



## Syria Refugee Response Plan Field Report

<b>NAME: ----</b>	<b>Agency/NGO: UNHCR</b>
<b>TRAVELLING FROM-TO and DATE:</b> Amman to Irbid on 15 May 2012	<b>OTHER STAFF/PARTNERS</b>
<b>PURPOSE OF TRAVEL:</b> Serve refugees at the info desk	

### **ACTUAL RESULTS/CONSTRAINTS:** *(by sector)*

We received 121 cases as follows:

- Registration appointments on 27 May 2012 were given to 78 cases/ 213 individuals.
- 41 cases out of 78 entered Jordan illegally
- Two Syrian cases approached the help desk and explained their bad financial condition, they were added to PRO11
- 10 Syrian cases approached to ask about FA, and were counseled on other services provided by UNHCR
- One Syrian case asked about education services and was counseled

### **BRIEF DESCRIPTION OF PERSONS MET/PLACES VISITED/CHANGE FROM PREVIOUS VISIT (ACTIVITIES IMPLEMENTED/CONDITION OF SYRIAN/HOST COMMUNITIES):**

Met the program coordinator; Ms. Samah Bani Hani, from Prince Basma Center. She explained that they receive huge number of refugees each Tuesday, she asked about the possibility of determining a specific number of refugees to be served on Tuesdays (up to 70 cases). She said that the registration takes long time and it would be better if two UNHCR staff handle it. They receive many people during the week asking for NFI, refugees claim that UNHCR staff advise them upon registration to approach the center and ask for aids.

### **RECOMMENDATIONS/ACTION POINTS:**

ProGress updated  
Referrals were made to related units.  
Applicants were counselled in-site  
Many Syrians asked about FA and were counselled about other services

**DATE AND SIGNATURE OF TRAVELLER:**

16 May 2012

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