Registration Services
UNHCR Jordan
October 2021

New Registration

Breakdown by Age & Gender

0-17	18-59	60+
2,776	34	2

1,423 | 1,389

Breakdown by Office

Amman	1,198
Mafraq	583
Irbid	440
Zaatari Camp	284
Azraq Camp	151
EJC	17
Azraq Urban	7

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

** 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	18-59	60+
18,045	14,897	1,400

17,042 | 17,300

Persons with Specific Needs **8,045**

Persons with Disabilities **1,091**

Breakdown by Nationality

Syrian	31,653
Non-Syrian	2,689

Breakdown by Office

Amman	17,438
Irbid	12,116
Mafraq	4,619
Azraq Urban	169

Total: 34,342 individuals

Helpline Referrals & E-mail Petitions

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 Office

Amman	17,964
Irbid	5,560
Mafraq	2,660
Azraq Camp + Urban	313
EJC	78
Zaatari Camp	66

Breakdown of Referrals by Type

	Contact Change	Renewal Appointment	Add Family Member
	7,493	**8,641**	**4,781**
Processed	3,425	1,966	901
Duplicate	3,052	3,612	2,139
Pending	1,016	3,063	1,741

	Split File	Re-Entry	Merge File	Other
	1,517	**1,491**	**188**	**2,530**
Processed	1,044	1,165	152	2,076
Duplicate	461	324	31	406
Pending	12	2	5	48

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

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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.