

UNHCR Pakistan Cash Assistance Program for Most Vulnerable Registered Refugees



In response to the COVID-19 situation, UNHCR and the Chief Commissionerate for Afghan Refugees (CCAR), Ministry of SAFRON have launched a cash program for the most **vulnerable registered refugee families** who are greatly impacted by the pandemic. Launched in May 2020, UNHCR will provide a one-time cash assistance for the selected eligible refugee family.

01

Eligibility

Registration with the Government of Pakistan or UNHCR, refugees must have one of the following documents:



Proof of Registration (PoR) card with an expiry date of 31 December 2015 (or a valid token from the Proof of Registration Card Modification Centre)



UNHCR Refugee Card or **UNHCR Asylum-Seeker Certificate** (valid until at least 31 December 2019)



Eligible refugees must have met the vulnerability criteria that includes those with severe physical or mental disability and older persons without a family.

02

Receive SMS

- The eligible refugee will receive an SMS from Pakistan Post.
- The SMS will come directly from the “**PAKISTAN POST OFFICE**”.
- The SMS will contain a reference number and the Post Office address.
- The SMS will also include the UNHCR Helpline number.
- The cash must be collected at the Post Office indicated in the SMS.
- The eligible refugee must pick up their cash assistance **within 30 days**.



03

Collect Cash at the Pakistan Post

- Go in person to the Pakistan Post Office indicated in the SMS.
- At the Post Office, show your SMS and unique identity document (POR card/token or UNHCR document) to **confirm your identity**.
- **Original documents only**. No photocopies will be accepted.
- After confirming your identity, the cash assistance will be given.
- The one-time cash payment is 12,000 Pakistani rupees per household.
- When at the Pakistan Post Office, refugees **must obey all Government rules on physical distancing** for health and safety reasons.
- Post Office hours are Monday to Thursday from 10:00 a.m. to 4:00 p.m., and Friday from 10:00 a.m. to 1:00 p.m. (Ramadan timings).



Other information

- In exceptional cases only, if the concerned refugee is unable to collect the cash assistance at the Pakistan Post Office, they must immediately contact the UNHCR Helpline in advance.
- The Pakistan Post Office will only contact eligible refugees through SMS and not through any other means of communication.
- **All services are provided free of cost by UNHCR and CCAR. Pakistan Post will not charge any fees from refugees for their service.**
- In case of complaints, please contact the UNHCR Helpline from 8:00 a.m. to 4:00 p.m.

UNHCR Helpline numbers

Khyber Pakhtunkhwa: 0300 054 4491; 0300 054 4496; 0300 858 5600
Balochistan: 0333 781 9601 and 0333 151 1630
Sindh: 0342 270 4888
Islamabad/Punjab/Pakistan-Administered Kashmir:
0301 114 2199
UNHCR Protection Service: pakisprt@unhcr.org
For more information, please visit www.unhcrpk.org
Facebook: UNHCR Pakistan