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## Return Guide



**For the Voluntary Repatriation of Iraqis**

**United Nations High Commissioner for Refugees  
(UNHCR) – Tehran, IRAN**

■ May 2011 ■



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United Nations High Commissioner for Refugees  
کمیسیونر یای عالی سازمان ملل متحد در امور پناهندگان

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## **Returnee assistance and information**

### **Introduction**

UNHCR Iraq, through its returnee assistance and monitoring programs, is working with the Government of Iraq to supporting its efforts in establishing conditions necessary for safe, dignified and voluntary return of Iraqi refugees to Iraq and displaced persons inside Iraq.

If you have previously been displaced inside or outside of Iraq and have a) already returned b) are in the process of returning, or, c) are thinking of return, please read the information below which may be of assistance to you and your family:

Section 1: Returnee assistance available in the country of asylum by UNHCR and Returnee assistance available in Iraq by UNHCR and the Government of Iraq. (Section 1)

Section 2: How to obtain important documentation prior to return to Iraq and after returning to Iraq. (Section 2 )

Section 3: Contact addresses and telephone numbers for UNHCR returnee and protection assistance centres in Iraq and Government of Iraq (MoDM, BDM, DDM) returnee assistance offices in Iraq. (Section 3)

### **Section 1**

#### **UNHCR returnee assistance in country of asylum by regional UNHCR offices**

UNHCR provides assistance on an individual case basis to persons who, being fully informed of the situation in their places of origin, chose voluntarily to return. Accordingly, the following information is made available for persons considering returning to Iraq from regional asylum countries.



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### **Pre departure registration with UNHCR:**

UNHCR in the regional asylum countries counsel, and after careful assessment, can assist registered refugees returning voluntarily to Iraq.

### **UNHCR assistance:**

Upon completion of the Voluntary Repatriation Individual case assessment in the regional country of asylum and prior to departure, the following assistance may be provided by UNHCR.

- 100 USD per adult
- 50 USD per child
- Up to a maximum of 500 USD per family
- An additional transportation grant may also be obtained depending on the country of asylum.

### **Criteria for UNHCR Voluntary Repatriation Individual case management assistance:**

Applicants should fulfill the following criteria:

- Be Iraqi nationals
- Have resided in the asylum country for at least 8 months
- In general the whole family/ household in the asylum country must decide to return
- Conditions in specific area of intended return in Iraq must be assessed by UNHCR as being sustainable.

Please note that the amount of assistance provided in each regional country may vary slightly compared to the amounts stated above. For more information on Iraqi Voluntary Repatriation from UNHCR regional country asylum offices please contact the following telephone numbers during office hours.

UNHCR Syria: + 963 (0)992.550.708

UNHCR Jordan: + 962 (06) 5502140/1.

UNHCR Egypt: + 20 (0) 383 55801/803 and +20 (0) 383 575 09

UNHCR Lebanon: +961 (1) 849201

UNHCR Iran: + 021 88 05 91 76



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UNHCR Turkey: + 90 (0) 312 409 70 05 (call on Thursdays between 15.00 – 16.00)

\* Please note that persons who have completed the Voluntary Repatriation process will have their files inactivated in the asylum country by UNHCR and can no longer benefit from assistance through UNHCR or its partners in the asylum country. Persons, who return to Iraq but, after unsuccessfully attempting to re-integrate themselves, return to an asylum country, may approach UNHCR in the asylum country to request reactivation of their files.

## **Resources and assistance for returnees in Iraq**

If you are intending to return to Iraq permanently or have already returned the following resources and assistance are available in Iraq: -

### **UNHCR assistance in Iraq**

Returning Refugees and Returning IDPs and members of the local community may approach the following UNHCR centers for advice and assistance. Women, children, elderly, persons with disabilities and returnees who may have other special needs may receive, after assessment of their particular situation, additional support from UNHCR.

