



**UNHCR**  
The UN Refugee Agency

# **SERVICES FOR REFUGEES AND ASYLUM-SEEKERS IN LIBYA**

2023

# INTRODUCTION

## WHAT IS UNHCR?

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The United Nations High Commissioner for Refugees (UNHCR) is the UN agency mandated to provide protection and assistance to refugees and asylum-seekers. A refugee is someone who has been forced to flee his/her home country and has a well-founded fear of persecution. Refugees cannot return home or are afraid to do so. A person registered with UNHCR is considered as an asylum seeker until recognized as a refugee by UNHCR once their claim has been assessed.



### ALL PROTECTION AND ASSISTANCE SERVICES ARE FREE

Please be aware that you do not have to pay any money, or accept any favour or trade, either physically or materially, (including money, food, or any other object or services) for any UNHCR or any partner services.

These services are **FREE OF CHARGE**. Do not hesitate to report any violation of this to UNHCR.

### PURPOSE OF THE BROCHURE

This brochure provides information on services available to refugees and asylum-seekers in Libya.


# CONTACT DETAILS

## HOW TO CONTACT UNHCR?

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UNHCR provides refugees and asylum-seekers with protection services, including registration, documentation, and assistance in coordination with the Libyan Government and partners.

If you have questions on UNHCR protection or assistance services, you may call the Tawasul Call Centre 1404 or the UNHCR Helplines. Tawasul is a toll-free, country-wide helpline number.

 Tawasul Call Centre | CFM **1404**  
*Working hours: Sunday–Thursday 9 AM to 11 PM*

 [lbytr@unhcr.org](mailto:lbytr@unhcr.org)

 [@UNHCR Tripoli](https://www.facebook.com/UNHCR.Tripoli)

 [@UNHCR Libya](https://twitter.com/UNHCR_Libya)

 <https://help.unhcr.org/libya>

## UNHCR HELPLINES

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UNHCR Libya Registration

 **091 163 3466** 8:30 - 16:30 Sunday-Thursday

Protection Services in Tripoli (urban areas)

 **091 712 7644** 8:30 - 16:30 Sunday-Thursday

Protection Services in Benghazi

 **091 000 7218** 8:30 - 16:30 Sunday-Thursday

# REGISTRATION

## WHY REGISTER WITH UNHCR?

If you cannot return to your home country because you fear for your life or safety, and wish to seek international protection with UNHCR, you must first register. At registration, UNHCR records information relating to you and your family, as well as why you had to leave your home country. Registration with UNHCR is the first step in order to seek international protection and assistance as a refugee or asylum seeker. All registered individuals are issued with a UNHCR Asylum seeker Certificate, which indicates that you are person UNHCR serves in Libya.

**Registration does not automatically lead to resettlement or evacuation out of Libya.**

## WHAT IS A REGISTRATION INTERVIEW?

The registration interview is an interview during which UNHCR collects information about you, including your name, date of birth, place of origin, age, reasons for fearing return to your country of origin, specific needs and other information.

In all interviews with UNHCR, it is important that you provide full and correct information, to the best of your knowledge. If you do not share truthful or complete information, this may affect UNHCR's ability to provide protection and assistance in the future.

Please note that all information shared with UNHCR is confidential. It will not be shared without your permission.

### A REGISTRATION INTERVIEW IS NECESSARY IF

- ➔ You have not previously registered with UNHCR.
- ➔ You want to change your family composition by adding / removing a family member to your case.
- ➔ Your documentation has expired and must be renewed.



**UNHCR services are  
FREE of charge**

# REGISTRATION

## BOOKING A REGISTRATION APPOINTMENT

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To book your registration appointment, please contact the **UNHCR Registration Helpline**

  **091 163 3466**

Registration staff will provide you with counselling on the procedures for registration. You will be given an appointment date with UNHCR.

## UNHCR REGISTRATION CENTRE

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All services at the UNHCR Registration Centre are by appointment only.

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**BEWARE OF  
MISINFORMATION**

# REGISTRATION

## FOR NEW REGISTRATION

During your scheduled registration appointment, please bring all of your family members and all original documents that you have, including copies, if possible. These may include passport, national ID card, birth registration, work permit, marriage/divorce certificate, education records, UNHCR or government refugee or asylum-seeker certificates from other locations, or any other official documents about your identity.

Please bring any of the documents that you have. You can register with UNHCR even if you do not have any of these documents.

