

Registration Services

UNHCR Jordan September 2021

New Registration

Breakdown by Age & Gender



Breakdown by Office

Amman	1,231
Irbid	462
Mafraq	316
Zaatari Camp	257
Azraq Camp	165
EJC	11
Azraq Urban	12

Total: 2,444 individuals, including 1,889 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









Breakdown by Nationality



Breakdown by Office

Amman	25,318
Irbid	13,052
Mafraq	4,415
Azraq Urban	113

Total: 42,898 individuals

Helpline Referrals & E-mail Petitions

- Petitions Received Throughout the Month: 0
- Referrals Received Throughout the Month: 17,926
- Breakdown of Referrals by Office
 - Amman 111.383 Irbid 13,884 Mafraq 12,350

Breakdown of Referrals by Nationality



- - Azrag Camp + Urban | 206 F.JC. 188 Zaatari Camp I 15
- Breakdown of Referrals by Type



Change 11,181 2.219 Processed 4.775 Duplicate 4,187 Pending



Renewal Appointment 3,074 1.033 579 1,462



Add Family Member 2,089 440 624 1,025



303

74

90

139

Split File 336 100 Processed 72 Duplicate 164 Pending





E-mail Petitions: 0 | Helpline referrals: 17,926















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In September 2021, the Registration Unit continued to focus its effort in clearing the renewal backlog through the two-pronged approach with remote and in-person rapid renewal modalities. Registration centres in the Jordan Operation conducted renewal processes for 42,898 Persons of Concern (PoCs) and distributed the renewed Asylum Seeker Certificates (ASCs).

In-person rapid renewal procedures continued to be in place in Registration Centres in Amman, Irbid and Mafraq. Registration Unit country-wide continued to prioritize registration renewal process for PoCs with expired ASCs, who were on the WFP assistance appeal list. Most of these cases were scheduled for in-person rapid renewal procedures to ensure processing at the maximum speed.

Despite the efforts in accelerating registration and renewal backlog clearance, the Registration Unit across Jordan was faced with high unreachability rate and high number of no-show for renewal interviews. The Registration Unit calls on the PoCs to update their contact number and/or request for renewal appointments through the Helpline Intarctive Voice Response.

In line with the new Accountability to Affected Population (AAP) Operational Guidance, Registration Unit continued to gather feedback from POCs on the remote renewal process through the online service satisfaction survey. By the end of September, a total of 1,229 responses were collected, among which 92.1% of respondents expressed complete/high level of satisfaction regarding the remote renewal process.