



INFORMATION ON RESETTLEMENT FOR REFUGEES IN PAKISTAN

This leaflet provides basic information about UNHCR's resettlement programme for refugees residing in Pakistan.

WHAT IS RESETTLEMENT?

UNHCR is mandated to find durable solutions for refugees. Globally, three types of durable solutions are available: (1) voluntary repatriation to the country of origin, (2) integration in the country of asylum (Pakistan in this context), (3) resettlement to a third country.

“Resettlement to a third country” means that a refugee is allowed to travel and to legally settle in another country,

Resettlement countries offer only a limited number of resettlement places every year (providing for less than 1% of the refugees worldwide), which are reserved for the most vulnerable refugees. Therefore, resettlement as a durable solution is an option available only to a very limited number of refugees who meet precise criteria defined by the resettlement countries and UNHCR.

The country willing to accept a refugee for resettlement may not be the country of choice by the refugee.

Resettlement is not a right:

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

Resettlement is not automatic:

Recognition of refugee status does not lead to every refugee being eligible for resettlement to a third country.

WHO MAY BE CONSIDERED FOR RESETTLEMENT?

The following persons can be considered for resettlement if they have specific protection needs in Pakistan:

1. Any non-Pakistani national who has been recognized as a refugee under UNHCR's mandate following an individual refugee status determination procedure; and
2. Afghan nationals holding a valid Proof of Registration (PoR) card.

UNHCR conducts a thorough review of each case based on precise criteria defined by the resettlement countries and UNHCR, and assesses different factors including the reasons for leaving the country of origin and the current situation in Pakistan.

HOW IS THE RESETTLEMENT PROCESS CARRIED OUT?

Step 1: If you are holding a valid PoR card, you have to undergo a protection needs assessment (PNA) with one of UNHCR's partners. The outcome of this PNA will be shared with UNHCR for a pre-screening.

If you have been granted refugee status under UNHCR's mandate in an individual refugee status determination procedure, UNHCR will pre-screen your case automatically to determine if your case potentially qualifies for resettlement.

If your case potentially qualifies for resettlement, step 2 will follow. If not, you will be informed in writing.

Step 2: Interview by UNHCR to assess if you meet the resettlement criteria.

Step 3: If UNHCR has determined that you meet the resettlement criteria, UNHCR will refer your case to a resettlement country and inform you in writing to which resettlement country your case has been referred. Step 4 will follow. If UNHCR has determined that you do not meet the resettlement criteria, you will also be informed in writing.

Step 4: Upon receipt of the referral, the resettlement country will conduct a review of your case and either invite you for a resettlement interview or reject your case. The interview will be conducted by officials from the resettlement country. After the interview, you will be informed in writing by the resettlement country if you have been rejected or accepted for resettlement.

[Step 5](#): If you have been accepted by the resettlement country, UNHCR and the International Organization for Migration (IOM) will assist you with medical checks, travel documents, exit permits, cultural orientation and your departure from Pakistan to the resettlement country.

[Step 6](#): Upon arrival in the resettlement country you will be received and assisted by the immigration authorities of this country.

OBLIGATION TO TELL THE TRUTH

During interviews (step 2 and 4 mentioned above), UNHCR and the resettlement country officials will ask you details about your background, the reasons for leaving your country of origin and your current situation in Pakistan. It is very important that the information you provide is clear, consistent, complete, and accurate. UNHCR and the resettlement country will rely on this information when considering your case, assessing your credibility and whether you qualify for resettlement. For this reason, you must tell the truth and not withhold any information which could be relevant to your resettlement case during all your interviews.

WHO TAKES THE FINAL DECISION ON WHETHER I AM ACCEPTED FOR RESETTLEMENT TO A THIRD COUNTRY?

The resettlement country takes the final decision whether or not a refugee, will be accepted for resettlement in that country.

HOW LONG WILL THE RESETTLEMENT PROCESS TAKE?

