

The Refugee Act 2006

SPECIAL ISSUE

Kenya Gazette Supplement No. 97 (Acts No. 13)



REPUBLIC OF KENYA

KENYA GAZETTE SUPPLEMENT ACTS, 2006

NAIROBI, 2nd January, 2007

CONTENT

Act—
The Refugees Act, 2006.....

PAGE

INFORMATION BOOKLET



Produced by the Refugee Consortium of Kenya
and The Refugee Affairs Department of the
Ministry of State for Immigration
and Registration of Persons

Supported by:



Danish Refugee Council

The Refugee Act 2006



INFORMATION BOOKLET

Produced by the Refugee Consortium of Kenya
and
The Refugee Affairs Department of the
Ministry of State for Immigration and Registration of Persons

Refugee Consortium of Kenya
HAKI HOUSE, Ndemi Road
off Muringa Road, Kilimani
P. O. Box 25340 00603
Lavington, Nairobi
Tel: 254-20-3860418/ 3875614
Fax: 254-20-3874135
www.rckkenya.org

© 2007 Refugee Consortium of Kenya

Contents

Foreword	4
Preface	5
Acknowledgments	5
Introduction	6
Who is an asylum seeker?	6
Who is a refugee?	6
Who qualifies to be a refugee?	7
Who is responsible for managing refugee matters?	9
1. The Commissioner for Refugee Affairs	9
2. The Refugee Appeals Board	10
3. The Refugee Affairs Committee	11
4. The Refugee Camp Officer	12
5. Appointed Officers	12
The Refugee Status Determination Process	13
Appeal	14
What happens after the final decision?	15
Where may refugees live?	16
Important duties and rights of refugees in Kenya	
Some important duties of refugees and asylum seekers	17
Some important rights of refugees and asylum seekers	17
Protection for Women	18
Protection for children	19
Protection of vulnerable groups	19
Withdrawal of refugee status for national security reasons	19
Confidentiality	20
Offences under the Act	20
Regulations	21
Annex 1.	22

Foreword

The Refugee Act of Kenya, 2006 marks an important chapter in the management of refugee affairs in Kenya. Through this Act, the government formally resumes overall responsibility for refugee matters. It is important for all stakeholders and beneficiaries to know what this Act says, including the Department of Refugee Affairs officers, police officers, immigration officers, refugees, asylum seekers and agencies that work with refugees.

In this Information Booklet, the Department for Refugee Affairs and the Refugee Consortium of Kenya give an easy-to-use presentation capturing important information from the Refugee Act. The Booklet is reflective of RCK's and indeed the Department's continuing commitment to ensure refugee rights are known and respected, and the laws of Kenya are obeyed by citizens and guests alike.

A handwritten signature in black ink, consisting of a large, stylized loop on the left and a long horizontal line extending to the right, ending in a small flourish.

Peter Kusimba,
Deputy Secretary and
Head, Department for Refugee Affairs

Preface

The Refugee Act 2006 was passed by Parliament in November 2006, received presidential assent in December 2006 and was officially gazetted to commence on 15 May 2007. The Act is Kenya's first legislation that specifically deals with refugee matters. It was enacted 16 years after the first draft of the law was formulated in 1991. The law now provides a common standard and practice in Kenya. Under the leadership of the Refugee Affairs Department, the Act provides a platform for coordinating the roles of all actors responsible for refugee protection, including refugees and asylum seekers as beneficiaries, towards better management and protection. It also consolidates under one law all the different pockets of law that dealt with refugees. The Refugee Act presents the new face of refugee management in Kenya. This booklet presents a simple, quick reference version of the Act that can be used by refugees, asylum seekers, police officers, government officers, NGO officers and the variety of actors involved in refugee protection and management.

Acknowledgments

RCK acknowledges the role of Eva Ayiera, Simon Konzolo and Judy Wakahiu in simplifying the Act and preparing this booklet. Thanks to the entire RCK staff for their critical input and to the editor, Enid Burke.

We also acknowledge the specific input of persons from the Refugee Affairs Department, and in particular, Peter Kusimba, the Head of the Refugee Affairs Department. We also acknowledge other members of the Department: Edwin Ngetich and Omar Dhadho and all others who have been a part of the workshop to review the Popular Version. Our thanks to the Danish Refugee Council whose financial support has made the production of this booklet possible.

