



ENTITLEMENTS, SERVICES and OBLIGATIONS in the camps

1. UNHCR

The Office of the United Nations High Commissioner for Refugees is the international refugee agency established in 1951 to provide international protection to refugees, asylum seekers, returnees, internally displaced and stateless persons.

2. COR

The Commissioner for Refugees is the Sudanese government authority responsible for the provision of protection to all asylum seekers and refugees in Sudan, including reception, registration and documentation.

3. UNHCR works in partnership with

Commissioner for Refugees (COR)
Human Appeal International (HAI)
Sudanese Red Crescent (SRC)
Sudan Open Learning Organization (SOLO)
Al Sugya Charity Organization (ESCO)
Forest National Cooperation (FNC)
Global Health Foundation (GHF)
Sudan Organization for Development (SOD)
Kassala Social Development Foundation (KSDF)
World Food Programme (WFP)
Gedaref State Government
Ministry of social Welfare Sinnar State
Ministry of Social Welfare, Kassala State
Ministry of Finance, Kassala State

4. Protection in Sudan

Asylum seekers and refugees are under the protection of the Government of Sudan and are subject to the laws of Sudan. While in Sudan, you are expected to respect the laws, customs and traditions of Sudan.

If you face any security problem while in Sudan, you should report it immediately to the nearest police station

and/or camp management. UNHCR can assist with legal aid on issues of child custody, guardianship, sexual and gender based violence, marriage, divorce and other compelling concerns through the provision of Sudanese lawyers from the Sudan Organization for Development (SOD). Should you need assistance in this regard, contact UNHCR field staff in the camp or call SOD lawyers on 01 206 696 89 or 09 996 903 63.

5. Reception

Upon arrival to the camp, as an asylum-seeker YOU:

- will be registered and given an appointment for a Refugee Status Determination interview by COR
- are entitled to receive 2 hot meals for the first 2 days. After that you receive a food voucher to purchase food from selected stores in the camp until your refugee status is determined. Only in exceptional cases can the validity be extended beyond three months.
- are allocated a living space in the reception centre in Shagarab I, which you need to vacate as soon as you are assigned your own tukul upon recognition as a refugee. Tukuls are provided free of charge.
- will receive a set of non-food items per family member provided only once (sleeping mat, blanket, soap, mosquito net and sanitary materials and buckets for women). Other non-food items are provided per family (jerry cans, basins and cooking sets).

6. Documentation

As a refugee, you will be issued a refugee ID card. You should carry your ID at all times. In case you lose it, contact the COR camp manager or UNHCR field assistants to facilitate the issuance of a replacement. The refugee ID card is valid for one year; it is your responsibility to renew it before the expiry date.

7. Shelter

A tukul will be assigned to you/your family in the camp and you are responsible for maintaining it. If you leave the camp for any reason, you must return it to the camp manager before you depart. The tukul is not a private property and you are not allowed to rent it out or to sell it. If you are single, you are expected to share your tukul with other single individuals of the same sex.

8. Food assistance

As a refugee, you will receive food vouchers throughout the first two years of your stay in the camp. The voucher entitles you to purchase food items of your choice from WFP designated shops. The value of the voucher is subject to change depending on market prices. The provision of food during this period serves to support individuals and families as they start rebuilding their lives and while they actively seek ways to support themselves for the longer term. After 2 years, only refugees who meet specific vulnerability criteria will continue to receive 50% of the food voucher value. In addition, refugees satisfying the vulnerability criteria may also be entitled to some additional non-food items. UNHCR and social worker staff are in charge of assessing vulnerable cases.

9. Environment and domestic energy

Refugees are encouraged to attend the training provided by FNC to families on the construction and maintenance of improved mud stoves which reduce the consumption of fuel wood, home garden establishment, agro-forestry and general environmental awareness training programmes. A limited number of liquefied petroleum gas units is provided to families by FNC on a cost-sharing basis and according to specific criteria.

10. Water

Clean and potable water is available from distribution points within the camp in the morning and in the afternoon. Access to water is free of charge to all refugees and asylum seekers. Water is a very scarce resource and there is a limited supply. It is the responsibility of every refugee to ensure that it is managed carefully and that it is not wasted. If you let it flow, then you let it go.

11. Sanitation

It is the responsibility of every refugee to ensure that communal latrines and shower facilities are utilised in a hygienic manner. It is mandatory for each refugee to participate in the construction of their household latrine unless they are unable to do so.

12. Health Care & Nutrition Services

Asylum seekers and refugees are eligible for free primary health care and medical treatment in the camp clinics and hospitals, run by the health partner. Pregnant and lactating

women, as well as malnourished children are eligible for a supplementary feeding programme while persons living with HIV/AIDS and TB patients who are on treatment can access food rations through the TGFD program that will be facilitated through the hospital

Refugees requiring specialised treatment, as identified by the camp doctors, will be referred for emergency treatment in hospitals in Gedaref, Kassala and Girba. Due to budget constraints, only limited cases – those with life threatening conditions - which require interventions not available in the state will be further referred to Khartoum. All referrals are identified by the UNHCR health partner organization in the camp only. UNHCR DOES NOT provide emergency medical treatment abroad.

