

### New Registration

#### Breakdown by Age & Gender

|  |   |   |
|--|---|---|
|  0-17<br><b>2,193</b> |  18-59<br><b>9</b> |  60+<br><b>0</b> |
| <b>1,107</b>          | <b>1,095</b>       |   |

#### Breakdown by Office

|              |       |
|--------------|-------|
| Amman        | 1,190 |
| Mafraq       | 354   |
| Irbid        | 344   |
| Zaatari Camp | 185   |
| Azraq Camp   | 109   |
| EJC          | 14    |
| Azraq Urban  | 6     |

**Total: 2,202 individuals, including 1,695 new-born babies**

### Renewal Urban Caseload

#### Breakdown by Age & Gender

|  |   |  |
|--|---|--|
|  0-17<br><b>19,691</b> |  18-59<br><b>20,595</b> |  60+<br><b>1,319</b> |
| <b>21,037</b>         | <b>20,568</b>          |  |

#### Breakdown by Nationality

|  |   |
|--|---|
|  Syrian   39,785 |  Non-Syrian   1,820 |
|--|---|

#### Breakdown by Office

|             |        |
|-------------|--------|
| Amman       | 24,107 |
| Irbid       | 10,011 |
| Mafraq      | 7,205  |
| Azraq Urban | 282    |

|   |   |
|---|---|
|  Persons with Specific Needs<br><b>10,963</b> |  Persons with Disabilities<br><b>1,956</b> |
|---|---|

**Total: 41,605 individuals**

### Helpline Referrals & E-mail Petitions

#### Petitions Received Throughout the Month: 0

#### Referrals Received Throughout the Month: 15,278

#### Breakdown of Referrals by Office

|        |       |                    |     |
|--------|-------|--------------------|-----|
| Amman  | 9,050 | Zaatari Camp       | 302 |
| Irbid  | 3,317 | Azraq Camp + Urban | 301 |
| Mafraq | 2,211 | EJC                | 97  |

#### Breakdown of Referrals by Type

|   |   |   |
|---|---|---|
|  |  |  |
| <b>Contact Change</b><br><b>8,045</b>   | <b>Renewal Appointment</b><br><b>3,004</b>  | <b>Add Family Member</b><br><b>2,782</b>  |
| Processed 4,591   | 973   | 498   |
| Duplicate 3,151   | 460   | 781   |
| Pending 5,206   | 1,571   | 1,503   |

#### Breakdown of Referrals by Nationality

|   |  |
|---|--|
|  Syrian   12,665 |  Non-Syrian   2,606 |
|---|--|

|   |   |   |   |
|---|---|---|---|
|  |  |  |  |
| <b>Split File</b><br><b>251</b>   | <b>Re-Entry</b><br><b>198</b>   | <b>Merge File</b><br><b>405</b>   | <b>Other</b><br><b>593</b>  |
| Processed 64  | 54  | 82  | 289   |
| Duplicate 43  | 46  | 107   | 89  |
| Pending 144   | 98  | 216   | 215   |

**E-mail Petitions: 0 | Helpline referrals: 15,278**

In July 2021, the Registration Unit continued to scale up its effort in clearing the renewal backlog through remote renewal modality. Remote registration and renewal processes were conducted with 44,348 Persons of Concern (PoCs). In addition, the Registration Unit distributed Asylum Seekers Certificates to 46,062 individuals/12,067 families.

In-person rapid renewal procedures continued to be in place in Registration Centres in Amman, Irbid and Mafraq. PoCs with expired Asylum Seeker Certificates, who were on the WFP assistance appeal list, were prioritized for in-person renewal procedures to ensure the speediest processing for them. A total of 7,890 families/28,582 individuals were scheduled for in-person rapid renewal procedures. By the end of July 5,143 cases/19,026 individuals were renewed. The remaining cases were either unreachable or did not attend the scheduled renewal appointment.

In line with the new Accountability to Affected Population (AAP) Operational Guidance, Registration Unit has intensified its AAP activities by launching an online service satisfaction survey to gather feedback from POCs on the remote renewal process on 6 July. Between 6 and 31 July, a total of 680 responses were collected, among which 93.1% respondents expressed complete satisfaction regarding the remote renewal process.