Introduction

Kenya, like other African countries, hosts refugees who are fleeing from war, conflicts, and persecution. Kenya has signed the 1951 United Nations Convention relating to the Status of Refugees and the 1969 OAU Convention Governing Specific Aspects of Refugee Problems.

In November 2006, Kenya passed its own national refugee law called The Refugee Act 2006, which guides all the actors – the Refugee Affairs Department, the Police, the Immigration Department, other government departments, NGOs, Civil Society Organizations, UN agencies and refugees – on how to handle refugee matters in Kenya. This booklet brings out the important issues contained in the Act in a quick and easy way to use by all the actors.

Who is an asylum seeker? (Under definitions Section 2)

- ☞ An **asylum seeker** is a person who has arrived in Kenya to seek protection, and is in the process of having his/her application for refugee status assessed.
- ☞ The Act gives Kenya the authority to give or refuse refugee status to a person who applies for protection.
- ☞ It is important to remember that an asylum seeker has permission to remain in the country until the assessment of his/her case is finalized.

Who is a refugee? (Section 3)

The Refugee Act says:

“A person shall be a statutory refugee ... if such person, owing to a well-founded fear of being persecuted for reasons of race, religion, sex, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable, or owing to such fear, is unwilling to avail himself of the protection of that country; or

“not having a nationality and being outside the country of his former habitual residence, is unable or owing to a well-founded fear of being persecuted for any of the [above] reasons is unwilling to return to it.”

This means a refugee is a person who:

1. has been forced to flee their country and has entered Kenya; and
2. they have fled because of a real and genuine fear that they are in danger of serious harm or persecution; and
3. this harm or persecution has arisen because of their race, religion, sex, nationality, political opinion or because they belong to a particular group that has been targeted; and
4. because of this fear they are not able to go back to their own country or the country where they usually live where the problems arose.
5. When there is a situation of war, clashes, invasion by outside forces, or other events that seriously disturb the public peace and order in the country, it may cause people to flee from their countries and they may arrive in Kenya in large numbers. In such a case, the Minister responsible for refugee affairs can announce such a group to be refugees. This group is called “***prima facie***” refugees.

In summary: a refugee in Kenya is a person who, because they cannot find safety in their own country or the country where they had been living, is granted protection in Kenya by the Government until a long-lasting solution is found.

The Refugee Affairs Department is responsible for assessing all applications for refugee status and granting refugee status to those who qualify for protection in Kenya.

Who qualifies to be a refugee?

The Refugee Act says a person will **qualify** to be a refugee if they have entered into Kenya (whether by crossing the border or through the airport):

- ☞ they have a genuine and real fear of persecution or harm if they remained in their home country or the country where they have been living; and
- ☞ they face a risk of harm or persecution because of their race, religion, sex, nationality, political opinion, or because they are members of a group in the society that has been targeted; and
- ☞ they have a genuine and real fear that makes them unable or unwilling to go back to their country.

A person will be **disqualified** (Section 4) from refugee status in Kenya if:

- ☞ they have committed crimes against peace, war crimes or crimes against humanity. These include acts of terrorism, genocide and mass murder, rape during conflicts, supporting war criminals, etc; or
- ☞ they have committed a serious non-political crime outside Kenya before they entered the country as a refugee; These are crimes which are not based on the person's political opinions and beliefs, but are serious crimes. For example: engaging in child trafficking, enslaving children and abusing them sexually, etc. The crimes must be very serious, not just petty offences like stealing, trespassing, etc
- ☞ they have committed a serious non-political crime inside Kenya after they entered the country as a refugee;
- ☞ they have committed acts which go against the principles of the United Nations or the African Union; or
- ☞ they have the nationality of more than one country (not Kenya), but they have not sought protection in the second country before coming to Kenya, without having a good reason for not doing so.

For example if a person has dual nationality, of Djibouti and Egypt, if they are fleeing from Djibouti, they are expected to seek protection in Egypt first, before coming to Kenya, unless they can show that if they go to Egypt they are in danger of facing serious harm.

A person falling into these categories will not be permitted to obtain refugee protection in Kenya.

Refugee status can be **withdrawn** or **cancelled** (Section 5) for the following reasons:

- ☞ the person returns to their home country of their own free will and is able to enjoy the protection of that country; or
- ☞ where they had lost their nationality, they have regained it and accepted it of their own free will; or
- ☞ they obtain a new nationality in a new country (for example, when a refugee is resettled abroad); or
- ☞ the problems that made them flee from their country as a refugee no longer exist, so that there is no good reason for them to continue refusing to return to their country; or
- ☞ they have the protection of another country but they continue to refuse to go to that country without having a good reason for refusing to do so, or any fear of persecution in that country.

