






👤 | New Registration

◆ Breakdown by Age & Gender

 0-17 1,546	 18-59 5	 60+ 2
769 	784 	






◆ Breakdown by Office

◆ Amman	583
◆ Irbid	280
◆ Mafraq	171
◆ Zaatari Camp	310
◆ Azraq Camp	182
◆ EJC	21
◆ Azraq Urban	6



Total: 1,553 individuals, including 1,465 new-born babies

📄 | Renewal Urban Caseload

◆ Breakdown by Age & Gender



 0-17 10,702	 18-59 9,698	 60+ 864
10,628 	10,636 	

◆ Breakdown by Nationality

 Syrian	18,664
 Non-Syrian	2,600

◆ Breakdown by Office

◆ Amman	11,552
◆ Irbid	4,752
◆ Mafraq	4,935
◆ Azraq Urban	25

 Persons with Specific Needs 5,923	 Persons with Disabilities 1,188
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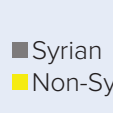
Total: 21,264 individuals

📞 | Helpline Referrals (Tickets) & E-mail Petitions

◆ Breakdown of Petitions by Office

◆ Amman	279
◆ Irbid	39
◆ Mafraq	13

◆ Breakdown of Tickets by Nationality




 Syrian	26,489
 Non-Syrian	4,901





◆ Breakdown of Tickets by Office

◆ Amman	19,483
◆ Irbid	6,787
◆ Mafraq	3,950

◆ Zaatari Camp	557
◆ Azraq Camp	443
◆ EJC	211

◆ Breakdown of Tickets by Type

 Contact Change 20,479	 Renewal Appointment 7,728	 Add Family Member 1,782
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 Split File 324	 Re-Entry 115	 Merge File 68	 Other 935
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E-mail Petitions: 331 | Helpline referrals: 31,431

The head of the Refugee Affairs Coordination Office visited the Registration Centre in Amman (Khalda) in an introductory visit to UNHCR whereby the remote processing of registration, Refugee Status Determination and Resettlement, as well as the Asylum Seeker Certificates delivery process were demonstrated to him.

The introductory visit was followed by a meeting with the Assistant Representative (Protection) to discuss areas of collaboration between the Government of Jordan and UNHCR in the domain of documentation and registration.

During 2020, asylum seeker/refugees certificates were renewed for a total of 199,218 individuals (51,186 families) in all urban registration centres in the country.

Remote processing of registration remains challenging particularly with regards to collection and verification of documents from Persons of Concern through mobile messaging applications.

The Registration Unit is planning to implement self-scheduling solutions which aim at facilitating refugees to make registration appointment through the Interactive Voice Response (IVR) system of the UNHCR Helpline.

The Registration Unit is also exploring means to facilitate refugees to update their contact number with UNHCR through the IVR system.