



POLITIET



Frequently asked questions (FAQ)

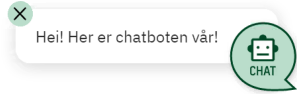
The Department of Immigration, Oslo Police District

FREQUENTLY ASKED QUESTIONS (FAQ) - Department of Immigration, Oslo Police District

✓ TOPIC QUESTIONS WITH REFERENCES (links)

✓ The war in Ukraine	Below you will find information from the Norwegian police about the situation in Ukraine: Police - The war in Ukraine
✓ Want to apply	Information about how to apply for residency or to visit Norway, citizenship and immigration passport: UDI - Want to apply
✓ Have applied	You have handed in an application and would like more information about what is happening with your application and when you will receive an answer: UDI - Have applied
✓ Received an answer	When we have completed the processing of your application, you will be informed of our decision: UDI - Received an answer
✓ Want to renew	You wish to extend your stay in Norway: UDI - Want to renew
✓ DUF number = reference number/case number	If you have applied for protection (asylum) or for a residence permit in Norway, you will be assigned a DUF number. You must ALWAYS present this number when contacting the police, UDI or UNE. UDI - DUF-nummer
✓ Norwegian ID-number	A national identity number is an ID number for you who have a residence permit and are going to live in Norway for more than six months. You need it when you are in touch with different Norwegian authorities: UDI - National identity number The Tax Administration - Norwegian identification number
✓ Difference between residence permit and residence card	Please note that applying for a residence permit and ordering a residence card are two different things and that the waiting time is different. Residence cards are only ordered by the police when an application for a temporary or permanent residence permit has been granted. Here is a description of the difference between a residence permit and a residence card: Residence permit <i>A residence permit is a permit to settle and work in Norway for a fixed or indefinite period of time. Foreigners who come to Norway to stay in the country for more than three months must, as a general rule, obtain a residence</i>

	<p>permit. As a general rule, the residence permit must be granted before entry into Norway. If the foreigner is only to be in Norway for up to three months and is neither to work nor study here, then there will be no need for a residence permit. Then a visa may only be required.</p> <p>See more Information on how to apply to live in or visit Norway, citizenship and immigration passport: UDI - Want to apply</p> <p>Residence cards <i>A residence card is a plastic card in credit card format that proves that you have been granted a residence permit in Norway. Everyone who has a residence permit in Norway, and is not an EU / EEA citizen, must have such a card. The card is ordered by the police or UDI when a residence permit has been granted.</i></p> <p>UDI - Residence cards</p>
<p>✓ Important information to all about entry to Norway and residence</p>	<p>UDI - Frequently asked questions</p>
<p>✓ Booking and attendance</p>	<p>UDI - Booking and attendance</p> <p><i>Applications for a residence permit can unfortunately not be submitted and executed in another police district than where the applicant are registered, with the exception of foreign workers and EEA citizens with families who must submit applications to the police at SUA (Service Center for Foreign Workers). If the application has already been submitted to SUA in Oslo, you or your authorized representative can use other SUA offices for execution. Book only one appointment pr. applicant.</i></p>
<p>✓ Appointment booking</p>	<p>Police time portal - Pre-book all appointments via: UDIs application portal SUA - SUA applications and appointment booking (process guidance)</p> <p><i>If you or your authorized representative is unable to book an appointment for special reasons, they must contact our service phone for an appointment: 22 34 21 00 (all meetings with the police require an appointment).</i></p>
<p>✓ Sending in additional documents in case which is with the UDI or the Police</p>	<p>If you have a case with the UDI – and now need to send us an additional document, new information in your case or an appeal of a decision – you can upload it here. <i>You can also upload documents here if the police have asked you to do so.</i></p> <p>Here you can read the information and how to proceed: Sending in additional documents in a case which is with the UDI - UDI</p>