Who is responsible for managing refugee matters?

The Act sets up the Refugee Affairs Department (Section 6) as the department with the overall responsibility for all administration, coordination and management of refugee matters. The Refugee Affairs Department is presently within the Ministry of State for Immigration and Registration of Persons. The offices that are created under the Act are:

1. The Commissioner for Refugee Affairs (Section 7)

He/She is the head of the Department

He/She is responsible for:

- Developing policies on refugee matters in line with international standards.
- Promoting long-lasting (durable) solutions for refugees granted asylum in Kenya

- Working with donors and other development partners in activities that support peace and harmony between the host communities and refugees.
- Working with United Nations agencies and other organizations to ensure refugees in Kenya have enough facilities and services in protection¹, reception and welfare.
- Receiving and processing applications for refugee status
- Registering all refugees
- Issuing refugee identification cards and travel documents
- Arranging meetings of the Refugee Affairs Committee *[see below on the Committee]*.
- Implementing the decisions of the Committee
- Managing refugee camps and other related facilities
- Advising the Minister on the care and welfare of refugees and the rehabilitation of refugee hosting areas
- Advising the Minister on obtaining funds for refugee assistance programmes that have a positive impact on host communities, natural resources and the local environment.
- Ensuring sustainable use of the resources in the refugee hosting areas.
- Arresting any person suspected of committing an offence under this Act

A very important role of the Commissioner is to oversee the process of receiving applications, carrying out interviews, and deciding whether a person will be granted refugee status in Kenya. This process is called the **refugee status determination** process. We shall discuss this in detail in a separate section of this booklet..

2. The Refugee Appeals Board (Section 9)

The Refugee Appeals Board is an independent body that is separate from the Refugee Affairs Department. It has a Chairperson and members who are appointed by the Minister.

- The Refugee Act allows asylum seekers who have applied and have been refused refugee status in the first instance to file an appeal before the Appeals Board. The Appeals Board will listen to the applicant and make a decision on their appeal.
- The Appeals Board can ask the Commissioner to give more information on the asylum seeker's case, or investigate a case further.

3. The Refugee Affairs Committee(Section 8)

The Act sets up the Refugee Affairs Committee which is responsible for advising the Commissioner on refugee matters. The Committee is made up of members from different Government ministries and departments. One third of the members must be women. Committee Members are representatives from:

- The Provincial Administration
- The Police Service
- The Ministry responsible for refugee matters
- The Ministry responsible for foreign affairs
- The Ministry responsible for local government
- The office of the Attorney General
- The Ministry responsible for finance or the Ministry responsible for national planning
- The Immigration Service (Department)
- The Ministry responsible for internal security
- The National Security Intelligence Service
- The Department of the National Registration Bureau

The Committee Members advise the Commissioner and the Refugee Affairs Department according to their areas of expertise and skill.

The Act says that a member from the host community and a member from the civil society (for example NGOs) will be included in the Committee to assist and advise the Committee.

4. The Refugee Camp Officer (Section 17)

The Refugee Camp Officer is the person responsible for a refugee camp. His/her specific duties include:

- managing the refugee camp;
- receiving and registering all asylum seekers and forwarding all applications for refugee status to the office of the Commissioner;
- ensuring refugees in the camps are issued with documents;
- managing the camps in a manner that promotes hygiene and protects the environment;
- coordinating the provision of overall security, protection and assistance for refugees in the camp;
- issuing movement passes to refugees wishing to travel outside the camps;
- protecting and assisting women, children and groups that need special help; and
- ensuring that all asylum seekers and refugees are treated according to the national law.

5. Appointed Officers (Section 22)

Appointed Officers are those who are approved by the Minister from the public service to carry out the tasks assigned to them in the Act.

Some of their tasks include:

- Receiving asylum seekers at reception centres;
- Receiving the application of asylum seekers when they arrive and forwarding the application to the Commissioner's office
- Taking fingerprints, footprints, photographs, X-rays and other types of electronic information regarding a refugee or asylum seeker and his/her family
- Interviewing any refugee or asylum seeker according to the purpose of the Refugee Act.

