



ΚΥΠΡΙΑΚΗ ΔΗΜΟΚΡΑΤΙΑ
ΥΠΟΥΡΓΕΙΟ ΕΣΩΤΕΡΙΚΩΝ

INFORMATION LEAFLET FOR APPLICANTS FOR
INTERNATIONAL PROTECTION

ΥΠΗΡΕΣΙΑ ΑΣΥΛΟΥ
ASYLUM SERVICE



**INFORMATION LEAFLET FOR APPLICANTS
FOR INTERNATIONAL PROTECTION**

You have received this information leaflet as you have made or are considering making an application for international protection.

An applicant for international protection is a person who seeks to be recognized as a refugee in accordance with the terms of the 1951 Geneva Convention relating to the status of refugees and the related 1967 Protocol, which provide the foundation for the system of protection for refugees generally.

This information leaflet is meant to provide basic information for applicants for international protection in the Republic of Cyprus. It is in the applicant's interest to read this leaflet carefully and to ensure that (s)he understands it.

PART 1: APPLYING FOR INTERNATIONAL PROTECTION

Who can apply for international protection?

If you cannot, or do not want to return to your country because you are afraid of being persecuted due to your race, religion, nationality, membership of a particular social group, gender or political opinion.

If you cannot, or do not want to return to your country because you are afraid you will suffer serious and unjustified harm, such as:

- Torture, or inhuman, or degrading treatment, or punishment
- Serious and systematic human rights abuses
- Threat to your life, security, or freedom, because of armed conflicts, or massive violations of human rights
- Death penalty or execution

If you believe that you qualify as a refugee or for subsidiary protection, you may submit an application for international protection and seek the protection of the Republic of Cyprus.

When do I apply?

You must apply with all family members accompanying you as soon as you arrive in Cyprus.

If you are already in Cyprus you must apply as soon as possible. If you entered Cyprus illegally you must present to the authorities without undue delay. Your illegal entry in Cyprus does not prevent you from applying for international protection.

Where do I apply?

You can officially lodge your application directly at Aliens and Immigration Unit of the Police of your district of residence.

Nicosia Aliens and Immigration Unit

6, Agamemnonos, Egkomi, 2411 Nicosia
Tel.: 22607000 Fax: 22775551
Email: aidnicosia@police.gov.cy

Limasol Aliens and Immigration Unit

223, Fragklinou Rousvelt, D. Nikolaou Building, 2nd Floor, 3046 Limasol
Tel.: 25805222 Fax: 25805651
Email: aidlimassol@police.gov.cy

Larnaca Aliens and Immigration Unit

34, Tasou Mitsopoulou, Makenzy, 6027 Larnaca
Tel.: 24804222 Fax: 24304216
Email: aidlarnaca@police.gov.cy

Paphos Aliens and Immigration Unit

22, Eleftheriou Venizelou Avenue and Kaniggos street, 2nd Floor, 8021 Paphos
Tel.: 26806201 Fax: 26911219
Email: aidpafos@police.gov.cy

Famagusta Aliens and Immigration Unit

83, Eleftherias Avenue, TAPOLOS BLD, 1st Floor, 5380, Famagusta, Tel.: 23803280 Fax: 23811308
Email: aidfamagusta@police.gov.cy

You can express your intention to apply for international protection at:

- Asylum Service	70 Arch Makarios III Ave., Afemia House, 1077 Nicosia
- Civil Registry and Migration Department	Chilonos, 1457 Nicosia
- At every legal entry point	Larnaca Airport Paphos Airport All sea ports
- Checkpoints at the Green Line	

IN CASE YOU EXPRESS YOUR INTENTION you will be issued a Verification of intention to apply for International Protection. Then, you are obliged to proceed for lodging your application within six working days from the date of this Verification (date of making the application) to the nearest Aliens and Immigration Unit of the Police.

If you are in prison or being held by the police in detention, you can apply at the prison/detention centre/police station you are held.

Your illegal entry in Cyprus does not prevent you from applying for international protection. However, you should mention in your application the illegal entry.

