



## Syria Refugee Response Plan Field Report

<b>NAME: -----</b>	<b>Agency/NGO: UNHCR</b>
<b>TRAVELLING FROM-TO and DATE:</b> Amman to Zarqaa governorate 3 <sup>rd</sup> May 2012	<b>OTHER STAFF/PARTNERS</b>
<b>PURPOSE OF TRAVEL:</b> Serve refugees at UNHCR help desk	

**ACTUAL RESULTS/CONSTRAINTS:**  
*(by sector)*

47 cases approached the help desk seeking help and queries as follows:

- 37 Syrian cases/ 97 individuals got registration appointments on Sunday 13 May 2012
- Four Syrian cases 12/2194, 12/2198, 12/2496, 12/2196, approached the help desk, asking for FA
- A Syrian man 12/4428 was asking about voluntary repatriation procedures

**BRIEF DESCRIPTION OF PERSONS MET/PLACES VISITED/CHANGE FROM PREVIOUS VISIT  
(ACTIVITIES IMPLEMENTED/CONDITION OF SYRIAN/HOST COMMUNITIES):**

A representative from JHAS said that an elder man called them, he can not move at all, even he can not approach the help desk to get an appointment registration.

**RECOMMENDATIONS/ACTION POINTS:**

- Referrals were made to related units
- Documents were handed over to recipients in the office
- Email were sent regarding home registration and follow ups
- Refugees were counselled at the help desk. However; some cases were contacted afterwards by telephone, queries and counselling afforded to them after discussions with other colleagues in the office.
- Progress updated, four cases were added to PRO11.

**DATE AND SIGNATURE OF TRAVELLER:**

**03<sup>rd</sup> May 2012**

**Please send to Aoife McDonnell at [mcdonnel@unhcr.org](mailto:mcdonnel@unhcr.org)**  
UNHCR JORDAN/Ref/256