

While you are waiting for an answer to your application

If we need to carry out additional investigations

If we need to carry out additional investigations in your case, it can take longer before you receive an answer. For example, we might have to examine your documents in more detail or confirm your identity. Other investigations may also be made. The UDI is often dependent on assistance from other public authorities, which is another reason why it can take longer.

How long you have to wait has no bearing on the probability of you being allowed to stay in Norway. Some people at your reception centre might receive an answer before you do. That does not mean that anything is wrong with your case or that the UDI has forgotten about you. It has to do with how we organise our work.

We will let you know when we have reached a decision in your case.

Can you influence how long it will take to process your application?

No, you cannot influence how long it will take to process your application.

If you phone us to ask how long you can expect to wait for an answer, you will be given the same information as you can find in the information letter about waiting times. We cannot tell you any more about how long you will have to wait.

If you do not want to wait for the UDI to consider your case, you can get support to return to your country of origin or to another country where you hold a residence permit.

At www.udi.no/return, you can read about how to apply for support to return home, and how much support you can receive. You can contact the International Organization for Migration (IOM) for more information, by phoning (+47) 23 10 53 20 or via www.iom.no.

Submitting ID documents or medical certificates

ID documents must be submitted to the police

It is important that you do what you can to obtain ID documents. You must not send original documents to the UDI, but hand them in to the police where you live. You can also send the documents by post to the National Police Immigration Service (PU). The address is:

Politiets utlendingsenhet
v/ Dokumentsenteret
Postboks 2095 Vika
0125 Oslo

You must write your name and DUF number on a sheet of paper that you put in the envelope.

Medical certificates must be submitted to the UDI

If you have health problems that you believe can have a bearing on your application, it is important that you obtain a medical certificate from your doctor. The medical certificate must be sent to the UDI.

The address is:

UDI
Postboks 2098 Vika
0125 Oslo

You must write your name and DUF number on a sheet of paper that you put in the envelope.

Information via email

Information about your asylum case will be sent to you by email. The emails will be sent to the email address you have given us.

The first message you receive from us will be sent when we have received your case from the police. We will then start sending other types of messages as well, for example a message to inform you that your case is being considered or that a decision has been made.

The messages will be written in Norwegian and English. They will not contain information that states that you are an asylum seeker.

If you do not wish to receive emails from us, you must notify us of this. You can do so by phoning our user guidance service on (+47) 23 35 16 00.