What do I need in order to apply and lodge my application?

- Once you wish to submit an application, you will be provided with an application form.
- Both the application form, as well as its submission is FREE OF CHARGE.
- You need to present your passport, identity card or any document that proves your identity. In case you cannot present any such document because you came to Cyprus without bringing such documents with you, you can still apply for international protection.
- Unless you have a reasonable cause for not doing so, you must also furnish originals of all identity documents or birth and/or marriage certificates in your possession and relating to you, your spouse and/or your children.

YOU DO NOT NEED ANY LETTER FROM ANY LAWYER TO APPLY FOR INTERNATIONAL PROTECTION

STEP 1: How do I apply?

- You must go personally to the Aliens and Immigration Unit of the Police of your district of residence and apply with all your accompanying family members.
- Your accompanying minor children will be included in your application and all decisions taken in relation to your international protection application will apply to them. However, dependent adults may submit an application on their own behalf.
- You DO NOT NEED a lawyer to submit an application for international protection. You have a right, however, to have a lawyer during all stages of the asylum procedure.
- Once you are at the Aliens and Immigration Unit of the Police, ask for an application form in a language you can read and write. Application forms are available in various languages.
- If there are no application forms in the language you can read and write, you can ask for an interpreter. The services of the interpreter are provided FREE OF CHARGE. If there is no available interpreter, you must submit the application in a language you understand.
- Complete the personal data form with all your personal details.

- You must complete the application form at the Aliens and Immigration Unit of the Police. You must write in detail, clearly and truthfully the reasons you are afraid to return to your country. If you need additional paper, you can ask the police officer to give you some.

- If you are not able to read and/or write, a police officer or interpreter will complete the application for you, with your oral statements and ask you to sign it. You should ask the police officer or interpreter to read back to you what was written in your application before you sign, so as to make sure that what you have said is correctly written.

- In case you are a vulnerable person or you have any other special needs you must immediately inform the police officer.

- You must provide your address. It is very important to give your address correctly. Your file may be closed and the examination of your application may be discontinued if the Authorities cannot find you at the address you give. If you change address at any time you must inform within five days or the soonest possible the local Aliens and Immigration Unit of the Police, otherwise your file might be closed and consequently you will no longer be considered an applicant for international protection. You should inform the police officer in case you are homeless, so that necessary measures can be taken, in regards to your accommodation.

STEP 2: Dublin Procedure

When you submit your application, your fingerprints will be taken, as well as the fingerprints of all the family members included in your application. You will be given a Dublin leaflet in which it is explained why your fingerprints are taken. Children under the age of 14 are not obliged to give fingerprints. The fingerprints are transmitted to a European fingerprint database 'Eurodac' to identify if the applicant has ever applied before for asylum in any other member state of the European Union or has previously been fingerprinted at a border of the EU. The fingerprint data are stored by Eurodac for 10 years.

Your application may not be examined by Cyprus. The 'Dublin' Regulation (no. 604/2013) is a European Union law that determines which 'Dublin' country will examine your application for international protection.¹ Within this framework, you may be transferred to another 'Dublin' country if: a) you have applied for asylum in another 'Dublin' country or travelled legally or irregularly through another 'Dublin' country, b) if you have a nuclear family member present in another 'Dublin' country or c) if you have had a visa or a residence permit issued by another 'Dublin' country. The decision for the transfer is subject to an administrative appeal. If you wish to be united with your family, you must provide proofs as soon as possible and the latest within three

¹ This law is applied in 32 countries ('Dublin countries'): a) the 28 European Union countries (Austria (AT), Belgium (BE), Bulgaria (BG), Croatia (HR), Cyprus (CY), Czech Republic (CZ), Denmark (DK), Estonia (ET), Finland (FI), France (FR), Germany (DE), Greece (EL), Hungary (HU), Ireland (IE), Italy (IT), Latvia (LV), Lithuania (LT), Luxembourg (LU), Malta (MT), Netherlands (NL), Poland (PL), Portugal (PT), Romania (RO), Slovakia (SK), Slovenia (SI), Spain (ES), Sweden (SE), United Kingdom (UK)) and b) 4 "associated" countries (Norway (NO), Iceland (IS), Switzerland (CH) and Liechtenstein (LI)).

months since the date of application for international protection.