1. UNHCR Return Integration & Community Centers (RICC) provide support and referral services to government and other relevant bodies to assist in return and reintegration.
2. UNHCR Protection Assistance Centres (“PAC”) Protection Assistance Centers and mobile teams provide free legal counseling and assistance in obtaining civil status documents as well as social counseling and other referrals. Please see the list of Centers in Iraq detailed at the back of the pamphlet.

Please see the list of UNHCR PAC and RICC centers in Iraq detailed at the back of the pamphlet. If you have any questions related to return please call the UNHCR IRAQ HOTLINE: **0780 1952501**



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## **Government of Iraq assistance in Iraq**

**Government of Iraq Returnee Centers “RAC” and MoDM/ DDM offices in Iraq**– Please see the list of centers and their addresses detailed at the end of this pamphlet

The Iraqi Government’s Ministry of Displacement and Migration has informed UNHCR that the following services are available to returnees. It is noted, that to date, not all eligible returnees have been able to access all types of Government of Iraq returnee assistance applied for.

UNHCR has been informed that Government of Iraq assistance to eligible returnees may include:

- 1 million Iraqi Dinars (Returnee Grant) which as of May 2010 the MoDM is proposing to increase to 1.5 million Iraqi Dinars)
- Facilitation letter for possible exemption of electricity, water and telephone bills owed by the returnee in the property left behind during the period of displacement
- Facilitation letters for possible regaining of public sector employment (there is additional assistance to highly skilled former public sector workers such as University professors, access to education, property restitution, obtaining missing documentation, passports and letters from the Municipal Council.

A specialized reception committee in the RAC provides referral services to Ministry of Displacement and Migration (MoDM); the Iraqi Security Forces, (ISF) a Directorate and to the Government Real Estate Offices in Baghdad for property related issues including property restitution.

Eligible Returnees are those who

- 1) Fled between 01/01/2006 to 01/01/2008, being displaced for not less than 8 months outside of Iraq.
- 2) Fled Iraq one year prior to 09/04/2003 and returned to Iraq after 09/04/2003 (this group may also be eligible for additional returnee assistance from MoDM including allocation of land).



3) Eligible formerly internally displaced returnees are those who fled their place of origin within Iraq after 01/01/06 to 01/01/2008 and registered with MoDM in the location of displacement.

**Documents needed to register with the Government of Iraq as a refugee or IDP returnee:**

- PDS card
- ID Card
- Housing Card or residence letter, Iraq National Certificate
- (BAFIA Card, for returnees from Iran)
- UNHCR Refugee Certificates may also be presented (but this is not obligatory)
- Documents need to be verified by the Local Council and Baghdad Provincial Council.
- For refugees documents proving time spent outside of Iraq
- For IDP's proof of MoDM registration.

**Documentation for possible property restitution/ damage compensation through RAC assistance**

1. Title deed.
2. Official property letter issued by Iraqi real estate offices in each governorate
3. Public Distribution Card (PDS)
4. Housing card
5. Iraqi nationality certificate
6. Civil status ID

Process: documents are to be presented to the Local Council. If the property is illegally occupied, documents to be presented to Iraqi Security forces Representative located in MoDM Centre. MoDM can also assist if there are any procedural issues related to the restitution/ compensation application at the Local Council.

**IDP return of movable property**

Documents needed:

1. Clearance letter from the Forces Command and Local Council. The letter (including the name of the vehicle driver and full description of the car)





### **Access to former public sector employment**

Former Government employees may apply to be reinstated in their former positions after the following procedures upon return:

- Register as a returnee in MoDM and obtain the returnee's card.
- Submission of application to concerned office and department
- ID card
- National passport
- Updated employment file including last salary record/certificate of subsequent employment (including outside Iraq)
- A confirmation letter from MoDM.

## **Section 2**

### **Obtaining important documentation outside Iraq**

One of the main problems many persons thinking of returning to Iraq face is a lack of necessary documentation required for re-establishing their lives in Iraq, including, if they wish, registering as a returnee with the Government of Iraq.