## TO CHANGE YOUR FAMILY COMPOSITION IN YOUR UNHCR CASE

After scheduling an appointment, the mother or father should come to the UNHCR office with the child and with the following documents:

- 1 Original birth notification stamped by the hospital, or discharge letter from the hospital.
- 2 Marriage / Divorce / Death certificate.



## UNHCR WILL RETURN ALL THE DOCUMENTS TO YOU IMMEDIATELY

- ⚠ Beware of people claiming to be from UNHCR or any other humanitarian organization who ask you to give them your identity documents in return for assistance or services. Your identity documents belong to you. You may be asked to show them to UNHCR or to humanitarian organizations but they are not allowed to keep them.
- ⚠ If you gave your identity documents to an individual or an organization you are suspicious of, please tell UNHCR immediately.

# PROTECTION AND ASSISTANCE SERVICES

## 1. PROTECTION



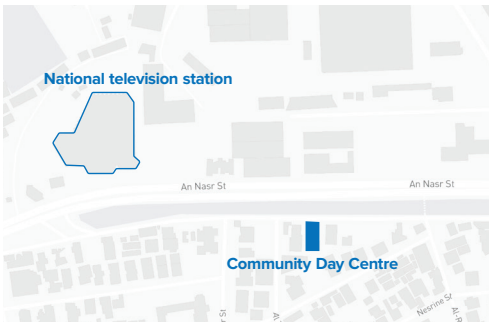
### Contact info

☑ 092 276 7166

### Complaints

☑ 092 470 1185

CESVI provides protection services including counseling to survivors of GBV, support to unaccompanied and separated children, and referrals to services for the most vulnerable refugees.



### CDC location

Al-Nasr/Sreem St, Opposite the National television station, Tripoli

## EDUCATION



unicef

### Contact info

f @UNICEF.Libya

UNHCR works closely with UNICEF to improve refugee children's access to education and child protection services for refugees and asylum-seekers.

UNICEF partners operate several centres in Libya where children can safely access child protection case management and education case management services, as well as a range of courses and non-formal education support.

Case management activities include an individual assessment of cases and referrals to the most appropriate services. To access these services, please contact UNHCR or CESVI helplines to get more information.

## FAMILY TRACING



ICRC

**International Committee  
of the Red Cross (ICRC)**

### Contact info

☑ Tripoli: 092 231 5986

☑ Benghazi: 091 035 0290

ICRC conducts family tracing for individuals who have lost contact with their families.

f @ICRC

# PROTECTION AND ASSISTANCE SERVICES

## 2. ASSISTANCE

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CESVI provides refugees and asylum-seekers with cash assistance. Cash assistance is provided as part of the overall response to individual case needs. Eligibility for cash assistance is determined by a specialized unit which takes into consideration multiple factors (including vulnerability).

CESVI also extends support and services to people with specific needs, including people with disabilities through provision of assistive devices and/or referrals to external service providers, provision of psychosocial support, basic physical rehabilitation and home visits for those facing limitations accessing the Community Day Centre.

### Contact info

☎ 091 002 7716  
☎ 092 276 7166

### Complaints

☎ 092 470 1185



IRC distributes non-food items (NFIs). NFIs include hygiene kits, core-relief items and various items to support within the winter season. Eligibility for other forms of NFI assistance is determined after a case assessment and takes into consideration multiple factors (including vulnerability).



NRC provides refugees and asylum-seekers with vouchers, which can be used in pre-defined shops, as part of cash assistance. Cash assistance is provided within the overall response to individual case needs. Eligibility for cash assistance is determined by a specialized unit which takes into consideration multiple factors (including vulnerability).



# PROTECTION AND ASSISTANCE SERVICES

## 3. HEALTH SERVICES AND PSYCHOSOCIAL SUPPORT

### HEALTH SERVICES



IRC offers multiple services to refugees, asylum-seekers, including health services at Community Day Centre as well as at primary care health centres.

#### Contact info

General consultations:

☑ 091 034 7365

Reproductive Health and

Ante-natal care consultation:

☑ 091 035 4818

Emergency & life-threatening help:

☑ 091 035 4839 **24/7**

### PSYCHOSOCIAL SUPPORT



CESVI offers psychological and mental health services for refugees and asylum-seekers requiring psychosocial assistance.

#### Contact info

☑ 091 002 7716

☑ 092 276 7166



IRC provides mental-health and psychosocial support services including psychiatric consultations.

