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#### ◆ Breakdown by Age & Gender

 0-17 <b>1,375</b>	 18-59 <b>1</b>	 60+ <b>0</b>
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<b>706</b> 	<b>670</b> 
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#### ◆ Breakdown by Office

◆ Amman	728
◆ Mafraq	222
◆ Zaatari Camp	182
◆ Irbid	162
◆ Azraq Camp	62
◆ EJC	16
◆ Azraq Urban	4



**Total: 1,376 individuals, including 1,208 new-born babies**

### 📄 | Renewal Urban Caseload


#### ◆ Breakdown by Age & Gender

 0-17 <b>13,422</b>	 18-59 <b>13,485</b>	 60+ <b>820</b>
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<b>14,298</b> 	<b>13,429</b> 
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


Persons with Specific Needs  
**6,335**



Persons with Disabilities  
**1,020**

#### ◆ Breakdown by Nationality

 Syrian	25,991
 Non-Syrian	1,736

#### ◆ Breakdown by Office

◆ Amman	15,673
◆ Mafraq	6,812
◆ Irbid	4,841
◆ Azraq Urban	401

**Total: 27,727 individuals**

### 📁 | Helpline Referrals & E-mail Petitions




#### ◆ Petitions Received Throughout the Month: 335

#### ◆ Referrals Received Throughout the Month: 15,069





#### ◆ Breakdown of Referrals by Office

◆ Amman	9,525	◆ Zaatari Camp	283
◆ Irbid	2,811	◆ Azraq Camp + Urban	261
◆ Mafraq	2,166	◆ EJC	23



#### ◆ Breakdown of Referrals by Type

		
<b>Contact Change</b> <b>8,589</b>	<b>Renewal Appointment</b> <b>2,682</b>	<b>Add Family Member</b> <b>2,652</b>
Processed 3,713	1,592	1,196
Duplicate 3,608	418	739
Pending 1,268	672	717

			
<b>Split File</b> <b>236</b>	<b>Re-Entry</b> <b>169</b>	<b>Merge File</b> <b>322</b>	<b>Other</b> <b>419</b>
Processed 120	116	147	288
Duplicate 43	27	84	26
Pending 73	26	91	105

#### ◆ Breakdown of Referrals by Nationality

 Syrian	11,920
 Non-Syrian	3,145

**E-mail Petitions: 335 | Helpline referrals: 15,069**

During the month of April 2021, UNHCR continued to scale up its effort in conducting remote registration and renewal activities. Remote renewal interviews were conducted with 27,727 Persons of Concern (PoCs). Additionally, UNHCR distributed Asylum Seeker/Refugee Certificates to 22,410 individuals/5,643 families. In addition, a mission to Aqaba was conducted to reach out to PoCs residing in remote areas in the South. As a result of the mission, 205 ASCs were delivered to PoCs and correction to records of iris images were conducted for 37 individuals.

UNHCR increased its effort in increasing two-way communications with PoCs, which include enhanced Helpline (IVR) ticketing system, and online information sessions with community leaders – six (6) sessions were conducted in Irbid.

Khalda Registration Center received two dignitaries successively during April. On 13 April, the Assistant High Commissioner (Protection) (AHC-P) visited Khalda Registration Center and observed first-hand the ASC delivery method in the time of the pandemic. On 19 April, a French General and his delegate visited UNHCR Jordan during which the Registration Team provided a tour at Khalda Registration Centre.