

FREQUENTLY ASKED QUESTIONS (FAQs)

*“UNHCR is responsible to help refugees make well-informed decisions about their future.
When a refugee decides about their durable solution, they are re-empowering themselves.”*

DURABLE SOLUTIONS

What is a durable solution?

UNHCR safeguards the rights and well-being of refugees and helps them secure a solution.

There are three durable solutions open to refugees where UNHCR can help: voluntary repatriation; local integration; and resettlement to a third country in situations where it is not possible for a person to go back home or remain in the host country.

For refugees from Myanmar, when will a durable solution become available?

Durable solutions are already available for refugees from Myanmar though suitability depends on the circumstances of each individual and family.

When must I decide about my durable solution?

Whether you want to return to Myanmar or resettle to another country (for those that are eligible) depends on the situation and your own intentions.

Can I inform UNHCR about my decision for a durable solution?

Please contact UNHCR at any time if you are thinking about your durable solution or if you have already decided. Remember that the decision you make should be entirely voluntary and you should not let anyone force you into deciding about your future.

RESETTLEMENT

Is resettlement still available to refugees in Thailand?

Yes. Resettlement continues, but the number of persons that UNHCR can submit for resettlement is much lower than in previous years.

I am an unregistered refugee. Can I join my family that has already resettled in a third country?

To join your immediate family that already resettled you must meet strict eligibility criteria and your case may then be submitted to the Royal Thai Government for registration consideration.

When will the Fast Track PAB process end for Family Reunification and Family Unity?

The Fast Track PAB process will continue for the time being. It is under the authority and discretion of the Royal Thai Government and eventually will come to an end.

VOLUNTARY REPATRIATION

Will UNHCR help refugees that want to return home?

Yes. UNHCR can help you return home once you have made a voluntary decision. UNHCR will ask you some questions before support can be provided. For example, what is the name of the town or village where you will go to? What do you know about safety in the place you plan to return? Will the Myanmar authorities, local community and the ethnic organization welcome you? How will you make a living? These and other questions will be asked by UNHCR. It is important to ask yourselves these and other questions for your preparation for return and for UNHCR to know how best to assist you.

Will UNHCR help Persons with Specific Needs (PSN) that want to return home?

Yes. UNHCR will give special attention to any vulnerable refugee who wants to return home but whose journey will be more difficult due to their health, disability or other specific needs.

What type of support will UNHCR provide to refugees who want to go home?

In Thailand, UNHCR will arrange transport for refugees that may need it due to their specific needs (see previous question) or provide a cash grant for the travel costs for those who will travel on their own. UNHCR will also provide a cash grant to assist returnees at the initial period of reintegration.

Will UNHCR help refugees when they are back home in Myanmar?

Your safety and security is the highest priority. UNHCR also wants to know if you face problems accessing your documents or if you have land and property issues that may need legal assistance. If your children are not allowed to enter the local school or if you cannot access the local health services, then please also inform UNHCR. After an assessment is carried out together with the local community and the concerned authorities, UNHCR will also try to strengthen the livelihood opportunities of that community through a range of project activities. UNHCR will strongly encourage other organizations and donors to support the reintegration of IDPs and refugees.

OTHER QUESTIONS

I was verified by MOI-UNHCR in the 2015 exercise. How can I use my UNHCR e-Card?

The UNHCR Verification e-Card is not an identification document and it cannot be used as a travel document inside Thailand or Myanmar. It will help you access services inside the Temporary Shelter and can be used by Royal Thai Government and UNHCR to confirm your residence in the Temporary Shelter. It is very important to keep it safe and you may show it to UNHCR in Thailand and Myanmar if and when you decide to return.

I was verified by MOI-UNHCR in the 2015 exercise but I am not a registered refugee. Will I be registered?

No, you will not be registered. The Verification was not a registration exercise. For unregistered refugees, the Verification exercise was intended to confirm that you live in the Temporary Shelter so that your protection and services in the Temporary Shelter continue until a durable solution is available to you.

I am a PRE refugee: when will I be registered?

PRE refugees will not be registered, but the PRE identification is important to provide for your protection and access to humanitarian services in the Temporary Shelter.

Can my school education certificate from the Temporary Shelter be used in Myanmar?

Whether or not your education or training certificate will be recognized in Myanmar with the local school, education or training authority, or employer will depend on a number of issues. Please check with the refugee committee, NGO, or CBO that supported your education or training and that issued your certificate.

The United Nations High Commissioner for Refugees (UNHCR) is mandated by the UN General Assembly to provide international protection to refugees and help them seek and secure permanent solutions. Today, UNHCR protects and assists more than 55 million people around the world.

Contacts:

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