#### Contact info

General consultations:

☑ 091 034 7365

Emergency & life-threatening help:

☑ 091 035 4839 **24/7**

# RESETTLEMENT AND EVACUATION

Resettlement involves a voluntary, safe and regulated transfer of people in need of international protection from the country where they are registered (either with UNHCR or with host government authorities) to another country which has agreed to admit them as refugees.

In Libya, UNHCR provides resettlement directly to third countries where refugees settle permanently, and also humanitarian evacuation to Emergency Transit Mechanisms where UNHCR-protected persons stay temporarily until a more long-term solution can be found and other humanitarian corridors. Resettlement countries offer only a limited number of resettlement places every year, only a small number of refugees are resettled. Each year about one percent of refugees may be resettled.

- ➔ Resettlement and evacuation are not a right, and there is no application process for resettlement and evacuation.
- ➔ UNHCR identifies refugees for durable solutions consideration through ongoing protection and vulnerability monitoring. Since places are very limited, UNHCR prioritizes vulnerable refugees with the most urgent protection needs.
- ➔ Being vulnerable does not guarantee that the refugee is eligible for or in need of durable solutions.
- ➔ Family unity is very important to UNHCR, and if you want to be reunited with family members, please inform UNHCR by calling the hotlines.



**If you are invited for an interview by UNHCR, you will receive a phone call notifying you of your appointment details.**



## RESETTLEMENT AND EVACUATION ARE FREE

**Anyone asking for money or claiming that they can help with resettlement or evacuation if you pay is committing fraud. Do not believe anyone who tells you they can help you get resettled or evacuated if you pay.**

# RESETTLEMENT AND EVACUATION

## THE DAY OF THE INTERVIEW, YOU SHOULD

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- ➔ Bring any documents and evidence available regarding your case.
- ➔ Inform UNHCR about your family members accompanying you. Adult family members will be interviewed individually.
- ➔ Tell the truth and be cooperative.

## YOU HAVE THE RIGHT TO

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- ➔ Be interviewed in a language you can communicate in.
- ➔ Be represented by a lawyer or legal representative who qualifies as such under UNHCR's established procedures.

## PLEASE ALSO TAKE NOTE THAT

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- ➔ Each applicant has a different profile, background, and reason for fleeing his/her country; hence, each case will be assessed individually in accordance with UNHCR rules and procedures.
- ➔ Sometimes, rumours are spread about what one should say in the interview to be granted refugee status or solutions. This is false information that should be ignored.
- ➔ Intentionally misleading UNHCR about the facts of your case or your identity constitutes fraud. Please note that this will negatively affect the processing of your case and may lead to UNHCR not considering your case.
- ➔ Your statements and documents will be kept confidential and will not be shared by UNHCR with other third parties without your consent. Please note that under no circumstances will UNHCR share your information with the government of your country of origin.

# RETURN TO COUNTRY OF ORIGIN

- ➔ If you would like information about the possibility of returning to your country of origin, UNHCR and/or IOM can advise you.
- ➔ UNHCR is committed to ensuring that returns take place in conditions of safety and dignity. UNHCR may be able to provide information on the conditions in your country to help you make an informed decision.
- ➔ In many cases UNHCR, IOM or other organizations can pay for your travel, and may provide financial and other assistance upon your arrival home.
- ➔ If you want more information about you can return to your home country safely, please contact UNHCR, you will receive more information about your specific country of origin and if you want to, initiate the return process.

# COMPLAINTS PROCEDURES AND FRAUD REPORTING

UNHCR and all partners aim to create a safe environment for beneficiaries to receive services. There is a zero tolerance policy against all types of misconduct. If you have experienced misconduct, you have the right to complain.

## WHAT IS MISCONDUCT

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The United Nations defines misconduct as “any failure by a staff member to comply with his or her obligations under the Charter of the United Nations, the Staff Regulations and Staff Rules or other administrative issuances, or to observe the standards of conduct expected of an international civil servant.”

Possible misconduct can include:

- ➔ Sexual exploitation and abuse of people UNHCR serves
- ➔ Fraud
- ➔ Corruption
- ➔ Theft and embezzlement
- ➔ Abuse of authority
- ➔ Assault upon or threats to others
- ➔ Non-compliance with local laws

## BEWARE OF FRAUD

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All UNHCR services are free of charge. Do not trust anyone asking you to pay for the services of UNHCR or its partners. If money or any other form of favour, including those of a sexual nature, is requested from you, please report it to UNHCR immediately.

