UNHCR — The UN Refugee Agency

Registration Services
UNHCR Jordan
January 2021

New Registration

Breakdown by Age & Gender

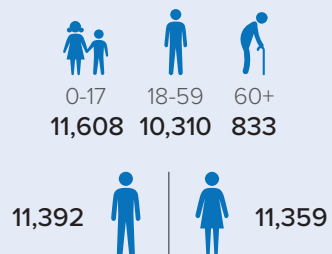| 0-17	18-59	60+
1,470	5	0

748 (male) | 727 (female)
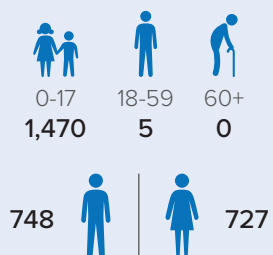
Breakdown by Office

- Amman | 586
- Irbid | 311
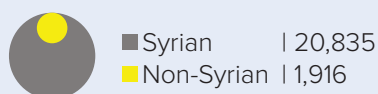- Mafraq | 183
- Zaatari Camp | 251
- Azraq Camp | 128
- EJC | 12
- Azraq Urban | 4

Total: 1,475 individuals, including 1,289 new-born babies

Renewal Urban Caseload

Breakdown by Age & Gender

0-17	18-59	60+
11,608	10,310	833

11,392 (male) | 11,359 (female)

Persons with Specific Needs: 5,887

Persons with Disabilities: 1,116

Breakdown by Nationality

- Syrian | 20,835
- Non-Syrian | 1,916

Breakdown by Office

- Amman | 10,304
- Irbid | 6,756
- Mafraq | 5,657
- Azraq Urban | 34

Total: 22,751 individuals

Helpline Referrals & E-mail Petitions

Breakdown of Petitions by Office
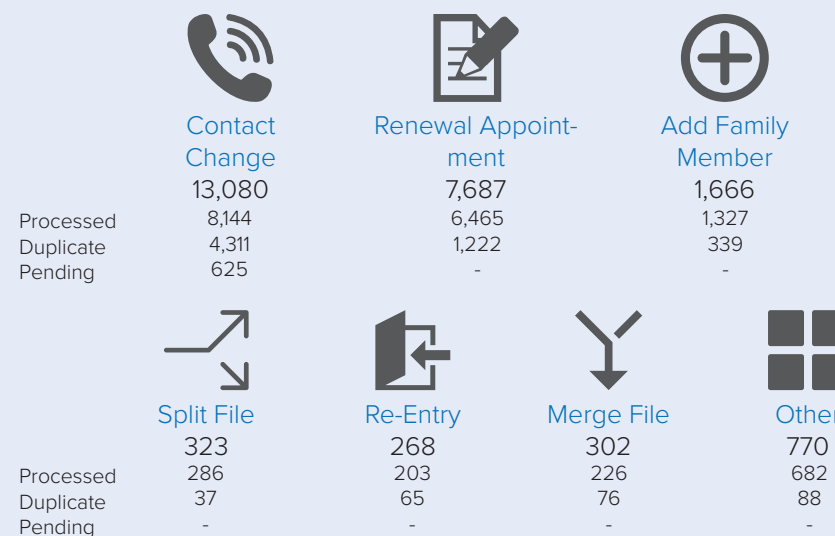
- Amman | 539
- Irbid | 65
- Mafraq | 28

Breakdown of Referrals by Nationality

- Syrian | 20,007
- Non-Syrian | 4,077

Breakdown of Referrals by Office

- Amman | 14,540
- Irbid | 4,908
- Mafraq | 3,338
- Zaatari Camp | 649
- Azraq Camp | 369
- EJC | 215

Breakdown of Referrals by Type

	Contact Change	Renewal Appointment	Add Family Member
	13,080	7,687	1,666
Processed	8,144	6,465	1,327
Duplicate	4,311	1,222	339
Pending	625	-	-

	Split File	Re-Entry	Merge File	Other
	323	268	302	770
Processed	286	203	226	682
Duplicate	37	65	76	88
Pending	-	-	-	-

E-mail Petitions: 632 | **Helpline referrals:** 24,096

The Registration Unit developed a country-wide backlog clearance plan which aimed at scaling up the remote renewal and data update activities to ensure that refugees will have valid documents after the expiration of the grace period afforded by the Government of Jordan.

Poor quality of the documents shared by refugees via Signal and WhatsApp and lack of the provision of all pages of documents remained a challenge.

While the new referral management system specific for changing/updating contact number has improved the reachability rate, reaching Persons of Concern remains a challenge particularly among those whose Asylum Seeker Certificates expired before 2019.

The Registration Unit and the Community Beased Protection team were exploring the possibility to deliver the Asylum Seeker Certificates to Persons of Concern residing in Southern Province.