#### **National passport**

National passport are issued or renewed at the Iraqi Embassy in the country of asylum. Required documentation:

- Passport Application form
- Iraqi Nationality Certificate
- Civil Status identity card
- Public Distribution System Card
- KRG a letter from the Mukhtar of the applicant is also required.
- Endorsed cheque from a government bank in the sum of 25000 Iraqi Dinars paid as fees at Travel and Nationality Directorate
- Photographs: 2 (4 in KRG)



#### **National Iraqi Identity Card:**

National identity cards are issued only inside Iraq. However, the process can be initiated through an application to the Embassy of Iraq





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### **Documentation required for children born outside Iraq, before returning to Iraq**

1. Birth certificate(s) from the hospital(s) where birth(s) occurred, local/national certification according to laws and regulations in the country of asylum.
2. Certification of the document by the Embassy of Iraq in the country of asylum.
3. Addition of child's name to parent's passport: (by Embassy of Iraq in Country of Asylum). Please note that for parent's of children with G and A series passports each child will need their own individual passport.

### **Marriage and divorce documents required in country of asylum**

Marriage and divorce should be legally registered according to applicable laws and regulations in the countries of asylum.

### **Before leaving country of asylum**

Certification by Embassy of Iraq in country of asylum, (prior to return to Iraq)

### **Death Certificates, requirements while in country of asylum**

1. Hospital/Physician Report of Death in the event of a unnatural or suspicious death of a member of your family a police report must also be obtained.
2. Issuance of Death Certificate by designated authorities in the country of asylum
3. Certification of death certificate by Embassy of Iraq in country of asylum -

### **Education, Certification requirements outside Iraq, prior to return**

1. Certificates of attendance and achievement from schools attended outside Iraq issued pursuant to national laws and regulations.
2. National Ministry of Education AND Ministry of Foreign Affairs (in country of asylum) certification of school documents
3. Embassy of Iraq certification of school documents



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*Courtesy: ODVV*

### **Return of Movable Property**

Returnees may bring back moveable property (furniture) and must declare all accompanying items at the transportation company in the country of asylum, responsible for the processing of the required clearance (Manifest). Iraqi border instructions stipulate 5% tax of the total amount of the furniture's value which will be determined by a specialized employee.

#### **Documents required:**

1. National passport
2. Manifest listing movable property

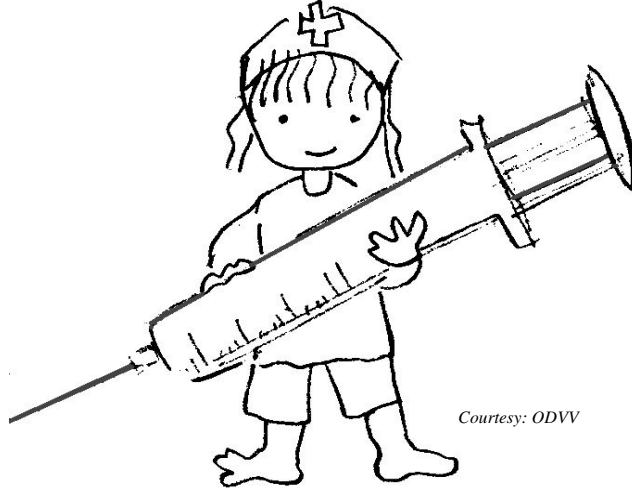
### **Obtaining important documentation when in Iraq**

As mentioned previously one of the main problems many returnees to Iraq face is a lack of necessary documentation required for re-establishing their lives in Iraq, including, if they wish, registering as a returnee with the Government of Iraq.



### **Documentation required by the Iraqi Government for children born outside Iraq**

1. Certification of birth certificate by the Ministry of Foreign Affairs, Certification Section is required before approaching any other ministry or institution.
2. Submission of certified documents to civil registry (birth/death) of Governorate Health Directorate with request for an Iraqi ID Card
3. Submission of Iraqi birth certificate to Civil Status Directorate
4. Application to Civil Status Directorate for new ID card for child
5. Please note that children registering for Iraqi schools ( age 6 ) for the first time need to register before September of that academic year. For children transferring from schools in asylum countries this can be done at any time except just before or during final exams in June of each academic year.