STEP 3: Confirmation Letter

Once you complete all the above steps, the Police will give you a **Confirmation Letter**, proving that you have applied for international protection and that you are residing legally in Cyprus. You must keep the Confirmation Letter with you at all times.

In case the procedure is not completed on the same day, the Police Officer will arrange an appointment for you.

IT IS EXTREMELY IMPORTANT TO RETURN TO THE Aliens and Immigration Unit of the Police ON THE STATED DATE in order to proceed with all the necessary arrangements for your application for international protection.

You can use the Confirmation Letter to:

- Legally stay in the areas controlled by the Government of the Republic
- Move freely in the areas controlled by the Government of the Republic
- Apply for work with the Labour Office
- Apply for welfare benefits in case you cannot find a job, or you cannot work
- Apply for a medical card in order to gain access to public hospitals

NOTE: YOU ARE ENTITLED TO THESE RIGHTS WHILE YOUR APPLICATION IS STILL EXAMINED.

STEP 4: Medical Examination

After receiving your Confirmation Letter, you must go for a medical examination, at any District or General Hospital. The medical examination is FREE OF CHARGE. The results of the medical examination are confidential.

Nicosia General Hospital

Nicosia- Limassol Old Road, no. 213, 2029 Strovolos

Tel: 22603000 Fax: 22603008

Email: ngh@mphs.moh.gov.cy

Larnaca General Hospital

Enomenon Politeion, 6301, Larnaca

Tel: 24800500 Fax: 24304298

Limassol General Hospital

Leoforos Nikaias, 3304, Kato Polemidia

Tel: 25801100 Fax: 25305783

Famagusta General Hospital

25 Christou Kkeli, 5310, Paralimni

Tel: 23200000 Fax: 23200100

Email: amochostos.hospital@cytanet.com.cy

Paphos General Hospital

1 Achepans, Anavargos Street, 8026 Paphos

Tel: 26 803100 Fax: 26306103

STEP 5: Alien Registration Certificate

After receiving your confirmation letter and undergo medical examinations, you must present to the Immigration Office of your district for issuing an Alien Registration Certificate. The Alien Registration Certificate is an identity document issued to all foreigners, including applicants for international protection, in Cyprus. The Alien Registration Certificate is NOT proof of legal residence in Cyprus. All family members included in your application for international protection must get their own Alien Registration Certificate. Three passport-size photographs are required for the issuance of Alien Registration Certificate. Issuance of an Alien Registration Certificate shall be processed through the Immigration Office of your district and is FREE OF CHARGE.

PART 2: PROVISION OF RECEPTION CONDITIONS

I. Material reception conditions

Where can I stay?

At a RECEPTION AND ACCOMMODATION CENTER

There is only one Reception and Accommodation Center for general population and is situated 3,5 km west of Kofinou village. Upon your application, in case you cannot ensure accommodation on your own, inform the person in charge and request housing at a Reception and Accommodation Centre. Such an arrangement is made for a temporary period of time. In case you refuse to reside in a reception center you might not be entitled to any other material reception conditions.

Basic Information for Accommodation Centre

- The Asylum Service grants a monthly allowance to cover basic personal needs
- Three ready meals provided daily
- Daily free transportation from/to the Centre

OR

You are allowed to special assistance through the Social Welfare Services, in case you cannot be accommodated at a Reception Centre or there is no available place.

Where can I apply for social assistance/benefits?

