



In September 2021, the Registration Unit continued to focus its effort in clearing the renewal backlog through the two-pronged approach with remote and in-person rapid renewal modalities. Registration centres in the Jordan Operation conducted renewal processes for 42,898 Persons of Concern (PoCs) and distributed the renewed Asylum Seeker Certificates (ASCs).

In-person rapid renewal procedures continued to be in place in Registration Centres in Amman, Irbid and Mafrq. Registration Unit country-wide continued to prioritize registration renewal process for PoCs with expired ASCs, who were on the WFP assistance appeal list. Most of these cases were scheduled for in-person rapid renewal procedures to ensure processing at the maximum speed.

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

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 September, a total of 1,229 responses were collected, among which 92.1% of respondents expressed complete/high level of satisfaction regarding the remote renewal process.