

Confidentiality

All UNHCR resettlement files are kept strictly confidential. UNHCR requests that all refugees whose cases are considered for resettlement sign declarations authorizing UNHCR to share all information and any documents pertaining to them and their family members with government officials from the resettlement country.

Frequently Asked Questions

How do I know if I am being considered for resettlement?

You should not assume that you have a resettlement case unless you are interviewed by a UNHCR staff member who informs you that your case may be considered for resettlement submission.

Should I stop working or studying when my case is considered for resettlement? No. It is your responsibility to continue any activities that you have started. There is no guarantee that you will be resettled, and, if you are resettled, jobs skills and education might be required and will be of fundamental importance in order to survive in your new country.

If I have been interviewed for resettlement, when should I follow-up on my case? We suggest you allow six months between the various stages in the resettlement process before you make an inquiry about your case. UNHCR will contact you if more information is required.

I have a resettlement case, but what if I prefer to go to the USA rather than Europe? Resettlement is not a right and resettlement places are limited; UNHCR does not submit cases to countries according to refugees' preferences.

What happens if my case is not accepted for resettlement submission by UNHCR? UNHCR will inform you and issue you a denial letter.

Can I appeal in case of a denial? There is no appeals system for resettlement.

What happens if I have been interviewed for resettlement and there is a change in my family, such as marriage, birth, or death? You should inform UNHCR as soon as possible. Withholding this information could compromise your case.

Why is my friend about to depart on resettlement, when I have no news about my case? There are many reasons why some cases may go through the complex resettlement process more quickly than others, and no two cases are alike. Please have patience. UNHCR will contact you in case there is any news.

UNHCR Anti-Fraud Policy

UNHCR has a zero-tolerance policy on fraud and corruption.

UNHCR is committed to combating fraud and corruption in order to preserve the integrity and credibility of the resettlement process.

Any refugee who attempts to commit fraud relating to his or her resettlement case may be permanently disqualified from resettlement under UNHCR auspices.

Fraud is illegal under Rwandan law, and those found to have committed fraud may be subject to prosecution. Examples of fraud include:

- Giving false information about any aspect of personal history, including the reason for flight to or the period of asylum in Rwanda.
- Claiming a false identity or attempting to substitute one person for another.
- Not being precise and accurate about a relationship to someone on the case or with a related case.
- Attempting to add a person onto the case who is not a genuine member of the family.
- Charging money to refugees for resettlement services.

In case of fraud or suspected fraud committed by a refugee, or in case of corruption committed by a UNHCR or a partner organization staff member, please report to the UNHCR Representative in Rwanda or to the Office of the UNHCR Inspector General at headquarters (contact details below).

UNHCR Representative Rwanda

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Important Information on Resettlement for Refugees in Rwanda



UNHCR Representation office in Rwanda

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What is resettlement?

UNHCR is mandated to find durable solutions for refugees. There are three possibilities: voluntary repatriation, local integration in the country of asylum, and resettlement to a third country. Voluntary repatriation remains the preferred durable solution of refugee situations.

Resettlement to a third country means that a refugee leaves the country of asylum and legally settles as a refugee in another country. Resettlement as a durable solution is a limited option available only to refugees who meet precise criteria.

UNHCR does not have a "resettlement programme". The resettlement need is considered for all refugees on an on-going basis as part of UNHCR's everyday work.

A refugee does not have a right to resettlement.

Resettlement is a solution that only applies to refugees in **very specific circumstances**.

Resettlement is **not automatic**. Recognition of refugee status does not necessarily mean that a refugee has a case for resettlement.

Resettlement is **not a right embodied in international law**. There is no obligation on countries to accept refugees for resettlement.

How much does resettlement cost?

Refugees should not pay anyone for resettlement consideration, for the submission of a case, nor for at any other step in the process.

All services provided by UNHCR, NGO partners, and government authorities are **free of charge**.

Please **notify UNHCR immediately** if anyone demands money for any resettlement services.