Perpetrators of fraud may approach you in person or through social media including Facebook, YouTube, WhatsApp, Viber, Telegram, and any other platforms. Pretending they are working with UNHCR, they may offer you resettlement, financial or other assistance, or fake documents in exchange for money or sexual favours.

# COMPLAINTS PROCEDURES AND FRAUD REPORTING

## HOW TO MAKE A COMPLAINT

To report fraud, corruption, sexual abuse or exploitation, or any other misconduct by UNHCR staff, partner staff, or contractors, please report it to either:

IGO OFFICE (UNHCR HQ)	UNHCR LIBYA
<p><b>1. Directly to the Inspector General's Office (IGO) at UNHCR's headquarters in Geneva, Switzerland.</b></p>	<p><b>2. Using the complaint boxes at the Registration Centre, or by email to UNHCR Libya.</b></p>
<p> UNHCR Inspector General Office: 94 rue de Montbrillant, CP 2500, 1211 Geneva</p>	<p><i>Put your complaint in a sealed envelope and drop it in the box:</i></p>
<p> inspector@unhcr.org (confidential email)</p>	<p> Registration Centre: Sahel Al Jfara Road, close to El Mashtal Square, Tripoli</p>
<p> +41 22 739 7380 (confidential fax)</p>	<p> lbytrcompbox@unhcr.org</p>
<p> <a href="http://www.unhcr.org/igo-complaints.html">www.unhcr.org/igo-complaints.html</a></p>	



**Important note before sending your complaint:** The Investigation Service of the IGO does not have the authority to deal with protection/assistance related requests. This means that the IGO cannot review individual refugee claims, cannot provide individuals with assistance in kind or in cash, and cannot provide applicants with a durable solution.

For these matters, please contact the UNHCR Office in Libya:

 [lbytrcompbox@unhcr.org](mailto:lbytrcompbox@unhcr.org)

# COMPLAINTS PROCEDURES AND FRAUD REPORTING

## WHAT TO INCLUDE IN THE COMPLAINT

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If you have experienced or witnessed misconduct by UNHCR staff, interpreters, or security guards, or you feel you have been treated unfairly, you have the right to complain.

- ➔ Complaint forms and boxes are available at all UNHCR offices and at the Registration Centre.
- ➔ The complaint should contain the following information: name and contact information of the person filing the complaint, date of the complaint and general nature of the complaint.
- ➔ Write your name and phone number or other contact details on the complaint form.
- ➔ Knowing the names and contact information of complainants and victims of misconduct help us to investigate allegations. However, you may also file an anonymous complaint if you are not comfortable providing your name.
- ➔ Write the name, function or detailed description of the staff member, interpreter, guard or person against whom you are making the complaint, and the day and time of the incident if possible.
- ➔ Queries or appeals for RSD or resettlement cannot be addressed through the complaints process.
- ➔ Please be ensured that UNHCR will handle your complaint with complete confidentiality and that the complaint will be thoroughly investigated.



**ALL COMMUNICATION WITH THE IGO IS  
KEPT CONFIDENTIAL**

# COVID-19 REGULATIONS

UNHCR and partners at the Registration Centre continue to abide by the emergency measures put in place by the Libyan Government in response to the COVID-19 pandemic.

In order to reduce large gatherings and ensure sufficient physical distance between people, all services provided are by appointment only. A limited number of appointments will be provided every day to ensure that physical distancing is respected.

IF YOU OR A FAMILY MEMBER SHOW SOME SYMPTOMS THAT CAN BE RELATED TO COVID-19,

please follow the national protocol and contact the **National Centre for Disease Control (NCDC)**:



1404 / 1415



[@NCDC.LY](#)





## CONTACT DETAILS

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### UNHCR Libya address

📍 Sahel Al Jfara Road, close to El Mashtal Square, Sarraj Area, Tripoli, Libya

📍 UN HUB, Benghazi, Libya

📘 [@UNHCRTripoli](#)

📘 [@UNHCRLibyaInfo](#)

🐦 [@UNHCRLibya](#)



**091 712 7644**

UNHCR Protection Hotline

8:30 - 16:30

Sunday-Thursday



**1404**

Tawasul Call Centre I CFM

– a toll free helpline

9:00 - 23:00

Sunday-Thursday



**08:30 - 16:30**

Sunday to Thursday

– UNHCR Office