



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Information Leaflet For Refugee Claimants

The purpose of this leaflet is to assist refugee claimants/asylum seekers by providing them basic and essential information before making an asylum claim.

UNHCR does not charge any fee or money for its services or the services of its implementing partners.
Our services are free, please do not pay anyone.

Any request by UNHCR staff or designated implementing partners for monetary compensation or other favors from applicants should be immediately reported through the established Complaint procedure to UNHCR, and will be examined by UNHCR.

Rights As A Refugee Claimant	Duties As A Refugee Claimant
<ul style="list-style-type: none">You have the right to a fair procedureAll information you provide to UNHCR will not be shared with anyone outside UNHCR without your consent in writingYou have the right to appeal against rejection of your claimIn exceptional circumstances your case may be expedited, however, you all have equal rights and should wait for your turn	<ul style="list-style-type: none">It is important to co-operate with the UNHCR officer(s)All the information you provide to UNHCR should be truthful and completeYour statement should not be exaggerated or fabricatedDo not pay any fee of any amount to anyone claiming to help you in getting your case successful

UNHCR's refugee criteria:

To be recognized as a refugee the following facts need to be established:

1. You are outside your country of nationality or habitual residence.
2. You have a well founded fear of persecution.
3. Your claim is related to one of the five reasons (race, nationality, religion, political opinion and membership of a particular social group).

4. You cannot return to your country for any of these reasons.

If your case fulfils the above four requirements, then you may be recognized as a refugee under the protection of UNHCR. However, before seeking UNHCR assistance, you should read this information leaflet carefully and then apply for refugee status in writing. Please be informed that you do not have to pay any fee to make a claim for refugee status.

STEP 1:

Writing an Application

Your application should:

- I. Have the reasons that forced you to flee your country.
- II. Have the reasons which prevent you from returning back.
- III. Be comprehensive with the mention of names, dates places where you have been and other related facts.
- IV. Contain information about any other country en routing to Pakistan after you left your country of origin/nationality.
- V. Include the names of all your dependents and family members. In case a principal applicant is recognized as a refugee by UNHCR, dependents (immediate family members) will benefit from derivative status.

NOTE: If a *dependent* has suffered persecution or have reasons to believe that s/he will be subjected to persecution in the future, can apply for refugee status independently

STEP 1.1

REGISTRATION

To register your refugee claim with UNHCR, you must come to the office *in person* and kindly bring along the following:

1. Four passport size **photographs** per person (for yourself and your dependents).
2. A **written statement** either hand written or typed in English or in your own language. Whereas this statement should be precise, it should explain your reasons for making your claim.
3. Any **original documents** such as passports, ID cards, certificates (for all individuals included in the claim).

STEP 1.2

Taking an Interview

Once officially registered with UNHCR, you will be scheduled to take an interview before UNHCR designated officer who will assess your claims.

If your claim is rejected

If your claim is rejected as a result of first interview, you will receive a letter explaining the reason(s) of such rejection. The letter will also explain that you have a right to appeal against the decision by submitting a letter within one month. You can take this "Letter of negative decision" and the "Appeal form" to the SHARP office, where the assigned staff will explain to you the reason of rejection of your case and can assist you in writing an appeal. *The SHARP staff will provide you these services free of cost.*

If you choose to appeal against the first instance decision, there is no prescribed format. However whilst writing an appeal, try to concentrate on the reasons given for rejection and focus only on the facts that are the most important for your claim. Like the main reasons which forced you to leave your country or the reasons which are preventing you from returning back. Write your appeal to the point and avoid long letters and redundancy.

Once you submit the appeal to the UNHCR office, you may be called for an appeal interview if there is a need, otherwise your case will be decided on the basis of your appeal letter.

For further information, please write or contact UNHCR in Pakistan at the following address:

UNHCR BRANCH OFFICE IN PAKISTAN	UNHCR SUB-OFFICE PESHAWAR	UNCHR SUB-OFFICE QUETTA
PO Box 1263, Quaid-e-Azam University Road, Diplomatic Enclave-2, Sector G-4, Islamabad Tel: +92-51-2829502 Fax: +92-51-2279455 E-mail: pakis@unhcr.ch	PO Box 767, House No. 1, Gul Mohar Lane, University Town, Peshawar Tel: +92-91-842375 Fax: +92-91-842102 E-mail: pakpe@unhcr.ch	PO Box 30 House No. 36 B/E Chaman Housing Society Quetta Tel: +92-81-829368 Fax: +92-81-829370 E-mail: pakqu@unhcr.ch

Advice and Legal Aid Centers

In case if you encounter with any kind of problem where you need legal assistance you can contact one of our implementing partners which provide free legal assistance to the refugees and asylum seekers at the following address.

SHARP		SACH	
House No. 104, Main double Road, F - 10/ 1 Islamabad Tel # 2211740, 2211621	House No.D - 837 D-Block Satellite Town Rawalpindi Tel # 4580896	House No. 11 Muslim Colony Mainwali Tel & Fax:0459- 35755	House No. 833 Main Pir Wadhai Road Khyaban Stop, I-10/4 Islamabad 4446178