*Courtesy: ODVV*

### **Documentation required by the Iraqi Government for recording of deaths outside of Iraq:**

1. Certification of death certificate by the Government of Iraq Ministry of Foreign Affairs, certification Section
2. Documentation submitted to the Death and Birth Section of the Governorate Health Directorate in Iraq.

### **Education, Certification requirements required upon return to Iraq**

1. Certification by Ministry of Foreign Affairs, Certification Section (in Iraq) is required before approaching any other ministry or institution
2. Submission of Certificates to Governorate Education Directorate for Certification



3. Directorate notification to school indicating level (the process can take three days).

Note: IDP returnees may approach the Education Directorate offices directly to submit documentation and request children's enrollment in school

### **Marriage and divorce documents required upon return to Iraq**

- Certification by Ministry of Foreign Affairs, Certification Section (in Iraq) is required before approaching any other ministry or institution
- Submission of certified documents to the Personal Status Court
- Submission should be accompanied by the following documents:
  - Iraqi Civil Status identity Card
  - Iraqi Nationality Certificate
  - Housing card
  - PDS card

### **Required documents in order to obtain an Iraqi identification card on return to Iraq**

Certification by Ministry of Foreign Affairs, Certification Section (in Iraq) is required before approaching any other ministry or institution

### **Iraqi Civil Status Card**

- Application form (cost 750 Iraqi Dinar) from library of the martyrs police families
- Birth certificate or proof of birth in the case of a child
- Housing card (or supporting letter from the local council to confirm the subject's residence),
- Recommendation from the Mukhtar if the person lives in KRG
- PDS card,
- Photographs: 2 (4 in KRG) of each applicant.

### **Documents required for the renewal of Public Distribution System (PDS) card**

The PDS card may be renewed in Iraq at the Ministry of Trade Branch in the area of residence. The following documents are required for renewal:

- Civil Status ID of all members of the family,
- Personal Civil ID Record,



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- Housing card (or supporting letter from the local council to proof area of residence),
  - Written statement by the head of the family confirming the accuracy of the information and documents submitted.
- \* please note that in the KRG, a letter from the Mukhtar is also required.

### **Documents required in order to obtain an Iraqi Nationality Certificate**

The following documents need to be submitted to the General Nationality Directorate in each governorate

- completed Iraqi Nationality Certificate application form (with two 500 Iraqi Dinar stamps)
  - Copy of father's, brother's, grandfather's or uncle Nationality certificate
  - Public Distribution Card
  - Housing card (or supporting letter from the local council to confirm the applicants' residence)-
  - KRG, a recommendation letter from the Mukhtar to confirm residency is required,
- 2 photos of the applicant (4 in KRG)

### **Obtaining a Housing Card**

Obtained from Information Office, local police station of area (in case of issuing a new Housing Card) OR the Information Office at the place of residence (renewals).

Documentation required:

- A letter from the city council, local council or Mukhtar confirming family's residency in the area.
- Public Distribution Card
- Civil Status IDs

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**UNHCR IRAQ**  
**PROTECTION AND ASSISTANCE CENTERS (PAC)**  
**EXTERNAL CONTACT DETAILS**

