How do I seek asylum in Kenya?

You must present yourself to a DRS office or any government office within **30 days** of being in the country.

When will I be scheduled for my Refugee Status Determination (RSD) interview?

The RSD interviews are conducted on a first-come, first-serve basis. Some applications are processed with priority due to the vulnerabilities of the asylum seekers. Once the RSD interview is scheduled, you will be contacted by DRS and informed of the date and venue for the interview.

What happens if I miss my RSD appointment?

With valid reasons, the applicant may be rescheduled for an interview. Not showing up for appointments undermines timely processing of the application. Applicants are encouraged to adhere to the scheduled appointment dates.

What should I expect during my RSD interview?

An RSD officer will interview you to gather information and determine if you meet the refugee criteria. You are required to provide a truthful and complete account of your experiences and the reasons you fear returning to your home country.

What are my rights and obligations during the interview?

During the interview, you have a right to information and confidentiality. You also have a right to interpretation services.

You have an obligation to tell the truth and fully cooperate in the interview process. Do not distort, fabricate or willingly leave out facts that are relevant to your claim.

How do I get a decision on my application?

DRS will contact you and inform you of your application decision and the next steps.

What happens when my asylum application is rejected?

The applicant is issued with a rejection letter. If aggrieved by the decision, the applicant has the right to appeal to the Refugee Status Appeals Committee within **30 days.**

How long does it take for one to be issued with a Refugee ID?

Two months from date of application.

What is the validity period of a Refugee ID card?

A refugee ID card is valid for a period of **5 years.** Upon expiry, a refugee will be expected to renew it at the DRS office where the ID was issued.

Can someone collect my documents on my behalf?

No. Documents will only be issued to the applicant, in person.

How do I renew my expired documents?

You are required to visit DRS offices with the expired documents for assistance.

What should I do when I lose my documents?

Report to the nearest police station and obtain a police abstract. Thereafter, visit the DRS offices for further assistance.

How do I add a family member to my record?

For family member additions or information updates, please visit DRS offices with relevant documents such as birth notifications/certificates, marriage certificates and accompanied by the member to be added.

Can I choose where I live in Kenya as an asylum seeker or refugee?

Refugees are required by law to live in designated areas. For one to live outside the designated area, they need to seek exemption from the Commissioner for Refugee Affairs.

What is a movement pass?

A movement pass is a legal document to facilitate movement of refugees and asylum seekers outside the designated areas with valid reasons.

Can a refugee be arrested by police?

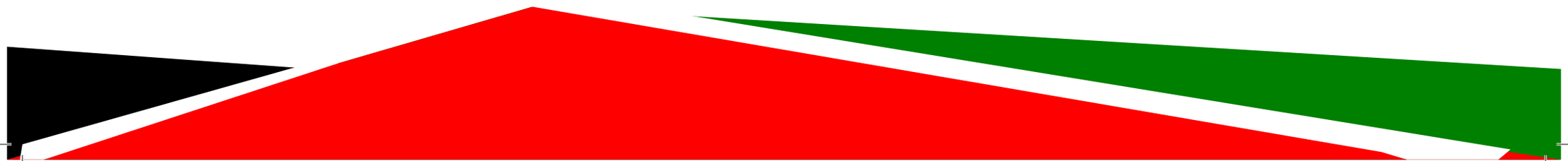
Yes. Refugees are subject to the laws of Kenya. Any breach of the law including being outside the designated area without authorization can result in arrest and prosecution.

Can I travel outside Kenya as a refugee?

Yes. With a valid reason, a refugee can travel outside Kenya except to their country of origin.

What document do I require to travel outside Kenya?

You need a **Convention Travel Document (CTD)** to travel. This document functions like a passport and allows a refugee to travel to other countries, except to their country of origin.



How do I access a permit to visit a refugee camp in Kenya?

Anyone who wishes to visit the camps is required to seek authorization in writing from the Commissioner for Refugee Affairs stating the reasons and duration of the visit.

Who requires a camp visit permit?

All persons and entities intending to visit the camps.

What are the DRS official working hours?

Working hours are between **8:00 am to 5:00 p.m.** from Monday to Friday, except during Public Holidays.

How can I contact DRS?

For further assistance or more information about our services, please contact us:

I. HEAD OFFICE

Department of Refugee Services

The Corporate Place, Kiambere Road,

Upper Hill

P.O Box 42227-00100, Nairobi.

Tel: +254 020-4348 143/5, +254 020 440 5057

Website: www.refugee.go.ke

Help Desk Email: info@refugee.go.ke/refugeeaffairs@refugee.go.ke,

Twitter handle: @DRSKenya

Facebook: Department of Refugee Services

II. NAIROBI FIELD OFFICE

P.O Box 42227-00100, Nairobi.

Manga House, Kiambere Road, Upperhill

Toll Free No: 1517

III. DADAAB REFUGEE COMPLEX

P.O Box 62,

Daadab Garissa County

Email:drsdadaab@refugee.go.ke

IV. KAKUMA REFUGEE CAMP

P. O. Box 57-30501,

Kakuma Turkana County

Email: drskakuma@refugee.go.ke

V. MOMBASA TRANSIT OFFICE

Mkomani Area, Fidel Odinga Road, Behind Nyali Cinemax

P.O Box 85993- 80100 Mombasa.

Mobile: +254111605800

Email: drsmombasa@refugee.go.ke

VI. NAKURU OFFICE

Farming Systems of Kenya Building,

Kabarak Road-Kiamunyi

P.O Box 81-20100, Nakuru

Mobile: +254794584624

Email:drsnakuru@refugee.go.ke

VII. ELDORET OFFICE

Public Works Building next to immigration,

Oloo Street

P.O Box 6725-30100, Eldoret

Email: drseldoret@refugee.go.ke

REPUBLIC OF KENYA

MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION
STATE DEPARTMENT FOR IMMIGRATION AND CITIZEN SERVICES
DEPARTMENT OF REFUGEE SERVICES

DEPARTMENT OF REFUGEE SERVICES (DRS)

FREQUENTLY ASKED QUESTIONS (FAQs)

