have an open file, you can contact:
01097748440

Sunday - Thursday
9:00 am – 5:00 pm

For Emergencies:
01280770146/ 01280769456/ 01064833320

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

6 th of October	Giza	El Obour	Cairo
Iskan Al Mostakabal	Meet Oqba Primary Health Care	First settlement family medicine unit	Madinat El Amal family medicine unit
Shabab Mubarak family medicine unit	Gharb El Matar Primary Health Care	El Mostakbal Family Medicine Center	Al-Zahraa family medicine unit
Sixth district family medicine unit	Talbeya family medicine unit	El-Shabab family medicine unit (Yasmin)	El-Khobairy family medicine unit
Hossary family medicine unit			

Partner UN Organizations

World Food Programme (WFP)



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. The program continues to provide vocational training to improve livelihoods and create opportunities for refugees, displaced persons, and the host community (the Egyptian community).

Sunday – Thursday
9:00 am – 3:00 pm

Hotline: 17240

International Organization for Migration (IOM)



IOM operates a Resettlement Support Centre (RSC) for the Middle East and North Africa (RSC MENA) to conduct resettlement processing - free of charge - for the United States Refugee Admissions Programme in fifteen countries throughout the MENA region. You may contact the RSC MENA Egypt Processing site:

- www.jordan.iom.int/refinfo
- Hotline number: 19472 or by email at ic@iom.int

In addition, IOM aims to bolster the well-being and protection of vulnerable migrants in Egypt through the provision of tailored assistance on a case-by-case basis to victims of trafficking, survivors of gender-based violence, and other vulnerable groups including:

- Asylum-seekers awaiting registration appointments with UNHCR (white paper holders).
- Migrants who do not intend to register with the UNHCR, or had their UNHCR files closed, and have been living in Egypt for at least 6 months.

MPA provides two kinds of services:

- Localized Assistance: socio-economic, housing, livelihood, legal, education, mental health & psychosocial support, non-food items and medical assistance.
- Assisted Voluntary Return & Reintegration (AVRR): administrative and logistical support, including reintegration assistance, to migrants who decide to return voluntarily to their country of origin. The AVRR assistance cannot be provided to those who want to return to countries that are deemed unsafe.

Migrant Protection & Assistance Hotline

01032046064 Sunday - Thursday 9:00 - 12:00

IOM Registration

01033398239 Sunday - Wednesday 1:00 - 3:00

IOM Inquiry Email

egyptmpainquiries@iom.int

Report fraudulent activity

egyptmpafraud@iom.int

Donor Support to UNHCR Egypt 2024



THANKS TO ALL COUNTRIES AND ORGANIZATIONS FOR THEIR GENEROUS CONTRIBUTIONS

ALL UNHCR SERVICES ARE FREE OF CHARGE

- Zamalek:** For Syrian refugees and asylum-seekers
5 Michel Lotf-Allah St., Behind Marriott Hotel, Zamalek
- 6th of October:** For all nationalities of refugees and asylum-seekers except Syrians
17 Mecca El-Mokarrama St., 7th District, 6th of October City
- RSD/T building:** Street 44, 8th District, 6th of October City