

Important: Some programs such as Auxílio Gás (Gas Aid) and Tarifa Social de Energia Elétrica (Social Electricity Tariff) are not available in all municipalities. To find out about the social programs available, contact the Social Assistance Center (CRAS) in your city. Find out more on the MDS website:

<https://www.gov.br/mds/pt-br/acoes-e-programas>

Do you know what an Ombudsman Service (Ouvidoria) is?

This is a free service channel for the public and a way for social participation and improvement of the service provided by the government. Here you can make complaints, criticisms, suggestions, and compliments about the service received in the public service and report irregularities, such as misappropriation of public funds, mismanagement, and the undue receipt of social benefits by people who do not meet the requirements of the programs. The Ombudsman's Office of the Ministry of Development and Social Assistance, Family and Fight Against Hunger also provides information and answers questions about the Ministry's social policies, actions, and programs.

Contact the Ombudsman Service if you:

- Need information about social programs or benefits.
- Want to praise the service received.
- Have suggestions for improvements.
- Experience difficulty in accessing the services.
- Find the service unsatisfactory.
- Suffer any type of discrimination or mistreatment in SUAS Network services.

MDS Ombudsman Service Channels

Right now, service is provided in Portuguese. If you have difficulty speaking Portuguese, we suggest that you seek support from someone who speaks the language to facilitate the service.

Disque Social 121 (Free call from mobile or landline)

WhatsApp: +55 (61) 4042-1552
<https://wa.me/556140421552>

Telegram: https://t.me/ouvidoria_cidadania_bot



Online form: <http://falabr.cgu.gov.br>

Chat:

<https://falemds.centralit.com.br/atendimento/chatmds/index.html>

Letter: Ministério do Desenvolvimento e Assistência Social, Família e Combate à Fome, Esplanada dos Ministérios, Bloco A, CEP: 70.054-906 – Brasília/DF

In person: Opening hours: Monday to Friday, from 8:30 am to 5:30 pm. Address: Ministério do Desenvolvimento e Assistência Social, Família e Combate à Fome, Esplanada dos Ministérios, Bloco A, Sala T23, Plano Piloto – Brasília/DF, CEP 70054-906.

Website of the MDS Ombudsman's Office:

https://www.gov.br/mds/pt-br/canais_atendimento/ouvidoria

Elaboração:

MINISTÉRIO DO DESENVOLVIMENTO E ASSISTÊNCIA SOCIAL, FAMÍLIA E COMBATE À FOME
GOVERNO FEDERAL
BRASIL
UNIÃO E RECONSTRUÇÃO



MINISTÉRIO DO DESENVOLVIMENTO E ASSISTÊNCIA SOCIAL, FAMÍLIA E COMBATE À FOME
GOVERNO FEDERAL
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Migrant, Refugee, and Stateless Person, do you know what Social Programs are and the role of the Ombudsman Service in Brazil?

March, 2025



What are Social Programs?

These are temporary aids or benefits that the Brazilian government offers to people in social vulnerability with the aim of improving their quality of life, reducing social inequalities, and promoting social inclusion.

Social vulnerability is the situation in which a person or group of people has difficulty accessing basic resources and opportunities, such as education, health, housing, and employment. This can happen for a variety of reasons, such as poverty, discrimination, lack of infrastructure or social support.

Can migrants, asylum seekers, refugees and stateless persons apply for social programs?

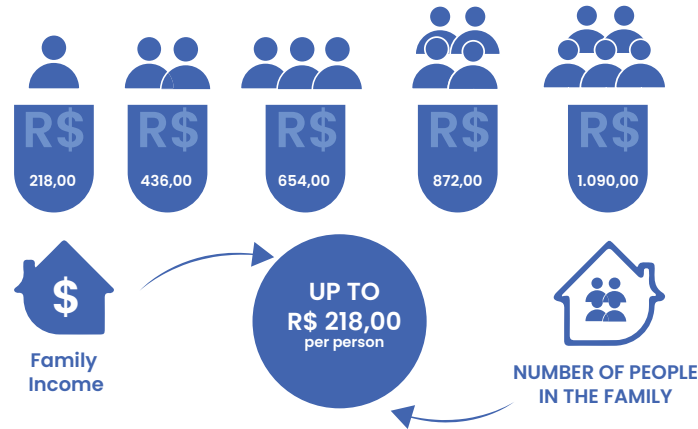
YES! They can register regardless of their immigration status as long as they meet the conditions of each social program. One of the conditions is to be registered in the Single Registry (CadÚnico).

What is CadÚnico?

It is a database that helps the Federal Government understand the needs of low-income people and is the way to access social programs and benefits. To register with CadÚnico, you must have a document called a CPF (individual taxpayer registration). The CPF can be requested free of charge on the Federal Revenue website, or at Post Office, Banco do Brazil and Caixa Econômica Federal branches upon payment of the CPF issuance fee. Find out more at the link: <https://servicos.receita.fazenda.gov.br/servicos/cpf/inscricaocpfestrageiro/>

What is a low-income family?

For the Brazilian Government, a low-income family is one whose members live on an income of up to half the minimum wage per person.



Where do I register with CadÚnico?

To register your family in CadÚnico, look for the Social Assistance Reference Center (CRAS) or CadÚnico Office in your city. To find out which CRAS is closest to your home, call Disque Social 121 or visit the website <https://aplicacoes.mds.gov.br/sagi/mops/>

The migrant, refugee, asylum-seeking and stateless population have the right

to be served by the Unified Social Assistance System (SUAS) network, such as the Social Assistance Reference Centers (CRAS), Specialized Social Assistance Reference Centers (CREAS), CadÚnico Posts and POP Centers. Check the full list at the link:

<https://aplicacoes.mds.gov.br/sagi/mops/>

What are the social programs of the Ministry of Development and Social Assistance, Family and Fight Against Hunger (MDS)?

Currently, the Brazilian government offers more than 40 social programs, including:

Family Allowance (Bolsa Família)

It is the government's largest social program and guarantees a basic income for families in poverty, with a family income per person of up to R\$218.00. To maintain the benefit, registered families must meet certain conditions such as school attendance for their school-age children, following the national vaccination schedule, nutritional monitoring for children up to 7 years old and prenatal care.

Continuous Benefit Payment (BPC)

It is the payment of a monthly minimum wage to an elderly person aged 65 or over or to a disabled person of any age with long-term physical, mental, intellectual or sensory impairments (one that produces effects for a minimum period of two years, which prevents them from participating fully and effectively in society, on equal terms with other people) who has a family income per person of up to 1/4 of the minimum wage.

Social Electricity Tariff (Tarifa Social de Energia Elétrica)

Discount on electricity bills for families with incomes of up to half the minimum wage. Families with monthly incomes of up to three minimum wages may also receive a discount if someone in the family continuously uses electrical appliances for health treatment at home.

Gas Aid (Auxílio Gás)

Financial aid intended for families with a monthly income less than or equal to half the minimum wage per person and for families receiving the Continuous Benefit Payment (BPC), with the aim of reducing the effect of the increase in the price of cooking gas on the household budget.

Senior Citizen Card (Cartão do Idoso)

Free access or 50% discount on interstate transport for senior citizens (60 years or older) from families with a monthly income of up to two minimum wages per person.