**NO TO BRIBES!
NO TO FRAUD!**



Who may be considered for resettlement?

- There is no application process for resettlement.
- UNHCR identifies refugees for resettlement consideration on an on-going basis by monitoring specific protection needs and vulnerabilities.
- The identification of a refugee as being particularly vulnerable does not necessarily mean that the refugee is either eligible for or in need of resettlement.
- Only persons who have been recognized and registered as a refugee by the Rwandan authorities or UNHCR may be considered for resettlement.
- Each year, resettlement countries decide how they will allocate resettlement places among the millions of refugees throughout the world. UNHCR can only consider cases within these limits.
- Since resettlement places are very limited, UNHCR must prioritize the cases of refugees who have the most urgent protection needs and vulnerabilities.
- Resettlement is a limited option at the disposal of UNHCR to address a refugee's vulnerability. While assessing an individual case, voluntary repatriation and local integration projects will also be taken into account.

Resettlement consideration is **regardless** of ethnicity, age, gender, marital status, education level, social status or religion.

What happens when UNHCR considers a case for resettlement ?

When a case is under consideration for resettlement, UNHCR officers will ask detailed questions about a refugee's personal history and the reasons for flight.

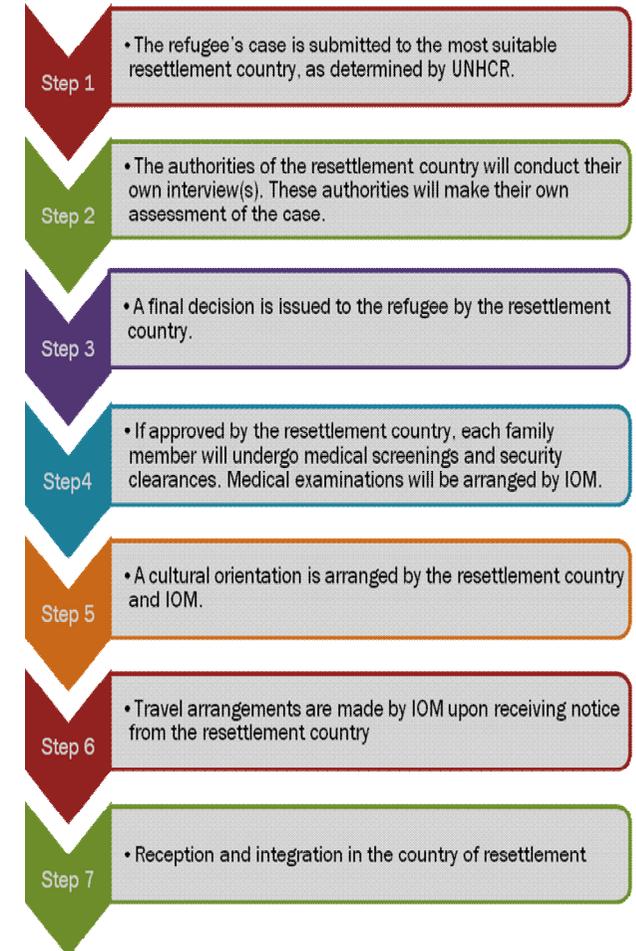
It is very important that the information provided is clear, concise, complete, and accurate. UNHCR will rely on this information when considering whether to submit a case to a country of resettlement.

A resettlement case will be suspended at once if it is learned that a statement was false or information was withheld.

What happens when UNHCR submits a case to a resettlement country?

If UNHCR determines that a case should be resettled, it is submitted to a resettlement country for its consideration.

The **resettlement country, not UNHCR, makes the final decision** concerning the resettlement of a refugee. Each resettlement country has its own regulations and procedures for the resettlement of refugees.



The entire resettlement process is complex and requires a lot of time. Refugees whose cases have been submitted for resettlement should be patient while the case is being processed. It may be **one to two years, or sometimes longer, for a final decision and departure** to the resettlement country.