

## **Registration Services**

**UNHCR** Jordan April 2021



Breakdown by Age & Gender

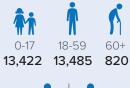


- Breakdown by Office
  - Amman 1728 1222 Mafraq 1182 Zaatari Camp | 162 Irbid Azraq Camp 162
  - | 16 EJC Azraq Urban 14

Total: 1,376 individuals, including 1,208 new-born babies

## Renewal Urban Caseload

Breakdown by Age & Gender



- Persons with Specific Needs
  - Persons with Disabilities

Breakdown by Nationality



- Breakdown by Office
  - 15,673 Amman Mafraq | 6,812 | 4,841 Irbid Azraq Urban | 401

Total: 27,727 individuals

## Helpline Referrals & E-mail Petitions

- Petitions Received Throughout the Month: 335
- Referrals Received Throughout the Month: 15,069
- Breakdown of Referrals by Office
  - Amman 19.525 Irbid 1 2.811 Mafraq 1 2,166
- Zaatari Camp 1283 Azrag Camp + Urban | 261

Breakdown of Referrals by Nationality

Non-Syrian | 3,145

111.920

■Syrian

- FJC. 123
- Breakdown of Referrals by Type



Contact Change 8,589 3,713

Processed 3.608 Duplicate 1,268 Pending



Renewal Add Family Member Appointment 2,652 2,682 1.592 1.196 739



Split File 236 120 Processed 43 Duplicate 73 Pending



169

116

27

26



717

Merge File Other 322 419 147 288 84 26 91 105

E-mail Petitions: 335 | Helpline referrals: 15,069





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During the month of April 2021, UNHCR continued to scale up its effort in conducting remote registration and renewal activities. Remote renewal interviews were conducted with 27,727 Persons of Concern (PoCs). Additionally, UNHCR distributed Asylum Seeker/Refugee Certificates to 22,410 individuals/5,643 families. In addition, a mission to Aqaba was conducted to reach out to PoCs residing in remote areas in the South. As a result of the mission, 205 ASCs were delivered to PoCs and correction to records of iris images were conducted for 37 individuals.

UNHCR increased its effort in increasing two-way communications with PoCs, which include enhanced Helpline (IVR) ticketing system, and online information sessions with community leaders – six (6) sessions were conducted in Irbid.

Khalda Registration Center received two dignitaries successively during April. On 13 April, the Assistant High Commissioner (Protection) (AHC-P) visited Khalda Registration Center and observed first-hand the ASC delivery method in the time of the pandemic. On 19 April, a French General and his delegate visited UNHCR Jordan during which the Registration Team provided a tour at Khalda Registration Centre.