- Physically searching a refugee, or asylum seeker, and members of his/her family for two reasons:
 - a. if the Officers have good reasons for believing that the refugee or asylum seeker is doing or is about to do something that violates the Refugee Act; or
 - b. if they have good reasons for believing that the refugee or asylum seeker or member of his family are lying or hiding information about their status or identity.

The Appointed Officers must make sure that a male officer searches a male refugee and a female officer searches a female refugee. The officers must respect the decency of the refugee or asylum seeker.

If there is no Appointed Officer to do the search, an official can ask another person to conduct the search but it must follow the rule of male officer to search male refugees, and female to search female refugees.

The Refugee Status Determination Process (Section 11)

Refugee status determination is the process by which the Refugee Affairs Department assesses all applications for refugee protection in Kenya.

- ☞ The Act says those who come to Kenya seeking protection as refugees must be allowed to do so whether their entry into Kenya was by legal or illegal means. But once they have entered the country, it is their responsibility to make their presence legal by reporting to the Appointed Officers.
- ☞ The Refugee Affairs Department is responsible for setting up Reception Centres where asylum seekers can be received and registered.
- ☞ When an asylum seeker arrives in Kenya to seek refugee protection the first duty is to report to the Commissioner or the Appointed Officers for registration.

- ☞ The asylum seeker has **only 30 days** from the day he/she enters Kenya to report his/her presence. If the asylum seeker does not do this, he/she commits an offence and may be arrested, taken to court and fined up to Kshs 20,000, or sentenced to six months in prison, or both the fine and prison.
- ☞ If he/she has a family, they must all appear together before the Appointed Officers.
- ☞ The asylum seeker and family will have their details recorded and be issued with an **asylum seeker pass** (an identification document for the asylum seekers).
- ☞ Each member of the family over 18 years may be given an asylum seeker pass.
- ☞ Once they have registered as asylum seekers, they are protected from being arrested as an illegal immigrant in the country. They have permission to be in the country until they have gone through the refugee status determination process.
- ☞ In the refugee status determination process, the asylum seeker will go through an interview with the officers of the Refugee Affairs Department where he/she must present his/her case explaining why he/she fled from their country and why he/she is not able to go back.
- ☞ The officers of the Department will record what the asylum seeker says and they will take some time to review the case and confirm the facts. Within 90 days, the Commissioner should give a decision on whether the asylum seeker is granted or denied refugee status in Kenya.
- ☞ The asylum seeker will be informed of the decision in writing within 14 days from the day the Commissioner makes a decision. If the person is denied refugee status, the letter will also explain why they were denied refugee status and of the option to appeal the decision.

Appeal (Section 10)

If an asylum seeker's application is rejected in the first instance, he/she may take the matter to the Appeals Board.

- ☞ The asylum seeker must present an appeal to the Appeals Board within **30 days** from the date he/she receive the negative decision (rejection).
- ☞ The Appeals Board may interview the asylum seeker and will make a decision. The Board will communicate the decision to the asylum seeker in writing.
- ☞ If the decision from the Appeals Board is negative, the asylum seeker can choose to appeal a second time to the High Court of Kenya. They must present their application within **21 days** from the date when they receive the negative decision from the Appeals Board.
- ☞ During this period, the Act says the asylum seeker is still in the country legally until he/she receives the final decision on his/her case.

What happens after the final decision? (Section 14 and 15)

When the decision is a positive one: granting refugee status

- ☞ The applicants are considered refugees and they have permission to remain in Kenya and receive protection as refugees until they are able to return to their country when it is safe to do so, or resettle in another country or find some other long-lasting solution.
- ☞ Family members also have permission to remain in Kenya with the refugees so long as the members were present in Kenya at the time that refugee protection was granted.
- ☞ The refugees will receive refugee identity cards. Family members over 18 years of age who depend on a refugee and have received refugee status because of him/her shall also receive individual refugee identity cards.
- ☞ Other relatives who depend on the refugee and enter Kenya after the refugee was granted refugee status must report on their own and apply for refugee status in the normal way. The Commissioner will assess their applications and may give them permission to remain in Kenya as refugees and so join those family members of the refugee who were granted refugee status earlier.

- ☞ If a husband and wife separate or divorce, and the husband is the one who was recognized as a refugee, the wife will still keep her refugee status. In the same way if the wife was the one recognized, the husband will keep his refugee status when they separate.
- ☞ If a husband dies, his wife will keep her refugee status and if a wife dies, the husband will keep his refugee status.