<p>✓ UDI Chatbot</p>	<p>UDI's Chatbot on UDI.no:</p>  <p>Scroll down on the page below, and the green speech bubble will appear in the bottom right corner of the screen if it does not appear automatically on the page: https://udi.no/en/word-definitions/booking-of-an-appointment/</p>
<p>✓ Afternoon/evening appointments for applications for Norwegian citizenship</p>	<p>You can book an appointment in time police's timeportal via: UDIs application portal</p>
<p>✓ Keeping your Norwegian citizenship (retention of citizenship)</p>	<p>If you were given dual citizenship when you were born and you do not live in Norway for at least two years, or in Nordic countries for at least seven years, before you turn 22, you must apply to keep your Norwegian citizenship: UDI - Keeping your Norwegian citizenship (retention of citizenship)</p>
<p>✓ Brexit</p>	<p>UDI - Brexit</p>
<p>✓ Visitor's visa</p>	<p>Some people can visit Norway without a visa, but most people from countries outside the EU/EEA must apply for a visitor's visa. UDI - Visit and holiday</p>
<p>✓ Changing your appointment</p>	<p>If you already have applied online and want a new appointment, you must not fill out a new application, but rather change your existing appointment.</p>
<p>✓ Change of information or meeting place on the submitted application</p>	<p>If you or your authorized representative has already filled in the application electronically and have paid any fee:</p> <ul style="list-style-type: none"> ▪ the application has the status of "completed". It is not possible to change the information you have entered in the application electronically. ▪ it may not be possible to change the meeting place or book an appointment at another meeting place to deliver the documents to the application. ▪ you who have applied to the wrong place have to reapply and possibly ask the police or the embassy for a refund of the fee on the first case. <p><i>If the application is submitted at SUA in Oslo, the applicant can use other SUA-offices for effectuation. If not, you or your authorized representative must go to the local police district where the person is registered.</i></p> <p>The embassy or the police can edit minor errors in the information in the application that is to the correct meeting place after the applicant has met and submitted the case. It is therefore important that you bring written information to the appointment concerning your case or about what the person you represent has filled in incorrectly and what the embassy/police will change for you.</p>

<p>✓ Exchange of appointments between applicants/authorized representatives</p>	<p>The Oslo Police District does not allow the exchange of appointments between different persons at the immigration office or at the Service center for foreign workers (SUA) in Oslo. The person who shows up for the appointment must be the person who has booked the appointment.</p>
<p>✓ Checklists</p>	<p>When you apply, you must always hand in a number of supporting documents to the police or embassy. The UDI has made checklists which explains what documents you need to hand in: UDI - Checklists - Application submission</p>
<p>✓ Apostille and legalisation - EU/EAA-cases</p>	<p>If you are a family member of an EU/EEA citizen who will register or apply for a residence card, the documents you hand in must be certified by the proper authority: UDI - Apostille and legalisation - EU/EAA-cases</p>
<p>✓ Apostille and legalisation - Family immigration</p>	<p>When you apply for family immigration the documents which you hand in must be certified by the proper authority: UDI - Apostille and legalisation - family immigration</p>
<p>✓ How to order a residence card when a residence permit has been granted for applicants from countries outside the EU/EEA? In which cases does the police order residence cards without personal attendance? <i>EEA citizens do not need a residence card.</i></p>	<p>How to get a residence card: UDI - Received an answer</p>
<p>✓ Waiting time - booked residence card for citizens outside the EU/EAA</p>	<p><u>Waiting time from the police grants a residence permit and at the same time orders a residence card:</u></p> <ul style="list-style-type: none"> ▪ Applied from Norway 16.04.21 or later (met in person with the police and does not require extra attendance). <p>You will receive the residence card in the mail around 20 working days after the police or UDI have granted a residence permit and ordered a residence card.</p> <p><u>Waiting time from meeting with the police after granting a residence permit or renewing a residence card:</u></p> <ul style="list-style-type: none"> ▪ Applied from Norway before 16.04.21. ▪ Applied without personal attendance or via embassy /consulate. ▪ Has a permanent residence permit or permanent right of residence for a family member of an EU/EEA-citizen. <p>You will receive the residence card in the mail around 20 working days after meeting and ordering a residence card from the police, provided that your residence permit has been granted. Residence cards are ordered at the police station when you take your fingerprint and photo, and the card will be sent to you by post from the card issuer. If the UDI makes a decision in the case, an additional waiting period must be expected beyond the waiting time with the police.</p>

