



VOLUNTARY ASSISTED RETURN PROGRAMME FREQUENTLY ASKED QUESTIONS

IOM
Oslo

GROUP 4: Other FAQ

1. Does IOM have influence on my case at UNE/UDI?

IOM does not have any influence on your case at UNE/UDI

2. I have no place to stay in Oslo; can IOM help me with that while I wait for an answer from UDI?

If you do not have any place to stay and you are waiting for an answer from UDI for your return with IOM, IOM will provide you a letter to UDI. UDI will find you a place at a reception centre, where you will stay until your travel arrangements will be ready.

3. Does IOM have translators working at IOM?

IOM does not have translators at the office but IOM staff speaks many languages fluently. You can get assistance in Arabic, Dari, English, Farsi, French, German, Italian, Kurdish, Norwegian, Pashto, Polish, Portuguese, Russian and Spanish. By calling IOM you can ask for assistance in those languages.

4. If I have questions related to counter trafficking to whom can I talk to?

If you have questions related to counter trafficking, please ask for Maria Indiana Alte: 23 10 53 20 or email : malte@iom.int

5. If I have questions about unaccompanied minors to whom I can talk?

If you have questions related to unaccompanied minors, please ask for Maria Indiana Alte: 23 10 53 20 or email malte@iom.int

6. If I live in a Reception Centre will the centre help me to get to the airport?

If you live in a centre and arrangements for your return are ready, IOM will arrange your travel with the co-operation of your Reception Centre. Details about your travel are provided to you latest 1 week before your departure.

7. Can IOM assist applicants to obtain birth certificate for children born in Norway?

If your child has been born in Norway, then you need to contact Folkeregister by yourself, or if you live at centre, you can ask for help at there. IOM needs birth certificates from applicants when there is such requirement from Embassy. IOM does pay for the translation and help with apostil.

8. Can IOM assist in correcting spelling mistakes in birth certificates?

IOM can provide you with a letter to be presented to the Folkeregister in order to help correct spelling mistakes in birth certificates. If you submit to IOM original or copy of your Norwegian Birth Certificate, the caseworker will check if all information is correct in accordance with ID document (if available). If some mistakes will be found, then the caseworker will prepare a formal letter addressed to Folkeregister/Skatteetaten with attached UDI letter asking for corrections needed. Those corrections will be done by Folkeregister.

CONTACT IOM OSLO

800 - frivillig - retur / 800 - 37484

www.iom.no / www.voluntaryreturn.com

iomoslo@iom.int



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9. Who holds responsibility for travel booking related to the embassy visit?

It is IOM responsibility to arrange for the travel related to the Embassy. If you are living as a private person IOM Oslo will kindly ask you to buy for yourself a ticket for bus/train. The costs will be reimbursed by IOM the same day you will arrive to IOM office, if you will provide a valid receipt. If there is a need to stay overnight in Oslo, IOM can arrange accommodation at Refstad RC. If you are living at Reception Center, IOM Oslo will co-ordinate your travel to IOM offices in co-operation with RC you currently stay. If you come to Oslo to Embassy visit you have to have the money with you for the public transportation in Oslo. The ticket for an adult costs: 27 NOK and for child 13 NOK. IOM will reimburse the costs for tickets once the visit is done when a receipt is shown for the trip.

10. I am working in Oslo and I wait for my tax refund- is IOM helping me with that?

IOM can provide you with a letter to your local tax office confirming that you are in VARP programme and that you are planning to return back to your home country voluntarily. IOM does not contact tax office on your behalf.

11. I do not have a DUF number, how can I get one?

If you are not in the possession of DUF number, you will receive from IOM a letter which you will have to present to your local police office. You need to go to the local police office by yourself. This letter will help you to obtain DUF number from the police office. Your application will be registered by IOM after your local police has issued you with DUF number. It is important that you have this letter with you when you go to the police to ensure that they know you are applying for Voluntary Return. Please note that IOM cannot guarantee that the police may not detain you if you have been residing in Norway irregularly.

12. Can I travel with IOM to a country where my family has asylum?

IOM can help to assist to the 3rd country only if applicant is able to provide valid permit to stay or does have a citizenship of the country she/he wish to return to.

13. Are costs for to visit IOM covered by IOM?

The costs for a visit to IOM you need to cover by yourself. If the visit is related to Embassy visit or an interview with a consul, then IOM reimburse the costs of your travel. Unfortunately IOM does not cover the costs if your visit at IOM office is not related to the above mentioned reasons. IOM covers the cost of your travel document and all the costs related to obtain travel document from Embassy including: cost of passport photos. Tickets for public transportation while visiting the Embassy are covered by IOM as well.

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