To the Social Welfare Services

Social Welfare Services

63, Prodromou, 1468 Nicosia

Tel.: 22 406709

Fax: 22 667907

Social Welfare Services - Nicosia District Office

66, Agiou Ilarionos, 1026 Nicosia

Tel.: 22804605 Fax: 22804666

Social Welfare Services - Limassol District Office

80, Franklin Roosevelt, 3011 Limassol

Tel: 25804535 Fax: 25306576

Social Welfare Services - Larnaca District Office

23-25, Peliou, 6301 Larnaca

Tel.: 24800101 Fax.: 24304876

Social Welfare Services - Paphos

28, Aristoteli Valaoriti and Kinira , 8100 Paphos

Tel.: 26821600 Fax.: 26306162

Social Welfare Services - Famagusta

134, 1st April, 5280 Paralimni

Tel.: 23821551 Fax: 23827698

II. Medical care

You are allowed to medical care on the basis of your annual income, on the same basis as for Cypriot citizens. You can apply for a medical card at the Ministry of Health, by presenting your Confirmation Letter. First aid treatment is provided under any circumstances. The Ministry of Health might need to check if your file with the Asylum Service is still open, before proceeding with issuing you a medical card. Applicants with low or no income should pay very small copayment fees. Applicants who are receivers of any other kind of material reception conditions (for example residents of the Kofinou reception center) are exempted from paying any copayment fees and can be treated free of charge.

III. Education

Minor applicants for international protection and/or minor children of applicants have access to public education institutions.

IV. Employment

Can I work? You can apply for a job one month after the date of your application. You must contact the Labour office for further details.

Nicosia District Labour Office

3 Mousiou str., 1097 Nicosia

Tel: 22403000, 22403012 Fax: 22873170

Email: dlonic@dl.mlsi.gov.cy

Aglantzia Local Labour Office

22 Larnacos Ave., 2101 Aglantzia

Tel:22874800 Fax: 22874824

Lakatamia Local Labour Office

Corner Makariou III Ave. and 16 Apostolou Varnava str., 2312

Lakatamia [Tel:22443717](tel:22443717) Fax: 22443718

Latsia Local Labour Office

5A&B Demetri Stavrou Ave., 2224 Latsia

Tel.: 22815848 Fax: 22815868

Limasol District Labour Office

80 Franklin Roosevelt Avenue Social Insurance Building, 2nd floor, 3011 Limassol Tel: 25827350 Fax: 25306526

Email: dlolim@dl.mlsi.gov.cy

Ypsonas Local Labour Office

2 Oresti str., 4186 Ypsonas

Tel:25826900 Fax:25305796

Eastern Limasol Local Labour Office

78, Griva Digeni Avenue, 3101 Limasol

Tel: 25814914 Fax:25814923

Agros Local Labour Office

30, Agros str., 4860 Agros

Tel: 25874074 Fax:25521061

Paphos District Labour Office

1, Agiou Spyridonos str., 8021 Paphos
Tel: 26821658, 26821644 Fax:26821670
Email: dlopaphos@dl.mlsi.gov.cy

Polis Chrysokhou Local Labour Office

Corner 1 Arsinoes Ave and Timohari str., 8820 Polis
Chrysokhou
Tel: 26821841 Fax:26821850

Larnaca (and Famagusta) District Labour Office

Philios Tsigarides Street, Social Insurance Building, 6023
Larnaca
Tel: 24805323 Fax: 24304532
Email: dlolca@dl.mlsi.gov.cy

Free Famagusta Area Local Labour Office

49 Acropoleos Street, 5380 Dherynia
Tel: 23812052 Fax: 23730465
Email: dlopar@dl.mlsi.gov.cy

Aradippou Local Labour Office

20 Acropoleos str., Aradippou, 7103 Larnaca
Tel: 24813295 Fax: 24813302

V. Traveling

Can I travel? In case you urgently need to travel for humanitarian reasons, you can apply at the Civil Registry and Migration Department and you may be issued with a relevant travel document.

Civil Registry and Migration Department

Xilonos 1457 Nicosia

Tel: 22804400, 22403941

VI. Right to remain

You can reside and move freely in the areas which are under the effective control of the Republic of Cyprus while your application is being examined.