	<p><i>If you have not received your residence card in the mail, the applicant must wait to contact the police until 30 days have passed since the card was ordered. The police cannot order a new card until 30 working days have passed.</i></p> <p>For more Information: Residence cards</p> <p>You need a valid residence card if you plan to travel abroad. For more information: Have you made plans to travel abroad?</p>
<p>✓ Residence card in return to the police</p>	<p>If you are waiting for your residence card or travel document and the police receive this in return, we will send you an e-mail with information about scheduled pick up time.</p>
<p>✓ ID change / change of information in DUF</p>	<p>In some cases, it is the UDI that can change certain information about you in the National Registry: UDI - Changing information in the Norwegian National Registry</p>
<p>✓ Waiting time</p>	<p>Police - Waiting time / Waiting time - interview - family immigration cases UDI - Waiting time</p>
<p>✓ No available appointments in the application portal</p>	<p>Students or others may not experience to find any available appointments. It is therefore important to follow the Application Portal when new appointments are available. The police and UDI will consider the date the application was entered online on UDIs Application Portal, in cases where there are no appointments available in the Application Portal before permits expires.</p>
<p>✓ Deadline for submission of application and legal residence</p>	<p>If you have a renewable residence permit you must follow the guidelines in the Immigration Act referred to below to ensure legal residence in Norway until the application for renewal has been finally decided:</p> <p>§ 61 Application for renewal <i>An alien who applies for renewal of a temporary residence permit may continue to reside on the same terms until the application is finally decided.</i> <u>The foreigner has the right to such a stay if the applicant applies for renewal no later than one month before the permit expires.</u> This does not apply if it is stated in the law or regulations pursuant to the law that the residence permit cannot be renewed.</p> <p><i>An alien who applies for a residence permit again on a new factual or legal basis may continue to reside on the same terms as the previous permit until the application has been finally decided. The alien is entitled to this if the applicant applies for a new permit no later than one month before the expiry of the current permit, and the person in question has had legal residence pursuant to a previous permit for at least the last nine months. The same applies to a foreigner with a permit pursuant to section 48 who applies for a residence permit pursuant to section 40.</i></p>

	<p>If you need to apply for a confirmation of legal residence pending an appointment with the police to apply for renewal or a permanent residence permit, it is important that you familiarize yourself with the guidelines regarding confirmation of legal residence and how this can be documented to public agencies (udi.no) .</p>
<p>✓ When is it allowed to work in Norway for students from countries outside the EU / EEA? What applies to the accompanying family</p>	<p>If you want to study or go to school in Norway for more than three months, you must apply for a study permit. If you get a study permit, you will also be able to work up to 20 hours a week while you study and full time during the holidays.</p> <p>If you get a residence permit, it will have an expiration date. Most residence permits can be renewed, but a residence permit as a student does not form the basis for a permanent residence permit. The student must apply for renewal no later than one month before the permit expires in order to retain all their rights. We recommend that you apply 2-3 months before the permit expires. The same applies to any accompanying family. The accompanying family is dependent on the main person (student) applying at the same time, or having a valid permit for their applications to be processed, if the permit is about to expire.</p> <p>If you are granted a residence permit, it is important to read the decision. The same applies to the accompanying family.</p> <p>UDI - Guide to case processing times for study permits</p>
<p>✓ When is it allowed to work and stay in Norway as an EU / EEA citizen? What applies to the accompanying family</p>	<p>If you are an EU/EEA citizen, you must register when you have plans to stay in Norway for more than 3 months. EU/EEA citizens must have one basis of residence in Norway, either be an employee or self-employed, service provider, student or have your own means to support yourselves.</p> <p>If you are a family member to an EU/EEA citizen who is from a country outside the EU/EEA area, you must apply for a residence card if they are to be in Norway for more than three months. The accompanying family is dependent on the main person (EU/EEA citizen) to apply at the same time if the permit is about to expire or has a valid permit for the applications to be processed. If you get registered, it is important to know the contents of the registration certificate. The same applies to the accompanying family.</p> <p>For more information: UDI - Has foreign employer legal right to work? UDI - Guide to case processing times for application for work immigration</p>
<p>✓ When is it allowed to work in Norway for foreign workers from countries outside the EU/EEA? What applies to the accompanying family</p>	<p>If you are from a country outside the EU/EEA and want to work in Norway, you must have a residence permit. If you do not already have a residence permit, you must apply for a residence permit for work. Previously, this was called a work permit. This can, for example, be a residence permit for skilled workers, nationality chefs, seasonal workers, the self-employed or employees of a humanitarian, non-profit or religious organization.</p>

