

# Information about waiting times for families with children and adults who have applied for protection (asylum)

## **We are currently working on the following cases:**

There are many applicants who have been waiting a long time for an answer to their applications for protection. We know that it is difficult to wait, so for the rest of the year we will be giving priority to the oldest of applications. We will be working on the applications from those who arrived in 2022 or earlier. This applies both to families and to people who arrived alone.

We still have approximately 650 applications from 2022 to finish processing, but in nearly half of these cases the applicants have already been interviewed. Not everyone will receive an answer before the end of the year. As a general rule, we process the oldest cases first.

We at UDI are working to shorten the waiting times. We will provide you with regular updates on what we are working with and how far along we have come.

## **Why do some applicants receive an answer before others?**

There are many people seeking protection. UDI cannot manage to process all the applications right away. We have to process applications from certain groups of applicants sooner than others. This includes:

- applications that come under the Dublin regulation. This most often entails that applicants have to travel to a different European country to have their applications processed.
- those who, according to UDI, clearly do not need protection because, for example, they come from a safe country.
- applications from families with children, and applications from children who arrived without parents or a responsible adult (guardian).

UDI also tries to interview as many applicants as possible while they are staying at the National arrival centre. This is to help to reduce waiting times in the long run. We interview applicants from prioritised groups first.

If you are not part of a prioritised group, it can take a long time to be interviewed and have your application processed. This does not mean that anything is wrong with your case. We have not forgotten you.

## **How we process your case at UDI**

### **What happens at the National arrival centre?**

Anyone applying for protection in Norway must first register an application at the National arrival centre. The length of stay at the arrival centre is short because there must be room for newcomers. UDI aims to interview most new applicants and process their applications while they are at the arrival centre. Since so many people have come in recent years to seek asylum, we have not managed to do so. Most applicants have to move to an ordinary asylum reception centre where they wait for their interview and an answer to their applications.

You cannot choose to be interviewed while at the National arrival centre, and there is nothing you can do to influence whether or not it happens there. It all depends on how many people have applied for protection at one time.

If you have to move into an ordinary reception centre before UDI can interview you at the arrival centre, you should be prepared that it may take a long time to be called in for your interview and to receive an answer regarding your application for protection.

It makes no difference where in Norway your reception centre is. If you are staying in a private living accommodation, it is very important to provide your address and other contact details, so that UDI can reach you for your interview and with the answer regarding your application.

### **What happens with your case at UDI while you wait?**

When an application for protection comes into UDI, it is placed in a queue until one of our case officers has time to process the case. This means that your case will not be handled by a specific case officer at UDI until you are called in for your interview. No cases are forgotten.

### **Why does it take so long to get an interview?**

The asylum interview is necessary for UDI to be able to assess your application for protection. It is the most important opportunity you have to explain your reasons for why you need protection. UDI allocates a lot of time for asylum interviews and each case requires a lot of planning and resources. As such, it takes us a long time to interview everyone who comes to Norway.

### **How long will it take to receive an answer after the interview?**

In most cases, UDI is able to provide an answer fairly soon after an interview. Sometimes, however, we need more time to look into a case. There may be certain details we need to look into more closely, or we might need to obtain more information about the situation in your home country before we can process your case. In such cases, it can take longer to receive an answer after an interview, but everyone will receive an answer.

### **Is there anything important I need to do?**

If you have any identity documents that you have not given to the police, you need to hand them in as soon as possible.

- If you have original identity documents, you are to hand them in to your local police district.
- If you have copies and photos, you are to send them to UDI.

It is important that UDI has all the documents for your case prior to your interview. In this way, you can help to avoid your case taking longer than necessary.

## **What information regarding waiting times can UDI give you?**

There are many people who contact UDI to ask about the waiting time for their cases. We are not able to provide any other information about waiting times over the phone other than what is published on [udi.no](http://udi.no) – that is, the same information in this letter.

## **The people responding from UDI's information service are the same ones who process the cases.**

If we need more information to process your case, we will contact you.

In order to have time to process more cases, UDI's information service is closed on Wednesdays.

## **Can your case be moved to the front of the queue?**

Most applicants for protection want their cases to be processed quickly. However, there must be very special circumstances for your case to be moved to the front of the queue.

## **Information updates**

This information was updated on 15 November 2024.

The next update will come on 1 February 2025 or before if major changes occur.