GOVERNORATE	CONTACT NUMBER	E-mail
ANBAR	+ 964 78 13901245 (Falluja) + 964 78 13901243 (Ramadi) + 964 78 13901257 (Haditha)	<a href="mailto:Anbar.pac@gmail.com">Anbar.pac@gmail.com</a>
BABYLON	+ 964 78 13901244 + 964 78 13901254	<a href="mailto:Babylon.pac@gmail.com">Babylon.pac@gmail.com</a>
BAGHDAD	+ 96 4 7813901240 + 96 4 7813901241 + 96 4 7813901242	<a href="mailto:Baghdad.pac@gmail.com">Baghdad.pac@gmail.com</a>
BASRAH	+96 47811300525	<a href="mailto:basrahlegaloffice@yahoo.com">basrahlegaloffice@yahoo.com</a>
DAHUK	+964 750 4576771	<a href="mailto:pacharikar@yahoo.com">pacharikar@yahoo.com</a>
QADISSYA	+964 7801707125	<a href="mailto:diw.legal@yahoo.com">diw.legal@yahoo.com</a>
DIYALA	+964 7801952501	<a href="mailto:hussseinm@unhcr.org">hussseinm@unhcr.org</a>
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KERBALA	+ 962 -6- 5665864	<a href="mailto:issam.zayed@drciraq.dk">issam.zayed@drciraq.dk</a>
KIRKUK	+ 964 77 01358555	<a href="mailto:fuadpacricc@yahoo.com">fuadpacricc@yahoo.com</a>
MISSAN	+ 962 -6- 5665864	<a href="mailto:ssam.zayed@drciraq.dk">ssam.zayed@drciraq.dk</a>
MUTHANNA	+964 781902526	<a href="mailto:equal.right@yahoo.com">equal.right@yahoo.com</a>
NAJAF	+964 7808130383	<a href="mailto:najaflegal@yahoo.com">najaflegal@yahoo.com</a>
NINEWA	+964 7481714355	<a href="mailto:pac@acdiq.org">pac@acdiq.org</a>
SALAH AL DIN	+964 7712312329 +964 7712291629	<a href="mailto:Salahadeen.pac@gmail.com">Salahadeen.pac@gmail.com</a>
SULAYMANIYA	+964 7707707565	<a href="mailto:pac_cdo@yahoo.com">pac_cdo@yahoo.com</a>
Thi-QAR	+964 7801905303 (Nasiriya) +964 7801839905 (Chibayish)	<a href="mailto:naslegaloffice@yahoo.com">naslegaloffice@yahoo.com</a> <a href="mailto:chibayish_legal@yahoo.com">chibayish_legal@yahoo.com</a>

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EXTERNAL CONTACT DETAILS**

GOVERNORATE	RICC Name	CONTACT NUMBER	CONTACT EMAIL
<b>BAGHDAD</b>	RICC 1 Al-Qahera	+964-7801958471	<a href="mailto:alqahira.ricc1@gmail.com">alqahira.ricc1@gmail.com</a>
	RICC 2 Baghdad Al-Jadeeda	+964-7801958469	<a href="mailto:aghdadjad.ricc2@gmail.com">aghdadjad.ricc2@gmail.com</a>
	RICC 3 Al-Doura	+964-7801958865	<a href="mailto:aldora.ricc3@gmail.com">aldora.ricc3@gmail.com</a>
	RICC 4 Al-Amel	+964-7801953136	<a href="mailto:hayalamil.ricc4@gmail.com">hayalamil.ricc4@gmail.com</a>
	RICC 5 Al-Mansour	+964-7801958470	<a href="mailto:almansoor.ricc5@gmail.com">almansoor.ricc5@gmail.com</a>
	RICC 6 Al-Kadhumiya	00964 7710 001 939	<a href="mailto:alkadhmiya.ricc6@gmail.com">alkadhmiya.ricc6@gmail.com</a> -
<b>BASRA</b>	RICC Basra	00964-7709029541	<a href="mailto:rafha_ricc@yahoo.com">rafha_ricc@yahoo.com</a>
<b>MISSAN</b>	RICC Missan	00964-7709022200	<a href="mailto:rafha_ricc_mis@yahoo.com">rafha_ricc_mis@yahoo.com</a>
<b>DIYALA</b>	RICC Diyala	+964-7809717372 +964-7903519386	<a href="mailto:hfordfamily@yahoo.com">hfordfamily@yahoo.com</a>
<b>KIRKUK</b>	FUAD [al mo'sasa al mutahada lil ighatha wa al tanmiya al mustadama]	+964-7701358555	<a href="mailto:ricckirkuk@fuad-iraq.org">ricckirkuk@fuad-iraq.org</a>
<b>NINEWA</b>	ACD [Association Development for Civil Society Culture]	+964-7703038586	<a href="mailto:acdiraq@gmail.com">acdiraq@gmail.com</a> ; <a href="mailto:ricc@acdiq.org">ricc@acdiq.org</a>