When the decision is a negative one: denying refugee status (Section 12)

- ☞ The asylum seeker may appeal to the Appeals Board. If this decision is negative, he/she may appeal further to the High Court of Kenya. If the decision is negative from the High Court, he/she must make arrangements to leave Kenya **within 90 days** from the date of the final negative decision.
- ☞ If the asylum seeker does not appeal a negative decision at any stage, then the last decision he/she received will be considered the final decision. After the period for presenting an appeal passes, the asylum seeker will have to make arrangements to leave Kenya within 90 days.
- ☞ If they are found in Kenya after 90 days without a good reason and without proper documents, they can be arrested and taken to court as illegal immigrants.

Where may refugees live? (Section 16 (2))

- ☞ The Minister can select some places in Kenya to be transit centres to serve as temporary accommodation to asylum seekers or set up refugee camps. However, the Minister must discuss the matter with the host communities in that area before setting up a camp or a transit centre.
- ☞ The government and humanitarian organizations work together to provide food, shelter, medical assistance, and other basic needs in these camps and transit centres.

- ☞ It is the responsibility of the Commissioner through the Refugee Camp Officer to make sure that camps are managed in a way that protects the environment and at the same time protects the welfare of both refugees and their host communities.
- ☞ The Commissioner is also responsible for the promotion of peaceful and friendly relations between the refugees and their hosts, wherever they live.
- ☞ Refugees may get permission from the Refugee Camp Officer to live outside the camp.

Important duties and rights of refugees in Kenya (Section 16)

Some important duties of refugees and asylum seekers are:

- ☞ Every refugee and asylum seeker has the duty to follow the laws in Kenya.
- ☞ Every asylum seeker has the duty to register their presence in Kenya.
- ☞ Refugees and asylum seekers have a duty to live at peace with one another and with their host communities.
- ☞ Every refugee and asylum seeker has a duty to protect the environment and make sure their activities do not damage the environment.
- ☞ Refugees and asylum seekers must not be involved in rebel, revolutionary or military activities across the border while living in Kenya as a refugee or asylum seeker.
- ☞ Refugees and asylum seekers must not be involved in or promote crime in Kenya.
- ☞ Refugees and asylum seekers must take steps to have their expired documents renewed.
- ☞ Every refugee and asylum seeker has a duty to give truthful information and not to mislead the Appointed Officers and other officers when they are presenting their cases.

Some important rights of refugees and asylum seekers are:

- ☞ Every asylum seeker has a right to have their application heard and considered for refugee status in Kenya.
- ☞ Every refugee and asylum seeker has the right of *non-refoulement*, that is, the right not be refused entry into Kenya when their lives are in danger and not to be forcefully sent back to a place where their lives are in danger. (Section 18)
- ☞ The family members of a refugee who are in Kenya with him/her have the right to refugee protection because they depend on the refugee who was granted refugee status. This is called “**derivative status**”
- ☞ The family members have a right to keep the refugee status even if the person granted refugee status divorces or separates from them, or if the person dies.
 - But if the refugee status of the person who was granted it is withdrawn by the government, the status of the other members of the family is also withdrawn. In this case, individual members of the family can apply afresh for refugee status for themselves.
 - The person whose refugee status was withdrawn cannot rely on the new application of his/her family members to continue staying in Kenya.
- ☞ Every asylum seeker has a right to remain in Kenya until the final decision on his/her case is received. This also includes the right not to be arrested as an illegal immigrant.
- ☞ Every refugee and asylum seeker has the right to get identification documents.
- ☞ Every refugee has the right to wage-earning employment, according to the same limitations applied to persons who are not citizens of Kenya.
- ☞ Every refugee is entitled to the rights and bound by the duties as given in the international conventions that Kenya has signed.

Protection for Women

- ☞ Women refugees and asylum seekers have a right to safety and protection at the camps. The Commissioner is responsible for ensuring that special steps are taken to ensure the safety of women refugees and asylum seekers.
- ☞ Every asylum seeker and refugee woman who is over the age of 18 is entitled to her own identification document issued by the Refugee Affairs Department. A wife has the right to an individual identity document separate from that of the husband's, just as the husband has a right to an individual identity document separate from that of the wife.

Protection for children

- ☞ Every asylum seeker and refugee child has the right to protection and assistance. The Commissioner must ensure that special steps are taken to protect refugee and asylum seeker children at the camps.
- ☞ Every unaccompanied asylum seeker and refugee child has the right to receive assistance in tracing the parents or other members of the family.
- ☞ When the parents or relatives are found, every child has a right to be assisted to reunite with his/her family. The Refugee Department is responsible for working with other departments and organizations to promote this right.
- ☞ If the child's parents or relatives cannot be found, the child has the right to be given the same protection that would be given to a Kenyan child without a family.