	<p>If you get a residence permit, it will have an expiration date. Most residence permits can be renewed. The employee must apply for renewal no later than one month before the permit expires in order to retain all his rights. We recommend that the employee applies 2-3 months before the permit expires. The same applies to any accompanying family. The accompanying family is dependent on the main person (student) to apply at the same time, or having a valid permit for their applications to be processed, if the permit is about to expire.</p> <p>If you are granted a residence permit, it is important to read the decision. The same applies to the accompanying family.</p> <p>For more information: UDI - Has foreign employer legal right to work? UDI - Guide to case processing times for application for work immigration</p>
<p>✓ Early employment start</p>	<p>Working immigrants from countries outside the EU/EEA who want an early start of work do not receive confirmation of an early employment start at the Service Center for Foreign Workers (SUA) in Bergen, Oslo, Stavanger and Trondheim.</p> <p>If you need an emergency appointment, it is very important to read more about practice on the UDI's website: Can your case be moved front queue priority?</p>
<p>✓ Emergency appointments and priority</p>	<p>Many people want their case processed quickly.</p> <p>There must be very special circumstances in your case for it to take the lead in the queue, and the special circumstances must be documented. Without attached documentation, your priority request will not be considered. Check the UDI's website if our case can be moved to the front of the queue? (be given priority)</p> <p>If your case has taken longer than what is stated as the waiting time for your case type and you have not been notified of this, you can contact the police.</p> <p><i>The police aim to process for family or applicants in the same company at the same time if you are applying together. But even if you apply at the same time, it is not certain that the cases will be processed at the same time or that you receive the same answer to the application.</i></p>
<p>✓ Information regarding those waiting for an interview</p>	<p>For those waiting for an interview, it has not been possible/will not be possible in the future conduct the same number of interviews as normal due to previous infection control considerations and the ongoing war in Ukraine. Unfortunately, it is not possible to ask for priority, even though we understand that the waiting time is long.</p>

✓ Cancellations	You or your authorized representative will receive e-mails from the police with information in case of cancellations. If the applicant/ "has not" received an e-mail regarding cancelled appointments (check junk e-mail).
✓ Want to withdraw an application and apply for a refund?	<p>If you want to withdraw an application send following to the police by post:</p> <ul style="list-style-type: none"> ▪ Request with UDI receipt for prepaid fee + DUF-number/Birth-number. <p>Our postal address is: Oslo Police District, Immigration Office, Pb. 2093 Vika, 0125 Oslo</p> <p>If the application is withdrawn after you have submitted an attachment to the application by personal attendance/digital upload, you are not entitled to refund of the application fee.</p> <p>UDI - Fees</p>
✓ Return of passports and ID documents from your home country	<p>If the police have your original ID documents from your home country and you want them returned, you must send a written inquiry to the police by post. Remember to confirm which documents you want returned and why you want them.</p> <p>Our postal address is: Oslo Police District, Immigration Office, Pb. 2093 Vika, 0125 Oslo</p>
✓ Laws and Regulations	UDI - UDI Regulations
✓ Public services /New in Norway/Foreign	Norge.no - Gateway to digital public services (norge.no) / New in Norway The Tax Administration - Foreign
✓ Information and opening hours	Police - Residence permits and protection (<i>appointments only</i>) SUA - Service Center For Foreign Workers (<i>appointments only</i>) UDI - UDI (<i>UDI closed for visitors</i>)
✓ About the UDI: Who does what in the immigration administration?	The UDI's task and a brief description of the other players in the immigration administration: About the UDI: Who does what in the immigration administration?