Registration Services
UNHCR Jordan
August 2021

New Registration

- Breakdown by Age & Gender
  - 0-17: 2,946
  - 18-59: 20
  - 60+: 1
  - Total: 2,967 individuals, including 2,411 new-born babies

- Breakdown by Office
  - Amman: 1,452
  - Irbid: 1,621
  - Mafraq: 432
  - Za'atari Camp: 296
  - Azraq Camp: 139
  - EJC: 16
  - Azraq Urban: 11

- Breakdown of Referrals by Nationality
  - Syrian: 18,931
  - Non-Syrian: 3,526

- Breakdown of Referrals by Type
  - Contact: 69
  - Change: 5,766
  - Renewal Appointment: 980
  - Add Family Member: 455
  - Rearrangement of Registration: 3,577
  - Contact: 1,458
  - Duplicate: 670
  - Duplicate: 1,927
  - Add Family: 1,002
  - Duplicate: 324
  - Add Family: 1,642
  - Duplicate: 359
  - Add Family: 350

- Breakdown of Referrals by Office
  - Amman: 13,484
  - Irbid: 5,346
  - Mafraq: 3,174
  - Azraq Camp + Urban: 372
  - EJC: 66
  - Za'atari Camp: 36

- Breakdown of Referrals by Nationality
  - Syrian: 2,946
  - Non-Syrian: 1,576

Source: UNHCR | For more information, please contact JORAMDAT@unhcr.org | www.unhcr.org/jo | Thank you for the generous donations from:
In August 2021, the Registration Unit continued to scale up its effort in clearing the renewal backlog through remote renewal modality. Remote registration and renewal processes were conducted with 30,858 Persons of Concern (POCs). In addition, the Registration Unit distributed Asylum Seekers Certificates (ASCs) to 25,633 individuals/6,680 families.

In-person rapid renewal procedures continued to take place in Registration Centres in Amman, Irbid and Mafraq. PoCs with expired Asylum Seeker Certificates, who were on the WFP assistance appeal list, were prioritized for in-person renewal procedures to ensure the most timely processing of their cases. A total of 4,300 families/15,238 individuals were shared by WFP and scheduled for in-person rapid renewal procedures.

Despite the efforts in accelerating registration and renewal backlog clearance, the Registration Unit across Jordan was faced with high unreachability rate and a high number of no-show for renewal interviews. The Registration Unit calls on the PoCs to update their contact number through the Interactive Voice Response system and/or request for renewal appointment through the UNHCR Helpline.

In line with the new Accountability to Affected Population (AAP) Operational Guidance, Registration Unit continued to gather feedback from POCs on the remote renewal process through the online service satisfaction survey. By the end of August, a total of 1,139 responses were collected, among which 95.4% respondents expressed complete/high level of satisfaction regarding the remote renewal process.