VII. Vulnerability

What if I am a vulnerable person or a minor? If you are a vulnerable person (such as disabled person, elderly, pregnant, single parent with minor children, victim of human trafficking, person with serious illnesses, person with mental disorders and person who have been subjected to torture, rape or other serious forms of psychological, physical or sexual violence, such as victims of female genital mutilation) or if you are under the age of 18 you should immediately inform the authorities for your vulnerability. Special reception conditions and special procedures will be offered to you accordingly.

If you are an unaccompanied minor, Social Welfare Services will act as your representative and guardian through the whole asylum procedure and will exercise legal capacity for you were necessary. Accommodation to a suitable shelter for minors will be arranged for you. If there are doubts concerning your age, a medical examination will be conducted with your or/and your guardian's consent.

PART 3: Examination of the Application for International Protection

STEP 1: Personal interview

What will follow after my application?

- Following your application, the Asylum Service will send you as soon as possible a letter inviting you to an interview. The letter will state the time, date and place for the interview.
- In case you do not show up on that date and time for your interview, your file will be closed and the examination of your application may be discontinued.

In case an emergency arises, due to which it is impossible for you to show up for your interview you **MUST IMMEDIATELY NOTIFY** the Asylum Service, in order to avoid that your file will be unjustifiably closed. You can inform the Asylum Service by telephone. In such a case, a new date for the interview will be set, on which you have to attend.

What can I expect at my asylum interview?

- The interview is conducted by a trained officer of the Asylum Service, in order to understand in detail and clarify the fact that led you to apply for international protection.
- If you wish, you have the right to a lawyer, or legal counselor to be present during the interview.

- If you are an unaccompanied minor, your representative should be present during the interview.
- If you need an interpreter, the Asylum Service will provide you with one FREE OF CHARGE. You must inform the officer immediately, if you cannot understand the interpreter.
- You can request for interviewer and/or interpreter of the same gender.
- When the interview ends, you must read your statements carefully so as to make sure that what you have said is correctly written and sign the interview record.
- There is a possibility that a second interview may follow, if the officer of the Asylum Service deems it necessary.

During the interview:

- You have the opportunity to explain the reasons you are applying for international protection in detail and give any evidence and documents to support your statements.
- Your statements must be truthful and accurate.

Anything you say during the interview is STRICTLY CONFIDENTIAL. You are therefore expected to respond in detail to the interview questions and provide all relevant information.

Can I have access to my personal file?

You or your legal adviser can have access only once to the information in your personal file upon the basis of which a decision has been made or will be made.

STEP 2: Decision

What happens if my application is accepted?

If your application is accepted, you will receive a letter stating the status you would be granted.

By this letter you will be either granted:

- Refugee status; or
- Subsidiary protection status

What happens if my application is rejected?

- If your application is rejected, you will receive a letter explaining the reasons of the rejection.
- You have the right to appeal against this rejection, within the time limit stated in the rejection letter.

PART 4: Appeal Procedures

What if I don't know the asylum procedure and how to appeal the negative decision?

Provision of legal and procedural information free of charge on procedures before the Asylum Service

You have the right for free legal and procedural information on the procedures before the Asylum Service. Upon request, the Asylum Service will provide you with legal and procedural information FREE OF CHARGE, including at least, information

on the procedure in the light of your personal circumstances and in case of a negative decision, a clarification of the reasons for such decision and information for the appeal.

When can I appeal?

- You have a right to appeal if your application for international protection is rejected.
- If you have been granted subsidiary protection, you can still appeal against the decision which rejects your claim for refugee status. However, if you appeal to the Refugee Reviewing Authority you will remain under the status of the applicant until a decision by the Refugee Reviewing Authority is issued.
- The rejection letter states how many days you have to submit your appeal, starting from the day you received the rejection letter. You must submit your appeal within this time limit. Otherwise your appeal will not be accepted.

Where do I appeal?

You can appeal before:

- (a) **the Refugee Reviewing Authority.** The Refugee Reviewing Authority is an independent administrative body, responsible for examining applications for international protection rejected by the Asylum Service. You can appeal before the Refugee Reviewing Authority, within 20 days from the date of the receipt of the rejection letter.

