

**Zaatari Protection Sector Meeting  
9 January 2014**

**1. Raba Sarhan**

Raba Sarhan Joint Registration Center opened on 29 December 2013. Since then, UNHCR registers all new arrivals in Raba Sarhan, prior to arrival in Zaatari. Refugees in Raba Sarhan are now allowed to keep their Syrian documents, and they are also given a Jordanian (MOI) Service Card to identify them in Jordan. They are also given a proof of registration (print out from the database with family composition) and their ration card.

The service card does not enable refugees to move freely in the country; their address of residence is mentioned as Zaatari and they are still required to go through official bail out procedures to leave the camp, and then re-register with official authorities in a new area of residence in Jordan.

Referral system is being improved currently between Raba Sarhan and Zaatari, involving partners.

**2. Bail out**

There is an important decrease in the number of people benefiting from the bail out process. The authorities explained that they have put additional scrutiny on bailers. This seriously affects new arrivals and “old” arrivals coming to Zaatari to regularise their stay in urban settings (who had previously left the camp illegally).

**3. Verification**

Does UNHCR need extra wheelchairs: OXFAM can give 1-2 more

There are people with tribal security issues who refuse to leave the home. What to do during the verification?

UNHCR is compiling additional elements to present to the authorities and UNHCR Security Advisor.

**4. Complaints' boxes**

1 in UN women

1 or 2 in verification area

1 in UNHCR helpdesk (protection/registration area, to be moved to buffer zone)

Boxes have been ordered.

An info campaign needs to be prepared ahead of the placement of the boxes.

**5. District 8 new arrivals**

Group of people there coming from 9, 10 and 11. Conflict last week between 2 clans.

Need extra wash blocks in eastern district 8 (check assessment) and between 6 and 9. JEN and ACTED need to support neighbouring districts.

**6. Suggestions to improve/add up to protection sector meeting**

- Additional field protection participants: IRD, UNICEF,
- There is CP-GBV meetings. Proposal to combine with general protection. Same with age and disability working group.
- Update on CBPN networks
- District 6 meeting: protection issues were mixed with security. Need to clarify roles there.
- Need a presentation on community policing, but also on community watch groups.

**Participants:**

Geeta, UN Women

Jeff, OXFAM

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Sandrine, UNHCR