Confidentiality is ensured throughout all medical consultations. As a patient you should only disclose your health issues to the doctor, medical assistant and health workers who are directly involved in providing care for you.

All medicines provided at the hospital and health posts in the camps are free of charge. Any private consultations outside camps clinics and hospitals are at your own expense and will not be reimbursed by UNHCR nor by the health partner organization in the camp.

13. Education

Pre-primary and primary education is available free of charge in the camp for refugee children. The schools follow the Sudanese curriculum, which is taught in Arabic. If you have children of school going age, you are encouraged to approach the school principal to enrol your children. You can contact SOLO for adult literacy classes. New arrivals can contact COR for enrolment in literacy classes.

UNHCR provides limited and ad-hoc support to refugees for enrolment into secondary and University education in Sudan through scholarships on a competitive basis. For further information, please contact the camp manager or UNHCR field assistants.

14. Work & Employment

As a refugee, you are allowed to work in any field except those related to the security of the country or national defense. Please contact the camp manager and UNHCR field assistants for further information and guidance on

obtaining work permits. For more information, consult the separate leaflet on work permits available in the camp.

15. Refugee leadership structure

Community participation in the general welfare and peaceful upkeep of the camp is ensured through refugee committees such as the Refugee Representatives Committee, Youth Committee, Women's Committee, Livelihood Committee, Water and sanitation committee and Shelter Committee. In addition, there are New Arrivals Committees in Shagarab 1, 2 & 3 which are in charge of identifying the needs and responding to issues of concern to new arriving asylum-seekers.

16. Self-reliance, livelihoods and development

Access to livelihood training and income generating activities is based on set criteria. Due to limited resources and high number of applications, meeting the criteria is not a guarantee for enrolment in the training program and/or receiving a loan for income generation. You can contact the Livelihood Committees in each camp, Community Development Committees as well as KSDF and SRC staff in each camp to find out about existing opportunities and how to enrol. For further information on support available to establish home gardens, construct improved mud stoves, planting activities, community woodland management and other environmental issues, you can contact the environmental awareness centres managed by FNC.

17. Family reunifications abroad

If you are an asylum-seeker or refugee wishing to be reunited with family abroad, it will be your responsibility to follow up with concerned parties including embassies and family abroad. If you have an Embassy appointment, please approach the camp manager to facilitate a travel permit for you.

18. Travel permit

Sudan limits freedom of movement of asylum seekers and refugees. You are generally not allowed to leave the camp. If you wish to leave the camp or travel to another place in Sudan, you must obtain permission from the National Security through the camp manager prior to your departure. A travel permit is free of charge and is valid for a specific period and can only be renewed at the place of departure. Make sure to keep it with you along with your refugee ID card until you return to the camp before it expires. Any

travel and stay out of your camp which has not been previously authorized is considered illegal and could result in arrest and/or detention. The intervention of UNHCR in such cases is limited.

19. Smuggling, kidnapping and trafficking

Be aware of the risk of kidnapping. Avoid going out at night. Avoid isolation. Always move in groups. Watch out for unusual movement and activities, and persons behaving suspiciously. Do not accept offers of help (especially transportation) from people you do not fully trust. Using smugglers to travel from the camp to other locations in and out of Sudan is a crime under the law of Sudan and might put you at risk of arrest, kidnapping, extortion, sexual and physical violence and even torture. Be careful with accepting offers from people who say they will help you reach another location or country or offer you jobs. They could be trying to deceive you. Many refugees have been abused by their smugglers who sold them to human traffickers. Always inform your family or a trusted friend about your movement, and give them a contact number. If you notice any cases of trafficking and kidnapping, please report them immediately to the camp management, the police or UNHCR.

20. Access to UNHCR

Asylum-seekers and refugees can have access to UNHCR by approaching UNHCR field assistants in the camps on the assigned days in each camp. **When you call or approach UNHCR in person for any reason related to your file, please come prepared with your file number to avoid delays in accessing services and assistance.**

All services, information and documents that UNHCR and all its partner organizations in the camps provide to refugees and asylum seekers are free of charge. No staff member should ever ask you for any money, favours or gifts. Please report in writing to UNHCR if anyone requests money or any favour from you to obtain services. You can deposit a sealed envelope marked "confidential" which contains this information in any of the UNHCR Suggestions & Complaints boxes distributed in the camp or send it by email to UNHCR.

UNHCR – Kassala: Tel: 09 125 023 43

Email: SUDES@unhcr.org

Commissioner for Refugees (COR):

Tel: 09 128 881 39/ 09 127 337 00 (Kassala State)

Tel: 09 128 623 47 (Gedaref State)

Tel: 01 215 668 45 (Girba area)