Protection of vulnerable groups

- ☞ Vulnerable groups such as the disabled and elderly men and women need special protection within the society. According to the Regulations of the Act [see section on Regulations], the Refugee Affairs Department has the responsibility to ensure vulnerable groups receive the appropriate assistance.

Withdrawal of refugee status for national security reasons

- ☞ The Commissioner may withdraw a person's refugee status if there are serious reasons suggesting that the person's activities or presence affects Kenya's national security.
- ☞ On this basis, the Minister may order the expulsion of a refugee, asylum seeker or members of the family if that person is considered a threat to Kenya's national security.
- ☞ The Minister must discuss the issue with the Minister in charge of national security, and follow the correct procedures and requirements of the law (called the **due process of law**) before ordering the expulsion of the refugee or asylum seeker.

Confidentiality

- ☞ It is the duty of all those employed in the Refugee Affairs Department or who are appointed to do work on behalf of the Department not to reveal without proper authorization the information concerning refugees or asylum seekers.
- ☞ If they are to reveal any information, it must be in the course of their work and only with the permission of the Commissioner.
- ☞ If they reveal information to people who have no permission to receive such information, they can be arrested, taken to court, and fined Kshs 20,000 or sentenced to prison for up to 6 months, or both a fine and prison.

Offences under the Act

There are certain actions that are considered a violation of the Act. The Act states that a person can be fined up to Kshs 20,000 or sentenced to prison for up to 6 months, or both, if:

- ☞ they do not report their presence and seek registration within 30 days from the date they enter Kenya; or
- ☞ they knowingly give false information to the Appointed Officers; or
- ☞ they knowingly mislead the Appointed Officers when the officers are doing their jobs according to the Act; or

- ☞ they have not left Kenya despite an order given by the Minister expelling them from Kenya because of national security reasons; or
- ☞ they have not left Kenya although their application for refugee status was rejected in the final decision and they are still in Kenya after 90 days from the date when they received the final decision without a good reason; or
- ☞ they are not refugees, they do not have any of the official refugee identification documents and they do not follow the order of the Minister to leave Kenya;
- ☞ they are living outside the places appointed for refugees to live without having obtained permission.

Regulations

The Minister may make Regulations to improve the manner in which the requirements of the Act are carried out. Regulations are the smaller rules which are made within a Ministry to ensure that the principles set out in the Law made by Parliament can be applied in the day-to-day activities.

The Refugee Affairs Department has developed Regulations which provide the procedures to be followed in:

- ☞ Receiving and registering refugees, and the procedure to be followed in applying for recognition as a refugee in Kenya;
- ☞ Issuing documents to refugees, including identification documents, travel documents and others;
- ☞ Managing the designated places where refugees live (camps and transit centres);
- ☞ Protection of the different categories of refugees: men, women, youth, children, unaccompanied minors, persons with disabilities and elderly people.

The Regulations also allow an asylum seeker or a refugee to get legal advice or representation. It is up to an asylum seeker or refugee who wishes to have legal advice or representation to make his/her own arrangements for this service.

1. Protection is a broad concept. It includes legal protection (issuing identity cards and other formal documents to refugees and asylum seekers, protection from arrest as an illegal immigrant, etc); it also includes physical protection and safety, food security, access to healthcare services, among others.

Annex 1.
Service Charter of the Refugee Affairs Department 2007 - 2008

No	Service rendered	User charge	Time line
1.	Registration of asylum seekers	Nil	1 day
2.	Maintaining an appropriate registration and documentation system for refugees	Nil	Weekly
3.	Issuing identification cards to bonafide refugees	Nil	3 months
4.	Issuing movement passes to refugees residing in Kakuma and Dadaab camps	Nil	3 days
5.	Processing of Conventional Travel Documents	Nil	15 days
6.	Processing of applications for exit stamps	Nil	5 days
7.	Response to refugee complaints	Nil	7 days
8.	Holding consultative meetings with implementing partners	Nil	1 day
9.	Response to urgent correspondence	Nil	3 days
10.	Processing of applications to visit refugee camps	Nil	14 days

***Courtesy of the Department of Refugee Affairs, Ministry of State for Immigration and Registration of Persons**