

The Directorate of Immigration – objectives, values and figures

The Directorate of Immigration's main objectives

The UDI shall process all cases and tasks within an acceptable period of time

The UDI shall provide satisfactory user service

The UDI shall develop a flexible organisation

The Directorate of Immigration's core values

Dignity

Human rights, the UN refugee convention and other conventions Norway has acceded to are international expressions of an attitude to human dignity that governs the UDI in all its activities. As a value, dignity clearly expresses the fact that the Directorate's work involves individuals. The Directorate bears a heavy responsibility because so many of the decisions it makes affect individuals. The Directorate's focus on good communication and user service also reflects the fact that human dignity is a core value for the UDI. The priority given to dignity also applies to our internal processes, thus ensuring that it is applied to our employees as well as to external parties

Professionalism

The emphasis on professionalism underlines the fact that the UDI is part of the public administration and must carry out its duties in compliance with laws and regulations. In many cases the rules allow for individual judgement, and it is an important aim for the UDI to exercise this judgement correctly. The Directorate wishes to be seen as a professional administrative body in which professional expertise and competence form the basis for objective and impartial decision-making. A professional attitude also means that the Directorate's employees must be professionally skilled and have the required expertise.

Comprehensive approach

A comprehensive approach underlines the interaction between the UDI's various tasks, a shared understanding of objectives, methods and values, and focus on the tension between regulated/controlled immigration on the one hand and the facilitation of integration on the other. A comprehensive approach also requires conscious prioritisation to achieve a balance between quality and quantity in the performance of our duties. This approach also means contributing to the social debate to promote impartiality and balance in the presentation of the immigration field. The UDI wishes to contribute to a debate that takes account of the fact that, in this era of globalisation, Norway is moving from a unilateral focus on border control to a more comprehensive management of migration.

Values – a guiding tool

These values are binding and demanding. They place a responsibility on each Directorate employee, and on management in particular, to give that little bit extra when performing their duties. Together, the values constitute a tool that guides the Directorate in its implementation of and contribution to a humane immigration, integration and refugee policy

KEY FIGURES

- The UDI administered a total budget of around NOK 5 168 million, whereof around NOK 463.7 million was spent on the Directorate's operations
- The UDI processed 12 500 applications for asylum
- The UDI processed 59 700 other work and residence cases
- The UDI processed 8800 applications for citizenship
- The reception centres had an average of 14 300 residents throughout the year
- 4200 refugees were granted asylum, protection or residence on humanitarian grounds (including the quota of resettlement refugees)
- 5500 refugees and family members reunited with refugees were settled in a municipality
- 12 800 persons were granted family immigration
- 33 000 were granted work permits (4900 of them were granted permits for seasonal work for up to six months)

A NORMAL WEEK AT THE UDI

- 1500 new cases
- Progress in 1500 other cases
- 7000 incoming calls
- 170 000 hits on the Internet
- 625 personal inquiries at the reception desk
- 4000 inquiries to the Information Service for Applicants
- 55 press inquiries