New Registration

Breakdown by Age & Gender
- 0-17: 2,776
- 18-59: 34
- 60+: 2

Breakdown by Office
- Amman: 1,198
- Mafraq: 583
- Irbid: 440
- Zaatari Camp: 284
- Azraq Camp: 151
- EJC: 17
- Azraq Urban: 17

Total: 2,812 individuals, including 2,399 new-born babies*

Helpline Referrals & E-mail Petitions

Petitions Received Throughout the Month: 0

Referrals Received Throughout the Month: 26,641

Breakdown of Referrals by Office
- Amman: 17,964
- Irbid: 5,560
- Mafraq: 2,660
- Azraq Camp + Urban: 313
- EJC: 78
- Zaatari Camp: 66
- Syrian: 22,547
- Non-Syrian: 4,073

Breakdown of Referrals by Nationality
- Syrian: 22,547
- Non-Syrian: 4,073

Breakdown of Referrals by Type
- Contact: 7,493
- Renewal: 8,641
- Add Family Member: 4,781
- Split File: 1,517
- Re-Entry: 1,491
- Merge File: 188
- Other: 2,530

Referrals Received Throughout the Month: 26,641

E-mail Petitions: 0 | Helpline referrals: 26,641

* Data on new registration represent mainly adding new-born babies and children up to 4 years old.

Renewal Urban Caseload

Breakdown by Age & Gender
- 0-17: 18,045
- 18-59: 14,897
- 60+: 1,400

Breakdown by Office
- Amman: 17,438
- Irbid: 12,116
- Mafraq: 4,619
- Azraq Urban: 169

Total: 34,342 individuals

Breakdown by Nationality
- Syrian: 31,653
- Non-Syrian: 2,689

Breakdown of Referrals by Type
- Contact: 3,425
- Renewal: 1,966
- Add Family Member: 901
- Split File: 1,044
- Re-Entry: 1,165
- Merge File: 152
- Other: 2,076

Petitions Received Throughout the Month: 0

Referrals Received Throughout the Month: 26,641

Breakdown of Referrals by Nationality
- Syrian: 22,547
- Non-Syrian: 4,073

Breakdown of Referrals by Type
- Contact: 7,493
- Renewal: 8,641
- Add Family Member: 4,781
- Split File: 1,517
- Re-Entry: 1,491
- Merge File: 188
- Other: 2,530

Referrals Received Throughout the Month: 26,641

E-mail Petitions: 0 | Helpline referrals: 26,641

Source: UNHCR | For more information, please contact JORAMDAT@unhcr.org | www.unhcr.org/jo | Thank you for the generous donations from:
In October 2021, the Registration Unit continued to focus its effort in clearing the renewal backlog through the two-prong approach with remote and in-person rapid renewal modalities. Registration centres in the Jordan Operation conducted renewal processes for 34,342 refugees and asylum seekers, and distributed the renewed Asylum Seeker/Refugee Certificates.

Despite the efforts in accelerating registration and renewal backlog clearance, the Registration Unit across Jordan was faced with high unreachability. The Registration Unit will continue to explore means to reach out to refugees and asylum seekers for registration and renewal purposes.

Registration, working closely with Helpline and DAG, have redesigned the Helpline Interactive Voice Response system (IVR) to allow refugees and asylum seekers to book appointments through the appointment system directly through Helpline staff during working hours, while allowing refugees to create appointment request tickets through the IVR after working hours. This change was introduced as of 3 October 2021.

The seventh, eighth and ninth sessions of focus group discussions (FGD) targeting misrepresented members of the community who have undergone remote renewal processes was launched on 11, 24 and 28 October respectively. A total of 32 participants took part in the discussions and expressed their satisfaction with remote procedures.

In addition, the Registration Unit continued to gather feedback from refugees and asylum seekers on the remote renewal process through the online service satisfaction survey. By the end of October, a total of 1,266 responses were collected, among which 95.5% of the respondents expressed complete or high level of satisfaction regarding the remote renewal process.