






New Registration

Breakdown by Age & Gender

 0-17 2,946	 18-59 20	 60+ 1
1,509 	1,458 	






Breakdown by Office


- ◆ Amman | 1,452
- ◆ Irbid | 621
- ◆ Mafraq | 432
- ◆ Zaatari Camp | 296
- ◆ Azraq Camp | 139
- ◆ EJC | 16
- ◆ Azraq Urban | 11


Total: 2,967 individuals, including 2,411 new-born babies

Renewal Urban Caseload



Breakdown by Age & Gender

 0-17 26,494	 18-59 24,649	 60+ 1,564
26,691 	26,016 	

 Persons with Specific Needs
12,435

 Persons with Disabilities
1,576

Breakdown by Nationality

 Syrian 49,224	 Non-Syrian 3,483
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Breakdown by Office

- ◆ Amman | 30,858
- ◆ Irbid | 13,613
- ◆ Mafraq | 8,024
- ◆ Azraq Urban | 212

Total: 52,707 individuals

Helpline Referrals & E-mail Petitions




Petitions Received Throughout the Month: 0

Referrals Received Throughout the Month: 22,478



Breakdown of Referrals by Office


◆ Amman 13,484	◆ Azraq Camp + Urban 372
◆ Irbid 5,346	◆ EJC 66
◆ Mafraq 3,174	◆ Zaatari Camp 36

Breakdown of Referrals by Type

		
Contact Change 13,836	Renewal Appointment 3,577	Add Family Member 3,099
Processed 69	980	455
Duplicate 5,766	670	1,002
Pending 8,671	1,927	1,642


Breakdown of Referrals by Nationality

 Syrian 18,931	 Non-Syrian 3,526
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Split File
359

Processed 89
Duplicate 92
Pending 178




Re-Entry
324

Processed 64
Duplicate 90
Pending 170



Merge File
593

Processed 76
Duplicate 167
Pending 350



Other
690

Processed 430
Duplicate 118
Pending 142

E-mail Petitions: 0 | Helpline referrals: 22,478

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.