## GOVERNMENT OF IRAQ

### RETURNEE CENTRE ( DDM, BDM AND MoDM) CONTACT DETAILS

Serial	Governorate	Address	Mobile	E-mail
1	ERBIL	Erbil / Shwarash / Str. Iron & Wood	07504 540 323	
2	MOSUL	Governorate center / Al Hay Al Araby	07701 269 547	<a href="mailto:mim_nineveh@yahoo.com">mim_nineveh@yahoo.com</a>
3	MOSUL/ HAMDANIYA BRANCH	Qara Qosh / county 153 / Mar Qrya Qosh Bishmoony	07701 664 544	<a href="mailto:sar.mohsin12@gmail.com">sar.mohsin12@gmail.com</a>
4	MOSUL TAL AFAR BRANCH	Tal Afar District / buidling of Tal Afar District administration		
5	KIRKUI	Governorate center / Baghdad - Kirkuk highway / Opposite to Al Shmoo' photographics	07706 667 660 / 07704 711 177	<a href="mailto:kirkukidps@yahoo.com">kirkukidps@yahoo.com</a> / <a href="mailto:kirkukidps@googlemail.com">kirkukidps@googlemail.com</a>
6	SALEH EL- DIN	Tikreet / Tikreet main road / Hay Al Qadissiya / Near Al bilaj str.	07701 665 536 / 07707 588 869	<a href="mailto:salahaddinidps@yahoo.com">salahaddinidps@yahoo.com</a>
7	DIYALA	Governorate center / behind Baqouba hospital / beside agricultural directorate	07807 838 386 / 07902 332 719	<a href="mailto:dyalaidps@yahoo.com">dyalaidps@yahoo.com</a>
8	DIAYAL/ KHANAQIN	District center / county (1532 / 6) / Haj Qara / behind court	07701 906 534	<a href="mailto:ayad_iraq1985@yahoo.com">ayad_iraq1985@yahoo.com</a>
9	BAGHDAD/ KARKH	Harthiya / City center restaurant str.	07905 200 340	

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10	<b>BAGHDAD/ RESEFA</b>	Mustansiriya / Hay Al Muhandiseen / Near Minister of Interior's house (Jawad Al Polany)	07702 633 425	
11	<b>BABYLON</b>	Hay Al Khisrawiya / opposite to railroad	07813 284 348	
12	<b>NAJAF</b>	Hay Al Ameer / near Al Rawan str.	07702 617 928	<a href="mailto:najaf333@yahoo.com">najaf333@yahoo.com</a>
13	<b>KERABALA</b>	Near Al Sadr Office	07709 409 133	<a href="mailto:suhail_ah72@yahoo.com">suhail_ah72@yahoo.com</a>
14	<b>WASSIT</b>	Kut District, Al Salam Quarter near Wassit Sewage Directorate	7809 619 439	
15	<b>ANBAR</b>	Ramadi / Main road / Al Warrar / Near Al Jazeera bridge	07901 854 612	<a href="mailto:modm_anbar@yahoo.com">modm_anbar@yahoo.com</a>
16	<b>BASRAH</b>	Ashar / Korneesh / near Businessmen center	07801 174 469 / 07704 587 643	<a href="mailto:modm.basrah@yahoo.com">modm.basrah@yahoo.com</a>
17	<b>MISSAN</b>	Amara / Awasha / near big bridge / close to Missan taxes' directorate	07801 082 640	<a href="mailto:maysan_displaced@yahoo.com">maysan_displaced@yahoo.com</a>
18	<b>THI QAR</b>	Zaytoon str. / near Al Zaytoon bridge		<a href="mailto:nas_modm@yahoo.com">nas_modm@yahoo.com</a>
19	<b>MUTHANA</b>	Governorate center / near celebrations' square		<a href="mailto:sumare_007@yahoo.com">sumare_007@yahoo.com</a>
20	<b>DIWANIYA</b>	Governorate center / near Al Hachim mosque		<a href="mailto:al_salhy@yahoo.com">al_salhy@yahoo.com</a>