Contact Information:

Refugee Reviewing Authority

10-12 Gregoris Afxentiou Avenue, Agios Dometios

2360 Nicosia Tel: 22449160 Fax: 22303809

- (b) **the Administrative Court.** You can appeal before the Administrative Court according to the Article 146 of the Constitution of the Republic, within 75 days of the receipt of the decision letter rejecting your application for international protection. You can appeal to the Administrative Court, either against the decision of the Asylum Service, or the Refugee Reviewing Authority's decision. The procedure at the Court is not free of charge. You have however the right to seek free legal aid according to the Legal Aid Laws.

Contact Information:

Administrative Court

Charalambos Mouskos Str., 1404 Nicosia

Tel: 22865741/22865751/761 & Fax: 22661657

Am I entitled to free legal aid before the Administrative Court?

If you appeal before the Administrative Court and you lack sufficient resources to hire a lawyer/legal adviser, then you have the right to seek free legal aid, according to the Legal Aid Laws.

Contacts details of the legal aid provider:

Chief Registrar of the Administrative Court
Charalambou Mouskou str. 1404 Nicosia
Tel.: +357-22865741 Fax.: +357-22865780
Email: chief.reg@sc.judicial.gov.cy

PART 5: Obligations for Applicants

What are my obligations?

- You must respect and follow the laws and regulations of the Republic of Cyprus.
- You must not leave Cyprus without the permission of the Director of the Civil Registry and Migration Department. If you leave Cyprus without the permission, you may not be allowed to return and the procedures regarding the examination of your application will be discontinued. Therefore, your file will be closed.
- In case you change your address, you must inform within five days or the soonest possible the local Aliens and Immigration Units of the Police, otherwise the procedure regarding the examination of your application will be discontinued and your file will be closed. Therefore, you will be subject to arrest and/or deportation.
- You must respond to the letters addressed to you by the Asylum Service. If not, the procedure regarding the examination of your application will be discontinued and your file will be closed. Therefore, you will be subject to arrest and/or deportation.

List of International Organisations and NGOs Providing Services to Applicants

UNHCR (United Nations High Commission for Refugees)
2 Demetrakopoulou Str., 3rd Floor, 1090 Nicosia (Antonis Zenios Tower)
Tel: 22359043/57 Fax: 22359037 cypni@unhcr.ch

IOM (International Organisation for Migration)
Nehru Avenue, P.C. 1102 Nicosia
Tel: 22772270 Fax: 22772265 iomnicosia@iom.int

Cyprus Red Cross Society
3 Kypriakou Erythrou Stavrou Street
2063 Strovolos, Nicosia, Cyprus
Tel: 22 504400 Fax: 22 666956 admin@redcross.org.cy

Cyprus Refugee Council
Stasandrou 9, Flat 401, 1060 Nicosia, Cyprus
Tel. +357 22205959 | Fax. +357 22205960 | Website:
<http://cyrefugeecouncil.org>

KISA
Arsinois 48, Nicosia
Tel: 22878181 Fax: 22773039 email: info@kisa.org.cy

Caritas Cyprus Migrant Center
T.Θ. 56312, 3302 Limassol
Tel: 99672602 caritascyprus.migrants@gmail.com

Mi-Hub**Nicosia**

20 Aischylou & Platonos Str., PC.1503

Larnaca

8 Apollonos Str., Christodoulides Court, 6016

Limassol

230 Agiou Andrea and Katsounotou Str., 3036

Paphos

39 Eleftheriou Venizelou Ave., Cronos Center, sh. 1, 8021

Do you still have a question after reading this information leaflet?

You can contact the Asylum Service

Asylum Service- Ministry of Interior

70, Arch. Makariou III Ave., Afemia House, 1077
Nicosia

Tel.: 22445265, 22445272, 22445245

For more information: www.moi.gov.cy/asylum

The translation of the information leaflet was co-funded by the Asylum, Migration and Integration Fund 2014-2020 and the Republic of Cyprus.



**Co-funded by the Asylum,
Migration and Integration
Fund 2014-2020**



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ΕΣΩΤΕΡΙΚΩΝ
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