### Syria Refugee Response Plan
Field Report

| NAME: -------- | Agency/NGO: UNHCR |
| TRAVELLING FROM–TO and DATE: | OTHER STAFF/PARTNERS |
| Amman to Zarqaa governorate 3rd May 2012 | |

**PURPOSE OF TRAVEL:**
Serve refugees at UNHCR help desk

**ACTUAL RESULTS/CONSTRAINTS:**
(\textit{by sector})

47 cases approached the help desk seeking help and queries as follows:
- 37 Syrian cases/ 97 individuals got registration appointments on Sunday 13 May 2012
- Four Syrian cases 12/2194, 12/2198, 12/2496, 12/2196, approached the help desk, asking for FA
- A Syrian man 12/4428 was asking about voluntary repatriation procedures

**BRIEF DESCRIPTION OF PERSONS MET/PLACES VISITED/CHANGE FROM PREVIOUS VISIT**
\textit{(ACTIVITIES IMPLEMENTED/CONDITION OF SYRIAN/HOST COMMUNITIES)}:

A representative from JHAS said that an elder man called them, he can not move at all, even he can not approach the help desk to get an appointment registration.

**RECOMMENDATIONS/ACTION POINTS:**
- Referrals were made to related units
- Documents were handed over to recipients in the office
- Email were sent regarding home registration and follow ups
- Refugees were counselled at the help desk. However; some cases were contacted afterwards by telephone, queries and counselling afforded to them after discussions with other colleagues in the office.
- Progress updated, four cases were added to PRO11.

**DATE AND SIGNATURE OF TRAVELLER:**
03rd May 2012
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