Depending on the country to which your case has been referred and other requirements, the resettlement process, as described in step 1 to 6, may take from **six months up to one year or even longer**. Please note that mandatory clearances/additional information required by the authorities of the resettlement country on individual cases may considerably delay the process.

WHAT IF I DO NOT MEET THE CRITERIA FOR RESETTLEMENT?

Given the limited number of resettlement places worldwide, most refugees will not be eligible for resettlement to a third country.

If UNHCR decides that you do not meet the resettlement criteria, you will receive a letter notifying you of this decision.

If your case has been rejected by a resettlement country, UNHCR will assess if your case can be referred to another resettlement country. If UNHCR decides not to resubmit your case to another country, you will be informed accordingly.

The rejection of your case by UNHCR or the resettlement country does not provide for a right to lodge an appeal. However, as a refugee recognized under UNHCR's mandate or Afghan PoR cardholder, you remain a person of concern to UNHCR. You will continue to enjoy the rights of a refugee in Pakistan and you are protected from being forcibly returned to your country of origin.

DO I HAVE TO PAY FOR RESETTLEMENT?

All services and assistance provided by UNHCR and its partners are **FREE OF CHARGE**. You should not pay anyone to facilitate your case for resettlement. This might be considered as fraud and could lead to a rejection of your case.

ANTI-FRAUD POLICY

Any refugee who commits fraud relating to his/her resettlement application may be permanently disqualified from resettlement. Examples of fraud include: providing false information about your background; claiming a false identity for yourself or family members; attempting to add a person to your case who is not a genuine member of your family; submitting forged documents, paying money for resettlement services or charging money to other refugees for resettlement services.

If you are aware of fraud committed by another refugee or by a staff member of UNHCR or a partner organization, you should report this immediately to UNHCR either by dropping a letter into the complaint boxes that are installed in all UNHCR and partner offices or by directly contacting the Inspector General Office at UNHCR's Headquarters in Geneva (see below contact details). Your complaint will be dealt with in a confidential and discrete manner. If you want to file a complaint, you need to identify yourself with your name, nationality and contact details, as UNHCR cannot follow up on anonymous complaints.

Filing a complaint will not negatively affect your own case. Please be advised that you must be truthful in registering a complaint. Malicious or fabricated accusations may result in consequences under local laws.

Office of the UNHCR Inspector General

E-mail: inspector@unhcr.org
Confidential fax: +41-22-739-7380
Mailing address: UNHCR, Case postale 2500, CH-1211 Geneva 2 Depot
Telephone hotline: +41-22-7398844

CONFIDENTIALITY

All information provided to UNHCR during the resettlement process will be kept strictly confidential. Refugees whose cases will be submitted to a resettlement country are required to sign a declaration authorizing UNHCR to share with government officials from the resettlement country all information and documents relating to their case.

FURTHER INFORMATION

If you have any questions about the resettlement process or the status of your case, UNHCR's resettlement staff can be contacted as follows:

UNHCR Islamabad

Inquiry day: Every other Wednesday (9:00-16:30)
Address: SHARP Office, House no. 279-A, Nazim ud din Road, F-10/1
Hotline: 0300-5018568

UNHCR Peshawar

Inquiry day: Every Wednesday (8:00-16:30)
Address: 1 Gul Mohar Lane, University Town
Tel: 091-5842375/6
Hotline: 091-5704257

UNHCR Quetta

Hotline: 0333 -7833834
Please do not visit the office without appointment, which you can obtain through the hotline.

UNHCR Karachi

Tel. inquiry day: 021-35290019 (every Monday, 9:00-13:00)
Hotline: 0300-8153697

When you visit UNHCR or UNHCR's partners, it is important that you bring your UNHCR case number, your UNHCR-issued refugee ID card, your PoR card (if available) or any other available identify documents. When calling UNHCR, please provide your name and UNHCR case number to the staff member attending your call. This will allow him/her to verify your identity.